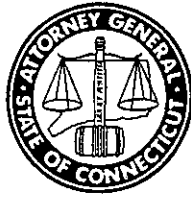


RICHARD BLUMENTHAL
ATTORNEY GENERAL



Add to 10257908-9901

MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

December 8, 2008

[REDACTED]
Milford, CT [REDACTED]

RE: Ford Motor co.

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the NHTSA, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency. If you have any questions concerning this matter, please contact the NHTSA at (888) 327-4236 regarding your complaint.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,

A handwritten signature in cursive script that reads "M. G. Alonzo".

M. G. Alonzo
Assistant Attorney General

Enc.

cc: NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

McAugh
2/20/10
DT



"Let us cover your Flooring needs"

Handwritten note: "Lic. 18-712621"

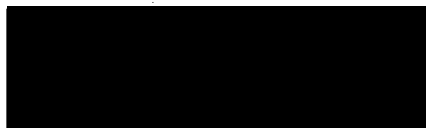
8/27/08

Attorney General
State of CT
55 Elm St.
Hartford, CT 06106
Attn: Public inquiry

I would like the office of the Attorney General to look into an issue that is occurring in many Ford vehicles. An oil leak is occurring on the top of the engine. The oil leak is caused by metal chip debris or damage to the sealing surface that occurred during the manufacturing process. In order to repair this problem the engine must be pulled out of the vehicle. A technical service bulletin is enclosed detailing the issue.

I called my Ford dealer and Ford directly. They feel that the leak is normal. They feel that there is no responsibility for them. We purchase a new Ford vehicle every 5 years and this is not a normal operating problem. This work truck is parked in customer driveways. The last thing I need is to leak oil in a customer's driveway. My vehicle is a 2001 with 56,000 miles. Whatever this office can do to look into this would be greatly appreciated.

Thank you

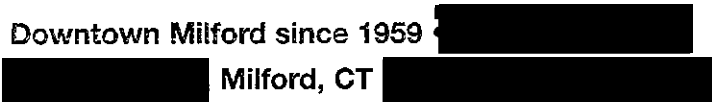


President

Ford case # 1388730611 (Jamie)

Downtown Milford since 1959

Milford, CT



4.6/5.4L - CYLINDER HEAD DECK LEAK - GASKET AND CYLINDER HEAD KIT

TECHNICAL SERVICE BULLETIN

Reference Number(s): 03-6-2, Date of Issue: March 31, 2003

FORD: 1999-2002 Crown Victoria, Mustang; 1999-2001 E Series, Expedition, F-150, Super Duty F Series; 2000-2001 Excursion

LINCOLN: 1999-2002 Town Car; 1998-1999 Navigator

MERCURY: 1999-2002 Grand Marquis

Superseded Bulletin(s): 02-22-7, Date of Issue: November 11, 2002

Related Ref Number(s): 02-22-7, 03-6-2

ARTICLE BEGINNING

DESCRIPTION

NOTE: This bulletin supersedes Technical Service Bulletin 02-22-7 dated November 11, 2002. Article 02-22-7 is being republished in its entirety to update the Model Year and Model Line coverage.

ENGINE - CYLINDER HEAD DECK LEAK 4.6 AND 5.4L ENGINES - NEW "SERVICE-ONLY" GASKET AND CYLINDER HEAD KITS AVAILABILITY

ISSUE

Some vehicles equipped with the Romeo built 4.6L 2V engine or 5.4L 2V Windsor and 5.4L Supercharged engine may exhibit an oil leak or oil weepage from the cylinder head gasket at the right hand rear or the left hand front of the engine. Oil weepage is not considered detrimental to engine performance or durability. An oil leak may be caused by metal chip debris lodged between the head gasket and the block, chip debris between the cylinder head and the head gasket, or by damage to the cylinder head sealing surface that occurred during the manufacturing process.

ACTION

Once an oil leak is verified with a black light test at the head gasket joint, replacement of the head gasket can be performed. If the head was damaged by chip contamination, the head should be replaced. A revised "Service-Only" gasket is now released for both of these cases.

SERVICE INFORMATION

Cylinder heads damaged by brinelling (depression marks from original gasket) of the head may still be reusable. The revised "Service-Only" gasket has a feature by which the embossed sealing area does not follow the same sealing path as the original gasket. This area is surrounding the High Pressure Oil Feed (HPOF) area. It is triangular in shape and is found in the rear of the passenger side cylinder head, or, in the front of the drivers side cylinder head (Fig. 1 and Fig. 2).

Required for service are:

<http://www.shopkey5.com/mric/common/asp/printart.aspx>

8/6/2008

- A straightedge (machine flatness toleranced to 0.0002" per foot in length) (available from Snap-On or as provided by Ford Motor Company)
- Motorcraft Silicone Gasket Remover (ZC-30)
- Metal Surface Prep (ZC-31)
- Service-only gasket (3U7Z-6051-BA for drivers side and/or 3U7Z-6051-AA for passenger side) with the new embossed area

The engine should be allowed to cool before removing the head or warpage may occur in deck flatness.

The cylinder head and block decks should be cleaned before performing a flatness check. Dark metal stains below the surface of the metal are normal. Do not attempt to polish off the stains with grinders or scrapers. Use a plastic scraper (or plastic ice scraper or equivalent) to pull away any residual silicone RTV with ZC-30 and ZC-31 applied in sequence.

The Workshop Manual and Service Labor Time Standards have been recently updated for both cars and truck using 4.6L 2V and 5.4L 2V and Supercharged 5.4L engines. These include instructions to remove the engine prior to removing the cylinder head. Service Labor Time Standards allow for extra time in engine removal and cylinder head deck leak repair out of vehicle.

Cylinder Head Kits are available on most applications. Refer to the current Parts Catalog Listing for applicability.

Cylinder Head Kits include:

- Complete Head assembly, with Cam and Valves
- Head Bolts
- Service Only Head Gasket
- Both Intake Gaskets
- Exhaust Gasket
- One Rocker Cover Gasket
- One set of Exhaust Studs and Nuts

If it is found that only one head is leaking, it is not necessary to remove the other head. Only repair the side for which leakage occurs.

For detailed information on these subjects refer to previous articles on general cylinder head gasket repairs, machining of aluminum heads and blocks, gasket cleaners/removers, and straightedge procedures.

PARTS INFORMATION

PARTS INFORMATION

Part Number	Part Name
ZC-30	Motorcraft Silicone Gasket Remover
ZC-31	Metal Surface Prep

3U7Z-6051-BA	Service-Only Head Gasket - Left
3U7Z-6051-AA	Service-Only Head Gasket - Right

OTHER APPLICABLE ARTICLES

01-12-2

01-21-10

02-1-4

02-11-4

02-21-13

02-2-3

02-17-2

WARRANTY INFORMATION

WARRANTY STATUS: Information Only.

OASIS CODES: 401000, 402000, 403000, 490000, 497000, 499000

Fig. 1: High Pressure Oil Feed Area - Left Bank

Fig. 2: High Pressure Oil Feed Area - Right Bank

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