

JUN 03 2010



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

May 27, 2010



PAULA T. DOW
Attorney General

THOMAS R. CALCAGNI
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

WHIPPANY NJ

Re: FORD MOTOR COMPANY
File Number: 05-27-10G0000052106

Dear [REDACTED]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

US Dept of Transportation
NHTSA
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

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061810
TGW

RR11.pri



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: <u>[REDACTED]</u> ADDRESS: <u>[REDACTED]</u> CITY: <u>Waukegan</u> STATE: <u>N.J.</u> ZIP: <u>[REDACTED]</u> HOME TELEPHONE NUMBER: <u>[REDACTED]</u> WORK TELEPHONE NUMBER: _____ E-MAIL ADDRESS: _____	BUSINESS: <u>Ford Motor Company</u> ADDRESS: <u>One American Road</u> CITY: <u>Dearborn</u> STATE: <u>MICHIGAN</u> ZIP: <u>48126</u> TELEPHONE NUMBER (1): <u>313-322-3000</u> TELEPHONE NUMBER (2): _____
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For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- Automotive Automotive Repairs Banking Credit Card
- Charity Direct Mail/Sweepstakes Home Repair Internet/Cyberspace
- Professional Service Stocks/Securities Telemarketing Telecommunications
- Bingo/Raffle Health Club Warranty Advertising
- Wheelchair Lemon Law Weighing/Measuring Devices Used Car Lemon Law New Car Lemon Law
- Home Furnishings Other (specify) _____

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used N/A
- b. Purchased Leased
- c. Purchase Price \$12,750 Current Mileage 129,750
- d. Date of purchase 6/03 With Warranty With Service Contract As Is
- e. Make Mercury Model Grand Marquis Year 2001

3. Name of company with which you dealt: Ford #5
- Ford Motor Company

4. Name and title of company agents or employees with whom you dealt: complaint directed to:
Mr. Alan Mulally, President

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. **Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.**

Based on the diagnosis of a faulty thermostat by my local mechanic, a replacement repair was attempted on my 2001 Mercury Grand Marquis in early Jan, 2010. When my mechanic attempted to replace the thermostat, difficulties were encountered. The thermostat housing bolts would not readily unfasten/unscrew. I was informed that, if more force was exerted, the plastic-like intake manifold through which the bolts fasten, would crack/break and require a very expensive intake manifold replacement. I decided to hold off on this repair and contacted three local Ford dealerships for second opinions. All three told me they would be careful but they could not guarantee me that they would not crack the intake manifold in attempting the thermostat replacement. The average cost to replace the intake manifold at the dealerships runs \$1,500.00. This is absurd when you consider that the thermostat itself costs approximately \$20.00. So you know, Ford Motor Co. extended the warranty covering the intake manifold to 7 years or 100,000 miles owing to the high number that were cracking on their own, thereby leaking engine coolant onto the engine. This had nothing to do with the changing of thermostats, specifically. Obviously, replacing the previous metal intake manifolds with plastic led to big problems. Also, please note that the "Scheduled Maintenance Guide" for my 2001 model year vehicle does not include any recommendation to replace the thermostat through the 150,000 mile service interval. This is ludicrous! I have never owned a vehicle that did not require periodic thermostat replacements. These were usually replaced every 50,000 miles. Doesn't this appear to be an attempt to side-step the potentially costly intake manifold replacement when thermostats are replaced?

My letter to Mr. Alan Mulally, President of Ford Motor Co. (attached), attempted to obtain a guarantee from Ford that, if a simple thermostat replacement resulted in the cracking of the intake manifold, Ford would reimburse the intake manifold replacement costs. I received a reply from Ford Customer Service Division (attached) which did not address my original request but merely referred me to the seven year extended warranty on the intake manifold, which had expired. Conversations with Ford Customer Service on Jan 28, 2010, the Executive Offices on Jan, 28, 2010, and Ford Customer Service on Feb. 23, 2010 as a follow-up to the written reply to my original letter resulted in no further action, only file documentation.

Ford Motor Co, if it chooses to replace a part with one that is inferior, should be required to guarantee that future replacement repairs which impact that part are fully covered by the Company. It is obvious from the "Scheduled Maintenance Guide" that the Company is attempting to circumvent the complications of thermostat replacement by simply not recommending it. I would appreciate your intervention.

6. The amount of loss involved in this complaint: \$ _____ . Please provide a breakdown of these losses:

Want guarantee from Ford Motor Co. that replacing thermostat will not crack/break intake manifold. If intake manifold is damaged when thermostat is replaced, Ford Motor Co. should cover.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature*

3/26/10
Date

* This certification must be signed by the person completing the form.

12/2/05

[REDACTED]
Whippany, N. J. [REDACTED]
Jan. 29, 2010

Mr. Alan R. Mulally, President
Ford Motor Company
One American Road,
Dearborn, Michigan 48126

Dear Mr. Mulally,

As an owner of many Ford Motor Co. vehicles over the years, whose experience with the products purchased has generally been quite acceptable, I was recently confronted with a most unusual and frustrating repair issue. My 2001 Mercury Grand Marquis was in need of what had always been a very simple and straight-forward service matter, that of replacing the engine's thermostat.

As it turns out, the thermostat housing sits on, and the screws that secure it run through an area that comprises part of the plastic intake manifold. When the aforementioned screws cannot be removed easily, their ultimate removal under force is frequently accompanied by a cracking of the plastic intake manifold. In my area, the average dealer charge to replace the intake manifold and thermostat runs around \$1,500.00. The cost of a new thermostat is approximately \$20.00.

I have consulted three local Ford Motor Co. dealerships. Not one can guarantee me that replacement of the thermostat by itself will not result in a cracking of the intake manifold. A local repair shop that has been dependably servicing my car has attempted to replace the thermostat. However, based on initial attempts, I have been warned that the intake manifold will most likely crack when they exert more force in order to remove the two fastening bolts on the thermostat housing.

Ford Motor Co. extended warranty protection on the intake manifolds to 100k miles, owing to a significant problem involving cracking of the manifolds. No mention was ever made of the thermostat replacement issue. My Mercury has in excess of 100k miles on it.

The above was not an issue when thermostats were replaced on any of my prior vehicles. All had metal intake manifolds. Clearly, the conversion to plastic, for whatever reasons Ford has deemed appropriate, has placed an undue burden on the owners of vehicles with 4.6 liter engines, including Ford Crown Victoria and Mercury Grand Marquis products.

I have been in contact with both your Customer Assistance and Executive Offices but neither could offer any immediate assistance. I was informed that engineers do review customer complaints but this would not necessarily result in any action on the part of Ford.

This leaves me at a point of total frustration. I was hoping that Ford Motor Co. would back the thermostat replacement owing to known and publicly acknowledged issues arising from its use of plastic intake manifolds. They not only crack and leak left untouched but also when thermostat housing hold-down screws/bolts are removed. One would expect that, as we move forward in time, newer materials used in the production of automobiles would be superior and not inferior.

Would you kindly provide me the assistance/support I need in order that a simple thermostat replacement does not, in the end, result in repair costs approximating those of a transmission replacement. Up until now, I have been highly satisfied with the dependability and performance of my vehicle.

Thank you kindly for your assistance and support.

Sincerely,

[REDACTED]



Ford Customer Service Division

P. O. Box 6248
Dearborn, MI 48126

February 12, 2010

[REDACTED]
Whippany, NJ [REDACTED]

Case # 1329510904

Vehicle ID # 2MEFM75W61X [REDACTED]

Dear Mr. [REDACTED]

This response is in regards to your recent letter on the above mentioned vehicle, seeking reimbursement for repairs to the intake manifold.

Program 05N04 extended the warranty coverage on the intake manifold to seven years from the original warranty start date. With regards to your vehicle, the seven year extended warranty on the intake manifold has expired. A review of the information you have provided indicates that the repairs made to your vehicle occurred after the warranty extension.

Your vehicle is beyond the terms of the intake manifold class action lawsuit, which ended on August 01, 2005. Based on this information, we will be unable to honor your request for a reimbursement of repairs, and propose no further action

Sincerely,

Artresha Sellers
Ford Motor Company
Customer Relationship Center





Whippany, NJ

DV DANIELS NJ 070

27 MAR 2010 PM 3 L

7000 Series
Mail It Back



New Jersey Office of the Attorney General
Division of Consumer Affairs
P.O. Box 45025
Newark, N.J. 07101

07101+4025

