



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received NOV 10 2010 13-AUG-2010	Repository <input type="checkbox"/>
	Reference No. 10349227

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City NEW SMYRNA BEACH	State FL	Zip Code

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MELM71W5VX	Make MERCURY	Model GRAND MARQUIS	Model Year 1997
Date Purchased June 2001	Dealer's Name and Telephone Number DAYTONA Lincoln Mercury (No longer in business)	Engine: No. Cylinders 8	Fuel Type: Regular
Original Owner <input type="checkbox"/>	Dealer's City Daytona Beach	State FL	Zip Code 32114
Transmission Type 4 spd	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain V8	Multiple Failure: Intake manifold Spring leak
Incident Date(s) 29-JUL-2010			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM, 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAIL PIPE	Failure Mileage 47025	Failure Speed 65
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1997 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE SERVICE CHECK ENGINE LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY DIAGNOSED IT STATING THAT THE INTAKE MANIFOLD FAILED DUE TO THE STRUCTURE. THE MANIFOLD WAS REPLACED AT THE OWNERS EXPENSE. THE FAILURE MILEAGE WAS 47025 AND THE CURRENT MILEAGE WAS 47050.

A CLASS ACTION WAS BROUGHT AGAINST Ford & settled - see attached photocopy. I was never advised by Ford that I had a potential future problem - I feel that Ford should reimburse me to replace the defective part. Bruce E. Mandy

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

CUSTOMER #: 94714

74558

mullinax



INVOICE

1307 N. DIXIE FREEWAY P.O. BOX 1960 (C)
NEW SMYRNA BEACH, FLORIDA 32168
PHONE (386) 428-9094
MV#-49021

PAGE 1

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 490 ROBERT HUGLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
	97	MERCURY GRAND MARQUI	2MELM74W5VX		47025/47025		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA.
01JAN01 DD			17:00 02AUG10		0.00	CASH	04AUG10
R.O. OPENED	READY	OPTIONS: ENG:4.6_Liter_EFI_SOHC(R)					
13:44 02AUG10	09:22 04AUG10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	LEAKING	COOLANT				
	05	ENGINE	LIGHT	DUTY			
		485	CP			427.50	427.50
	1	F8AZ*9424*AAA	KIT - MANIFOLD	HARDWARE	607.03	607.03	607.03
	1	7L3Z*8575*B	THERMOSTAT	ASY	17.85	17.85	17.85
	1	VC*5*	ANTI-FREEZE		15.31	15.31	15.31
PARTS:	640.19	LABOR:	427.50	OTHER:	0.00	TOTAL LINE A:	1067.61
47025 4.50 PRESSURE TEST COOLING SYSTEM REPLACE INTAKE MANIFOLD AND THERMOSTAT ADD COOLANT RETEST OK							

B MULTI-POINT INSPECTION

99P MULTI-POINT INSPECTION

485	CP				0.00	0.00	
GTIRE	TIRES	GOOD	AT THIS TIME		0.00	0.00	
485	CP				0.00	0.00	
GBAT	BATTERY	IS	GOOD AT THIS TIME		0.00	0.00	
485	CP				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

CUSTOMER PAY ENVIRONMENTAL FEE FOR REPAIR ORDER 6.00

8883214236
0515
10349227
S-13-10

interest: 11 Ave
Fords

+ U...
for 2 months back
Umc

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. ALL PARTS NEW UNLESS OTHERWISE SPECIFIED. PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS/12,000 MILES FROM REPAIR DATE UNLESS OTHERWISE SPECIFIED.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	427.50
		PARTS AMOUNT	640.19
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	6.00
		TOTAL CHARGES	1073.69
		LESS INSURANCE	0.00
		SALES TAX	69.80
		PLEASE PAY THIS AMOUNT	1143.49

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

10349227
100148



my3cents.com

Print Page

the consumer revolution!

My3cents.com - Ford Motor Complaint - Class action suit, all nylon - composite intake manifold, Ford products with 4.6L, V8 engine

I have a low mileage 1997 cougar. The reason I have low mileage is because I always have had a second vehicle which right now is a 2005 Ranger. I have low mileage, but if you add them together they have average mileage. ford Motor is criticizing me for having a low mileage vehicle which I have always had maintained by the dealer following the maintenance book. I have no problems with the dealer except I was never told that this manifold could be replace with 7 years of the purchase date pursuant to a United States District Court decision based on corporate attorneys and an arbitrator (case C-03-2628 CW). Because of wanting a reliable car, I had \$1,220 worth of work on 9/27/2007. On 9/30/2007, after only driving the car about forty miles for a trip, the low fluid lamp came, unfortunately I could not pull off the road because it was a levee road. I finally got to a marina just before the engine boiled. I had the car towed about 40 miles to my dealer. It costs \$1400 dollars to fix the manifold. ford knew about the problem some years before, but did not do anything until a class action suit was filed. The suit on-line document say the Ford Company was to notify owners. ford customer service twice told me that it was the courts responsibility and they placed the notice in Parade and USA, which I don't read.

They, Ford Motor will not do anything, but kiss me off. Not even a "I'm sorry you are having that problem". No more ford products for me after buying about 14 in my lifetime.

Anybody, but Ford...

Ask a Ford Mechanic Now 17 Ford Mechanics Are Online! Ask a Question, Get an Answer ASAP. Ford.JustAnswer.com

Official Ford Escape Site Official Site. Exclusive Offers. Research the 2011 Ford Escape. www.FordVehicles.com/Escape

Ford Dealer Prices Why Pay Sticker? Check Now for your Local Dealer's Discount Price! Ford.WhyPaySticker.com

Ads by Google

Class Action Case Idea ? Representing Consumers In Antitrust And Consumer Fraud Class Actions. www.KatrielLaw.co

Pre-Owned Ford Ranger Search Certified Pre-Owned inventory. Find your Ford Ranger. FordCPO.com

Ask a Ford Mechanic Now 21 Ford Mechanics Online Now Answer Your Questions In Minutes. Ford.eAnswer.com

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Next Ford Motor Review >>>

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