

NVS-200

CL-10555114-4273

[REDACTED]
Chelmsford, MA [REDACTED]

EXECUTIVE SECRETARIAT

(Cell phone) DEC 13 A 9:27

December 6, 2013

RECEIVED - NHTSA

Allen Mullaly
Chief Executive Officer
Ford Motor Company
PO Box 6248
Dearborn, MI 48216

DEC 16 2013

RE: 2004 Mercury Grand Marquis VIN 2MEFM74W34X [REDACTED]

Dear Mr. Mullaly:

My husband, [REDACTED] and I have been have been loyal Ford Motor Company owners since 2000 with a Ford Ranger and the above reference Mercury Grand Marquis. Previously we owned a Ford Fiesta. On December 4, 2013, I brought the Grand Marquis in for servicing as I believed the power steering was not working properly. Upon inspection by Triangle Service Center, Chelmsford, MA it was found that the intermediate (lower) steering shaft was binding and in need of replacement, The part was ordered but could not be filled as Ford Motor Company had recalled the 2005-2011 Crown Victoria, Mercury Grand Marquis and Lincoln Town Car models for this same problem (Attachment 1).

On December 6, I went to the Drum Hill Ford Dealer in Lowell, MA to determine if my 2004 Grand Marquis could be found to be defective under the 2005-2011 recall, as it was the same exact part with the same exact problem as noted in the failure reports found by NHTSA and Ford. Mr. Carols Borgos, Service Advisor stated the 2004 Grand Marquis was not covered under the recall, so I had no recourse. There were no parts available to fix my vehicle as they were all being used for the recall. He advised me to call the Ford Service 800 Number. On December 6, 2013, I called and spoke with Bethany, who also stated the car was not under the recall and I had no recourse. She would note it in the file, in case Ford Motor Company made the decision at a later date to issue a recall on the 2004 models.


You can imagine my dismay at Ford Motor Company knowing full well I am driving a defective vehicle which the NHTSA investigated and found significant problems with the power steering shaft, as well as your own company in fact verified the same findings and yet, when I reported a vehicle with these same issues, with the exact same part, your company tells me I have no recourse. There are no parts for me to repair the vehicle and it has not been recalled.

NAM
12/17/13
SMD

So I am sending this letter to you to request my vehicle be included to the 2005-2011 recall for the possible failure of the power steering shaft. I am sending this letter to the Massachusetts Attorney General as well as the NHTSA for their review and action to include all Ford vehicles which have this power steering shaft part in the recall. I look forward to your positive response on my request.

Sincerely,


Chelmsford, MA

VIN 2MEFM74W34X 

Cc:

Office of Attorney General, Division of Consumer Protection

NHTSA ✓

A. Eliopoulos, Esq.

PAID

DEC 05 2013

TRIANGLE SERVICE CENTER

177 BOSTON ROAD
CHELMSFORD MA 01824

{978} 256 7658

(978) 256-9832

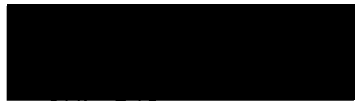
TRIANGLE SERVICENTER

OPEN MONDAY THRU FRIDAY: 7:00 AM TO 5:00 PM

page 1

Repair Order #65109

Day Phone : [REDACTED]



CHELMSFORD MA [REDACTED]

Vehicle : 2004 Mercury Grand Marquis 4.6 L 281 CID V8 SOHC

Tag/State : [REDACTED] MA

VIN : 2MEFM74W34X [REDACTED]

Last Mileage : 146790

Created : 12/2/2013 8:07:09 AM

Odometer In : 0

Complete : 12/5/2013 3:59:57 PM

Odometer Out : 152489

Labor/Notes

Code/Tech*	Reference	Description	Price
	0	CUSTOMER CONCERNS	\$0.00

GOF
 GOOD CHECK OVER
 CHECK BRAKE LIGHT COMES ON WHEN PEDAL IS PRESSED
 CHECK POWER STEERING FEELS STRANGE
 CHECK BELT SQUEEK ON START UP
 CHECK HOOD LATCH INOP

BG* GOF2 OIL / FILTER CHANGE W/ LUBE \$12.50
 CHANGE OIL AND FILTER. LUBRICATE CHASSIS. CHECK ALL UNDERHOOD LEVELS. CHECK AND CORRECT TIRE PRESSURE. CHECK BELTS & HOSES.

BG* LAB GOOD CHECK OVER \$0.00

R/REAR TIRE IS DOWN TO THE WEAR MARKERS. L/REAR TIRE IS GETTING CLOSE TO WEAR MARKERS. FRONT TIRES HAVE 5/32" OF TREAD LEFT. ALL 4 TIRES ARE DRY ROTTED ON SIDEWALLS AND TREAD AREA. RECOMMEND: REPLACE ALL 4 TIRES (MICHELIN ENERGY LX4 P225/60R16 97T)

CHECK POWER STEERING FEELS STRANGE:
 INSPECT POWER STEERING SYSTEM = INTERMEDIATE STEERING SHAFT IS BINDING.
 NEEDS: REPLACE INTERMEDIATE STEERING SHAFT W/ POWER STEERING FLUSH

CHECK BRAKE LIGHT = BRAKE FLUID WAS LOW.
 TOP OFF MASTER CYLINDER AND RECHECK = LIGHT IS OFF

CHECK HOOD LATCH INOPERATIONAL:
 WHEN VEHICLE WAS ON LIFT, OPEN HOOD FROM BELOW AND INSPECT = HOOD STOPS NEED TO BE ADJUSTED.
 ADJUST HOOD STOPS AND RECHECK HOOD LATCH OPERATION = WORKING AS DESIGNED

CHECK BELT SQUEEK ON START UP:
 TECHNICIAN COULD NOT EXPERIENCE SQUEEK ON START UP.
 WOULD LIKE TO KEEP VEHICLE OVER-NIGHT AND RECHECK FOR SQUEEK IN THE MORNING.
 RECHECK IN MORNING WHEN COLD = TECHNICIAN DID HEAR SQUEEKING NOISE ON START-UP.
 CHECK ALL BELTS AND PULLEYS = IDLER PULLEY IS NOISY
 NEEDS: REPLACE IDLER PULLEY AND RECHECK SQUEEK

BG* CB CHECK BRAKES \$0.00

CHECK FRONT BRAKES = 15K LEFT
 CHECK REAR BRAKES = 25K LEFT

LAB REPLACE IDLER PULLEY \$59.37

REMOVE ALL NECESSARY COMPONENTS TO GAIN ACCESS TO IDLER PULLEY.
 REMOVE IDLER PULLEY AND REPLACE WITH NEW.
 RECHECK FOR SQUEEK = QUIET





Chelmsford, MA

BOSTON MA 021

07 DEC 2013 PM 3 1

FOREVER

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1200 New Jersey Ave, SE
West Building
Washington, DC 20590

20590

