

[REDACTED]  
[REDACTED]  
SAYREVILLE, NJ  
[REDACTED]  
[REDACTED]

OCT 24 2018

CL-11128134-2182

October 10, 2018

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Director NHTSA,

This letter is referenced to case #11128134. After review of the enclosed Vehicle Owner's Questionnaire (VOQ) form, I noticed that the Incident Date should probably be the Invoice Date of Repair being August 24, 2018 (see attached repair invoice from Malouf).

The narrative description on the form is incorrect and should read as follows:

I am the original owner of the 2001 Mercury Grand Marquis, VIN #2MEFM74WX1 [REDACTED]

Prior to having the vehicle repaired, I noticed white smoke coming from my vehicle while travelling on the Garden State Parkway. I immediately notified the mechanic who maintains my vehicle who stated, "The white smoke is caused by coolant leaking into one or more combustion chambers, which is caused by a defective plastic intake manifold. I should check on the internet about this issue and to see if the Ford Motor Company had a recall pertaining to the plastic defective intake manifold". Several websites reported that Ford plastic intake manifolds were causing issues to vehicle performance and a white smoke coming from the tailpipe which means that the intake manifold was leaking.

I checked with a second mechanic at a different shop and he also stated the reason for the white smoke, was a defective plastic intake manifold that is leaking fluid into the combustion chambers. He also stated to go online and I would see information about this issue. Both mechanics had the same diagnosis "cracked/leaking intake manifold". After having verification from two top-notch ASA certified auto mechanics, I took the vehicle to Malouf Ford-Lincoln, Inc. (2210 Route 1 North, PO Box 7480 in North Brunswick, NJ 08902, Telephone #732-951-0300) where they recommended to have the intake manifold replaced along with an oil and filter change, due to coolant in the oil and filter on August 24, 2018.

I, (the Contact) called the manufacturer and asked to speak with a case manager regarding being compensated for the work done on my vehicle to replace the defective plastic intake manifold. I stated that I obtained information from the internet which I am enclosing. Evidently this has been a continuous and recurrent problem. As I stated, I am the original owner and have never received a recall notice through the United States Postal Service. If I had received a recall notice, I would have had this issue taken care of immediately. "A defective intake manifold, is a defective intake manifold." Mileage should not matter. To date, I am still waiting for a response from the manufacturer.

I would appreciate your response and help in securing the cost of having these repairs done.

Thank you,  
[REDACTED]

P.S. After reviewing the internet comments, I took my vehicle to Malouf which is a Ford and Lincoln dealership. I took the car there feeling that the work should have been done free of charge, knowing about the issues of a defective plastic intake manifold. I just want you to realize that they changed the intake manifold to a metal intake manifold for my car's year/make/model.

EA  
10/24/18  
AB

[REDACTED]  
[REDACTED]  
SAYREVILLE, NJ  
[REDACTED]  
[REDACTED]

October 10, 2018

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Director NHTSA,

This letter is referenced to case #11128134. After review of the enclosed Vehicle Owner's Questionnaire (VOQ) form, I noticed that the Incident Date should probably be the Invoice Date of Repair being August 24, 2018 (see attached repair invoice from Malouf).

The narrative description on the form is incorrect and should read as follows:

I am the original owner of the 2001 Mercury Grand Marquis, VIN #2MEFM74WX1 [REDACTED]

Prior to having the vehicle repaired, I noticed white smoke coming from my vehicle while travelling on the Garden State Parkway. I immediately notified the mechanic who maintains my vehicle who stated, "The white smoke is caused by coolant leaking into one or more combustion chambers, which is caused by a defective plastic intake manifold. I should check on the internet about this issue and to see if the Ford Motor Company had a recall pertaining to the plastic defective intake manifold". Several websites reported that Ford plastic intake manifolds were causing issues to vehicle performance and a white smoke coming from the tailpipe which means that the intake manifold was leaking.

I checked with a second mechanic at a different shop and he also stated the reason for the white smoke, was a defective plastic intake manifold that is leaking fluid into the combustion chambers. He also stated to go online and I would see information about this issue. Both mechanics had the same diagnosis "cracked/leaking intake manifold". After having verification from two top-notch ASA certified auto mechanics, I took the vehicle to Malouf Ford-Lincoln, Inc. (2210 Route 1 North, PO Box 7480 in North Brunswick, NJ 08902, Telephone #732-951-0300) where they recommended to have the intake manifold replaced along with an oil and filter change, due to coolant in the oil and filter on August 24, 2018.

I, (the Contact) called the manufacturer and asked to speak with a case manager regarding being compensated for the work done on my vehicle to replace the defective plastic intake manifold. I stated that I obtained information from the internet which I am enclosing. Evidently this has been a continuous and recurrent problem. As I stated, I am the original owner and have never received a recall notice through the United States Postal Service. If I had received a recall notice, I would have had this issue taken care of immediately. "A defective intake manifold, is a defective intake manifold." Mileage should not matter. To date, I am still waiting for a response from the manufacturer.

I would appreciate your response and help in securing the cost of having these repairs done.

Thank you,  
[REDACTED]

P.S. After reviewing the internet comments, I took my vehicle to Malouf which is a Ford and Lincoln dealership. I took the car there feeling that the work should have been done free of charge, knowing about the issues of a defective plastic intake manifold. I just want you to realize that they changed the intake manifold to a metal intake manifold for my car's year/make/model.



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

07-SEP-2018

Repository

Reference No.  
11128134

**OWNER INFORMATION (Type or Print)**

Name

Address

City

SAYREVILLE

State

NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2MEFM74WX1X

Make

MERCURY

Model

GRAND MARQUIS

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

06-SEP-2018

Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

135000

Failure Speed

**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: DOTM19ABC036)

Original Equipment  
 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

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

**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 2001 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHITE SMOKE APPEARED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE FAILURE WAS DUE TO THE INTAKE MANIFOLD. THE VEHICLE WAS TAKEN TO MALOUF FORD LINCOLN, INC (2210 US-1, NORTH BRUNSWICK TOWNSHIP, NJ 08902, (732) 951-0300) WHERE THE INTAKE MANIFOLD WAS REPLACED. THE WHITE SMOKE RETURNED AND THE VEHICLE WAS TAKEN BACK TO AN INDEPENDENT MECHANIC. THE CONTACT CALLED THE MANUFACTURER AND ASKED TO SPEAK TO A CASE MANAGER. THE MANUFACTURER WAS TO CALL THE CONTACT BACK OR MAIL A RESPONSE. THE FAILURE MILEAGE WAS 135,000.

See letter for new narrative  
Please change on internet as well.

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 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.



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



CUSTOMER # [REDACTED]



\*INVOICE\*

Ford LINCOLN
P.O. BOX 7480
US Route 1 & Commerce Blvd
NORTH BRUNSWICK, NEW JERSEY 08902
MAIN (732) 951-0300 SERVICE (732) 951-0400
NEW-USED LEASING-FLEET
www.malouf.com

PAGE 2

SAYREVILLE, NJ

HOME:
BUS:
CONT:
CELL:

SERVICE ADVISOR: 4065 SAL GIORDANO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes R.O. OPENED and READY dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains repair order details and shop charges.

Handwritten initials 'MC B' in the right margin.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 10.00
THANK YOU FOR SERVICING YOUR VEHICLE AT MALOUF FORD-LINCOLN-MERCURY

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED...

Summary table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: [REDACTED]



\*INVOICE\*



P.O. BOX 7480  
US Route 1 & Commerce Blvd  
NORTH BRUNSWICK, NEW JERSEY 08902  
MAIN (732) 951-0300 SERVICE (732) 951-0400  
NEW-USED LEASING-FLEET  
www.malouf.com

SAYREVILLE, NJ [REDACTED]

PAGE 1

HOME: CONT [REDACTED]  
BUS: CELL [REDACTED]

SERVICE ADVISOR: 4065 SAL GIORDANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	01	MERCURY GRAN MARQUIS	2MEFM74WX1X [REDACTED]	[REDACTED]	135012/135077	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DE			18:00 20AUG18		140.00	CASH	24AUG18
R.O. OPENED	READY	OPTIONS:					
20AUG18	24AUG18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES VEHICLE BLOWING WHITE SMOKING.  
9424A REPLACE INTAKE MANIFOLD ASSY, CHECK ALL BELTS AND HOSES ALL OK, CHECK THERMOSTAT IS GOOD

27 ANISKEVICH, RICHARD LIC#: 000096829 CPF		770.00	770.00
1 1W7Z*9424*AAA KIT - MANIFOLD HARDWARE MCS COOLING SYSTEM FLUSH MFS	576.48	576.48	576.48
27 ANISKEVICH, RICHARD LIC#: 000096829 CPF		76.95	76.95
1 VC*5* ANTI-FREEZE	17.76	17.76	17.76
1 55816 COOLANT FLUSH	41.00	41.00	41.00
1MC COMPLETED OIL AND FILTER CHANGE			
27 ANISKEVICH, RICHARD LIC#: 000096829 CPF		14.98	14.98
1 FL*820*S FILTER ASY - OIL	6.29	6.29	6.29
6 XO*5W20*BSP MOTORCRAFT SAE 5W-20 API GF-5	3.81	3.81	22.86

135012 INTAKE MANIFOLD LEAKING AFTER PRESSURE TEST MANIFOLD LEAKING AT LOWER T/STAT HOUSING TO HEAD COOLANT IN NO 5 SPARK PLUG REPLACE INTAKE MANIFOLD WARPED INTERNAL CRACK AT HOUSING AREA CHANGE OIL AND FILTER RD TEST CHECK STEERING AFTER RD TEST LET FRT OUTER TIE ROD AND IDLER ARM VERY LOOSE COMPLETE COOL SYSTEM FLUSH

B CUST STATES YELLOW FLUID LEAKING.  
INFO ADVISED CUSTOMER OIL PAN GASKET AND ALSO OIL FILTER HOUSING GASKET IS LEAKING, CUSTOMER DECLINED REPAIRS AT THIS TIME

27 ANISKEVICH, RICHARD LIC#: 000096829  
ISHOP

135012 OIL PAN LEAKING OIL FILTER HOUSING LEAKING OIL REAR AXLE PINION SEAL LEAKING

(N/C)

C 99P PERFORM VEHICLE CHECK UP

99P 99P PERFORM VEHICLE CHECK UP

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY INCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO WHOM EMPLOYABLE BY ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO THE CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER TO OBTAIN REPAIRS UNDER THIS WARRANTY. CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE ADDRESS SHOWN ON THE REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED, TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO THE CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME OR PROFITS, INCONVENIENCE OR COMMERCIAL LOSS. THE PARTS IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERS. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

# VEHICLE REPORT CARD

U.S. Highway 1 Commerce Blvd  
North Brunswick, NJ 08902



MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 08/20/2018 RO/Tag #: [REDACTED]

Name: [REDACTED]

Email: \_\_\_\_\_

Year/Make/Model: 2001 Mercury GRAN MARQUIS

VIN #: 2MEFM74WX1X [REDACTED] Plate #: [REDACTED]

Odometer: 135012 Inspect. Month: \_\_\_\_\_

Owner Advantage Rewards® #: \_\_\_\_\_ Service Balance: \_\_\_\_\_

Ford Protect® Extended Service Plan:  YES  NO

FordPass Member?  YES  NO If no, download at the App Store® or Google Play™

SCHEDULED MAINTENANCE ITEMS*			
DUE	SERVICED	DUE	SERVICED
<input type="checkbox"/> <b>theWORKS</b>	<input type="checkbox"/>	<input type="checkbox"/> Engine Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Oil Change & Filter	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input type="checkbox"/> Tire Rotation	<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input type="checkbox"/> Multi-Point Inspection	<input type="checkbox"/>	<input type="checkbox"/> Cabin Air Filter	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input type="checkbox"/> Spark Plugs	<input checked="" type="checkbox"/>
_____ K Scheduled Maintenance			

\*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

### FLUID LEVELS

Oil and/or fluid leaks  SERVICED

OK	FILL	OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Engine Oil		Power Steering		Transmission (if equipped with dipstick)	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brake Reservoir		Window Washer		Coolant Recovery Reservoir	

### WIPER BLADES

Test Performed  Front  Rear  SERVICED

### BATTERY

SERVICED



### TIRE / BRAKE WEAR

TIRE TREAD:  7/32" and greater  4/32" to 6/32"  3/32" and less

BRAKE LINING:  Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)  3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)  Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES	SERVICED	LEFT FRONT	SERVICED	RIGHT FRONT	SERVICED
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth $\geq 6/32"$ Tire Age $< 5yr$	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth $\geq 6/32"$ Tire Age $< 5yr$	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage <b>OK</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage <b>OK</b>	<input type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining $\geq 5$ mm $\geq 7/32"$	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining $\geq 5$ mm $\geq 7/32"$	<input type="checkbox"/>
		LEFT REAR	SERVICED	RIGHT REAR	SERVICED
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth $\geq 6/32"$ Tire Age $< 5yr$	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Tread Depth $\geq 6/32"$ Tire Age $< 5yr$	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage <b>OK</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Wear Pattern / Damage <b>OK</b>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining $\geq 5$ mm $\geq 7/32"$	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Brake Lining $\geq 5$ mm $\geq 7/32"$	<input type="checkbox"/>
		SPARE TIRE	SERVICED		
		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Tire Pressure set Tire Age $< 5yr$	<input type="checkbox"/>		

Comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

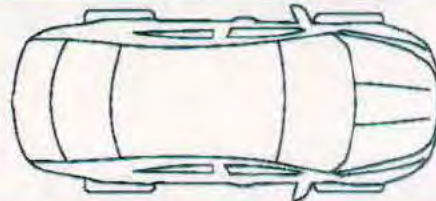
Advisor: Sal Giordano

Technician: Richard Aniske...

Customer Signature: \_\_\_\_\_

**LEGEND**  May contribute to vehicle efficiency and promote a greener environment  
 Checked and OK at this time  May require future attention  Requires immediate attention

### EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

### SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD		SERVICED
<input checked="" type="checkbox"/> <input type="checkbox"/>	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/>	Windshield for cracks, chips and pitting	<input type="checkbox"/>
BELTS / HOSES / MOUNTS		SERVICED
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	HVAC system and hoses / lines for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Engine Cooling System, radiator, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Accessory drive belt(s)	<input type="checkbox"/>
BRAKE SYSTEM		SERVICED
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Brake system (including lines, hoses, and parking brake)	<input checked="" type="checkbox"/>
STEERING / SUSPENSION		SERVICED
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Shocks / struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Steering, steering linkages and ball joints (visual)	<input type="checkbox"/>
EXHAUST SYSTEM		SERVICED
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Exhaust system and heat shield (leaks, damage, loose parts)	<input checked="" type="checkbox"/>
TRANSMISSION / DRIVE AXLE		SERVICED
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>

**FordOwner.com**  
One site for all your vehicle needs

# VEHICLE REPORT CARD



MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 08/20/2018 RO/Tag #: [REDACTED] [REDACTED] Year/Make/Model: 2001 Mercury GRAN MARQUIS  
VIN #: 2MEFM74WX1 [REDACTED] Plate #: [REDACTED] Odometer: 135012 Inspect. Month: \_\_\_\_\_

## ADDITIONAL TECHNICIAN COMMENTS

REC LFT FRT OUTER TIE ROD AND IDLER ARM NOW VERY LOOSE DANGEROUS



mercury grand marquis intake manifold recall



All Shopping Videos Images News More Settings Tools

About 681,000 results (0.45 seconds)

The 1996-2001 **Mercury Grand Marquis** with a 100% plastic **intake manifold** is known for engine overheating, even with normal use, and a coolant leak from the front of the **manifold**. ... The engine coolant leak is from a factory defect, which causes cracking on the front coolant passage of the **intake manifold**.

[Intake Manifold May Crack Leaking Coolant Behind the Alternator ...](https://repairpal.com/intake-manifold-may-crack-leaking-coolant-behind-the-alternator-...)  
<https://repairpal.com/intake-manifold-may-crack-leaking-coolant-behind-the-alternator-...>

About this result Feedback

[Intake Manifold May Crack Leaking Coolant Behind the Alternator ...](https://repairpal.com/intake-manifold-may-crack-leaking-coolant-behind-the-alternato...)  
<https://repairpal.com/intake-manifold-may-crack-leaking-coolant-behind-the-alternato...>

Dec 1, 2010 - The 1996-2001 **Mercury Grand Marquis** with a 100% plastic **intake manifold** is known for engine overheating, even with normal use, and a coolant leak from the front of the **manifold**. ... The engine coolant leak is from a factory defect, which causes cracking on the front coolant passage of the **intake manifold**.

- [Mercury Grand Marquis Overheating & Smells Like Coolant](#) Apr 19, 2017
  - [Is there a recall on 98 Grand Marquis for leaky manifold intake ...](#) Oct 28, 2012
  - [Intake manifold - 2000 Mercury Grand Marquis](#) Feb 8, 2011
  - [Heater Hose Outlet May Leak Coolant at Back of Intake Manifold ...](#) Jan 26, 2011
- More results from repairpal.com

### Mercury Grand Marquis Recalls | Cars.com

[https://www.cars.com/recalls/mercury-grand\\_marquis/](https://www.cars.com/recalls/mercury-grand_marquis/)

Find **Mercury Grand Marquis** recalls information, reported by the NHTSA, and we will help you find a nearby service center where you can get your car fixed.

### Defective Ford Intake Manifolds — Get Your Money Now! : Weather or ...

[stormeyes.org/wp/2006/02/defective-ford-intake-manifolds-get-your-money-now/](http://stormeyes.org/wp/2006/02/defective-ford-intake-manifolds-get-your-money-now/)

Feb 12, 2006 - 1996-2001 Ford Crown Victoria, 1996-2001 **Mercury Grand Marquis** ... This is because, technically, there haven't been any **recalls** on this car. Instead .. Entering "intake manifold" in their search engine won't pull it up either.

### Videos

49:08	5:39	13:41
<a href="#">Ford 4.6L V8 Intake Manifold Cracked or Melted Coolant Inlet Fix</a>	<a href="#">Cracked Intake</a>	<a href="#">1996 - 2011 Ford Lincoln Mercury 4.6L Intake Manifold Replacement</a>
50sKid YouTube - May 8, 2015	DanielJaegerFilms YouTube - Jun 14, 2010	ECANIX GARAGE YouTube - Jan 8, 2017

### Ford settles suit for defective plastic intake manifolds - Autoblog

<https://www.autoblog.com/.../ford-settles-suit-for-defective-plastic-intake-manifolds/>

Jun 19, 2005 - Ford settles suit for defective plastic **intake manifolds** ... manifolds on their 1996-2001 Crown Vics, Town Cars, and **Grand Marquis** (hopefully) ...

### See mercury gran



200  
(8th  
\$121  
Am-  
Free



200  
Inta  
\$151  
Part  
Free

More on Google

### Ford 4.6L Plastic Intake Manifold Problems - AGCO Automotive

[www.agcoauto.com/content/news/p2\\_articleid/185](http://www.agcoauto.com/content/news/p2_articleid/185)

... the very popular Ford Crown Victoria, Mercury Grand Marquis, and Lincoln Town Car. These engines use plastic intake manifolds and from 1996 through 2001 there ... and very inconvenient problem but Ford has never recalled the vehicles.

### Mercury Grand Marquis 20 Reviews (with Ratings) | ConsumerAffairs

<https://www.consumeraffairs.com/Automotive>

Rating: 1.9 - 17 votes

2, 2016. 2005 Mercury Grand Marquis Intake Manifold part is faulty due to ... The Ford company needs to recall the intake manifold because of this faulty part.

### The infamous Ford/Mercury 4.6L V8 plastic intake manifold - AR15.COM

[https://www.ar15.com/.../1146196\\_The\\_infamous\\_Ford\\_Mercury\\_4\\_6L\\_V8\\_plastic\\_...](https://www.ar15.com/.../1146196_The_infamous_Ford_Mercury_4_6L_V8_plastic_...)

Feb 3, 2011 - 36 posts - 15 authors

I think it is way too much money since your 98 Grand Marquis is only worth .... Ford never recalled any non-Police cars for the intake manifold ...

### is there a ford recall on a leaking intake manifold...99 town ... - CarGurus

<https://www.cargurus.com/Questions/Lincoln/TownCar>

Jan 9, 2013 - No there is no recall. it depends on if its the gasket leaking or the intake its self. gaskets are .... Did anybody install the Intake Manifold from Professional Products 54060 on a Lincoln Town Car? ... Used Mercury Grand Marquis.

### Images for mercury grand marquis intake manifold recall



[→ More images for mercury grand marquis intake manifold recall](#)

[Report images](#)

### Mercury Grand Marquis Recalls | Information

[www.kensaq.com/Visit\\_us/Now](http://www.kensaq.com/Visit_us/Now)

Search for Mercury Grand Marquis Recalls on the New KensaQ.com

### 2000 Grand Marquis Intake Manifold | Amazon.com Official Site

[www.amazon.com/automotive/parts](http://www.amazon.com/automotive/parts)

Rating for amazon.com: 4.7

Find Deals on 2000 Grand Marquis Intake Manifold in Car Parts on Amazon. Try Prime for Free. Save with Our Low Prices. Shop Best Sellers & Deals. Explore Amazon Devices. Fast Shipping.

### I need 2000 Mercury Grand Marquis intake manifold torque specs

[www.fixya.com/](http://www.fixya.com/)

FixYa - Solutions for Everything. Ask an Expert & Get an Answer Now!

Troubleshooting Tips · Free Manuals · Problems Answered · Instant Answers · Electronics

### Searches related to mercury grand marquis intake manifold recall

- mercury grand marquis intake manifold replacement
- 2004 mercury grand marquis intake manifold recall
- ford intake manifold recall
- 2004 mercury grand marquis recalls
- ford intake manifold class action lawsuit
- grand marquis intake manifold leak
- mercury grand marquis intake manifold replacement cost
- ford 4.6 intake manifold replacement cost



# Coolant Leak and/or Engine Overheating Due to Cracked Intake Manifold on Mercury Grand Marquis

Problems / Mercury / Grand Marquis / Intake Manifold May Crack Leaking Coolant Behind the Alternator

## Problem Description

The 1996-2001 Mercury Grand Marquis with a 100% plastic **intake manifold** is known for engine overheating, even with normal use, and a coolant leak from the front of the manifold. This will often trigger the **check engine light** and **low engine coolant warning light**.

The engine coolant leak is from a factory defect, which causes cracking on the front coolant passage of the intake manifold. In a very short time, this leak will lead to engine overheating issues, especially while the vehicle is idling.

Between 1999 and 2001, Ford released an updated version of this engine, known as the 'PI' version with a metal coolant passage on the front of the intake manifold, to prevent future issues.

There is no factory authorized repair for the intake manifold, and replacement is required to correct the engine coolant leak and overheating issues.

(229 people reported this problem)

## Mercury Grand Marquis Vehicles With This Problem

14 model years affected: **1991, 1996, 1997, 1998, more**

Average mileage: 121,865 (10,700-308,000)

Data verified by RepairPal experts

I have this problem  Follow

The remainder of the attachments are not completely affected. (see websites on each stapled attachment)

## Get a repair price

RepairPal estimates are guaranteed at over 2,000 quality certified locations nationwide.

Mercury ▾

Year ▾

Grand Marquis ▾

[Get Repair Price](#)

Or interested in getting a repair? [Find a Shop](#)

## Not Your Mercury Grand Marquis Problem?

Brake problem? Or maybe a blown head gasket?

[Learn About Your Car Problems](#)

Search



Viewing 1-20 of 119 comments

### 1996 Mercury Grand Marquis 121,000 mi, jilldlove3

crack in the intake manifold...saw a recall on it for the price but my luck it does not apply to me because my car is too old and said he would keep the information he found on line for this and Michigan based should step up and support all who have this problem

(70) [Report](#)

### 2000 Mercury Grand Marquis 149,000 mi, Visitor

Heater box to intake manifold heater hose nipple stripped out at manifold. Lose about 1 gallon of antifreeze every 3 weeks. My mechanic says this is a common problem. Ford should be embarrassed and replace all for free. The engineer that designed the manifold and the manager that approved the design should own one of these cars for the rest of their lives.

(37) [Report](#)

### 1998 Mercury Grand Marquis 226,000 mi, Visitor

Plastic manifold cracked at the thermostat. No way to fix so no option but to replace. Dealer said it would cost \$1,260 to replace (includes \$400+ for the part). I bought the part on-line for \$216 and did it

- [Home](#)
- [About](#)
- [Archives](#)
- [RSS](#)



## Defective Ford Intake Manifolds — Get Your Money Now!

Ford Motor Company is about to buy me a high quality Canon EF lens, with change to spare.

How does this good fortune come about? I have a '99 Crown Victoria LX — a safe, roomy and smooth ride for cruising on long road trips and a hardened battle-wagon for storm chasing on the Great Plains. I've been really pleased with this car except for two things: the lousy factory paint job common to most Fords, and a rather surprising and expensive replacement of the intake manifold at around 120,000 miles (it's well past 150,000 now).

The reason the manifold needed to be replaced, according to my mechanic, was that they used crappy plastic in the manifold's coolant crossover passage, leading to fatigue cracks and coolant leaks. He replaced it, I was irritated at spending several hundred bucks for an out-of-warranty car repair, and that was that. Or so I thought.

Neither he nor I knew then what I know now.

Yesterday I found a [news item on Consumer Affairs' website](#) about a class action lawsuit settlement that forces Ford to reimburse owners of certain vehicles — including mine — for repair costs already incurred. The gory details are at [www.FordManifoldSettlement.com](http://www.FordManifoldSettlement.com) but I will condense it to what's important right here:

**If you or anyone you know owns any of these cars, Ford owes about \$735 — *If the claim is made before March 16 (a little more than a month from now as I write this)!***

1. 1996-2001 Ford Crown Victoria
2. 1996-2001 Mercury Grand Marquis
3. 1996-2001 Lincoln Town Car
4. 1997 (build date after 6/24/97) Mercury Cougar
5. 1997 (build date after 6/24/97) Ford Thunderbird
6. 1997 (build date after 6/24/97) Ford Mustang
7. Some 1998-2001 Ford Mustangs
8. Some 2002 Ford Explorers

**You will be reimbursed the cost of the replacement you've already made if you have the receipt, or \$735 if you don't have the receipt. For owners of the above vehicles, the instructions are simple:**

1. **Download the settlement agreement at <http://www.fordmanifoldsettlement.com/noticeplain.html>**
2. **Print it.**
3. **Sign and date it.**
4. **Take it and any manifold replacement receipt to a Ford dealer before March 16th (90 days after the final settlement was made).**

I checked Ford's website, and they're not exactly forthcoming about this. Indeed, running the VIN number in the "Recalls" section yields nothing! This is because, technically, there haven't been any recalls on this car. Instead the defective part is being replaced because of a lawsuit, not a recall. Entering "intake manifold" in their search engine won't pull it up either. Instead the information is buried deep in the catacombs of Ford's web servers, accessible only if you call up their Q&A and happen to ask [exactly the right question](#). It's no wonder many folks likely will never know. I have no doubt that's by deliberate design. Ford certainly isn't sending letters to these vehicles' owners to inform them of this.

So...spread the word! I am

Will I buy another Ford? That depends entirely on the treatment I get in the reimbursement process, including the speed with which I receive that money. I have the signed settlement and repair receipt in the car, ready to take to Reynolds Ford of Norman on Monday. I will report back in the "Comments" section below on how I am treated.

In any event, now I don't have to wonder how I'm going to pay for a big piece of nice glass for the new Canon still camera for which I've been saving.

February 12, 2006 · Filed Under [Not weather](#)

## Comments

### 24 Responses to “Defective Ford Intake Manifolds — Get Your Money Now!”

1. [REDACTED] on February 13th, 2006 6:57 pm

I had the exact same experience a couple of years ago with a 2001 T-Bird with 60,000 miles! I was running down the expressway, hit a passing gear, and related higher RPM, and the silly thing blew. At first I thought the thermostat was stuck closed and the radiator hose busted. With a once-over, I realized coolant was leaking from the intake manifold. That was scary since at the time, the intake manifold was running \$1,100 for parts & labor. Two calls to Ford and three days without my car was all it took. It was fixed — free!

The thing that frightens me about this is that car manufacturers, rather than recall a problem like this, will simply cross their fingers and handle issues on a case by case basis. I wonder how many other issues we each have in our cars that we will never know about because they are not safety-related therefore no recall will ever be issued.

2. [REDACTED] on February 15th, 2006 7:50 pm

Thanks for chiming in. [REDACTED] I figured a few other storm observers might have had this problem also, whether or not it already had manifested (or in this case, manifolded) itself. I know some chasers are driving Explorers of the right model year to be eligible for this money.

My leak wasn't as sudden and obvious. Just a little green dribble-stain down the side of the motor and an occasional few drops on the garage floor gave it away.

As for my experience with Reynolds in Norman, it was quick and painless, though I still have to wait 4-6 weeks for the refund check from Ford. Since I had a receipt for the work, they didn't even need to inspect. It was in-and-out in less than 5 minutes. They've had “quite a few” of these. I know that particular dealership handles a lot of police vehicles, so it's not hard to believe. I just hope that the word gets around to as many folks as possible with these vehicles before March 16.

3. [REDACTED] on February 16th, 2006 6:46 am

This was good reading and not at all surprising to a “victim” of Ford Motor Company like myself. I went through an absolute nightmare with them in the early 90's with a Ford Ranger. After about 700 miles on the odometer, I noticed a pretty noticeable rattling noise coming from underneath the truck towards the engine area. The best I could tell, it was emanating from the transmission housing next to the engine block/oil pan. This noise wouldn't start up until the engine got fully warmed up. It continued to get worse.

After 4 trips to the dealership, they never fixed it. They would always say that they had but never would drive it until it warmed and the noise started again. It's either that or they were screwing me around. So, I started the Lemon Law procedure under Texas law. As such, they get one more chance to correct the problem or they have to replace the vehicle. So, trip #5 to the dealership.

This time, a “regional customer service specialist” (this is akin to calling a mafia hitman as “the doctor”) took over. I brought the truck in and met with her in person. She played the perfect part of the politician trying to butter me up. It was funny.

Anyway, when I returned a couple of days later to pick up the truck, she met me again. She told me that they found nothing wrong with the truck and that this noise was common with all Ford Ranger trucks because a new transmission design. Nothing to worry about she said. LOL!!! This noise was so damned loud that it garnered alot of attention to people on the street. She stated that since there wasn't a problem to be fixed, Ford had done all they could and would do about the matter. I was basically told to take a hike.

After I recovered from being totally stunned, I hit the roof. I ripped her apart verbally along with the Service Manager standing with her... who looked pretty sheepish about it. I vowed to see them in court and that they would regret this day. I immediately went to see the General Manager of the dealership and he basically parroted the same stance. I promised him too that I was going to make his life a living hell.

An already long story short....

1) I filed a claim under the Lemon Law for a mediated hearing.

2) I then filed a complaint with the Attorney General under the “Deceptive Trade Practices Act” (DTPA) of which they were in clear violation of.

3) I then filed court documents in state court to sue Ford and the dealership under the DTPA for a good chunk of money including actual damages, replacement cost, and punitive damages.

4) I contacted the Dallas Morning News and all three local TV stations about my ordeal. One of them, Channel 4, contacted the General Manager.

The result was that I soon got a call from the GM who played the part of being treated unfairly. I retorted that I was just getting started... and only following through on my promise. LOL!

The end result? I got a new truck. All previous payments were credited towards it. I got \$3000 in free upgrades including a nice security system... it was fully loaded and decked out. I got a free extended warranty. I got free oil changes for as long as I owned the truck.

It's a damned shame that Ford treats people like that. I'm certainly not an isolated incident by any means. I've read tons of similar horror stories. Your story, [REDACTED] is pretty typical... at least the lawsuit part of things. That's the ONLY thing that motivated Ford to do what they are legally and ethically obliged to do.

Check out the fire problems with Ford cars a few years back. The ignition switch would start a serious fire. There was a recall in Canada for years...but not in the US...not until a lawsuit was filed by the family of a woman killed by that. Oh...and let's not forget the big defective tire issue (with Firestone in cahoots) on the Explorers wither a few years ago. many people were dying from that here in the US....but for years before, the recall had been in effect in Europe.

I could go on and on, but the pattern is clear with Ford. They are the worst American Car manufacturer in this respect. It's why I'll never ever buy another one from them. It's no wonder that they are struggling right now as a company. They blame foreign competition but ignore the fact that people buy foreign cars as a result of Ford's attitude towards them and the related bad experiences.

4. [REDACTED] on February 17th, 2006 10:33 pm

Wow, what a horrid ordeal. I don't blame you one bit. Those sorry b\_stards. It's a good thing you made 'em squirm.

If another company made body-on-frame sedans, I would have gotten one from them instead. Alas, when the Meatwagon went to that Great Scrapyard in the Sky back in '99, the CV and Grand Marquis were the only such sedans or wagons still in production. Chevy had just stopped making the Caprice — the car I really wanted — a couple years before, and I was not interested in any vehicle with a high center of gravity and high wind profile (SUV or van).

My criteria are: Roomy, big, wide wheelbase, low center of gravity, body-on-frame construction (for optimal side crash safety). I guess that limits my options, but after being T-boned by a 50 mph drunk driver in my first Crown Vic (and all of us walking out afterward), I will not compromise on crash safety. This has been an ideal chase vehicle for me and I hope to make it last 'til it turns 10 (at which point it will be somewhere around 250,000 miles with a matching number of hail dents).

I also hope that, by the time this one finally does kick the bucket, that

1. They're making hybrid versions to save some fuel expense and
2. Someone else besides Ford gets back into the business of body-on-frame sedans again, so that I have more choices.

5. [REDACTED] VA on February 19th, 2006 4:24 pm

This article is good news to my ears. A couple of years ago, my manifold blew while entering 95N heading to Maryland. I had it towed to the Ford Dealer and they fixed it right away. Something was funny about the repair job as I had previously asked to keep the manifold part out so I could view it upon pick-up. Well, when I got there, no manifold. I refused to pay until I could see what happened with the manifold. The poor guy had to go out in the trash (so he said) and haul it in so I could see it. I couldn't believe it, a crack in the plastic about 3-4 inches. When I asked about a recall for this part, they said there wasn't one. They were right. I even called the Ford Gods and they wouldn't help me. I was really torqued. Nonetheless, I paid my \$700 and moved on with my tail between my legs. Get this, I just canned the receipt this past fall. Darn. Thankfully upon my last visit to Ford the service technician still has it in my account. Thankfully, I don't need a receipt to get credit. Hey, thanks a lot. I thought this issue was buried and dead. Now I'm thinking about what to do with the extra money. Maybe buy a MAF Sensor and get a cool body kit. I'm headed down to Ford early Monday morning.

6. [REDACTED] on February 21st, 2006 1:56 pm

Called Ford about my 97 t-bird and was told \$735.00 reimbursement with no receipt IF you purchased the vehicle within 7 years. Who could have bought a new 97 within the past 7 years? Looks like Ford has that one figured out. Oh yeah, and they need the car for half a day so the wrench can get a code off the intake. What a bunch of b.s.

7. [REDACTED] on February 27th, 2006 10:00 pm

[REDACTED]: That made my day...glad to have helped you retrieve \$700!

[REDACTED] on March 1st, 2006 1:13 am

[EDITOR'S NOTE] Comment not edited for spelling, grammar, etc.

I am glad to here some got there money back. I am still in the process of trying get a few bucks back. I didn't know of the defective manifold until mine cracked and the parts guy at my local ford dealer told me about it. While my 96 town car was out of commission I bought a 97 town car because I really liked my 96 as I liked my first town car a 91 model which had 250000 miles on when I traded for the 96. Anyway I recieved the lawsuit letter after I got my 96 fixed. In the meantime my 97 was acting up. I took it to a local mechanic and guess what another craked plastic intake manifold. Now I get to buy another manifold and have it replaced also. I saved a few bucks by having a local mechanic replace both manifolds, but still using oem ford updated manifolds on both town cars. After waiting for the settlement to become final and getting all my paperwork in order it turns out my cars are too old and past the warrenty period. I could have saved alot of time and money if I didn't know of the lawsuit, because I would of used aftermarket parts that are 1/3 of the price of ford parts and the time and gas of chasing after receipts and useless trips to the ford dealerships that got me nowhere. I am a loyal (not diehard) ford owner, because my family has owned fords for three generations. I currently have four fords liscensed and on the road. If ford will not reimburse all or some of the money I will consider other brands. If they wonder why they are loosing market share this could be a good example. If they can take thousands of a new vehicle they sureley can reimburse my 1250 for both town cars.

9 [REDACTED] on March 3rd, 2006 12:23 pm

I have a similar situation with my Vic- I went to Tiffany Ford in Hollister, CA and the service mgr told me that they would only reimburse me for the cost of the manifold if I had done the work myself.

Where can I show him in print that Ford will pay the full 735 bucks?

10 [REDACTED] on March 3rd, 2006 8:34 pm

The deadline to apply is March 16.

If you don't have a receipt and your car is more than 7 yrs old, you're out of luck, as Dwayne noted above.

But the program allows you to submit a photocopy of the receipt, which you might be able to get from the files of the facility that did the repair.

More details are on my free-of-any-charge website,  
flamingfords.info

11 [REDACTED] on March 3rd, 2006 11:23 pm

[REDACTED] in Hollister CA is absolutely full of bullsh\_t. They are using classic stall tactics to hold you off and keep you from claiming your money by March 16. Don't let them get away with it!

Here's how. Print out the entirety of the lawsuit settlement I linked to above, and take it to them. If they still try to come up with excuses not to process your claim immediately, then please

1. Take the documentation to a different Ford dealership and file your claim using that same settlement printout;
2. File a complaint with the Better Business Bureau in or nearest Hollister about the unscrupulous stall tactics used by Tiffany (BBB filing is not hard to do, believe me); and
3. Hand deliver a copy of the complaint letter to the head of the repair department at that dealership after sending it to the BBB.

There's no excuse for what Tiffany Ford is doing. You are entitled to your money, no matter who did the work and no matter whether you have a receipt for it... as long as the manifold has been replaced already. Act quickly! You've got 13 days to claim your refund.

[REDACTED] Thanks for the additional info!

12 [REDACTED] on March 6th, 2006 11:14 pm

So, since my 1997 TBird is more than 7 years old, I'm completely SOL to get the manifold replaced? Mine just went into the shop today. \$900 bill to replace the cracked manifold on my 1997 TBird with 70,000 miles.

13 [REDACTED] on March 9th, 2006 3:52 pm

I filed my manifold settlement claim on Jan. 6, 2006 with my local dealership, and as of March 1, 2006, they have still not figured out how to handle it. I took them copies of the information from the web, directed them to the dealer website, and have called the Ford customer assistance line 4 different times to complain. Each time, they put me on hold, talk to the dealership while I am on hold, and supposedly the claim will be filed. They won't let me past the customer complaint line to speak to their supervisor and each time can only direct me back to the dealership. I am so frustrated. The dealership doesn't return calls, (they took my number twice this week with no call back) When I finally got them to talk to me today, they said the warranty claim had been returned on March 1, 2006 because they filed it incorrectly and they just didn't know what else to do. Again, I get Ford Customer Assistance to explain the process and I have to hope they get it right. I have no confidence that it is filed correctly now. How long is it taking to get the refund for those of you who have gotten your claim filed?

14 [REDACTED] on March 10th, 2006 9:44 am

I have processed the request for re-imbusement with Star Lincoln Mercury in Glendale CA. Today I received a check for \$611.00, not \$735.00 as stipulated in the settlement. I am not cashing it.

I plan to initiate a collection action against the dealer for the full amount after I get more details as to why the full \$735.00 was not paid. I do believe this settlement has the same significance as a judgement so collection should be fairly easy (attach their bank account).

If anyone has had a similar experience let us hear about it.

[REDACTED] on March 12th, 2006 10:17 am

I went to a Ford Dealer about a month ago and filed for the manifold settlement. I have not received the check yet. The Dealer said it would take about 10 days to 2 weeks. It has been a month since this was filed. Has anyone received their check yet?

Just wondering;

16 [REDACTED] on March 14th, 2006 12:48 am

██████████ I received my check from the dealership itself (Reynolds Ford in Norman) in less than 10 days. They treated me very well in all this.

██████████ Your local dealer is using BS stall tactics on you! Please see my comment above regarding the BBB. Also, please hurry to a different dealership and try to file there before COB Thursday (the deadline).

The depths to which some of these places will sink to avoid serving the customer is astounding and pathetic. Please tell us what dealership this is, on this forum, so their unscrupulous treachery can be exposed publicly.

BTW, everyone: If you name a dealership that's treating you badly in this matter, I will aggressively defend your right to do so in this forum. Such writing is absolutely, positively an expression of free speech and will stand up in any constitutional court, hands down, no question.

And for any dealerships who don't like being mentioned here and want their name removed, I am preemptively calling your bluff right now: Make me, if you dare.

17 ██████████ on March 15th, 2006 8:41 am

This is not true on the Ford Cougar Manifold intake. I sent a letter to ford as I had to have my manifold intake replace and because my VIN# was not involved they will NOT reimburse me for the repairs I had to have. I WILL NOT BUY ANOTHER FORD AUTOMOBILE AS THEY SUCK!!! THEY DO NOT STAND BEHIND THEIR PRODUCTS!!!!

18 ██████████ on March 17th, 2006 2:06 pm

In August 2002, the intake manifold on my Grand Marquis split, coolant spilled over the engine, over heated same, and ruined the engine. Instead (of) junking the car, I opted to replace the engine with a rebuilt engine and a new intake manifold, at a cost of approximately three thousand dollars.

In a call to Ford at the time, I was advised that they had no problem with the intake manifold, but would log in my complaint.

In the Chamberlan class action suit, recently approved, Ford paid me \$735.00 out a claim for \$3055.00, but never explained why the balance had not been paid. This despite the settlement order providing for "covered costs include the cost to replace the intake manifold, as well as associated damage to the remainder of the vehicle that was attributable to a failure of the intake manifold and could not have been avoided by reasonable care of the Settlement Class Member."

My claim is a reasonable one, but there has not been a reply from dealer, Country Lincoln Mercury Sales Inc, Huntington, New York, Bill Ford, CEO of Ford Motor Company (letter written to him on February 8, 2006), and even attorneys handling class action suit, Levy, Ram & Olson LLP, San Francisco, California.

I would like to hear from class members having similar problems.

19 ██████████ on March 19th, 2006 2:42 pm

These comments are in addition to those I posted on March 17, 2006, and should be of interest to Ford Intake Manifold Settlement Class Members:

I received an offer from Ford Motor Company to participate in a SWEEPSTAKES, which in our end of the woods we call "CHUTZPAH" or "BIG BALLS"

It states: Share your opinions with Ford Motor Company and we'll enter you in our Sweepstakes, for a chance to win \$1,000.00.

By completing a brief survey about your experience you will help us to improve our customer-support and customer-handling processes. In addition, you will be entered in our Customer Appreciation Sweepstakes drawing, with cash prizes of \$1000.00, \$750.00 and \$500.00.

The reply to the survey questions would use these rating scales:  
Very Dissatisfied – Completely Satisfied  
Unacceptable – Outstanding

Needless to say, my experience and comments could fill a book, as could many of the other Settlement Class Members.

I would like to see further comments from others on this "outstanding offer".

20 ██████████ on March 25th, 2006 1:56 pm

GREAT! I just now find this information after the deadline. We have a 1996 Lincoln Town Car livery Limousine, which had a cracked manifold.

We replaced several alternators prior to the manifold finally cracking enough to release all the coolant and seize the motor. We had to replace the motor in the vehicle in October 2004 at the cost of around \$4000.00, and lost revenue. Are we out of luck with trying to get any reimbursement? Any comments to my email would be appreciated at [nathan\\_higdon@lespacemotorcoach.com](mailto:nathan_higdon@lespacemotorcoach.com)

21. [REDACTED] on March 28th, 2006 4:33 am

March 15th 2006

Just got home from towing my 1996 Crown Victoria with 83,000 miles. Of course the manifold was bad and cost me \$2525.00 because the car was driven 3 miles to get off the highway with the temp gauge well below the red line but pretty close !! Well just that little bit of driving warped the heads and blew the head gasket.

I called Ford 3 times since the 15th of March and they basically told me to get bent because my 1996 Crown Vic is out of warranty.

My next step is to fill out a complaint form with the attorney general and I also called a attorney. Maybe we can all file a class action lawsuit again. Stay tuned and keep watching this post for updates!!

Sincerely Upset!!

[REDACTED]

22. [REDACTED] on March 30th, 2006 6:33 pm

My 97 GT had the manifold replaced on 12/31/99 and I guess it got another plastic one because it just started leaking coolant through a hairline crack. My car doesn't even have 60,000 miles yet. I guess I am screwed because I just found out about the suit two weeks late. I wonder if there is an epoxy or something to seal it up until I can afford the 900 dollars to replace it again.

[Editor's note: Edited for a few punctuation, capitalization and spelling errors.]

23. [REDACTED] on April 2nd, 2006 7:35 pm

How come my 96 Thunderbird is not included?

It failed when it was only 3 years old.

24. [REDACTED] on April 4th, 2006 12:55 am

I have a 1997 Crown Vic and the manifold cracked on March 28, 2006 with 48,000 miles on it. I called Ford twice and was told that it was more then 7 years old and out of warranty. On the second call I talked to a supervisor and basically was told that Ford did not care about the problem and it was not a recall because it was not a safety issue. It will cost about \$950 to fix it. I also received a survey card on April 3, 2006. This is my first Ford and I would not buy a Ford again.

#### Leave a Reply

You must be [logged in](#) to post a comment.

#### • Recent Posts

- [Example of Leftist Anti-Freedom Tactics](#)
- [Artistic Freedom vs. Political Correctness](#)
- [Endorsing Kelvin Droegemeier for White House Office and Science and Technology Policy](#)
- [Enough with the Ignorant Nazi Comparisons](#)
- [Tornadoes Do Not "Touch Down"](#)

#### • Categories


- [Not weather](#)
- [Photographic Adventures](#)
- [Scattershooting](#)
- [Uncategorized](#)
- [Weather](#)
- [Weather AND Not](#)

#### • Archives

Archives [Select Month](#)

#### • Blogroll

- [CanadianTexan](#)

AdChoices 



Make

Model

RESEARCH



This page is for personal, non-commercial use. You may order presentation ready copies to distribute to your colleagues, customers, or clients, by visiting <http://www.autobloglicensing.com>

## Ford settles suit for defective plastic intake manifolds



Jun 19th 2005 at 10:39AM

0

comments

[UPDATE: If you're arriving here via a search engine, please check out [this newer post](#) for additional information]

Ford agreed to settle a class-action lawsuit for those with defective plastic intake manifolds on their 1996-2001 Crown Vics, Town Cars, and Grand Marquis (hopefully I got the plural form correct on that last one). The out-of-court agreement involves no admission of guilt on Ford's behalf, to no one's surprise. Ford does hope, however, that the settlement "will provide additional value to our customers". Probably not as much value as a manifold that doesn't leak, I'm guessing.

Owners who were smart enough to keep their receipts after paying for repairs out of their own pocket will be reimbursed by Ford; those without receipts may receive \$735 if a Ford dealership verifies that the work was actually performed on the vehicle. According to claims, approximately 450,000-500,000 vehicles have been affected by a failed manifold, meaning that Ford might have to pay out as much as \$370 million in damages. It'd be interesting to know what the lawyers made from this case - was it the "standard" 33%? If so, wow.

Hopefully automakers have learned their lesson about trying to pass coolant through plastic manifolds. GM 3800 V6s are also known for coolant leaks related to the routing of hot EGR gases through the plastic upper portion, and there's been problems with other plastic components that are exposed to hot coolant (such as the restrictors in LT1 heater hoses). Now, as far as "dry" manifolds (those with no coolant flowing through them) are concerned, plastic's probably just fine. Are there other manufacturers who have attempted to run coolant through plastic manifolds, and if so, how well did it work for them?

Maintenance

### Popular In the Community



sponsored

LANZANTE BUILDING 11  
PORSCHÉ 930

672818312@fac...  
2h

F\*\*k NA engines in  
overpriced

2018 HONDA ACCORD  
HYBRID QUICK SPIN

8474572  
3h

I would have bought  
one but Honda

COULD JAGUAR BECOME  
AN EV-ONLY BRAND?

Eggshen  
3h

...birthplace of  
legendary V6... ???!

SCHOOL BUS DIVES INTO  
FLORIDA SWIMMING

Ghest  
58m

Never a dull moment  
in Florida. Still, I'm

## YOU MIGHT ALSO LIKE

Sign In



Friday, October 12, 2018

Detailed Auto Topics

Search AGCO

Our Services

Contact Us

Vehicle Questions

Detailed Auto Topics

Our Business Basics

Fun Stuff

Our Photos

Our Philosophy

Our Podcast & Radio Show

Client Testimonials

Register and Log In \*

All About Maintenance

Cost Savings Calculators

Automotive Glossary

Oil Drain Plug Torque

AGCO Reminders

Comments & Feedback

Site Map



Extremely High Quality Automotive Service

Overall Lowest Cost  
Fixed Right The First Time  
Superior Methods



Detailed Topics

Ford 4.6L Plastic Intake Manifold Problems

The 4.6L Ford engine has been installed in millions of vehicles over the years. It is the engine of the very popular Ford Crown Victoria, Mercury Grand Marquis, and Lincoln Town Car. These engines use plastic intake manifolds and from 1996 through 2001 there was a problem that can leave drivers stranded. The problem is a sudden cracking of the intake manifold.

The Ford plastic intake problem

The plastic manifold used on these 4.6L engines tend to split across the front, and break in the rear, without warning. Often this will occur with out previous symptoms. Other times a slow coolant loss may precede the failure. When the intake fails, the engine coolant pours out, and the engine quickly overheats.

1996-2001 Ford 4.6L intake



these fittings may pull out

this area may crack

agcoauto.com

You May Also Like

Ford Spark Plug Breakage

Symptoms of Bad Timing Chain, Ford V8 Engines

Ford Explorer and Sport Trac Frame/Body Cushions

Ford Air Suspension Problems

Deming Management, Toyota, GM and Other Problems

AGCO Auto Quick Tip:

Try our new [Category View](#) for Detailed topics segregated by their topic.

Now it's even easier to find the information you need.

AGCO Auto Quick Tip:

You can also receive our Detailed Auto Topics, delivered to your computer, as soon as they are written.



Please click this image to subscribe.

The front temperature sensor and rear heater hose connection are also prone to pulling out of the intake. Intake manifold replacement is an expensive and very inconvenient problem but Ford has never recalled the vehicles. Rather, a class action suit against the automaker was quietly settled several years ago. Ford agreed to reimburse some customers for a short while and extended the warranty to seven years from the date of purchase. The last warranty extensions ended in 2008.

Identifying the problem Ford intake

new style  
2002 up

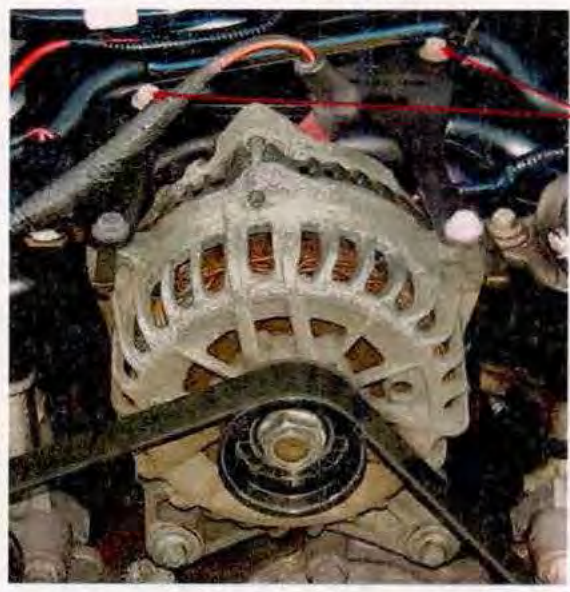
old style  
1996-2001



agcoauto.com

They introduced an improved intake manifold beginning on the 2002 models and this greatly reduces the chances of problems. The new intake has a cast aluminum piece across the front and a redesigned alternator mount. The new intake manifold has less stress on these key mount areas and a stronger material to support the load.

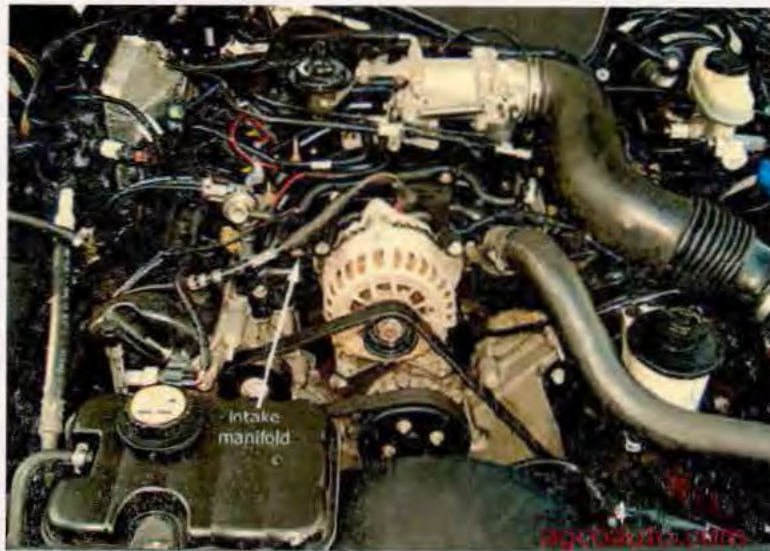
**Why do the Ford intake manifolds crack?**



alternator support bolted to plastic intake manifold

agcoauto.com

On the original all-plastic version, Ford braced the rear of the alternator to the intake. The belt pulls heavily on the front of the alternator especially under load. Years of hot and cold cycles combined with the vibration and pull from the alternator can result in the plastic intake splitting. This allows the pressurized engine coolant to flood out, into the rear of the alternator. Repair involves replacing the old style intake with the new, replacing the coolant and sometimes the alternator. Since the intake is buried under several layers of engine components, this is no small task.



In some instances the metal threads of the engine temperature sensor and the heater hose nipple also pull out of the intake. The result is the same as with the split plastic: the coolant is loss and the vehicle is disabled.

The most common vehicles to have this problem are Ford, Lincoln and Mercury, built from 1996 through 2001 and having the 4.6 liter engine. We have also seen leakage to a lesser degree on the later models.

**Lists of Ford products, with Intake manifolds prone to splitting**

Mercury Grand Marquis	1996-2001
Lincoln Town Car	1996-2001
Ford Crown Victoria	1996-2001
Mercury Cougar	1996-1997
Ford Thunderbird	1996-1997
Ford Mustang (some)	1997-2001
Ford Explorer	early 2002

**Not really fixed yet?**

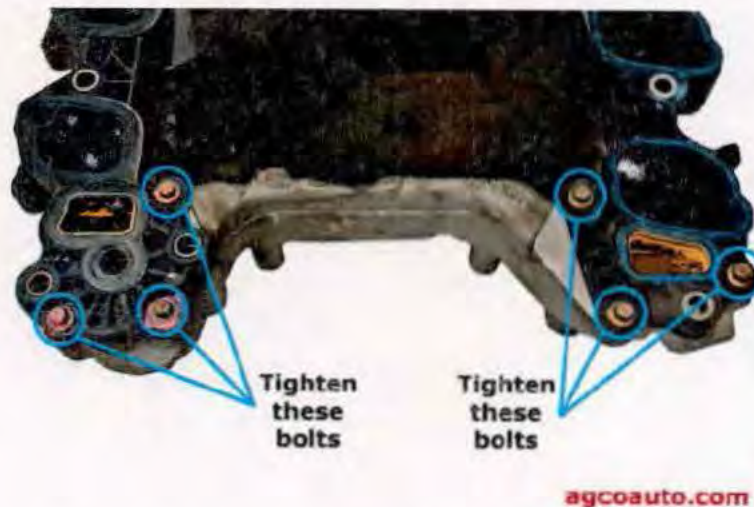


Ford seems to have addressed the issue of the splitting plastic manifold. They added an aluminum thermostat housing to the front of the intake. In time, this intake also leaks at the seam between the aluminum housing and the plastic intake. Ford does not make replacement gaskets available, without the purchase of a new intake manifold. Often the leak is not visible from the outside and flows into the area under the manifold. In these cases, the symptom is a loss of coolant, with few outside indications.

#### Replacing the intake manifold

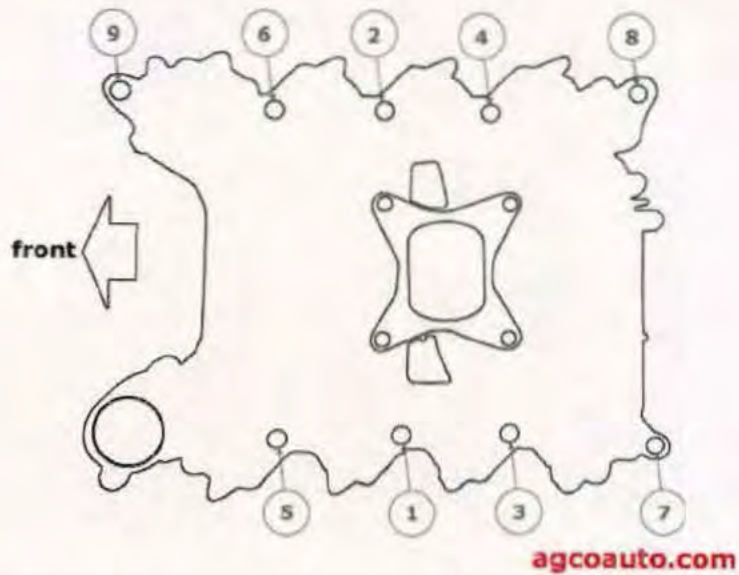
Replacing the intake manifold is difficult, but can be done with the proper care. We first drain the engine coolant and then remove accessories that bolt to the intake. Remove the bolts and the intake lifts off the cylinder the heads and under the intake. Often they are fine, but replacement is far easier with the intake off. Closely inspect all mounting surfaces for corrosion. Especially check the coolant passages at the front and rear of the engine. Pitting in this area will result in a coolant leak.

Intake manifolds are available though aftermarket sources at a much lower cost than through Ford. The quality is not always good with aftermarket parts, so be sure to closely inspect them before installation.



A common problem with aftermarket intakes is the bolts that pass through the back side and attach the thermostat crossover casting. We always check the torque on these fasteners and often find them loose. Installing the intake without first tightening these bolts requires the removal to correct the problem. The torque on the lower bolts is 18 foot pounds for an original Ford intake. Aftermarket intakes are not built to the same standard and may crack if tightened to that specification. We advise using the original equipment part. The aftermarket supplier of the intake manifold would need to supply specifications for their products.

The **thermostat** supplied with aftermarket intakes may also be of very low quality. Replacing the supplied thermostat with an original equipment Ford or Motorcraft part, is a very wise precaution.



We tighten the fastening bolts in a specific pattern. Working out from the center, tightening should alternate from one side to the other and back. We also tighten the bolts in stages, tightening each to 9 foot pounds and then to 18 foot pounds in the same pattern.

If you have a Ford product with the 4.6L engine, AGCO can check it for you. This is also part of our **Pre-purchase Inspection**, **Trip Check**, and **General Inspection** on these vehicles. Don't be stranded, let AGCO check your vehicle. AGCO, it's the place to go.

85 people like this. Be the first of your friends

[Post or Read Comments \(2\)](#)



Registered visitors are always invited to leave their comments and thoughts by using the form above. If you need to you can [login here](#) or [register here](#).

You can also win a free **AGCO coffee cup**, by reporting any errors you find, with [this form](#).

©2018 AGCO Automotive Corporation. All rights reserved.

11410 Coursey Boulevard, Baton Rouge, LA 70816

(225) 291-6900

[Contact Us](#) | [Terms](#) | [Privacy](#) | [Site Map](#) | [Hours](#) | [Links](#) | [Errors](#) | [Search](#)

Podcast

iTunes

RSS Feed



**Search  
Vehicles**

**Vehicle  
Comparison Tool**

# 2001 MERCURY GRAND MARQUIS 4 DR



2001 MERCURY GRAND MARQUIS

**5**  
RECALLS

**INVESTIGATIONS 3**  
**COMPLAINTS 170**

[See ratings details](#)

**NO OVERALL SAFETY RATING**

## Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

[Learn about crash test ratings](#) →

**FRONTAL CRASH****SIDE CRASH****ROLLOVER**

---

**Overall Front Star Rating**

Combines Driver and Passenger star ratings into a single frontal rating. The frontal barrier test simulates a head-on collision between two similar vehicles, each moving at 35 mph.

**Front Driver Side****Front Passenger Side**

## Recommended Safety Technologies

Look for vehicles with these safety technologies. These features have met NHTSA performance tests.

**Learn about safety technology** →

---

**All vehicle safety features** ▼

## Recalls & Safety Issues.

This is a record of safety issues for vehicles of this year, make, model and trim. If you are a vehicle owner, search for recalls by your Vehicle Identification Number (VIN). The vehicle identification number tells you if your car is affected.

[Learn about our recall process](#) →

### Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

[Report a safety problem](#) →

## Find recalls **by VIN.**

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

[SEARCH BY VIN](#)

Recall information from this VIN lookup tool is provided by the manufacturer conducting the recall. NHTSA does not record VIN information or results provided through this tool.

COMPLAINTS    RECALLS    INVESTIGATIONS    MANUFACTURER COMMUNICATIONS

# 170 Complaints for 2001 MERCURY GRAND MARQUIS

## FILTER COMPLAINTS BY AFFECTED COMPONENTS

- All (170)
- AIR BAGS (20)
- ELECTRICAL SYSTEM (15)
- ENGINE (5)
- ENGINE AND ENGINE COOLING (22)
- EQUIPMENT (3)
- EXTERIOR LIGHTING (8)
- FUEL SYSTEM, GASOLINE (4)
- INTERIOR LIGHTING (1)
- LATCHES/LOCKS/LINKAGES (1)
- PARKING BRAKE (2)
- POWER TRAIN (14)
- SEAT BELTS (22)
- SEATS (1)
- SERVICE BRAKES (1)
- SERVICE BRAKES, HYDRAULIC (17)
- STEERING (8)
- STRUCTURE (10)
- SUSPENSION (9)
- TIRES (8)
- UNKNOWN OR OTHER (3)
- VEHICLE SPEED CONTROL (29)
- VISIBILITY (4)
- WHEELS (1)

September 7, 2018

NHTSA ID NUMBER: 11128134

### Components: ENGINE

NHTSA ID Number: 11128134

Incident Date September 6, 2018

Consumer Location SAYREVILLE, NJ

Vehicle Identification Number 2MEFM74WX1X\*\*\*\*

### Summary of Complaint

<b>CRASH</b>	<b>No</b>	TL* THE CONTACT OWNS A 2001 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHITE SMOKE APPEARED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE FAILURE WAS DUE TO THE INTAKE MANIFOLD. THE VEHICLE WAS TAKEN TO MALOUF FORD LINCOLN, INC (2210 US-1, NORTH BRUNSWICK TOWNSHIP, NJ 08902, (732) 951-0300) WHERE THE INTAKE MANIFOLD WAS REPLACED. THE WHITE SMOKE RETURNED AND THE VEHICLE WAS TAKEN BACK TO AN INDEPENDENT MECHANIC. THE CONTACT CALLED THE MANUFACTURER AND ASKED TO SPEAK TO A CASE MANAGER. THE MANUFACTURER WAS TO CALL THE CONTACT BACK OR MAIL A RESPONSE. THE FAILURE MILEAGE WAS 135,000.
<b>FIRE</b>	<b>Yes</b>	
<b>INJURIES</b>	<b>0</b>	
<b>DEATHS</b>	<b>0</b>	

Mercury Grand Marquis does NOT participate in the ConsumerAffairs accreditation program. [Learn More](#)

CONSUMERAFFAIRS



HOME / Automotive / Car models Updated on 07/20/2018

## Mercury Grand Marquis ConsumerAffairs Unaccredited Brand



Overall Satisfaction Rating



Based on 17 reviews that contain star ratings

[SHOW RATING DISTRIBUTION](#)

The Mercury Grand Marquis is a sedan that was manufactured by Ford from 1975-2011. [Read more Ford reviews](#) to learn about other models.

This company is not yet accredited. To learn more, see reviews below or submit your own. Want to know more about ConsumerAffairs accredited brands? Check out [ConsumerAffairs for Brands](#).

### Save on Repairs

Get the Best Extended Warranty

[GET QUOTES](#)

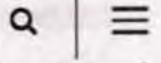


### Be in the know

Get trending consumer news and recalls

Mercury Grand Marquis does NOT participate in the ConsumerAffairs accreditation program. [Learn More](#)

CONSUMER AFFAIRS



## 20 Mercury Grand Marquis Consumer Reviews and Complaints

Sort:

Filter by:

Recent



Any



**[Redacted]** of Santa Fe, TX  
✓ Verified Reviewer

Original review: June 21, 2018

The Mercury Grand Marquis is very reliable, mid size and attractive. Fairly good gas mileage. Very comfortable for long trips. Nice leather seats. Sound speakers of good quality. Looks like a more expensive car. Large seating space. Less things to go wrong since it is outdated. Comfortable for traveling or short trips. The large trunk helps me transport lots of groceries or gardening supplies. Since it is an older model, it lacks modern things like GPS and track player is out of date. And the gas mileage could be better.

HELPFUL

Be the first one to find this review helpful

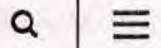


**[Redacted]** of Seattle, WA  
✓ Verified Reviewer

Original review: June 13, 2018

Mercury Grand Marquis does not participate in the ConsumerAffairs accreditation program. [Learn More](#)

**CONSUMER AFFAIRS**



for none needed material with an electric dashboard and electric seats.

**HELPFUL**

Be the first one to find this review helpful



Not sure how to choose?

Get expert buying tips about Car Models delivered to your inbox.

Enter your email here

**LEARN FROM THE PROS**

We value your privacy. Unsubscribe easily.



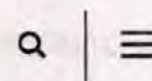
**[Redacted]** of Carrollton, TX  
✓ Verified Reviewer \$ Verified Buyer

Original review: Jan. 23, 2017

I have a 2004 Grand Marquis that I bought in June 2013. Soon after I bought it my engine was overheating due to a cracked manifold that had to be replaced, which cost \$1500. It's now Jan 2017, and I'm having to deal with either a gasket leak or a cracked manifold again. My car started hesitating and running very sluggish so I went to AutoZone and the code came back saying that it was either spark plugs or coil causing check engine light to come on. So, started replacing spark plugs and noticed one of the ports had oil in it, so now I know something else is wrong and take it in for repair. Gasket leaking antifreeze, Ignition coil #1, and oil filter housing has to be replaced. Total cost \$1687.27.

Mercury Grand Marquis does NOT participate in the ConsumerAffairs accreditation program. [Learn More](#)

CONSUMERAFFAIRS



**[REDACTED] of Hooksett, NH**  
✓ Verified Reviewer

Original review: Dec. 2, 2016

2005 Mercury Grand Marquis Intake Manifold part is faulty due to substandard plastic piece. Caused a crack and it leaked engine coolant and then caused engine to overheat. Coils and plugs needed replacing. Ford tends to use Plastic when they should not. The Ford company needs to recall the intake manifold because of this faulty part. Cost of replacement of coils and intake manifold over \$1,300. Now car is bucking again and other coils may need replacing because of this slow leak.

👍 HELPFUL

8 people found this review helpful



**[REDACTED] of Okmulgee, OK**  
✓ Verified Reviewer

Original review: Nov. 10, 2016

2004 Mercury Grand Marquis...I had my intake manifold crack and antifreeze got into the spark plugs, my son (a mechanic) replaced it with a non plastic one...no problems now... The temperature controlled air conditioning panel went out, it now will only blow hot air, no A/C. The headlights only work for a while. This is a recall that is being fixed soon. There is also a recall on the fuel filter that I will check on soon. Lastly, the catalytic converter going went out as well. I have done some research and have determined that the major issues reported with my vehicle is exhaust, air conditioning, intake manifold, and headlight issue, so it sounds pretty par to the course. Just FYI.

Sayreville, NJ



US Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

