

[REDACTED]  
[REDACTED]  
SANTA MONICA, CALIFORNIA [REDACTED]

TELEPHONE: [REDACTED]  
[REDACTED]

August 28, 2025

FORD MOTOR CAR CO.  
CUSTOMER RELATIONSHIP CENTER  
P.O. BOX 6248  
DEARBORN, MICHIGAN 48126

Re: Ford Mustang V6 coupe 2008 model, Cal. [REDACTED] VIN No. [REDACTED], purchased from Vista Ford of Woodland Hills, California in 2007

Dear Sir or Madam:

I am the owner of the above referenced 2008 Ford Mustang V6 coupe, I purchased it from Vista Ford in Woodland Hills, California in 2007.

It has a problem with the passenger compartment fuse box, the Vista Ford Woodland Hills diagnosed it in February of this year as four fuses in the passenger compartment fuse box that are nonfunctional, because of a water leak through the cabin air filter to the interior of the auto where water would pool in the well of the passenger seat.

The heat/temperature gauge is stuck in the middle position between "C" and "H," the horn is nonfunctional, the "check engine light" and "low battery icon" are always lit on the dashboard, and the cd player does not accept compact disks to play.

The Vista Ford Woodland Hills informed me in February of 2025 that it could be repaired, although the fuse box is not made by Ford any longer, and it would cost me approximately \$850 plus tax.

RL

I have not yet taken the automobile to the dealer for repair, because of the cost. I am [REDACTED] years of age on a fixed retirement type of income.

The car flooded with water because it had been parked outside for a few years, underneath a ficus tree. Dead Leaves went underneath the hood and into the drains underneath the windshield and plugged up the drains to the pavement that are, by design, easily blocked by debris and leaves because of the rubber stoppers designed for the drains. That is how the water rose to the level under the windshield to pour into the passenger compartment through the cabin air filter.

I spent at least five hundred dollars (\$500) with independent mechanics to unclog the drains and fix water damage before I took it to the dealer for diagnosis. At the time the service manager at Vista (who is no longer with Vista) had told me on a few occasions that Vista couldn't fix other problems, and I was discouraged to take it to Vista Ford for an opinion of a condition that it seemed that "they couldn't repair."

This seems to be a design defect of this automobile manufactured between 2007 and 2011 that is not generally known to independent mechanics (and dealers), judging from the number of youtube videos posted. The diagnosis and repair requires Ford proprietary equipment.

There was never a recall for this defect of the drains. I feel that I am justified in asking for a "goodwill" repair outside of warranty to cover the cost of diagnosing and adjusting the automobile's ECM with Ford Proprietary equipment. This is my request to you with this letter.

Very truly yours,

[REDACTED]

Cc (by U.S. mail) to: NHTSA, Complaints, 1200 New Jersey Ave. S.E., Washington, D.C. 20590

SANTA MONICA  
CA



NET

NHTSA COMPLAINTS  
1200 NEW JERSEY AVE. S.E.  
WASHINGTON DC 20590

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