

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Monday, December 06, 2004 4:52 PM
To:
Subject: Re: Ford F350 stalling problem.

Add # 10090178

Dear Consumer

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at <http://www.nhtsa.dot.gov/ivoq>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at <http://www.nhtsa.dot.gov/cars/problems>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

P.S. A review of our database revealed several reports from consumers concerning stalling problems and similar accounts as you indicated experiencing with your Ford F350 vehicle. Owners have reported, as you did, that the vehicle stalls while driving and is annoying and a concern. However, there are no reports of a driver losing control of the vehicle or causing a crash. Under these circumstances, there is insufficient evidence to warrant opening a safety defect investigation. The information you previously provided (File number 10090178) has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require the initiation of a safety defect investigation.

I have called in a complaint already. I just wanted someone to realize this is a serious safety issue, when the engine shuts off while driving 55-65 mph the truck is undrivable and many of the complaints logged with you (including my husband) describe near accidents. I have viewed 15 such complaints for the 2003 and 2004 Ford F350 on your website and I'm sure there are more incidents not reported to you. I just want this looked into before someone is killed.

Sincerely,