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May 16, 2005

[REDACTED]
Medina, NY
[REDACTED]

2005 JUN -8 AM 2: 17

To: Ford Motor Company

Subject: Ruptured brake line, left front
Vehicle: 2002 F-350 Super Duty, Crew cab
Vin. No.: 1FTSW31F22E [REDACTED]
Mileage: 41,088

To Whom It May Concern:

On February 23, 2005, I got off work at 11PM and proceeded home. When I applied the brakes, the brake pedal did not feel right. Next, when I attempted to make a turn I ended up in the opposite lane of a four-lane road, luckily there was no on-coming traffic.

At the time I didn't know that the power steering provided the "power" for the brakes.

It's not easy to drive and stop a 7,200-pound plus vehicle without power brakes and steering. Three weeks before this incident, I was pulling a 6,000-pound plus trailer on NY Interstate 90 at 65 mph. I hate to think what might have happened had this failure occurred then!

Upon inspection of the brake line at the garage, it was easy to see that it was improperly installed. The brake line was rubbing against the support for the shock absorber. There was another 2002 F-350 in the shop that had just been sold. Upon inspection of that vehicles brake line, it too was rubbing against the shock support.

I told the Service Manager that I felt that I should not have to pay for the repairs. He said that it was out of warranty. I replied that this wasn't a warranty issue, but a SAFETY issue caused by improper installation of the brake line and there should be a factory recall to correct the situation. His reply, we don't design them, we just fix them.

Enclosed are pictures of the brake line and its installed location along with a copy of the repair bill.

I am also sending a copy of the letter and pictures to the National Highway Traffic Safety Administration.

Sincerely,

[REDACTED]
P.S. The mechanic had no problem installing the new line correctly so that it does not rub on the shock support!

MARK
COJ
6/9/05

