

On July 13, 2005 at 11:44 AM, we reported a vehicle that is a safety hazard. After reading the ODI (10128412) summary, I do not feel that the summary is complete. I would like to have the summary corrected.

2005 JUL 26 AM 7:04

Q&A to
10/28/12

The vehicle is a 2004 ford F-250. ¾ ton four door with a 6.0 diesel engine. We purchased the vehicle around 12-17-2004. This vehicle was purchased new. The vehicle started missing and surging about 3000 miles. We took the vehicle to Wilson Motors in Snyder, Texas. The service department said all the codes indicated that the EGR valve was bad and the EGR valve was replaced.

We picked the vehicle up and drove it 200 – 300 miles and the vehicle continued missing and surging. Once again we took it back to Wilson Motors and again all the codes indicated a bad EGR valve. They had to order more EGR valves so they told me to continue to drive the vehicle until the newer up graded EGR valve could be shipped in. They placed a camera that takes pictures of the computer system while the vehicle is not acting properly. The service department showed me how to take the pictures and I did.

I drove the vehicle (vin # 1FTNW20P44E[REDACTED]) for about two weeks before the new EGR valves were shipped to Wilson Motors and I had taken several pictures during this two week period, the vehicle started dying while driving 70 mph. It also started dying, leaving stoplights and or stop signs. It is very unpredictable when the vehicle will quite running.

The new EGR valves were shipped to Wilson Motors and once again the EGR valve was replaced. I had to take the vehicle to Guymon, Oklahoma the following morning. The vehicle started cutting out about 30 miles north of Snyder, TX. And it died several times during the trip. One time in particular, we were going into a curve and the vehicle died. I did not have time to restart the vehicle and we finally stopped in the ditch 2 – 3 ft from a fence and a power pole. Several times the vehicle died when we left a stop light and on one occasion, the vehicle behind us almost ran into the back of the pickup.

When we returned from Guymon, Oklahoma, we took the vehicle back to Wilson Motors. Once again the codes indicated EGR valve. They decided to replace the EGR valve and to replace the throttle assembly. Once again they had to order parts. The parts did not come in and I had to go back to Guymon, Oklahoma to work. They put the camera back in the pickup and asked me to continue to take pictures and hopefully they would get more information.

The vehicle continued dying and cutting out. We drove it for two weeks before we got the vehicle back to Snyder, TX. We took pictures with the camera and again Wilson Motors service department indicated EGR valve. They replaced the throttle assembly and I believe the EGR valve once again.

We picked the vehicle up and drove it about 10 miles and the vehicle died crossing state HWY 84. Luckily there was not any other vehicle coming at that time.

Margaret
7/24/05

We took the vehicle back to Wilson Motor service department in Snyder, TX. And I have been in a loaner vehicle for about three weeks. I told Ford Motor Company I was scared to drive the vehicle and I did not want the vehicle any more. We talked to the area manager for Ford Motor Company. He indicated that they would get more parts and continue to work on the vehicle. They have been working on this vehicle for about 31,000 miles and have not fixed it yet. I do not care to be their crash dummy any longer. This vehicle has major problems and it should not be on the road. Whose life is it going to take before someone realizes there just might be a problem?

I have left complaints with Ford Motor Company about the unsafe condition of the vehicle and they continue to tell me they are not going to replace the vehicle, they are going to fix it.

I ask you to please look into this matter as soon as possible, before someone is injured or killed.

Thank You,

[REDACTED]



Office of Defects Investigation

Complaints

Defect Investigations

Recalls

Service Bulletins

Navigate: ODI Home » Complaints » Search » Results List

[Help](#)
☐ **Complaints**

- » Search
- » File a Complaint

☐ **Defect Investigations**

- » Search

☐ **Safety Recalls**

- » Search

☐ **Service Bulletins**

- » Search

☐ **Downloads**
☐ **Foreign Campaigns**

- » Search

☐ **EWR Information**

- » Account Management
- » Equipment Manufacturer
- » Low Volume Manufacturer

☐ **Sitemap**
☐ **Contact**

1-888-DASH-2-DOT
(1-888-327-4236)

TTY

- 1-800-424-9153 or
- 1-202-484-5238

Search ResultsReport Date : **July 13, 2005 at 11:44 AM**ODI Numbers **10128412**

Searched:

[New Search](#)[Print Version](#)Results : **1** | All records displayed**Make :** FORD**Model :** F250 **Year :** 2004**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10128412**Date of Failure:**
July 12, 2005**VIN :** 1FTNW20P44E...**Component:** OTHER**Summary:**

DT: CONTACT STATES: 2000 FORD F-150. THE VEHICLE HAS 31,000 MILES ON IT AND HAS BEEN IN THE SHOP SEVERAL TIMES FOR THE SAME THING. THE VEHICLE WILL DIE WHILE DRIVING DOWN THE HIGHWAY. IT WILL DIE WHILE YOU ARE STOPPED AT A RED LIGHT. THE DEALER CANNOT FIND THE PROBLEM. THEY HAVE REPLACED THE EGR VALVE WHICH IS PART OF THE ENGINE 4-5 TIMES. THE PROBLEM STILL EXISTS. THE MANUFACTURER SAID THEY COULD FIX IT. THEY HAVE BEEN WORKING ON IT SINCE IT HAD 3,000 ON IT. IT IS STILL UNDER WARRANTY. AT PRESENT IT HAS 31,000 ON IT AND HE IS STILL HAVING THE SAME PROBLEM. THE CONSUMER IS CONCERNED FOR HIS SAFETY. THE CONSUMER SAYS THE DEALER OR THE MFR CANNOT GIVE HIM ANY REASON WHY THE CAR KEEPS DYING ON THE HIGHWAY. THEY CANNOT SPECIFICALLY IDENTIFY WHAT IS CAUSING THE PROBLEM.

[Document Search](#)☐ Check to Request Research. Submit below.[Request Research](#)