

2006 JUN 19 AM 11:42

Woodbury, NJ

June 10, 2006

U.S. Department of Transportation
NHTSA
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

Reference No. 10158786

Dear Sirs;

In response to the Vehicle Owner's Questionnaire, there is one correction that must be made. The vehicle only has six-thousand five hundred (6,500) miles, not 65,000 miles as was listed.

As I reported, the dealer is telling me that the problem with my fuel gauge sticking is that fuel has too high of sulfur content. Since the repair was made only about 25 gallons of gas has been added so I really do not know if it is fixed yet.

My concern is this: if it is bad fuel than how does Sunoco sell it? Does the EPA set limits on what can be in the fuel? If Sunoco is selling legal fuel, than why is Sunoco's fuel only affecting new Ford cars?

On the other hand, over the last 25 years I have own two Ford pick up trucks that have had bad fuel gange sensor or floats. I have had three replaced two under warrantee. This personal history tells me that Ford has design problems in the past with gas gauge sending units.

When I called Ford, they told me a "government investigation" was underway but did not tell me by whom. It sounds like BS to me.

So the real question is Ford trying to blame Sunoco for Ford's defects or is Sunoco really selling bad fuel that only affects Fords? That is the reason of the complaint. I don't want to be stuck with repairs bills if it truly a Ford problem. A car less than a year old that has had less than 300 gallons of fuel should not be having "build up" on the sensor already.

Qd & B
10158786

Completed

Edison
6/20/06

Dwayne Gartner

From: [REDACTED]
Sent: Tuesday, May 30, 2006 9:44 AM
To: [REDACTED]
Subject: Ford Motor Company

Dear Dwayne,

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding the fuel gage in your wife's 2005 Ford Five Hundred.

Due to the nature of your e-mail, we would like to address this matter with you by telephone. This will give us the opportunity to ask questions and discuss this matter in further detail. For your convenience our hours of operation are 8 am - 5 pm local time, Monday through Friday. Please contact us toll free at 1-800-392-3673.

The information that you provided in your email has been summarized in a profile with a reference number. When calling us please provide the customer service representative with this reference number, 0533461436. This will help us to access your profile and serve you more efficiently.

We consider the satisfaction of our customers one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them for you.

Sincerely,
Jessica
Customer Relationship Center
Ford Motor Company

[THREAD ID:1-2WRCPQ]

-----Original Message-----

From: [REDACTED]
Sent: 5/18/2006 07:12:53 PM
To:
Subject: Problem_with_my_vehicle

Contact Us
First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Zip/Postal Code: 08804
Daytime Phone: [REDACTED]
Home Phone: [REDACTED]
Inquiring About Own Vehicle: Yes
VIN : 1FAFP24165 [REDACTED]
Mileage : 6462
Contacted Dealer: Yes
Servicing Dealer: Ace Ford
Vehicle location: My possession
Home Address: 73 East Centre Street
City: Woodbury
State/Province: NJ
Country: U.S.A

Questions: I am currently having problems with my wife's 2005 Ford Five Hundred car's fuel gauge. The latest excuse from Ace Ford's service department is that sulfur in the fuel is causing problems with the fuel sensor.

I threw the BS flag. My wife's car only has 6,400 miles on it and was only 6 months old when it starting having problems. There only has been

When I called
on 6-1-06, Ford
told me that there
was "A government
investigation" but
could not tell me by
who.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**