



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

May 8, 2007

[REDACTED]
[REDACTED]
New London, WI [REDACTED]

NVS-216et
Ref. # 10188973

Dear [REDACTED]:

Thank you for your correspondence dated March 1, 2007, concerning the spark plug failures you encountered with your model year (MY) 2002 Ford F250 vehicle. The Wisconsin State Department of Agriculture, Trade and Consumer Protection referred your letter to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation (ODI) received your correspondence on April 12, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible 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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist; however, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

On September 22, 2005, the Office of Defects Investigation (ODI) opened an extensive review to evaluate a defect petition regarding allegations of engine spark plug ejection in certain MY 1997 through 2004 Ford vehicles with Triton V-8 and V-10 engines. ODI's analysis of 474 similar complaints describing such incidents found only a very few alleged any safety-related consequences. None of these showed any evidence of a serious safety consequence. Given the large population and relatively long exposure time of the subject vehicles, the complaint analysis



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indicates that the risk to motor vehicle safety from the alleged defect is very low. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition was denied.

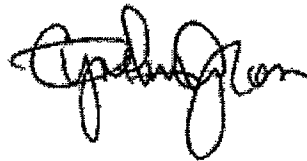
██████████ regarding your request for an engine replacement or upgrade, we recommend you contact Ford Motor Company directly at:

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
Dearborn, MI 48121
1-800-392-3673

to resolve your concern. Additionally, if you have not done so, you may consider contacting the Wisconsin State Office of the Attorney General regarding your problem.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement