

[REDACTED]

[REDACTED] ~ EAST HADDAM, CT [REDACTED]

2008 NOV -7 PM 4: 52

Darryl B. Hazel
President, Customer Service Division
Ford Motor Company
Dearborn, MI 48121

CL-10246339-9664

October 23, 2008

RE: 2006 Ford F-350
VIN # 1FDWF37P26E [REDACTED]

Dear Mr. Hazel,

In April of 2006 I purchased a 2006 F-350 from Monaco Ford in Glastonbury, CT for \$46,966.22. This was my 10th new Ford truck in 30 years, and also the 5th truck bought from Monaco Ford.

I do not use bio-fuels or additives or purchase diesel from discount suppliers, and have never accidentally put gas into my diesel tank.

On July 30, 2008 I experience a sudden loss of power while on the highway. Fortunately, the road was clear and I was able to pull off to the side without an accident. I checked the fuel filter and found it contained small grayish flecks of a paint-like substance.

The vehicle immediately went into Monaco Ford on August 1st and was in the service department until August 5th. A diagnostic test was run. The turbo was cleaned per the Ford hotline.

On October 20th, 2008, the identical problem occurred; a sudden and dramatic loss of power. The diagnosis at Monaco's service department is that my fuel tank has badly deteriorated and both tank and fuel pump have to be replaced, a \$2000.00 repair, not covered by warranty.

I was amazed that the fuel tank on a \$46,000.00+ vehicle built to last approximately 200,000 miles was not only rotting from the inside out, but also warranted for only 36,000 miles - UNTIL I went on line and found dozens of complaints about this exact problem, including sudden loss of power and paint-like flakes from deteriorating fuel tanks.

It is obvious that these fuel tanks are defective and should be recalled immediately before a serious accident occurs and someone is killed.

As a small business owner, I am financially accountable at all times for my work and the materials I use. And as a loyal Ford customer with another 30 years of driving, I expect both the Ford Motor Company and Monaco Ford to step up to the plate and share the cost of repair caused by a defective fuel tank.

I respectfully request a response at your earliest convenience.

Sincerely,

[REDACTED]

- CC:
- Richard Blumenthal – Connecticut Attorney General
- George Gombossy – Consumer Watchdog, Hartford Courant
- ✓ NHTSA Defects and Recalls
- David Monaco – Monaco Ford
- Greg Smith – Monaco Ford

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fax

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ET
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NJ