



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 17, 2009

The Honorable Kay Bailey Hutchison
United States Senator
3133 General Hudnell, Suite 120
San Antonio, TX 78226

NVS-216 et
Ref. # 10257869

Dear Senator Hutchison:

Thank you for your correspondence dated January 15 on behalf of your constituent, [REDACTED] [REDACTED] wrote concerning his model year (MY) 2007 Ford F350 vehicle.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving 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 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In [REDACTED]'s letter he indicated that he encountered problems with the 6.0 diesel engine in his MY 2007 Ford F350 vehicle and that Ford Motor Company (Ford) initially refused to cover the cost of replacement parts, specifically the EGR valve and turbocharger, under warranty. He also stated that Ford voided his warranty after identifying aftermarket parts on his vehicle.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to 6.0 diesel engine problems in MY 2007 Ford F350 vehicles. Although we are not opening a safety defect investigation at this time, we continually review all available data to determine whether an investigation may be warranted. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



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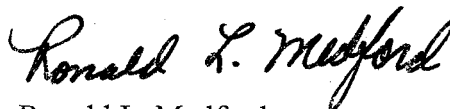
The Honorable Kay Bailey Hutchison

The Environmental Protection Agency mandates Federal emission control warranties to protect consumers from emission related failures that result from manufacturer defects in materials and workmanship or that cause the vehicle to exceed Federal emissions standards. Manufacturers are required by law to provide emission control coverage to vehicles. We regret the difficulty [REDACTED] encountered in having the replacement parts installed on his MY Ford F350 vehicle.

With regard to [REDACTED]'s complaint about the voided warranty, please be advised that this does not fall within our jurisdiction. We recommend that [REDACTED] continue to work with Ford to resolve his concerns or contact the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. [REDACTED] can contact the FTC by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Daniel C. Smith, NHTSA's Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely,



Ronald L. Medford
Acting Deputy Administrator

Enclosure

cc: Washington Office