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APR 26 2010

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

April 15, 2010

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 Office of Defects Investigation (NVS-210)
 400 Seventh Street, SW
 Washington, DC 20590

CL-10329628-9081

Re: 2006 Ford LCF 450 Series Fuel System Complaint
 VIN: 3FRLL45Z86V [REDACTED]

To Whom it May Concern:

There have been several engine and fuel issues regarding this vehicle since the date of purchase on January 25, 2007 in Connecticut where our business is located.

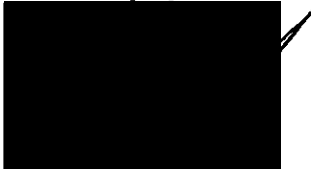
- The engine assembly was replaced November 2009 at 96,018 miles.
- The vehicle stalled on January 7, 2010 at 97,794 miles and would not restart. The dealer now swapped the new FICM that came with the new engine because it was not done when it should have been installed in November. At that time they found that the #'s 2 and 6 fuel injectors failed so those were replaced. The truck was returned to us on January 18, 2010.
- The very next day, January 19, 2010 at 97,894 miles, the truck was still running poorly with bucking and very little power so the truck was brought back to the dealer. Now the dealer finds that the fuel pump failed so they replaced with a new fuel pump. Dealer also finds that the #'s 1, 3, 4 and 5 fuel injectors have failed so they replace those. The dealer did not lower the fuel tank for inspection nor did they flush the lines per procedure. The truck was returned to us on January 25, 2010.
- On February 19, 2010 at 100,160 miles, the truck stalled without warning again but this time in Rhode Island and would not restart. This dealer found that the fuel pump was not putting out pressure so they replaced the fuel pump once again. The dealer found that the fuel tank had not been inspected, the lines had not been flushed and the pump assembly lines had been broken by the previous repair, therefore, the fuel and housing was full of contamination. The truck was returned to us March 5, 2010.
- Total cost to our business because of the engine/fuel system safety issues exceeded \$14,000.00, not including the downtime to our business because of the amount of time spent at dealer re pair facilities. We do not feel that the engine recall #06V471000 sufficiently addressed the engine/fuel corrosion problems thus creating the numerous repairs to our truck and expense to our small business.

NM
 050710
 TGW

If our company had known about the engine and fuel issues with this vehicle, we never would have purchased the vehicle. Given the fact that Ford has a design flaw with the engine and fuel systems yet will not warranty the engine and fuel system is totally unacceptable and therefore, we will never purchase another Ford product.

If you have any questions or need further information, please feel free to contact me at 860-632-0012.

Sincerely,

A black rectangular redaction box covers the signature area. A small, thin black line extends from the top right corner of the box, likely representing a pen stroke or a scanning artifact.

President

Cc: Ford Motor Company
Kenneth Crowley, Crowley Ford, Plainville, CT

[Redacted]
Middletown, CT

SOUTHERN CT D64

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