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Mora, NM
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CL-10331743-6535

US Dept. of Transportation
Office of Defects Investigation
1200 NJ Ave SE-West Bldg.
Washington, DC 20590

April 26, 2010

To Whom It May Concern:

I am writing in regard to our 2008 Ford F-350 truck, which we believe is inherently unsafe because of a design flaw. The front suspension and steering mechanism seems to be too light for the weight of the truck and for the type of load it is supposed to be able to handle. We looked into the specs on this truck and see that the front end is rated to carry 5200 lbs. However, when the truck is empty of any load, there is already 4800 lbs on the front end. This is supposed to be a "super duty" work truck, but apparently it can't carry anything except a passenger or 2 before the front end is overloaded.

The steering box broke suddenly for the first time at 26,050 miles, causing the truck to crash into + total a parked car, at about 20 mph. NM

The dealer replaced the steering box, but the new one failed at 29,581 miles (only 3,531 miles of use.) The current steering box is feeling loose and the truck wanders, so it has mostly stayed
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parked because the Ford dealer says they don't think there's anything wrong with it. The ball joints and tie rods were replaced at 38,587 miles - but my husband knew they were worn out long before that and couldn't get the dealer to admit it until then.

As it is now, if the truck goes over a bump in the road, it feels as if the power steering quits for a few seconds and it is very hard to steer. It is also unpredictable, and heads in random directions even as you steer it straight.

We have had voluminous correspondence with Ford Motor Co, but they continue to deny that anything is wrong. We believe the front end & steering components are too weak for this weight of truck. We have also seen that other people have complained to you about the steering and suspension failures of this model truck, and that others have had accidents when the steering box broke. We were lucky that the car it hit was unoccupied; a heavy truck like this would probably cause a fatality, based on what it did to that parked car at low speed.

We have many pages of work orders on this truck if you want us to send them, also many letters to and from Ford. We think they are ignoring the problem because they think they can get away with it, since there aren't that many of these trucks sold.

Thank you for your time, and let us know if you would like any more information.

Sincerely,

[Redacted Signature]