

NHTSA ccmMercury Routing Slip



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**Subject: LETTER TO THE ADMINISTRATOR FROM SENATOR BENNET OMN BEHALF OF CONSTITUENT
[REDACTED] CONCERNING A PROBLEM HE HAS ENCOUNTERED WITH A FORD MOTOR PRODUCT**

Ack Date:

Sign Office: ADMINISTRATOR

Cleared Date:

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Added By: BMILLINGS x65470

Ack By:

Signature: STRICKLAND

Cleared By:

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Modified By: TANAE.N.ROGERS

Signed For:

Cleared For:

Closed Date: 11/2/2010

Most Recent Comment:

Author:

THE HONORABLE MICHAEL F BENNET
UNITED STATES SENATE

WASHINGTON, DC 20510

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CC-10304689-3906

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/2/2010	12/1/2010	
NVS-010	INFORMATION	11/2/2010		11/2/2010
NIA-110	INFORMATION	11/2/2010		11/2/2010
NOA-010	INFORMATION	11/2/2010		11/2/2010
NOA02	INFORMATION	11/2/2010		11/2/2010

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

RECEIVED - [REDACTED]
2010 NOV - 2 A 8:02

MIC
10/03/2010
KB

MICHAEL F. BENNET
COLORADO

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URBAN AFFAIRS

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October 26, 2010

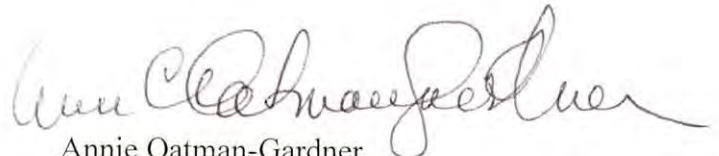
David L. Strickland
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Please find included an email correspondence from Senator Bennet's constituent, [REDACTED], concerning a problem he has encountered with a Ford Motor Company Product.

Any information and/or assistance your staff could provide with regard to this matter would be greatly appreciated.

Please direct any correspondence concerning this inquiry to the Pikes Peak Region Office, 409 N. Tejon St., Suite 107, Colorado Springs, CO 80903 or fax to the office at (719) 328-1129.

Thank you for your assistance.



Annie Oatman-Gardner
Pikes Peak Regional Director
US Senator Michael F. Bennet

Senator Bennet,

I am contacting you about an automotive safety issue that I feel needs to be investigated further. I am the original owner of a 1999 Ford Super Duty, with a Ford Triton V-10 engine. Recently, I blew a spark plug out of the cylinder while returning from a trip. Needless to say this caused serious concerns for me and my passengers. The thought of being stranded out on the highway left open to life threatening accidents caused by inattentive drivers, or criminal mischief from thieves that cruise the byways looking for stranded motorists, was not comforting at all. I was able to limp into a town approximately 15 miles away to try and obtain some assistance. The whole time I was driving, I was shooting raw gas out of the open cylinder into the engine compartment under the hood that could have easily caught fire and completely totaled my vehicle

and all of its contents. I was able to find an automotive specialist that was willing to help me out. He had to drill out the plug hole and install a steel sleeve that a new spark plug could be screwed into. After 5 hours, and 500 dollars, I was back on the road heading home.

This ordeal was bad enough by itself. However, I was informed by the automotive technician that this is a common problem for 1999 through 2001 Ford Triton Engines (both V-8 and V-10) and that Ford Motor Company refuses to admit any fault in the matter. He suggested I search the web for frequency of occurrences to prove his position. Well, I did just that. And he was right. A few minutes of searching uncovered 100+ complaints identified by tax paying consumers. In fact, I researched the NHTSA's website for recalls and found that they had actually investigated this issue back in September 2005. At that time, they had almost 500 documented instances of blown plugs. The investigation number was DP05005 and it was closed in January 2006. The investigation was closed because "GIVEN THE LARGE POPULATION AND RELATIVELY LONG EXPOSURE TIME OF THE SUBJECT VEHICLES, THE COMPLAINT ANALYSIS INDICATES THAT THE RISK TO MOTOR VEHICLE SAFETY FROM THE ALLEGED DEFECT IS VERY LOW. IN VIEW OF THE FOREGOING, IT IS UNLIKELY THAT NHTSA WOULD ISSUE AN ORDER FOR THE NOTIFICATION AND REMEDY OF THE ALLEGED DEFECT AT THE CONCLUSION OF THE INVESTIGATION REQUESTED IN THE PETITION. THEREFORE, IN VIEW OF THE NEED TO ALLOCATE AND PRIORITIZE NHTSA'S LIMITED RESOURCES TO BEST ACCOMPLISH THE AGENCY'S SAFETY MISSION, THE PETITION IS DENIED".

Have you ever heard of such a preposterous reason for closing an investigation? They are closing it because they feel blowing raw gas into an engine compartment, or being left stranded on the side of the road is a "low risk" to safety? And, the largest disappointment is their admission that they do not have the manpower to do the job. So, instead of doing what is right and forcing Ford Motor Company to fix their well known and documented defect, they close their eyes and plug their ears hoping no one gets killed from their incompetence. Toyota, a Japanese manufacturer, has issued recalls for problems that pale in comparison to the defect Ford has subjected their customers to. I contacted NHTSA and tried to convince them to reopen the investigation, but was immediately denied. I asked why, but I was never informed. If they had 500 documented cases in 2005, imagine how many cases they would have now (5 years later). NHTSA needs to take the lead and reopen the investigation. Once it is known that NHTSA is investigating this Ford defect, I am confident the national news media will latch on to the story and NHTSA will hear the true magnitude of the issue. We/I rely on the NHTSA to drive these problems to resolution and only NHTSA can force the manufacture (Ford Motor Company in this case) to own up to their problem and fix it via a recall.

Senator Bennet, as my representative I am requesting that you take this matter up with your fellow Senators and contact NHTSA directly and convince them that ignoring issues due to limited manpower is not what their charter is. They need to reopen investigation DP05005 and force Ford Motor Company to own up to their serious design flaw, issue a recall, and fix it before someone gets killed or seriously injured (assuming it has not happened already).

Sincerely,

[REDACTED]
Colorado Springs, CO [REDACTED]

United States Senate

WASHINGTON, DC 20510-0609

OFFICIAL BUSINESS

26 OCT 2010
M. F. Bond

U.S.S.

David L. Strickland

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