

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



BILL SCHUETTE
ATTORNEY GENERAL

February 14, 2011

Refer to AG No.: 2011-pi02011547324-A

P.O. Box 30213
LANSING, MICHIGAN 48909

[REDACTED]
Terry, MS [REDACTED]

Dear Consumer:

RE: Ford Motor Company

We have received the information you recently submitted to this office regarding Ford Motor Company.

We are, by copy of this letter, referring your correspondence to:

National Highway Traffic Safety Administration
1200 New Jersey Avenue
West Building
Washington, DC 20560
(888) 327-4236

From the information you have submitted it appears that the above-named agency may have jurisdiction in the matter outlined in your correspondence and may be able to assist you.

Further communication regarding your correspondence should be forwarded directly to them at the address given in this letter.

Hopefully, this direct referral will expedite efforts toward a solution of your problem or provide you with the information you requested.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
1-877-765-8388
(517) 241-3771 – Fax

bjb

FEB 28 2011

NAH
030211

TW

Mr. Bill Schuette, Michigan Attorney General
G. Mennen Williams Building, 7TH Floor
525 W. Ottawa Street
P.O. Box 30212
Lansing, MI 48909

January 16, 2011

Dept. of Attorney General
Consumer Protection Division

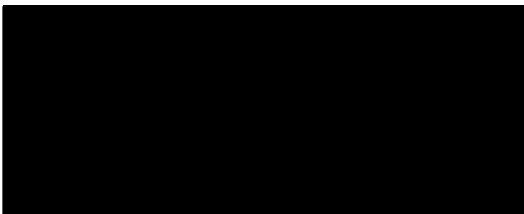
JAN 28 2011

RECEIVED

Dear: Mr. Schuette

This correspondence is in regards to a very serious problem that I experience with my Ford F-350. I have attached a copy of the letter that I forwarded to the Ford Motor Company detailing the problem. The reason that I am sending this correspondence to your office is so that this matter will not be taken lightly. Also, during a phone conversation I was informed by the Ford Motor Customer Relation Office that they will simply contact the dealership as a courtesy. There were not enough complaints filed on this issue to warrant any major follow up.

Thank you for taking the time to review this matter and I look forward to your response.



Ford Motor Customer Relation
P.O. Box 6248
Dearborn, MI 48166

January 16, 2011

Dear: Customer Relation

This correspondence is in regards to my 2001 Ford F-350 diesel, 7.3 power stroke engine. On December 28, 2010, while I was in route to Watson Quality Ford located at 6130 I-55 North Jackson, MS 39211 to get my regular oil change and service, my engine begin to lose power. I was on the interstate during morning traffic rush hour this was a very dangerous moment for me. After working my way to the shoulder of the highway I, had my truck towed to the above mentioned location.

After reaching the dealership and following the completion of the first repairs. I was told by the service advisor Mr. Trey Decell at Watson Quality Ford that my vehicle was ready for pick-up. A few minutes later Mr. Decell call back and stated that the mechanic informed him that the truck was still losing power. After further survey the mechanic found that fuel the filter over the diesel tank was clogged due to rust from the bottom of the tank. Mr. Decell advised me that there had been six other diesels trucks around the same year and model brought in with the same problem.

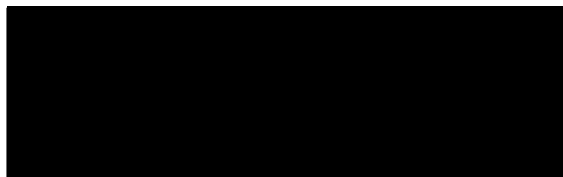
Moreover, this is a real concern to me because of it's similarity to the Toyota recall instead of accelerating my truck lost power. Also, if there are six diesel trucks here in Mississippi experiencing this problem how many other are there around the country that have gone unreported with the same problem.

I believe that Ford Motor Company should really take a very serious look into this problem as well as compensate customers for the repairs to the fuel tanks that have experienced that lost of power due to the fuel filter being clogged from rust and chips breaking free from the fuel tanks that were coated.

In closing I would like to re-iterate how important this is to me and my family's safety, because I use this truck for my lively hood and Mr. Decell stated that he could not assure me that this problem would not occur again. I am requesting that you place this matter in a urgent state of concern. I have filed a compliant with your Customer Relation Office, but because there are were no complaints on file regarding this matter, I was informed that I would not get any follow up from your Customer Relation Office. I felt that it was important to bring this matter some real attention.



C: Mr. Bill Schuette, Michigan State Attorney General
Mr. Jim Hood, Mississippi State Attorney General



TERRY, MS



JACKSON MS 390

24 JAN 2011 PM 3 L



USA FIRST-CLASS FOREVER

Mr. Bill Schutte, Michigan Attorney General
G. Mennen Williams Building, 7th Floor
525 W. Ottawa Street
P.O. Box 30212
Lansing, MI 48909

DEPT. OF THE
ATTORNEY GENERAL

JAN 24 2011

Assigned to

CP

4830937712

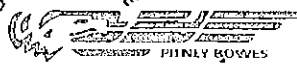


BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913

***02/15/11 LANSING MICH

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE

PITNEY BOWES
02 1M \$ 00.46⁰
0008001360 FEB 15 2011
MAILED FROM ZIP CODE 48912

National Highway Traffic Safety Administration
1200 New Jersey Avenue
West Building
Washington, DC 20580

Defects
PM

L-EXS51

~~4455~~

