



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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 25, 2011

[REDACTED]
Terry, MS [REDACTED]

NVS-216 nam
Ref. No. 10387368

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2001 Ford F-350 vehicle. Your letter was forwarded by the Michigan Office of the Attorney General on your behalf to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicated that you encountered a problem with the engine losing power in your MY 2001 Ford F-350 vehicle while on the interstate. You were able to pull off the interstate and had your vehicle towed to a dealership. The technician diagnosed the problem and found the filter over the diesel tank clogged with rust that came from the bottom of the tank. You are concerned with the safety risk the loss of power presents and would like to be compensated for your repair cost.

We have reviewed our database in an effort to identify whether a safety defect trend exist with regard to the engine power loss caused by rust in the fuel system in MY 2001 Ford F-350 vehicles. There is insufficient evidence to warrant opening a safety defect investigation at this time. 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. A brochure explaining the investigation process is enclosed for your information or you may visit our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

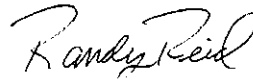
We sympathize with you concerning your request for compensation for the repair cost; however, this does not fall under our jurisdiction. . If you have not done so, you may consider contacting your local Consumer Protection Agency or the Better Business Bureau. The Federal Trade



Commission (FTC) has jurisdiction over non-safety defects, paint, fraud, or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to 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>.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure