



C1-10476986 -0927

OCT 12 2012

THE ATTORNEY GENERAL
STATE OF ARKANSAS
DUSTIN McDANIEL

September 25, 2012

NHTSA Headquarters
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

RE: Consumer Complaints-98511-[REDACTED]

To whom it may concern:

The Consumer Protection Division of the Office of the Attorney General has received the enclosed complaint.

We are forwarding this information for your review in the hopes that you may be able to assist this consumer. You may contact the consumer directly for any additional information you may need.

We appreciate you taking the time to review this matter.

Sincerely,


Toni Robinson

Investigator
Consumer Protection Division

ET
101212
PW

Sherrell Givens

From: [REDACTED]
Sent: Tuesday, September 18, 2012 3:16 PM
To: Consumer Division
Subject: New submission from Consumer Complaint Form

Consumer Information

Name

[REDACTED]

Address

[REDACTED]
Hot Springs, Arkansas [REDACTED]
United States
[Map It](#)

Home Phone

[REDACTED]

Work Phone

[REDACTED]

Cell Phone

[REDACTED]

Age

[REDACTED]

Email Address

[REDACTED]

Company Complained Against Information

Name

Ford Motor Company

Address

P.O. Box 6248
Dearborn, Michigan 48126
United States
[Map It](#)

Phone

(800)392-3673

Product or Service Involved

Product or Service Involved

2006 Ford F-450 Truck

Date of Transaction

05/01/2012

Did you sign a contract?

No

Have you contacted the company?

Yes

Have you consulted an attorney?

No

Is there a court action pending?

No

Estimate of dollars involved

14000.00

Transaction Information

Your view as to a fair resolution of the matter:

I would like to see Ford Motor Company issue a recall for the numerous engine problems associated with the 6.0 liter diesel engine.

Please explain the circumstances surrounding your complaint. You will be called upon to provide copies (not originals) of any contracts, sales slips, canceled checks, advertisements, correspondence, or related documents.

This letter is in regards to issue my company (Navigator Property Maintenance) is currently having with a company truck.

On September 12, 2012, while returning to the warehouse, my company's truck engine stopped working while driving down Interstate 30 in Bryant, Arkansas. The vehicle, a 2006 Ford F-450 Superduty Powerstroke truck, was towed to Landers Ford in Benton, where I asked the Service Department to run a diagnostic test to see what was wrong with the engine. The vehicle had 51,193 miles on it.

The Service Department at Landers Ford reported that the engine had a "catastrophic failure" according to Brandon Kent, Ford's customer technician. He and the mechanic who diagnosed the problem mentioned to me that they had never experienced such a problem and were puzzled about the engine failure. They said the engine literally blew apart on the inside sending metal fragments throughout the entire system that damaged a number of other engine components, as well. According to the written statement given to me concerning the problems, the engine had no "base" engine oil pressure and found low compression in the #1, #2, and #7 cylinders. To repair the damaged engine would cost me \$14,000.00 dollars.

I immediately called Ford's Customer Assistance hotline to ask what could be done about the defective engine given the low mileage. After all, the engine is designed and advertised to last much longer. After several phone calls and days of frustration, I was told that Ford would not help in the repairs because of the time frame associated with the vehicle's warranty. However, the number of miles on the truck would have qualified the truck for warranty work had it been within the time frame. I immediately filed a Ford Customer Assistance case number (#579082562) with the company should a future recall be issued, but was told there would be no further action or assistance with the vehicle.

On the following Monday, I had the truck towed back to Hot Springs and began searching for a mechanic who could fix the truck. During my search, I found a number of mechanics who were very critical of the 6.0 liter diesel Ford engine and who had done extensive work over the past few years on the engine. One particular mechanic, Steve Glisson of Glisson's Auto (501.321.1975), told my manager that he currently had 7 of the 6.0 liter diesel engines that he was working on for various customers that had similar issues to my truck. He mentioned that one customer in particular had the same truck and year model as mine (2006), but that the truck only had 22,000 miles on it when its engine failed and Ford refused to repair it citing the same "time frame" issues.

Another mechanic, Curtis Ward of Ward's Industrial Motor Service (501.767.7775), told my manager that you could call "any diesel mechanic in Arkansas" and they would tell you what a terrible engine the 6.0 liter Ford diesel engine is. He was very critical of the 6.0 liter diesel engine and described several issues he personally dealt with over the past few years.

Given the information I discovered concerning the faulty engines, it is my firm belief that if the Attorney General's office conducted an investigation, they would find clear evidence that the Ford 6.0 liter diesel engine used in a number of their truck models have numerous defects and serious deficiencies that are costing the consumers who purchase them an unfair and unreasonable amount of time and money.

Please consider investigating what I feel are widespread problems with the engines and allow all of the consumers who have made the mistake of purchasing the faulty engines the opportunity to recover our expenses.

Also, please do not hesitate to contact me at [REDACTED] if you need any further information regarding this matter. Thank you in advance for your time and attention

[REDACTED]
Hot Springs, AR
[REDACTED]



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Little Rock, Arkansas 72201



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Defects
PM

CONSUMER

