



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

November 28, 2012

[REDACTED]

Hot Springs, AR [REDACTED]

Dear [REDACTED]

NVS-216 et
Ref. No. 10476986

Thank you for your correspondence concerning your company's model year (MY) 2006 Ford F-450 vehicle. Your correspondence was forwarded by the Arkansas Office of the Attorney General to the National Highway Traffic Safety Administration's (NHTSA). It was received by the 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 trend may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that while driving your company's MY 2006 Ford F-450, the engine stopped working. A Ford technician informed you that the 6.0 liter diesel engine in your vehicle had a "catastrophic failure." You contacted Ford Customer Assistance but they declined to help you because the vehicle is out of warranty. You request that a recall be initiated or an investigation be opened to remedy the problem in Ford 6.0 liter diesel engines.

We have reviewed our database in an effort to identify whether a safety defect trend exists with engine stalling and engine failure in MY 2006 Ford F-450 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. 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.

Your request for assistance in recovering repair expenses does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency. You may also ask your dealership for a meeting with Ford district manager regarding your problem. In addition, 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 www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

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,

A handwritten signature in cursive script that reads "Randy Reid".

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