CI-10480485-1325

October 5, 2012

OCT 12 2012

[redacted]
Leesburg, Florida [redacted]

NHTSA Headquarters
National Traffic and Motor Vehicle Safety Dept.
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

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

Gentlemen:

Enclosed is a copy of a letter, dated September 13, 2012, sent to Ford and is self-explanatory.

I am having similar problems with my 7.3L engine. Ford CS division has not, at this time, responded to my request. Ken Graham, Ford diesel service manager in Leesburg has not had a response either. Until he receives a response for my request to FCSD his hands and mine are tied and the vehicle stays close to home.

Essentially, it stays parked in my driveway or only used inside our small community, not venturing out on the busy highway.

Since these engines are similar, I am hoping it was an over-site in not including the 1995 models in the recall, or possibly, the 95 being older, have high mileage, been retired, worn out, taken off the highway, etc. and, consequentially, economically overlooked.

I am a very conservative driver with only 143,000 miles on my truck. Similar models have upwards of 400,000 miles and still running, with good maintenance. I see that many miles left on my truck.

An early reply is appreciated in order to get Ford to move, as I requested, or I pay the bill as stated.

[redacted]

EA
101212
TW

September 13, 2012

[redacted]
Leesburg, Florida [redacted]

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Ford Diesel Trucks
Customer Relations
P. O. Box 6248
Dearborn, Michigan 48126

Gentlemen:

Ref: My 1995 Ford Diesel Truck, VIN #1FTHX25FXSE[redacted] - Case No. 618232552

I am the owner of a Ford 1995 F250 X Cab, Power Stroke 7.3, mileage 147,442, purchased through Giant Recreation World from Larry Hodge Ford, Bartow, Florida on October 30, 1995.

In the past several months I have had the engine stall while driving. It has happened at 50 mph on the highway and at 20 mph within our gated community (the speed limit is 25 mph). When the engine stalls on the highway, I fight the steering (no power steering with a dead engine) to pull off to the side or into a side street. I put the shifter into Park or Neutral and the engine restarts. At other times I have pulled out from a parking position and had the engine stall, immediately I can restart. The incidents don't seem to have anything to do with speed or normal operating condition , i.e., temperature, etc.

I recently have talked to at least three people in our subdivision who have the 7.3 engines - one is [redacted] He gave me a copy of his recall letter, dated January 2008, (copy enclosed), which states the condition I have had with my 1995, although the letter only includes models from 1997 to 2003. I feel my model should also be covered.

I took my vehicle to Plaza Ford on Highway 441 in Leesburg, Florida, phone 352-787-1255 and spoke with Ken Graham (cell 352-267-2076). He checked with your Customer Service Division who stated that the recall 07S57 is for 1997 through 2003 vehicles, not including the 1995. This condition also exists in my vehicle. Ford should be responsible for the repair of this unsafe condition of my 1995. This matter needs your immediate attention.

As stated in your recall notice, "In the event of an engine stall, a crash could result without warning." This has been a reality in my case a number of times while driving in traffic. It has become a deep concern and has limited my use of the truck for the sake of

my safety, my passengers and others on the highway. The truck stopping while going 50 mph hour on the highway, surrounded by other vehicles - a very dangerous situation!!

I spoke to Bruce (employee No. 61791), 1-800-392-3673, Supervisor Ford Customer Services in Florida. He identified the truck as being built in Kentucky. Knowing that the chasis was made somewhere and other parts made in other states and other countries, such as Canada or Mexico does not tell me that assembling the truck in Kentucky has anything to do with where the engine was assembled - the engine being the part where the camshaft position sensor is located. Bruce could not identify the engine assembly location, which is critical in my case.

- Ford has a responsibility in this matter. I have dealt with Plaza-Lincoln for a number of years and have bought three town cars through them in the last ten years. They have been accommodating and reputable in caring for my Town Cars: A '97, '06 and '09.

Since moving to Florida, I have dealt with Ken Graham, the Plaza Diesel Manager. He is responsible and knowledgeable. Recently he replaced my fuel/water separator which sprung a leak, and prior to that, replacing a leaking fuel line in April 2012. The transmission has been flushed, No. 16 put in the radiator, Prestone changed regularly, oil changes and fuel filters changed on regular schedules.

Maintenance prior to moving to Florida was done at Bobby Jones and Fairway Ford in Augusta, Georgia: new hoses, fan clutch, idler wheel replaced, brake pad replaced, relay on glow plugs replaced, K.N. air filter installed, V belt replaced, batteries replaced, cruise control replaced on recall. Lift fuel pump replaced and solenoid on the starter replaced. All maintenance, including tire replacement done as scheduled, or as needed.

There are three close friends in my neighborhood with the 7.3 engines: [redacted] and [redacted] We are a close community and discuss items such as trucks - nevertheless, we talk 7.3 diesels; each of us have had some sort of trouble with stalling and share this common problem, trying to find solutions. [redacted] recall letter has alerted my attention to resolve this problem.

I am willing to have Ken Graham put the truck on his analyzer, at my expense, to get to the bottom of this stalling problem I am hoping that if he finds the cam shaft position sensor to be the problem, that Ford will assume the responsibility and reimburse me for the analysis and Plaza for the necessary repairs.

An early reply would be appreciated. I no longer feel safe when driving my truck as the stalling is happening more frequently.

Sincerely,

[redacted]

Cc: Ken Graham, Plaza

[redacted]
Leesburg, FL [redacted]

ORLANDO FL 328
05 OCT 2002 PM 6 L

NHTSA Headquarters
National Traffic and Motor Vehicle Safety Dept.
1200 New Jersey Ave., S.E.
West Building
Washington, D.C. 20590

20590