CL-10480485-3631

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

February 28, 2013

[redacted]
Leesburg, Florida [redacted]

MAR - 7 2013

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Mr. Reid:

Still no positive response from Ford on the cam shaft position sensor for my 1995, 7.3 diesel truck.

I sent a letter to Mr. F. Toney, VP, Global Customer Service Division, with my complaint. Little action from Ford, nor response from him.

In the interim, as stated in my first letter to Ford Customer Service, September 13, 2012, "if there is no action by Ford, I will, at my expense, replace the sensor just to have a reliable vehicle."

I had the truck at Plaza Ford February 15, 2013 for routine maintenance. They found problems with the ICP Injector Constent Press, EBA Exh Back Press, Map and Manifold ABS Press - all in question. I had them replaced, along with replacing the CSPS, a $35.00 item.

The truck is running fine at this time. With the number of replacements, it is hard to say which one was the ultimate cause of the stalling problem.

Thanks for your input and support.

Sincerely,

[redacted]

NM
31113
SMD

February 28, 2013

[redacted]
Leesburg, Florida [redacted]

Mr. Frederick Toney, Vice President
Global Ford Customer Service Division
Customer Relationship Center
P. O. Box 6248
Dearborn, MI 48126

Dear Mr. Toney: Reference: Case No.0618232552

As quoted by breeding farmers: "Service is what the bull provides to the in-heat heifer" - and believe me, I feel the inevitable affect of your service.

For four months I have tried to get a response from your department about my problem I have had with my 1995 Ford Power Stroke Diesel Truck cam shaft position sensor. The recall number is 07S57 for the 1997 to 2003 7.3 diesel trucks. My 1995 model is similar, but outside the recall envelope. No one in your department, or within Ford, has given me a hint of investigating or reviewing my problem. Nothing has been done for me except letter writing back and forth, referring to the recall. The insinuation that I could not read the simple English language in the recall is an insult to me.

After giving up over do nothing correspondence with your department since September 13, 2012, as stated in my September 13th letter, I paid to have Ken Graham at Plaza Ford replace the sensor so I would have a safe and reliable truck to drive. The truck was in the Plaza shop for routine maintenance work on February 15, 2013. At that time I had Ken replace the sensor, which was a grand total of $35.00. My calculations figure a savings to Ford of $70.00 - the $35.00 I paid Ford for the sensor, plus $35.00 you denied to pay, which means Ford gained $70.00 in gross profit.

Your bonus for last year should certainly reflect on your being so frugal with Company money verses long term customer satisfaction, such a mine. Please congratulate the rest of your department and share your good fortune in Company savings and bonus with them. Ken, Mike and Andy at Plaza did a remarkable job in their repairs.

Yours truly,

[redacted]

Cc: Ken Graham, Plaza, Leesburg, Florida
Randy Reid, NHTSA Headquarters, Washington, DC
Marsha Wojewski-Boyd
C. Willis, Customer Service, Dearborn, MI

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Leesburg, FL

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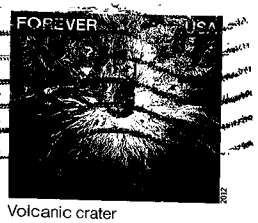

Volcanic crater

Mr. Rondy Reid Chief
Correspondence Research Division
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