

[REDACTED]
Lee, MA
[REDACTED]

CL-10490117-7961

JAN - 9 2013

December 26, 2012

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

CERTIFIED MAIL, RETURN RECEIPT REQUESTED

General Counsel
Ford Motor Company
One American Road
Dearborn, MI 48126

**RE: 2008 Ford F-350 Super Duty
VIN# 1FTWW33R78E [REDACTED]**

Dear Sir/Madam:

I am writing to you concerning the above-referenced 2008 Ford F-350 which I purchased on April 1, 2008 at Marchese Ford Mercury in New Lebanon, New York for approximately \$52,000.00. I am a lifetime repeat Ford customer, who purchased this vehicle with the intent of primarily carrying a slide in truck camper for recreational use. During my ownership of this vehicle, I have experienced four terrifying incidences while driving this vehicle in which the brake calipers create a locked rotor condition resulting in extremely hot brakes which smoke to the extent I am forced to stop driving the vehicle.

On occasion, I have been notified by other vehicle operators who are driving near me and approached me at stoplights to inform me that my vehicle appears to have the emergency brake activated, when in fact I am at that time experiencing a locked caliper/rotor condition.

The four primary instances of this locked caliper/rotor condition occurred on the following dates:

1. Monday, January 3, 2011, we were driving on a rural road in route to Sharps Chapel, Tennessee when the right side front passenger caliper/rotor assembly failed causing smoking and burning smell of the brake shoes forcing me to pull to the side of the road. After allowing the brakes to cool, I contacted and drove to Morristown Ford in Tennessee and they attempted to repair the brakes by disassembling and cleaning the caliper/rotor since they did not have the parts available to appropriately rectify the situation;
2. Friday, January 7, 2011, the January 3, scenario repeated itself, causing the right side front passenger caliper/rotor to fail again, and I was miles away from any repair center and nearing the end of the working business day, near Makin,

ET
011113
AMD

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Page 2
December 26, 2012

Georgia, therefore I was forced to remove the tire and release the caliper with a screwdriver and hammer;

3. Monday, January 10, 2011 upon arriving in Florida, due to my concerns over the repeat incidences with the caliper, I contacted Matthews Currie Ford in Nokomis, Florida in order to have the issue resolved. Matthews Currie Ford replaced the calipers and brake shoes on both front wheels.
4. Friday, October 5, 2012, while driving on a rural road to my nephew's wedding in Warminster, Pennsylvania the left front caliper began experiencing the same problem, the smoking and burning smell forcing me to pull my vehicle to the side of the road and wait for approximately 45 minutes for the rotors to cool. During this time, I contacted C&C Ford in Horsham, Pennsylvania, and they informed me they were unable to work on the vehicle due to scheduling. Therefore, I drove to Town Line Auto (recommended by a passerby) where they replaced the caliper assembly in the amount of \$344.44. (See copy of attached invoice).

After the wedding, we decided to change our original travel plans to tour the Pennsylvania area, due to our concerns regarding the unreliability of our vehicle. On or about October 6, 2012, I contacted Ford Motor Company's customer care department and they opened Case No. 429281158, at which time they informed me they would have the appropriate department personnel return my call on Monday, October 8, 2012. A Ford representative contacted me on October 8, and instructed me to bring the vehicle to a local Ford dealer to have the vehicle thoroughly inspected with regards to the repeat issue. On Friday, October 12, 2012, we brought the vehicle to Marchese Ford and they inspected the vehicle and informed me that the rear passenger caliper assembly was dragging on the rotor forcing them to repair the assembly.

This truck has underperformed and not met my reasonable consumer expectations. This Ford vehicle class has also received poor ratings in the December 2012 issue of Consumer Reports magazine (see page 66 attached). I no longer have confidence in my vehicle, feeling that is dangerous and totally unreliable due to an obvious inherent design and/or part quality issue. I have filed a complaint with U.S. Department of Transportation, Complaint No. 10490117

[REDACTED]
Lee, MA [REDACTED]
[REDACTED]

Page 3
December 26, 2012

(attached). I also note in the attached vehicle complaint resource, www.aboutautomobile.com, there are numerous other related complaints for this vehicle model and year.

I am requesting repair and **final** resolution of this issue or replacement of the vehicle with the equivalent current Ford model. As a consumer, paying over \$50,000 for a vehicle, I should be assured, at minimum, of having safe and reliable transportation and not feel worried about safely traveling in my own vehicle!

I look forward to receiving a response to this correspondence by February 15, 2013 via email to [REDACTED] and to my mailing address noted above.

Thank you for your time and attention to this very important issue.

Sincerely,

[REDACTED]

Enclosures

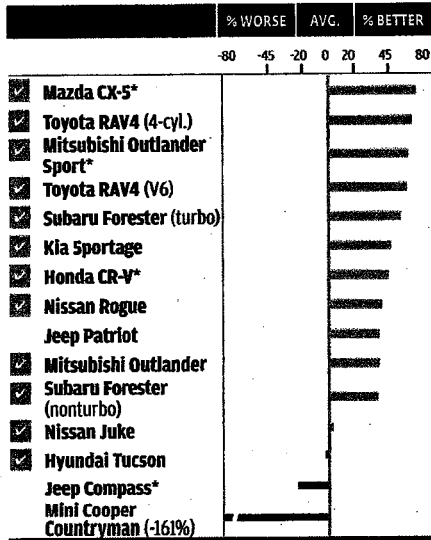
✓ cc: **National Highway Transportation Safety Administration**
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Ford Motor Company
Consumer Affairs
P.O. Box 1270
Melbourne, FL 32902



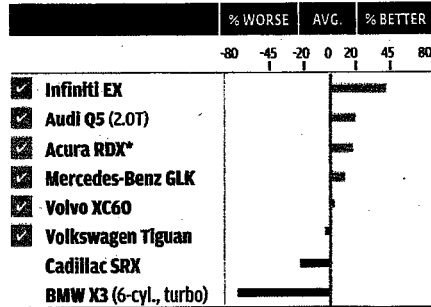
Mazda CX-9

Small SUVs



PREDICTED RELIABILITY ● ○ ○ ○ ○

Upscale compact SUVs

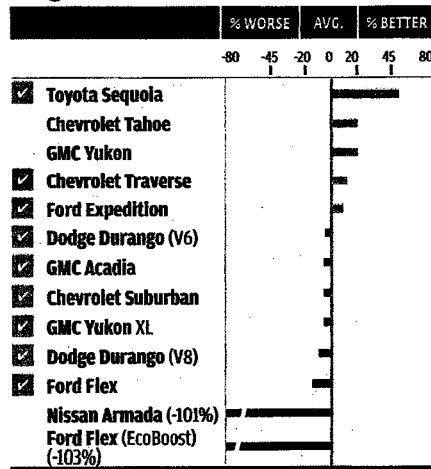


PREDICTED RELIABILITY ● ○ ○ ○ ○



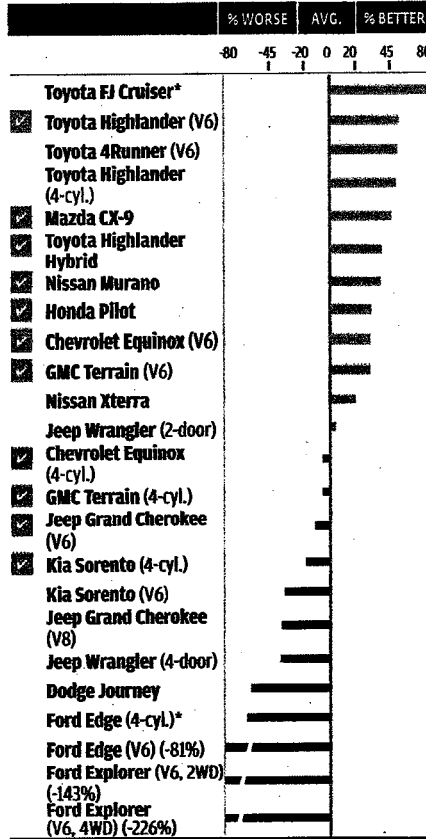
Chevrolet Traverse

Large SUVs



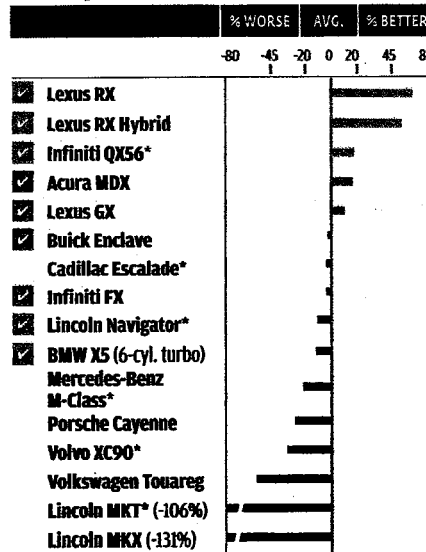
PREDICTED RELIABILITY ● ○ ○ ○ ○

Mid-sized SUVs



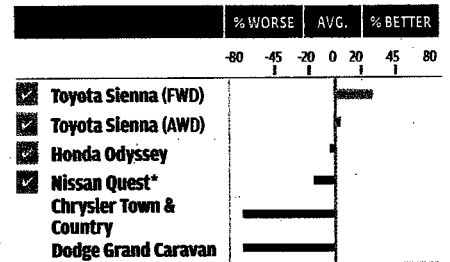
PREDICTED RELIABILITY ● ○ ○ ○ ○

Luxury SUVs



PREDICTED RELIABILITY ● ○ ○ ○ ○

Minivans

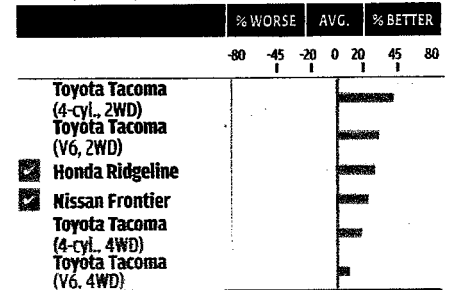


PREDICTED RELIABILITY ● ○ ○ ○ ○



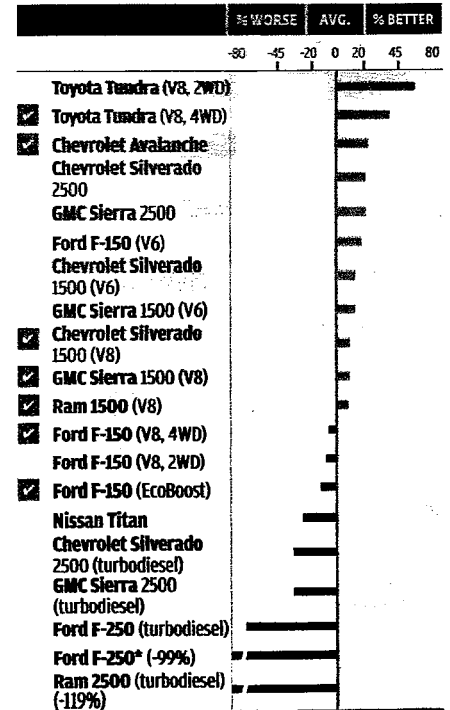
Honda Ridgeline

Compact pickups



PREDICTED RELIABILITY ● ○ ○ ○ ○

Full-sized pickups



PREDICTED RELIABILITY ● ○ ○ ○ ○



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10490117.

Your Complaint will be available within 72 hours at: <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 1FTWW33R78E [REDACTED]

Make / Model / Year: FORD F-350 2008

2. Incident Information

Approximate Incident Date: 01/03/2011

Vehicle mileage at time of incident: 18,000

Vehicle speed at time of incident: 50 (mph)

Affected Parts: Brakes

Fire: No

Crash: No

Injury or Fatality: No

Tell us what happened:

Monday, January 3, 2011, we were driving on a rural road in route to Sharps Chapel, Tennessee when the right side front passenger caliper/rotor assembly failed causing smoking and burning smell of the brake shoes forcing me to pull to the side of the road. After allowing the brakes to cool, I contacted and drove to Monistown Ford in Tennessee and they attempted to repair the brakes by disassembling and cleaning the caliper/rotor since they did not have the parts available to appropriately rectify the situation. This repair was not effective and the problem has repeated itself 3 times since then, most recently on October 5, 2012. This appears to be a VERY DANGEROUS vehicle design and/or part failure!! Ford needs to rectify this problem!!

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: Lee, MA [REDACTED]

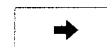
1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

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[Consumer Complaints](#) [DTC](#) [Troubleshooting Guides](#) [Fuel Economy](#) [Tire](#) [Child Seat](#) [Owner's Manual](#) [Maintenance Schedules](#) [Warranty](#) [VIN](#) [Glossary](#)**Complaints 2008 Ford F-350 SD Hydraulic Brake**[Complaints](#) [TSBs](#)**2008 Ford F-350 SD Hydraulic Brake Complaints****1 Complaint Number:** 10443534**Incident Date:** January 11, 2012**Date Added to File:** January 12, 2012**Description of the Complaint:**

Pushed parking brake went to floor , r&l rear parking brake backing plate rusted out on both sides of truck 2008 f350 4x4 lariat.

[Details](#)[Discuss This Consumer Complaint at Forum](#)**Official Ford Site**www.ford.com

Learn More About the Fuel-Efficient Vehicles Available from Ford.



All Choices

2 Complaint Number: 10354620**Incident Date:** September 9, 2010**Date Added to File:** September 9, 2010**Description of the Complaint:**

The contact owns a 2008 ford f-350 hd. The contact stated that while having an oil change the mechanic noticed the rear brakes on the passenger side were metal on metal. The dealer stated that there have been problems with the calipers going bad and causing the brake pads and rotors to fail as well. The dealer replaced the calipers under warranty, but would not replace other parts of the brake system. The contact feels there is a defect with the calipers used on the vehicle. The vin was not accepted at the time of the complaint. The failure mileage and current mileages was 37000.

[Details](#)[Discuss This Consumer Complaint at Forum](#)**3 Complaint Number:** 10346052**Incident Date:** July 28, 2010**Date Added to File:** July 29, 2010**Description of the Complaint:**

2008 ford f-350 sd diesel 31000 miles brake caliper failure the vehicle had lag because the brakes were stuck on once vehicle was stopped the smell of the brake was very noticeable also very hot could not touch the wheel hub once the caliper was removed it was a piece that had broken inside causing the brakes to stick while I was buying the caliper there was another truck same problem only 18,000 miles also comments from parts that this happens all the time .

[Details](#)[Discuss This Consumer Complaint at Forum](#)**4 Complaint Number:** 10340241**Incident Date:** June 15, 2010**Date Added to File:** June 26, 2010**Description of the Complaint:**

Hi, my name is [xxx] , my truck is 2008 ford f350 super duty diesel 6.4l lariat dually. When I bought my truck it had 57,000 mile and I use it to two big trailers to transport furnitures out of the state texas. Last week while I was pulling my loaded trailer on the highway in irving texas going to new orleans la driving 60 mph on the highway, something told me to stop and get some water from the my cooler at the back seat because I will not stop for at least 200 mile. As I slowed down and pulled off the highway, when I reach 15 miles per hour the truck would not stop so I push hard on the brake and my foot went all the way down to the floor and my heart went down with it, I had to use the emergency brake, low gear 1, and go on the grass to stop my truck. A mobile mechanic came and said I never seen this before, your break booster ears are one broke off and the other one is very loose. (where the master cylinder connect to the brake booster. He tightened on bolt and told me to follow him to ford dealer 3 miles down the road, using the brake very lightly, driving slow and rely mostly on the trailer brakes. We went to west way ford at first did not want to diagnose my truck, and told me I have to wait 3 days because they are behind and they could not help me now. I told him that I am lucky to be a life and talking to you now, he replied other customers have to wait and you do too! so I called ford motor company and I spoke with kelly, she took down the report and told me after the technician finish diagnosing you truck wa will see what we can do. They ask west way ford (vince grazioso to look and diagnose the problem and told me I need to pay to replace my brake booster,. They said your truck is out of Warranty and it cost you \$1289.00 to replace the brake booster and to change the air filter, and the diesel filter like if thats. Information redacted pursuant to the freedom of information act (foia), 5 u.S.C. 552(b)(6).

[Details](#)[Discuss This Consumer Complaint at Forum](#)**5 Complaint Number:** 10316749**Incident Date:** February 26, 2010**Date Added to File:** March 4, 2010**Description of the Complaint:**

Information redacted pursuant to the freedom of information act (foia), 5 u.S.C. 552(b)(6) 2008 f-350 super duty truck [xxx] front caliper lockup overheat, smoke and failure. Vehicle has 29,000 miles, all required factory maintenance requirements met at or before required intervals. Normal drive of 14 miles averaging 50-60 mph, with final 1/2 MIL portion at airport and at 25-30 mph. Front left (driver) side caliper fails to release, drive of 1/8 mile to parking lot revealed smoking and locked caliper. No previous brake issues. 900 mile freeway round trip (450 mi per day) completed within the previous 3 days all with no issues. Dealer is replacing caliper, disc and pads under warranty. Cause of failure is not released to owner as dealer is required to send defective caliper to ford for analysis.. All three remaining calipers are of the same type.

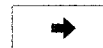
[Details](#)[Discuss This Consumer Complaint at Forum](#)**6 Complaint Number:** 10235375**Incident Date:** July 17, 2008**Date Added to File:** July 22, 2008**Description of the Complaint:**

I have a 2008 ford f350 super duty 4x4 crew cab diesel dully. Several months ago while driving the truck the rear driver side brake locked. After investigating the problem the rear brake caliper had broken. Was able to carefully drive to ford dealership in terrell tx. They accused me of running over something. After repairing the brake caliper they apologized for the accusation. The had to replace brake caliper tire and rim. This same thing occurred last wednesday. Except this was the opposite side on the rear. This time the vehicle was traveling through an intersection and almost caused a horrible accident. One the brake locks up it pulls the vehicle to that side causing me to lose control of the vehicle. This vehicle has been in and out of the shop for numerous problems. Had the diesel engine replaced in oct just 4 months after purchasing it.

[Details](#)[Discuss This Consumer Complaint at Forum](#)

Official Ford Site

www.ford.com



Learn More About the Fuel-Efficient Vehicles Available from Ford.

Ad Choices

7 Complaint Number: 10203241

Incident Date: September 10, 2007

Date Added to File: September 17, 2007

Description of the Complaint:

The contact owns a 2008 ford f-350 sd. While idling at a traffic light, the brake pedal extended to the floor and the vehicle would not move. The dealer stated that the failure was normal. The current and failure mileages were 4,100. Updated 12-12-07. Updated

Details [Discuss This Consumer Complaint at Forum](#)

More Ford F-350 SD Hydraulic Brake Complaints of Other Model Years

2011 2009 2005 2004 2003 2002 2001 2000 1999 1995

More Hydraulic Brake Complaints of Other 2008 Ford Models

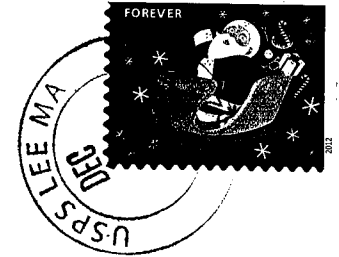
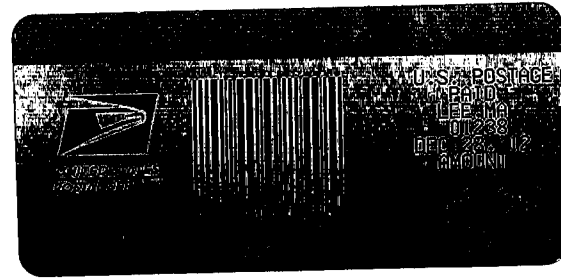
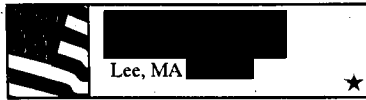
Crown Victoria	E-Series	F-250	Focus
E-350	Expedition	F-250 SD	Fusion
Edge	Explorer	F-350	Mustang
Escape	Explorer Sport Trac	F-550 SD	Taurus
Escape Hybrid	F-150	F-650 SD	Taurus X

More Complaints of Other 2008 Ford F-350 SD Components

Accelerator Pedal (1)	Fuel System (7)
Airbag (1)	Power Train (2)
Automatic Transmission (3)	Seat Belt (1)
Body and Frame (1)	Sector Shaft (1)
Cooling System (2)	Steering (7)
Diesel Engine (2)	Suspension (2)
Electrical System (2)	Tire (6)
Engine (2)	Transfer Case (1)
Engine and Engine Cooling System (3)	Turbocharger (1)
Exhaust System (4)	Vehicle Speed Control (2)
Front Suspension (1)	Wheel (4)

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NHTSA Headquarters
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