

Letter about truck

To whom it may concern:

In October of 2003, I purchased a 2001 Ford F-150 truck, from Bill Dodge Auto Company in Westbrook, Maine. The truck had 16,000 miles on the odometer, at the time. My usage for the truck, was to use it as a personal vehicle.

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In 2008, during routine use the truck's transmission stopped functioning. At a transmission repair shop I was told that a cast steel gear within the transmission had shattered into two pieces. The repairman stated that he had never seen or heard of this transmission gear breaking before. He had been in the transmission repair business for more than thirty years. I assumed the cost of that repair.

In October of 2009, during the annual safety inspection for this truck, the inspector showed me that the straps holding the fuel (gasoline) tank in place were corroded almost completely through and the danger was that they could break at any time and the fuel tank would fall to the ground and possibly catch fire. I had the straps replaced at that time at my own cost.

In the Summer of 2013, Ford Motor Company sent me a notice, telling me that those fuel tank straps had been recalled and that I should contact the nearest Ford Company Dealer to have the problem corrected. I was not overly concerned because I had already had the straps replaced. Late in 2013, Ford Motor Company sent me another notice about these straps. I decided to go to the nearest Ford Company Dealer and inquire about this issue. The Dealer is Rowe Ford, in Westbrook, Maine. I called Ford Motor Company first and told them that I had already replaced the straps and asked about being reimbursed for the cost of replacing the straps. The Ford Motor Company Representative told me to take the truck to the Ford Dealer and that they would refund me those costs. I took a copy of the 2009 billing slip with me. The Ford Dealer wanted to see the repairs. The Mechanic took my truck to a repair bay and I waited. The mechanic came to see me and said that a problem existed. I returned to the repair bay with him and he showed me that the original faulty fuel tank straps had caused a weakening in the skin of the fuel tank itself and that it was weeping gasoline through the skin of the tank. The tank was weeping fuel around the area where the straps rubbed on the tank. We returned to the Service Manager and he was told about the problem. His comment was that Rowe Ford Company would not honor the recall unless the Dealer could replace the straps. I asked if they would also replace the leaking fuel tank. He replied, "You will have to take that up with Ford Motor Company". I asked the cost of a new tank and he said, "You will have to talk to Ford". I returned home and called Ford Motor Company. The Ford Motor Company Representative told me that Ford would not authorize replacing the ruined fuel tank, and that I would have to talk to the Ford Dealer, he added, "Maybe they will". I called Rowe Ford Dealer back and again they told me that Ford Motor Company would have to pay for the new fuel tank. When I called the Ford Company Representative again, told me that the Dealer would have to pay for the new fuel tank. After this exchange went on for three or four days, I stopped trying. I have made arrangements to have the tank replaced by the Repair facility that I use and that I have used for more than twelve years. This is going to cost me more than \$600.00 in out of pocket expenses. In the meantime I am driving around in my daily routine, with a truck that has an increasing amount of

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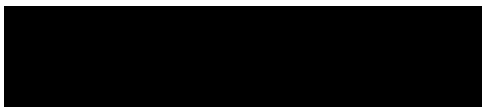
gasoline (right now not weeping, but leaking), out onto the pavement and onto the undercarriage of the truck. This problem is already causing a fire hazard where ever I am at any given time. The strong smell of raw gasoline is permeating the air around my truck and it is all that I smell when walking around the outside of my truck.

My question to your agency is this. If this situation has been caused by a faulty part from Ford Motor Company, i.e. (faulty fuel tank straps rubbing on the fuel tank and causing a weakness in the skin of the tank), and the situation has grown to become a "rolling fire hazard". What liability has Ford Motor Company and its designated Dealer in this problem. I have tried to resolved this problem through their system and was given a classic "run around". With a lot of finger pointing and saying things like, "it's their problem not mine". And my thoughts are, how many other 2001 Ford F-150 trucks are out there on the road with this same problem and the owners don't know it yet.

To "rub salt in the wound" the Ford Motor Company has been flooding me with advertising e-mails asking me to buy a new Ford Truck. I have sent them repeated requests to please take me off from their mailing lists. Their response was to increase the numbers of ads coming at me. It boils down to this: They have found out that I have a dangerously faulty Ford Motor Company product. They are refusing to correct the problem, even after admitting to being at fault. They want me to buy another new Ford Motor Company product to replace the faulty product that I am driving.

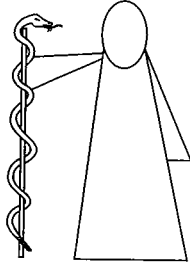
Can you folks help me with this issue? The Maine State Attorney Generals Office suggested that I contact your Agency for help.

Thank you for whatever help you can give me.


Standish, Maine 

Ref. # 597786

An Island of Peace in a Sea of Turmoil



***Usui Master / Teacher
Shamanic Practitioner
Holistic Care Practitioner***

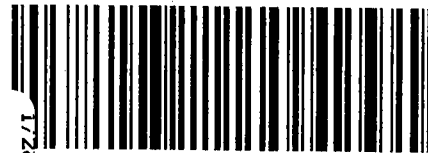
Standish, ME



Standish, ME

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

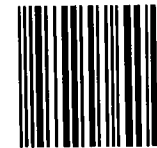
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Manufacturer:

Chase Order:

Item 1 of 1



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Highway Transportation Safety Bureau
of Defects Investigation (NVS-210)
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