

CL-10597686-8210

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

February 12, 2013

United States Consumer Product Safety Commission  
4330 East West Hwy  
Bethesda, MD 20814

APR -2 2014

To Whom It May Concern,

In 2009, I bought two 2008 F-350 SuperCrew Pickups from a Montana Ford Motor Company dealer no longer in business. These trucks have now had a total of 5 different radiators, including those installed at factory, because of what is known by Ford mechanics to be problem(s) with the part. As Ford Motor Company is well aware, there are serious reliability issues and manufacturing or design flaws with the current radiators for this model. The last radiator, installed into VIN: 1FTWW31R28E [REDACTED] was replaced on 10.25.2011 and presently requires another replacement.

My personal calls to Ford Motor Company representatives beginning with Ford Case #1395651391 document the problem with this specific part. Unfortunately, however, Ford continues today to offer no improvement to the part or to QA/QC to this product. Further, Ford refuses to issue a recall for what is obviously a serious issue with its vehicles, which in this case exposes owners of these vehicles to additional potential engine damage(s).

Ford's recommendation to me has been to repeatedly replace this part at cost of approximately \$1300 each time (presumably until my trucks overheat from loss of coolant and the engines are permanently damaged).

I would kindly request that your agency direct the Ford Motor Company to immediately investigate failure and need for recall/replacement of all 2008 Ford F-350 Super Duty pickup radiator systems.

Thank you,



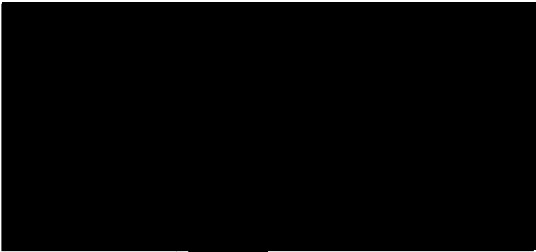
cc: Ford Motor Company, NW Customer Service  
Ford National Customer Service

Received CPSC  
2013 FEB 20 P 12:36  
Office of the Secretary  
FOI

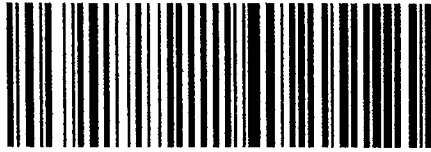
ref to NHTSA

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