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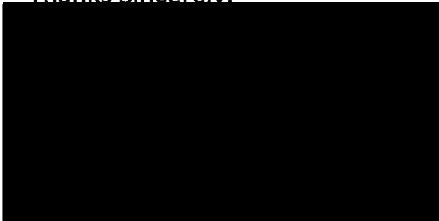
September 28, 2015

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

OCT -8 2015

This is to notify you about some problems I have experienced on my F350 FORD CREW CAB 7.3 L TURBO DIESEL TRUCK. I have sent a letter to FORD MOTOR COMPANY's CUSTOMER ASSISTANCE CENTER about my concerns today as well. I am enclosing a copy of said letter, as I am convinced it has contributed to all the tire debris scattered all over the highways, wherever I have traveled. Please review the contents of the letter to see whether you can take any actions to improve our safety and diminish tire failures as a result of these improper inflation pressure designations?

Thanks Sincerely,



Dothan Alabama



Home 'phone and FAX (requires prior notice for FAX acceptance)



NAM
101615
SMD

September 28, 2015

Ford Motor Company

Customer Assistance Center

This is to notify you about some problems I have experienced on my F350 FORD CREW CAB 7.3 L TURBO DIESEL TRUCK. I am also sending a copy of this letter to the NHTSA today.

BACKGROUND

Problem 1: I bought the truck with just over 100k miles of use by its previous owner. This problem was with tire inflation pressures and began with purchase of my first set of tires for this truck. I bought them from a small independent tire dealer. When asked what pressure I wanted in the new tires, I asked what recommended maximum inflation pressure was stated on the sidewall. The technician said it was 60 psi. I told him to inflate them to about 55 psi. to soften the ride a little. Later, while hauling a tractor from Dothan Alabama to Geiger Alabama, about 250 miles, the tread of one peeled off just south of Montgomery Alabama, about 80 miles into the trip. I put the spare on, and finished my trip, but carried the still inflated tire back to the dealer, who had it replaced under warranty. I discussed it with a friend who worked for MICHELIN, and he advised that I should run the tires at the maximum inflation pressure for best wear, maximum load capacity, best mileage and longest life. Hearing this I checked the inflation of the tires and they ranged from 52 to 54 psi. while checking them, I noticed the maximum inflation pressure for the tires was misread as 60 instead of the actual 80 psi. stated on the tires' sidewalls!!! So I raised the pressure to 80 psi. However, the damage had already been done, and the tires had become noisy, due to the tires running just above half inflated. Each of those four original tires eventually failed, one at a time, after receiving one more replacement tire under the warranty. When I bought a new set of BF Goodrich tires from SAM'S CLUB, they inflated them to lower pressures (60 psi. front and 50 psi rear, instead of 80 psi.) than needed. When I checked them, prior to another hauling trip and found the low pressures I raised them again to 80 psi. The tires ran fine for thousands of miles. Then prior to another trip, I carried the truck for a tire rotation by SAM'S CLUB. This trip was from Dothan Alabama to Chattanooga, Tennessee, about 700 miles round trip. The tires started bumping on the return trip, and I assumed SAM'S CLUB had done something wrong with the pressures again. I checked the pressures and they were off again (50 psi front and 80 psi rear)!!! I took the truck back to them complaining about the rough riding and noisy tires as a result of their improper inflation of them, and they informed me they had set the pressures by your door sticker. I had never thought to look at it, but realized that the recommended inflation pressures have been the problem all along. Your sticker makes no sense. Why would you recommend essentially half inflation of the front tires to 50 psi? This under-inflation has caused excessive sidewall flex, reduced mileage, shortened tire life and several tire failures!!! Last week I took a trip to Mauldin South Carolina, about 800 miles round trip, again after a tire rotation by SAM'S CLUB. I had forgotten about their use of your door sticker, until just after entering the state of South Carolina when another BF Goodrich tire failed. Being almost 400 miles from home, I went to their local SAM'S CLUB, where I had to buy a different tire (a comparably rated MICHELIN), prorated against the warranty on the BFG's, due

to their not being able to obtain the particular BFG tire I needed to match my existing tires. I drove the nearly 400 hundred miles home before thinking to check the tire pressures again. I realized that the SAM'S CLUB tire technicians had probably reset the tire pressures to your sticker numbers, per their policy, since I didn't think to ask them to set all the tires to 80 psi. As suspected, when I checked the tire pressures they were set wrong again (60 psi front and 80 psi rear). At least one more tire is making noise on the truck, but hasn't yet failed. What do I want from all this? Of course I would like a new set of properly inflated tires, but I'm sure that would require an act of congress to get them from you or SAM'S CLUB!!! From my perspective your door sticker is the source of my tire problems!!! So how about correcting the door sticker to show 80 psi front and rear tire inflation pressures, and sending me one for VIN 1FTSW30F8YE [REDACTED] along with other F350 truck owners. This will hopefully alleviate future tire inflation pressure problems for others and me. That simple change should improve tire life, fuel economy, tire dependability, tire wear, customer safety, etc.

Problem 2: Having to replace the batteries, I noticed that the engine's intake air box encloses the driver's side battery!!! This is a very poor design, because it exposes the engine internals to potential corrosion and damage from the induction of the corrosive and destructive battery electrolyte fumes when they're emitted. The potential resulting damage would be a bad reflection on the quality, dependability, and longevity of these trucks, when all that would be needed would be re-routing the engine air intake to induct cleaner air away from the battery, and other potentially damaging intake environments. Avoidance of induction of such damaging substances can only improve the engines condition.

Thanks Sincerely,

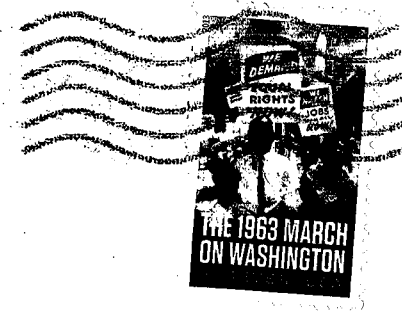
[REDACTED]
Dothan Alabama [REDACTED]

Home 'phone and FAX (requires prior notice for FAX acceptance) [REDACTED]

Dothan, Al.

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NHTSA
U.S. Department of Transportation
400 SEVENTH STREET
Washington D.C.
20590

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