

NOV 06 2018

Issue Ticket # 11141179

CL-11141179-3743

Dear NHTSA,

I am a [REDACTED] disabled woman from Oakland Maine. I have always been a faithful Ford customer, And I am always defending the Ford name, especially around my friends that prefer other automobile brands. However on 10-12-18 my 2011 Ford Taurus had a defective water pump which caused water to mix with the engine oil which in turn caused major engine damage. The car stalled in middle of road without warning, I then restarted my vehicle and immediately pulled the car over as I noticed a knocking noise and shut the car off. I then called a wrecker to bring my car home. Ray Haskell Ford towed the car to their dealership from there the next day. On 10-17-18 I received the diagnosis of a defective water pump which then led to serious engine damage. I sat and talked with a sales representative at Ray Haskell Ford on the day the damage occurred who also agreed that I got a bad deal. I purchased my Ford Taurus 02-12-14 from Ray Haskell Ford. It had 60,794 miles when I purchased it. The car now has 102,494. Given that I always maintained my Ford I feel that this untimely issue was not caused by me or lack of maintenance. This issue occurred due to a defective water pump as diagnosed by Ray Haskell Ford. I have followed the proper steps in my warranty guide and contacted my sales representative and service manager at the Ford dealership Ray Haskell Ford. My concerns remained unresolved. I then contacted Ford customer relationship center as all they could do is apologize for my shortcomings with my Ford Taurus. It was explained to me that my warranty was expired, which I had previously acknowledged. This is not a warranty issue this is a defective water pump. I am looking for someone who cares to get my Ford Taurus back on the road. This letter is the next step in my relationship with Ford as I hope that Ford will appreciate me as a loyal customer and provide me with my car fixed in a timely manner and compensated for any cost occurred due to the defective water pump.

The original complaint needs to be updated, It needs to state that the vehicle stalled in the middle of the road causing loss of power steering and brakes with no warning at all the vehicle check engine light never came on nor did the vehicle overheat. This is the safety concern with the issue at hand.

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AM
11-8-18
WD

[redacted]
Oakland, Me.
[redacted]

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U.S. Department of transportation
NHTSA
Office of Defect Investigation
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