

AL-11203550-2294

APR 22 2019

To Whom This Concerns

4-13-19

My name is [REDACTED]

and i'm writing to your agency Asking For Help.

I don't know much about how your Agency works But i've got a problem with Ford Motor Company. My problem is that back in 2001 when my Truck was brought out Ford Motor Company had issues with their motors in the 2001 F250 Series. The motor would back fire & literally Blow Out The Spark Plug right out of the Cylinder Head & It had a recall put out on it, But Ford Motor Company Customer Assistance Center 16800 Executive Plaza Drive P.O. Box 6248, Dearborn, MI 48121 1-800-392-3673 stated that they will NOT Fix what Happened to my 2001 F250 3/4 Ton Super Duty Ford Truck.

I Feel that Since they know about the problem & had issued a Recall Notice on it at one time they should fix it Cause it's their fault.

I bought the Truck used From Midwest Truck & Auto Sales 420 S. Dickson Parkway, Springfield, IL 62703 and they had no idea about this problem that F250 motor Has.

I wrote to the Ford Motor Company & They

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replied by saying that they could not do anything about fixing it!! I am on SST disability & from several phone calls i've made asking how much it would cost to fix it (my Truck) it varies anywhere from \$300<sup>00</sup> all the way up to \$1000<sup>00</sup> & it must be paid in Full when the work is completed.

Some Ford Dealerships said that it would run on the high end if they have to remove the motor's Cylinder Head to re bore the Spark plug hole & put some kind of a Sleeve in it & replace the Plug with new one.

Following is all the Information on  
my Truck 2001 Ford F250 Super Duty ext cab  
Vin # 1FTNX21S21 [REDACTED], Previous title  
[REDACTED] Bought on 8-5-14  
Paid \$4074.12 cash for it. Motor is a 6.8 L V10

Please find out from somebody that can get Ford to fix (their fault) my Truck. I need the Truck to take my sister back & forth to the stores & to her Doctor Appointments.

N. Wood, IL

Thurs. Feb.

Nilwood, IL

SPRINGFIELD IL 627

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U.S. Dept. of Transportation  
NEF-11.2 HL  
400 Seventh St, SW  
Washington, DC 20590

