

JUN 13 2019

May 7, 2019

CL-11220117-3172

Ford Motor Company  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

Dear Sir/Madam:

I am writing today about a safety issue that has concerned me for several years.

I own a 2000 Ford F250 SuperDuty, 4WD truck (VIN 1FTNX21F7YE [REDACTED]). The clutch pedal is connected by linkages to the clutch assembly. The connection between the clutch pedal and the linkage has failed at least four times since I have owned this truck. What this means is that when you push the clutch pedal down to disengage the engine/transmission connection, the pedal goes all the way to the floor and you cannot disengage the engine from the transmission. This can happen at any time when using the clutch: starting the truck, putting the truck into motion, changing gears while in motion, coming to a stop, etc.

The connection between the clutch pedal and the linkage is made when the linkage slides over a pin that is secured to the clutch pedal. A plastic retainer (P/N 6C3Z7A581A) is used to secure this connection. When this plastic retainer wears, it is no longer able to maintain the connection between the clutch pedal and the linkage. The linkage simply separates from the clutch pedal and the driver is left without control of the vehicle.

In my opinion, this is a major safety issue. If a driver is approaching a situation where he/she needs to stop and cannot do so because the clutch pedal fails and the vehicle cannot be taken out of gear, an accident could result. The driver is never prepared for this situation and depending on how he/she reacts, the results could be benign or could cause major damage or injury.

Repairing the vehicle back to its original state is simple. The plastic retainer is inexpensive (less than \$2.00) and for the mechanically-inclined, it takes less than 10 minutes to repair. For those who rely on others for auto repair services, there is a towing bill and a repair bill, and a period of being stranded without your vehicle.

I have driven my truck approximately 160,000 miles since I have owned it and have experienced this failure four times. It truly is a safety issue and is not an isolated situation. In fact, my local Ford dealer stocks the retainer clip. This is an indication that there is regular demand for this part even though my vehicle is 19 years old. I am not sure which other Ford models may have

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the same set-up and use the same part, but apparently there are regular failures of the part across multiple vehicles.

I am asking that you investigate this situation, design a different method of connection for the clutch pedal and linkage, and issue a recall to make the necessary conversions.

By copy of this letter, I am also notifying the National Highway Transportation Safety Administration (NHTSA) of this issue in hopes that they too will investigate.

Please let me know how you plan to address this issue.

Regards,

[REDACTED]

[REDACTED]

Reidsville, NC [REDACTED]

CC: National Highway Transportation Safety Administration

1200 New Jersey Avenue – SE

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