



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

JUL 20 2005

[REDACTED]
[REDACTED]
Folsom, CA [REDACTED]

NVS-216 et
Ref. No. 10117419

Dear [REDACTED]

Thank you for your correspondence dated March 14, 2005, concerning the problems you have encountered with several Ford Motor Company (Ford) vehicles. Your correspondence was received on March 25, 2005. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

On November 19, 2004, NHTSA's Office of Defects Investigation (ODI) opened a safety defect investigation (PE04-078) into 36 reports alleging the occurrence of an engine compartment fire in 2000 Ford F-150, Ford Expedition, and Lincoln Navigator vehicles, all of which indicated the vehicle was parked with the ignition turned to the off position. On January 27, 2005, Ford notified NHTSA that it would conduct a safety recall (NHTSA Campaign No. 05V-017) to remedy a defect determined to exist with the speed control deactivation switch in certain 2000 and 2001 Ford F-150, Ford Expedition, and Lincoln Navigator vehicles, which could result in an engine compartment fire. On March 22, 2005, ODI upgraded PE04-078 to an engineering analysis (EA05-005) and redefined the scope of the investigation to include certain 1995 through 2002 Ford F-150 and 1997 through 2002 Ford Expedition and Lincoln Navigator vehicles, minus those vehicles subject to Ford's safety recall. An engineering analysis is a more



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detailed and complete technical analysis of the character and scope of an alleged defect. The engineering analysis has been opened to determine whether other Ford vehicles equipped with a similar speed control deactivation switch should have been included in the safety recall. Results of our investigation will be made public upon its completion.

For your information, we have enclosed a copy of the opening resume for PE04-078, Ford's letter dated January 27, 2005, the summary of NHTSA Campaign No. 05V-017, the closing resume for PE04-078, and the opening resume for EA05-005.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.

Further, we would like to obtain specific information concerning the problems you and your wife have encountered with a 2004 Ford F-350 vehicle and a Lincoln LS vehicle (e.g., a detailed description of events surrounding each failure, the vehicle identification number (VIN) for each vehicle, and copies of relevant service invoices). Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The information you provide will be entered into our database and considered with other reports to identify any safety-related defect trends that may require our attention. Please mark the appropriate authorization box and sign the form. Your information may assist Ford and NHTSA in determining if a safety-related defect exists.

You can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic VOQ is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", written in a cursive style.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

cc: Office of Defects Investigation, Recall Management Division (NVS-215)