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EXECUTIVE SECRETARIAT

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March 14, 2005
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

Administrator
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, DC 20590

Re: Ford F150 2000 model year, VIN#1FTRX17W6XKA [REDACTED] Caught fire in Driveway
07/04

To whom it may concern:

I have called and written Ford Motor Company and its local dealers and have been unable to get Ford to address the issue of the defective cruise control deactivation switch.

Enclosed is a copy of my letter to Ford. My question to you is do I have any other recourse? Other than filing a lawsuit?

Your help is most appreciated.

Sincerely,

[REDACTED]
Folsom, CA
[REDACTED]

Janice
3/29/05

February 15, 2005

Mr. William Clay Ford Jr. C.E.O., Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Dear Mr. Ford,

I am writing you personally because of my extreme dissatisfaction with your company's vehicles {I currently own or lease 5 Ford vehicles} and customer service personnel.

I've owned 21 Ford vehicles since I was 18 years old. I am the owner of a retail boat sales dealership, and have consistently recommended Ford vehicles to my customers for towing their boats. As a retailer in a very litigious state I am acutely aware of our customer CSI scores so heavily emphasized by the manufacturers we represent.

My current problems came to a head today with a not so pleasant conversation with your employee Ms Jennifer Pace about my Ford F150 #1FTRX17W6YK [REDACTED] It caught fire on July 1, 2004, while parked in a driveway at about 4:00am. Since no one was present the fire damaged the vehicle severely.

About 60 days later a Sacramento fireman who purchased a boat from me saw the truck in my yard and mentioned that he was aware of several Ford trucks catching on fire on their own. I called Bob Porter at Harrold Ford and asked him if he knew of a problem and he said he did not. I also called Folsom Lake Ford and asked their service dept. as well, receiving the same answer.

In December, 2004, I had a couple of my employees start removing the destroyed parts to compile a list of what parts I needed to buy to repair the truck. We did discard the melted parts as we didn't realize the truck may get recalled and I wanted to make it serviceable by our spring season. We have a complete list of the melted parts we removed from the truck.

In January one of my employees brought in an internet story about Ford trucks starting on fire. I called Bill Bergaus service manager at Harrold Ford who agreed to have my F150 towed to his service center to inspect it. He called back several days later to say he could not get the Ford company representative to come for an inspection since there had been no official recall. Bill did say that it sure looked like that could certainly be the reason for the fire.

Yesterday, February 14, 2005, I received a recall letter from Ford. I called Ford today and had my complaint forwarded to Ms. Pace. I called Ms. Pace and almost immediately was put on the defensive since it happened almost a year ago {her words} why hadn't I

What I expect Ford to do is not give me a song and dance routine but take responsible action.

I have a 2004 Ford 350 diesel truck that just received it's third turbo charger. Which was out of service during our Pleasanton, Ca., Boat Show. I've had a cosmetic seat problem with my 2004 Aviator Ford refused to remedy. And wiring problems with my wife's 2004 Lincoln LS which have been remedied. But my confidence in Ford is eroding badly.

I also sent a letter to Ford in December, 2003, with a complaint about one of your Lincoln dealers which was never answered {copy enclosed}.

Having been a loyal Ford consumer and booster my entire life, I hope to have my trust restored.

Sincerely,



Folsom, Ca. 