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Jeffrey W. Runge, M.D.
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, D.C. 20590

September 7, 2005

2005 SEP 22 A 11:01

EXECUTIVE SECRETARIAT

Dear Administrator Runge:

I am writing to voice my concern over Ford Motor Companies handling of the cruise control deactivation switch recall that was made public on September 7, 2005.

I purchased my 1995 Ford Explorer new, and have experienced a level of contempt towards the customer, or incompetence, that I never would have believed had I not experienced it first hand. On November 11, 2003, I brought my vehicle to my local Ford dealer citing problems with a brake indicator light coming on, brake fluid loss, and the cruise control no longer functioning. The dealership explained to me that the brake fluid was being forced through the speed control deactivation switch, into the wiring harness and into the cruise control electrical module. The Ford dealership advised me that they would have to replace the entire engine wiring harness at a cost of \$5,000.00. Believing that this problem is a manufactures defect, I called the Ford customer service and requested they pay to replace the faulty switch and damaged wiring harness; Ford declined to offer assistance but had a financing program that I could take advantage of to help with the repair cost. I opted to purchase a new speed control deactivation switch for \$25.00, pay the \$100.00 estimate fee, and repair the vehicle myself.

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When the news of the speed control deactivation switch recall came out today, I went to see if my vehicle was covered under the recall in hopes of recovering the \$125.00 that I had to pay to fix the manufactures defect. Unfortunately, Ford has determined that my vehicle does not "qualify" under the recall.

I do not understand how a vehicle, which exhibits the exact same failure mode (FMEA) as other vehicles listed in the recall, does not seem to "qualify". This is more than a mere oversight; it is the kind of incompetence aforementioned.

In light of the letter sent to you by Mr. Ralph Nader, it comes as no surprise to me to find that they are being less than fully cooperative with respect to this issue. I have had issues with Ford concerning my vehicle over the years. The problems I have had are, engine quits during acceleration, excessive tire wear, pulling to the right, and transmission failure. To Fords credit, they did replace the transmission, upon complete failure, under my warranty.

Nader
9/26/05

Their fix for the engine quitting during acceleration was to return my vehicle minus the air filter, which went unattended for three months until I went to replace it during normally scheduled maintenance. Once the air filter was installed, the problem persisted, not to mention the excessive wear and potential damage that has now been done to my engine. The pulling to the right was rectified outside of warranty at my expense, \$580.00, when the suspension system started to squeak loudly. The suspension part that was replaced also addressed the excessive tire wear. Both the pulling to the right and the tire wear had been a subject of contention since the vehicle was purchased, which they were "unable" to diagnose under warranty. And after 10 years, my check engine light still comes on, which they can not seem to resolve with their sophisticated computer analysis system.

I have learned one lesson; Don't expect much from Ford. Since I get the distinct impression that they do not feel accountable to their customers; I would like to see someone hold them accountable for public safety.

Sincerely,

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[REDACTED]

Pleasanton, California [REDACTED]

c.c: Mr. William Clay Ford
Mr. Francisco N. Codina
Senator Barbara Boxer
Senator Dianne Feinstein