

General Manager
Middlekauff Ford
4400 W. Plano Parkway
Plano, TX 75093

2006 MAY -9 PM 2:32

Automobile Protection Corporation - APCO
Easy Care
P.O. Box 88230
Atlanta, GA 30356

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

NHTSA Headquarters
Office of Defect Investigations
400 Seventh Street, SW
Washington, DC 20590

Copy to RMD
Recall
05V-388000

10057360

May 1, 2006

Dear Sirs:

On April 7, 2006, my daughter took her 2001 Ford F-150 to Middlekauff Ford for repair of the clock spring. The malfunction of this part prevented the horn and cruise control from working properly, as well as caused a disruption of power to the air bag module, thus preventing deployment in case of a crash. Two of these three items are definite safety hazards.

When we purchased this truck on March 28, 2001, we also purchased the Easy Care/Total Care Extended Warranty for 60 months or 75,000 miles. At the time of this repair, the truck had 60,299 miles on it, although the time limit of the warranty had expired 10 days earlier. She had brought the truck in exactly one month earlier for the Ford Recall repair of the cruise control and had asked about the horn and airbag at that time. She was told that it was unrelated to the recall and that she would have to return with the truck as they did not have time to repair that item right then. Since it is 325 miles from our house to her college, she could not return to Middlekauff until she came home again in the first week of April.

After the repair was made, I went to retrieve the truck for her and was advised the cost of repair was \$391.94. I was told that there was no recall, only the issuance of a Technical Service Bulletin documenting proper repair of the clock spring. After the service writer looked at the extended warranty document, he advised that for some reason the clock spring was excluded from the warranty. I strongly believe that this item should have been covered by either a recall or the extended warranty.

Pc 974
5/10/06

The issuance of a TSB proves that this has not been merely a few isolated incidents of a defective or broken clock spring. If that were the case, Ford would not have had to ensure their mechanics knew how to make the necessary repair properly, because it would have never reached the level necessary to require a TSB. Since this part is crucial to the continued and guaranteed operation of the horn and airbag, the issuance of a recall in place of a TSB would have obviously been more applicable.

In lieu of a recall, however, this item at the very least should have been covered by any and all warranties as a critical component necessary to the safe operation of the vehicle. Remember that the first time the truck was brought in and this problem questioned that the extended warranty was still in effect, but Middlekauff was unable to make the repair at that time.

Please note that I am sending this letter to Middlekauff Ford, Ford Motor Company, Automobile Protection Corporation, and NHTSA. This is in an effort to cover ground with all agencies at one time in hopes that Ford or NHTSA will consider this item for recall, and also to appeal to APCO for coverage under their extended warranty due to the obviously critical nature of the component.

Thank you for your consideration in this matter.

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[REDACTED]

[REDACTED]

Plano, TX

[REDACTED]