

BOEGER, HEERWAGEN, LUSTHOFF & BRENDENMUHL, P.C.

Attorneys & Counsellors at Law

KURT HEERWAGEN
CRAIG W. LUSTHOFF
JAMES L. BRENDENMUHL
RUTH ANNE BRENDENMUHL
ELMORE BOEGER
Of Counsel

2914 SOUTH HARLEM AVENUE
RIVERSIDE, ILLINOIS 60546

WILF. F. BOEGER 1907-1963
LELAND BOEGER 1956-1999

TELEPHONE (708) 442-0900
FAX (708) 442-0927

May 12, 2006

Ms. G. Gartner
Consumer Affairs
Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126

Re: [REDACTED] 1993 Crown Victoria
VIN: 2FALP74WOPX [REDACTED]

Dear Ms. G. Gartner:

Please be advised that I represent [REDACTED] who is the owner of the above vehicle. Recently, [REDACTED] experienced an underhood fire in this vehicle. Fortunately, neither [REDACTED] nor any of his family was in the vehicle at the time so there were no personal injuries sustained. However, there was extensive damage done to the vehicle, and it is currently inoperable. It is my understanding that this vehicle will require a new main injector loom, including a p.c.m. connector, a main electrical loom, master cylinder and fuel line repair. The estimated cost for these repairs is approximately \$2000. Our expert has determined that this fire was caused by a resistive electrical short in the electrical circuitry due to a defective speed control deactivation switch. It is my understanding that this particular part was the subject of a recall in certain 1993 model Crown Victorias. I enclose a copy of this recall notice for your reference.

[REDACTED] had previously contacted your office concerning this matter, and received correspondence from you indicating that his particular vehicle was, for some reason, not part of the recall. I enclose a copy of this correspondence for your review. This response is simply unacceptable. This speed control switch, regardless of where it was made, is the same part which had been determined by your company to be defective in a prior recall notice. Even if there were no recall of this part, the fact of the matter is that this part was, in fact, defective and was, in fact, the cause of the fire and resulting damage to [REDACTED] vehicle. [REDACTED] is merely requesting that you assume the cost of this repair. I believe this request to be most reasonable, especially considering the substantial damages for personal injuries which might have been sustained had anyone actually been in the vehicle at the time of the fire.

Accordingly, I would ask that you would reconsider your refusal to take responsibility for this matter in order to avoid further involvement on my part and to save the time and expense of protracted litigation. [REDACTED] and his family have been loyal customers of Ford for many years and have purchased a significant number of vehicles

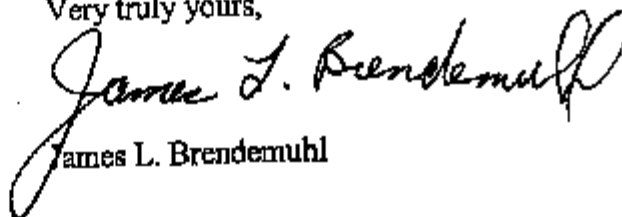
COPIES

5/12/06

NIAK
PAG
5/24/06

from you company. I would hope that Ford would assign some value to this loyalty and would feel some obligation to reciprocate this loyalty, especially in light of the company's current economic distress. Be that as it may, I would respectfully urge that you respond to the foregoing at your earliest convenience. Thank you for your anticipated prompt response this matter.

Very truly yours,

A handwritten signature in black ink that reads "James L. Brendemuhl". The signature is written in a cursive style with a large, looping initial "J".

James L. Brendemuhl

JLB/jb

Encl.

Cc: Administrator, National Highway Traffic Safety Administration



A.R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

Serial Number: 12345678901234567 99S15

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992 and 1993 Crown Victoria, Grand Marquis, and Lincoln Town Cars with Speed Control.

SAFETY DEFECT

Some Speed Control Deactivation Switches on the affected vehicles may develop a resistive short in the electrical circuit that may potentially result in an underhood fire. A fire is possible both when the vehicle is running and when the vehicle engine is off. Also, the short may disable the speed control system or cause the brake light fuse to open.

REPAIRS

Repair parts may not be available until mid-June, 1999. If your dealer is not able to obtain the parts needed for this recall, an Interim Repair can be performed at no charge to you. However a second visit to your dealer will be required at a later date to have the permanent repair performed. We regret this inconvenience, but your safety is our primary concern.

Interim Repair: If parts are not available, the Interim Repair should be performed immediately. This repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch and protecting the connector end from contamination. The Speed Control system will be inoperative until the Permanent Repair is performed; normal vehicle operation without Speed Control is not affected.

Permanent Repair: Parts for this repair are expected to become available the middle of June, 1999. This repair will involve the replacement of the Speed Control Deactivation Switch with a new switch. In addition, the switch hard-shell connector will be replaced to eliminate the possibility of undetected heat damage to the connector.

HOW LONG WILL IT TAKE?

The time needed for either of the repairs is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S15.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. If

available, parts would be expected to arrive within a week after ordering. If parts are not available, your dealer can perform the Interim Repair free of charge. When parts are available, your dealer will perform the Permanent Repair free of charge.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford or Lincoln-built vehicle.

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

SAFETY RECALL
99S15



Consumer Affairs

PO Box 6246, MD 3NE-B
Dearborn, MI 48128 USA

Sent Via U.S. Mail

April 3, 2006

[REDACTED]
[REDACTED]
Brookfield, IL [REDACTED]

**Re: 1993 Crown Victoria Vehicle
VIN: 2FALP74WOPX [REDACTED]**

Dear [REDACTED]

This is in response to your contact dated March 23, 2006 regarding your vehicle.

We sincerely regret any inconveniences that you have experienced with your vehicle. However, our review indicates that there are no open recalls or owner notification programs pertaining to the fire on your vehicle. We regret that we are unable to be of assistance in this matter.

Thank you for contacting us.

Respectfully yours,


G. Gartner
Consumer Affairs

