



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 09-AUG-2006  
Repository   
Reference No. 10165019

**OWNER INFORMATION (Type or Print)**

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Address [REDACTED] Evening Telephone Number [REDACTED]  
City FAYETTEVILLE State NC Zip Code [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 8/18/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FDHX25 [REDACTED]  
Make: FORD Model: F250 Model Year: 1996  
Date Purchased: 15-MAR-96 Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: Gas  
Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control  
Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 28-FEB-2006 Failure Mileage: 100000 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: Y

**Narrative Description of Incident(s), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT\*: THE CONTACT STATED WHILE THE VEHICLE WAS PARKED IN THE DRIVEWAY FOR 45 MINUTES, FLAMES ERUPTED FROM THE ENTIRE FRONT BUMPER AREA. THE VEHICLE CAB AND ENGINE COMPARTMENT QUICKLY BECAME ENGULFED IN FLAMES. THE FIRE DEPARTMENT ARRIVED AND EXTINGUISHED THE FIRE. THE POLICE WERE ON THE SCENE AND A REPORT WAS TAKEN. THE VEHICLE WAS TOTALED DUE TO THE EXTENSIVE FIRE DAMAGE. THE MANUFACTURER WAS CONTACTED. THERE WAS A NHTSA RECALL # 05V388000 REGARDING THE VEHICLE SPEED CONTROL. THE VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO THE VIN.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]  
[REDACTED]  
[REDACTED] • FAYETTEVILLE, N.C. • [REDACTED]  
TELEPHONE: [REDACTED] • FAX: [REDACTED]

August 18, 2006

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7<sup>th</sup> Street, SW  
Washington, D.C. 20590

To Whom It May Concern:

Thank you for filing this complaint on our behalf.

Please note that I did change the owner information on the form. I am [REDACTED] and I am the Office Manager for Clayton Britt & Sons, Inc. Mr. Richard C. Britt and, his brother, Mr. John Britt are the owners of both the company and the vehicle.

I have included the letter that Mr. R. Britt sent to Ford Motor Company on June 21, 2006, with all of its backup documentation attached. These include the title to the vehicle and the police report.

I have also included the response from Ford Motor Company dated August 2, 2006. It seems as though they just did not understand what the issue was. As stated in our letter, we were already aware that there weren't any recalls against our vehicle. The problem was that there should have been a recall notice against our vehicle. Additionally, we can't be the only company with a vehicle of this type that was excluded from the recall.

Thank you for any assistance that you can provide. I look forward to hearing from you soon.

Respectfully,

[REDACTED]

[REDACTED]  
FAYETTEVILLE, N. C.  
TELEPHONE: [REDACTED] FAX: [REDACTED]

June 21, 2006

Ford Motor Company  
Automotive Safety Office  
330 Town Center Drive, Ste 400  
Dearborn, MI 48126-2738

To Whom It May Concern:

Please let this serve as a letter of intent to file a claim against Ford Motor Company.

On 28 February 2006, our 1996 Ford F250 (VIN#1FDHX25F [REDACTED]) burst into flames while parked at a client's home. The service technician had been out of the vehicle approximately 45 minutes when this occurred. The vehicle was not running and was in park. The vehicle was totaled by the insurance company.

We were advised that there was a recall on Ford F150/F250 trucks because of similar fires.

On the Ford Motor Company website, we found that the recall was limited to 1994-2002 F150/F250 trucks under 8500 gross vehicle weight (GVW) (Ref Ford Safety Recall 05S28-supplement #5, dated 9/14/05). However, according to the U.S. Department of Transportation letter dated 9/7/05, there was no GVW limitation.

We ran the VIN # on the Ford Motor Company website and there were no recalls listed for this vehicle. We believe that our vehicle was overlooked for this recall due to the GVW listed at 9000 on the vehicle title. Our vehicle was a basic F250 cab/engine compartment with a Reading service body. We believe that the service body increased the GVW and, therefore, left our vehicle out of the recall.

Therefore, it is our intention to file a claim against Ford Motor Company for the loss of our vehicle.

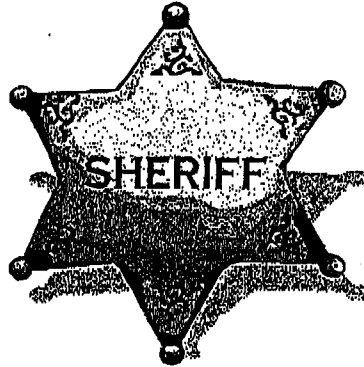
If you wish to discuss this matter, please contact me at 910-868-8319.

Respectfully,

[REDACTED]  
[REDACTED]  
RCB/tmv

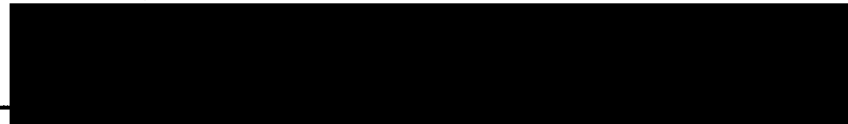
- Atch:
1. Moore County North Carolina Incident/Investigation Report #2006-0504.
  2. Ford Motor Company Safety Recall notice 05S28.
  3. U.S. Department of Transportation letter dtd 9/7/05.
  4. Copy of State of North Carolina Title #1610342232.
  5. Search results from [www.ford.com](http://www.ford.com).

MOORE COUNTY SHERIFF'S OFFICE  
CARTHAGE, NORTH CAROLINA



910-947-2931 OFFICE  
910-947-1668 FAX

NAME: \_\_\_\_\_



FAX NUMBER: \_\_\_\_\_



NO. PAGES INC. COVER SHEET: 3

FROM: MCSO



# INCIDENT/INVESTIGATION REPORT

OCA  
2006-0504

Status Codes L = Lost S = Stolen R = Recovered D = Damaged Z = Seized B = Burned C = Counterfeit / Forged F = Found

DRUGS	DCI	Status	Quantity	Type Measure	Suspected Type	Check up to 3 types of activity for each						
						Possess	Buy	Sale	Mfg.	Importing	Operating	

OFFENDER	Offender Used Alcohol/Drugs	<input type="checkbox"/> Yes <input type="checkbox"/> Unk <input type="checkbox"/> No <input type="checkbox"/> N/A	Age:	Race:	Sex:	Age:	Race:	Sex:	Age:	Race:	Sex:	Primary Offender Resident Status <input type="checkbox"/> Resident <input type="checkbox"/> Non-Resident <input type="checkbox"/> Unknown
	Computer	<input type="checkbox"/> Yes <input type="checkbox"/> Unk <input type="checkbox"/> No <input type="checkbox"/> N/A	Age:	Race:	Sex:	Age:	Race:	Sex:	Age:	Race:	Sex:	

Name (Last, First, Middle)				Alias or Nickname				Home Address			
Occupation				Business Address							

SUSPECT	DOB / Age	Race	Sex	Height	Weight	Build	Hair Color	Hair Style	Hair Length	Eye Color	Glasses	
	Scars, Marks, Tattoos, or other distinguishing features (i.e. limp, foreign accent, voice characteristics)											
	Hat	Jacknt	Shirt/Blouse	Tie/Scarf	Coat/Suit	Pants/Dress/Skirt	Socks	Shoes				
Was Suspect Armed?		Type of Weapon				Direction of Travel			Mode of Travel			
VYR	Make	Model	Style	Color	Lic/Lis	Vin						

WITNESS	Name (last, first, middle)				DOB / Age	Race	Sex	OCA
	Home Address				Home Phone	Employer	Phone	

Suspect Hate / Bias Motivated: Yes  No

**NARRATIVE**

Narrative  
 ON THE DATE OF REPORT REPORTING OFFICER SPOKE WITH JONATHAN NEWTON AT 451 OLD MAIL ROAD IN SOUTHERN PINES. NEWTON ADVISED THAT HE HAD ARRIVED AT THIS LOCATION AROUND 0735hrs TO CLEAN THE POOL. NEWTON ADVISED THAT WHILE CLEANING THE POOL HE HEARD A LOUD NOISE COME FROM THE AREA WHERE THE TRUCK WAS PARKED. HE ADVISED THAT HE SAW FLAMES COMING FROM THE FRONT OF THE VEHICLE. SOUTHERN PINES FIRE DEPARTMENT ARRIVED AND PUT THE FIRE OUT. THERE WAS HEAVY DAMAGE TO THE ENGINE COMPARTMENT AND THE CAB AREA OF THE TRUCK. THE VICTIM CONTACTED A TOW TRUCK TO REMOVE THE VEHICLE.



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

September 14, 2005

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 05S28 - Supplement #5 (UPDATE)  
Certain 1994-1996 Model Year Bronco, 1994-2002 F-150/250 (Under 8500 GVW), 1997-2002 Expedition, 1998-2002 Navigator, and 2002 Blackwood Vehicles Equipped With Speed Control  
Speed Control System Modification

### **New! Program Summary**

#### **CURRENT SERVICE PLAN**

Feedback from dealers indicates that there is some confusion regarding the repair procedures for Safety Recall 05S28. To summarize for clarification:

Two populations of vehicles exist:

- 1) Vehicles in the Original Vehicle Population (**GROUP A – refer to Affected Vehicle chart**)
- 2) Vehicles added under Supplement #5 (**GROUP B – refer to Affected Vehicle chart**)

#### **GROUP A**

- Dealers are to first determine if the Speed Control Deactivation Switch is leaking.
  - o If the switch is not leaking, install the 9F924 Brake Repair Kit. (Labor Operation B)
  - o If the switch is leaking, install the 9F924 Brake Repair Kit. (Labor Operation E)

#### **GROUP B**

- Dealers are to first determine if the Speed Control Deactivation Switch is leaking.
  - o If the switch is not leaking, disconnect speed control. (Interim Labor Operation K)
  - o If the switch is leaking, install the 9F924 Brake Repair Kit. (Labor Operation E)

Note: Either Labor Operation B or E will close the recall. Labor Operation K will not close the recall.

#### **Why are we servicing the two populations of vehicles with different procedures?**

Once parts are available, a new fused jumper harness will be used to service all vehicles that do not have a leaking Speed Control Deactivation Switch. This harness will be available in sufficient quantities to begin to service all vehicles affected by Safety Recall 05S28 by November of 2005. Until this new harness is available, dealers must disconnect the speed control system on all Group B vehicles, unless the vehicle has evidence of brake fluid leakage (repair with 9F924 Brake Repair Kit). Ford service part inventory of 9F924 Brake Repair Kits is sufficient to service only the vehicles included in Group A, and a small percentage of the vehicles in Group B.

Until the fused jumper harness is available in quantity, vehicles in Group A must be serviced with 9F924 Brake Repair Kits, since owners were advised in May 2005 that parts were available to complete the repair. Please do not disconnect the Speed Control System on Group A vehicles – install the 9F924 Brake Repair Kit.

*Continued*

*Continued*

#### **Future Service Plan**

Once Fused Jumper Harnesses become available in the October-November timeframe, the two groups of vehicles will be serviced in the same manner. All affected vehicles will be serviced as follows:

- o Vehicles containing a switch that is not leaking will be serviced with a Fused Jumper Harness, which will close the recall.
- o Vehicles that contain a switch that is leaking will be serviced with the 9F924 Brake Repair Kit, which will close the recall. Do not install a Fused Jumper Harness on a vehicle with a leaking switch.

#### **Parts Ordering**

- o Do not order 9F924 Brake Repair Kits in preparation to service the entire population of vehicles covered under this recall.
- o Due to the high volume of 9F924 Brake Repair Kits currently available in dealer and FAD inventory, beginning September 12, 2005, dealers will only be able to order this part through their facing FAD.
- o Customer Letters for Group B vehicles will be mailed over a three-week timeframe beginning the week of September 12, 2005, advising that parts will be available in November 2005.

#### **Job Aids**

To assist Service Writers, Technicians and Warranty Administrators in determining appropriate repairs and claims processing, Job Aids have been developed for these positions. These one page documents are posted with this bulletin in the "Additional Information" section and should be printed and distributed to these individuals to assist them in performing their duties.

#### **NEW REASON FOR SUPPLEMENT #5**

*The purpose of this supplement is to:*

- *Expand the vehicle coverage to include additional vehicle lines and model years (see "Affected Vehicle – Supplement #5 Population" chart below).*
- *Announce that a new service procedure and service part (fused jumper harness) is expected to be available in limited quantities (seed stock) to service all vehicles covered by this recall beginning in mid-October 2005.*
- *Advise of a new interim repair labor operation for use in deactivating the speed control system on the Supplement #5 population of vehicles, until the fused jumper harness becomes available.*

**NOTE:** *The owners of vehicles covered by the original 05S28 recall have already been notified that parts are available to perform the final repair. Therefore, these vehicle owners will continue to have 05S28 completed using the existing Brake Repair Kit (Speed Control Deactivation Switch Kit) until the fused jumper harness becomes available.*

*When the fused jumper harness becomes available, this bulletin will be supplemented with new service procedures and labor operations that will apply to all vehicles covered by 05S28.*

- *Advise of the owner-mailing schedule.*

## **AFFECTED VEHICLES**

### **GROUP A - Original Vehicle Population**

<b>Year</b>	<b>Model</b>
2000	F-150, Expedition, and Navigator
2001	F-150 SuperCrew built from 9/11/99 through 8/7/00.

### **New! GROUP B - Supplement #5 Added Vehicle Population**

<b>Year</b>	<b>Model</b>
1994-1996	Bronco
1994-1999 & 2001-2002	F-150
1994-1999	F-250 (Under 8500 GVW) built from 8/24/93 - 9/10/99
2001-2002	F-150 SuperCrew built from 8/8/00 - 8/20/02
1997-1999 & 2001-2002	Expedition
1998-1999 & 2001-2002	Navigator
2002	Blackwood

## **REASON FOR THIS RECALL**

The underhood Speed Control Deactivation Switch (SCDS) may overheat, smoke, or burn, which could result in an underhood fire. The potential for a fire exists regardless of whether speed control is being used or the engine is running.

## **New! SERVICE ACTION (NOTE: THE FOLLOWING SERVICE ACTIONS ARE TO BE USED UNTIL THE FUSED JUMPER HARNESS IS AVAILABLE)**

*Overview: A new repair procedure involving a fused jumper harness is being developed to service the entire population of vehicles covered under this recall. The fused jumper harness is expected to be available in limited supply with seed stocking beginning in mid-October 2005, with open ordering expected to begin in November 2005. Until that time, it will be necessary to perform unique service procedures for the two vehicle populations (Group A and Group B):*

- *Based on a commitment made in May 2005 to owners of Group A vehicles, dealers must continue to perform the final repair on this population of vehicles.*
- *For the population of vehicles in Group B (recently added under Supplement #5), dealers are to perform the interim repair (disabling the speed control system).*

*When the fused jumper harness becomes available, this bulletin will be supplemented with the new service procedures and labor operations.*

*All repairs are to be performed at no charge to the vehicle owner.*

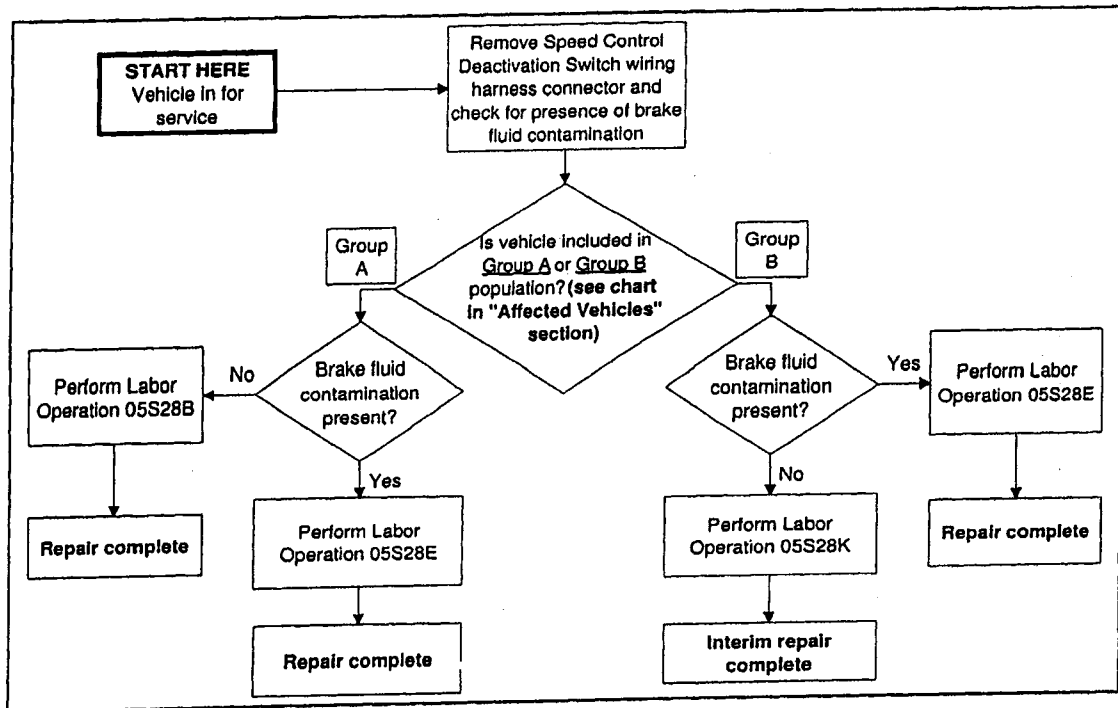
### **Group A Population (see Affected Vehicle section):**

- *Inspect speed control deactivation switch electrical connector for brake fluid contamination.*
  - *No brake fluid contamination present: Dealers are to continue to install the Brake Repair Kit (9F924), which will close the recall.*
  - *Brake fluid contamination present: If the connector is contaminated, dealers are to use compressed air to blow brake fluid from the speed control deactivation switch vehicle harness connector and servo vehicle harness connector, install the Brake Repair Kit (9F924), and apply electrical grease to the Speed Control Servo electrical connector. In addition, dealers are to inspect the Speed Control Servo electrical connector for heat damage. If the Speed Control Servo connector shows signs of heat damage, dealers should call the Special Service Support Center to obtain additional repair information. This action will close the recall.*

**Group B Population (see Affected Vehicle section):**

- **Inspect speed control deactivation switch electrical connector for brake fluid contamination.**
  - **No brake fluid contamination present:** If authorized by the customer, dealers are to deactivate the speed control system. This Interim Repair will not close the recall.
    - **Exceptions to the Interim Repair:**
      - 1) If a vehicle has a leaking speed control deactivation switch, dealers are to install the Brake Repair Kit (9F924), which will close the recall.
      - 2) If an owner has special needs that necessitate that their vehicle has a functional speed control system, dealers are authorized to install the Brake Repair Kit (9F924), which will close the recall.
  - **Brake fluid contamination present:** If the connector is contaminated, dealers are to use compressed air to blow brake fluid from the speed control deactivation switch vehicle harness connector and servo vehicle harness connector, install the Brake Repair Kit (9F924), and apply electrical grease to the Speed Control Servo electrical connector. In addition, dealers are to inspect the Speed Control Servo electrical connector for heat damage. If the Speed Control Servo connector shows signs of heat damage, dealers should call the Special Service Support Center to obtain additional repair information. This action will close the recall.

**Service Action to be Followed Until Fused Jumper Harnesses Are Available**



**New! OWNER NOTIFICATION MAILING SCHEDULE**

**Owners of Vehicles Included in Group A:**

Owner letters were mailed in February 2005, with follow-up letters announcing part availability mailed in May 2005. No additional customer communications for this population of vehicles are planned.

**Owners of Vehicles Included in Group B:**

Beginning the week of September 12, 2005, owners of vehicles added under Supplement #5 will be notified of their inclusion in this recall and directed to contact their dealers to have their speed control system disconnected. When open ordering for the fused jumper harnesses begins in November 2005, owners will be re-notified and directed to schedule service appointments with their dealers to have the permanent repair performed and their speed control system re-activated.

**PLEASE NOTE:**

Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

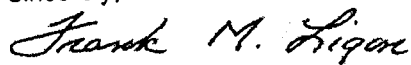
**ATTACHMENTS**

<b><u>New!</u> Attachment I:</b>	Administrative Information
<b><u>New!</u> Attachment II:</b>	Labor Allowances and Parts Ordering Information
<b><u>New!</u> Attachment III:</b>	Technical Information (Interim Repair & Switch Kit Installation)
Attachment IV:	Dealer Q & A
Acknowledgement of Interim Service Offer (Form Letter)	

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,



Frank M. Ligon

**Safety Recall 05S28-S5**

Certain 1994-1996 Model Year Bronco, 1994-2002 F-150/250 (Under 8500 GVW),  
1997-2002 Expedition, 1998-2002 Navigator, and 2002 Blackwood Vehicles Equipped  
With Speed Control  
Speed Control System Modification

**OASIS ACTIVATED?** OASIS will be activated on September 7, 2005.

**NOTE:** This recall pertains to certain vehicles that have a factory installed speed control only. Ford offers a Genuine Accessory Speed Control kit that utilizes a production steering wheel identical to the factory-installed system. The Ford Accessory kit does not use a master cylinder mounted deactivation switch and, as a result, vehicles with this kit are not included in this recall. If a customer inquires about Safety Recall 05S28, and the VIN of their vehicle is not listed in OASIS under 05S28, the vehicle is not involved in the program.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDDealer.com or at <https://web.fsavinlists.dealerconnection.com> by September 7, 2005. ~~NEW~~ Owner names and addresses will be available the week of October 10, 2005.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- In May 2005, owners of vehicles in Group A (original population) were directed to dealers to have the final repairs completed.
- Beginning week of Sept 12, 2005, owners of vehicles in Group B (added under Supplement #5) will be advised to contact their dealer and schedule an appointment to have the interim repair performed (disabling of the speed control system).
- Immediately contact any of your affected owners identified in OASIS. Give the owner a copy of the customer notification letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.

**Safety Recall 05S28-S5**

Certain 1994-1996 Model Year Bronco, 1994-2002 F-150/250 (Under 8500 GVW),  
1997-2002 Expedition, 1998-2002 Navigator, and 2002 Blackwood Vehicles Equipped  
With Speed Control

Speed Control System Modification

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 05S28
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- **New!** For vehicles prior to MODEL YEAR 1996: Enter the appropriate labor operation and its respective labor time on the claim. (The system will not automatically price the labor operation.)
- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

**Safety Recall 05S28-S5**

Certain 1994-1996 Model Year Bronco, 1994-2002 F-150/250 (Under 8500 GVW),  
1997-2002 Expedition, 1998-2002 Navigator, and 2002 Blackwood Vehicles Equipped  
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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>SWITCH REPLACEMENT: (applies only to vehicles with non-leaking switches in Group A population)</b> Inspect the speed control deactivation switch electrical connector for brake fluid contamination. Install Brake Repair Kit (Speed Control Deactivation Switch Kit)	05S28B*	0.4 Hour
<b>New! SWITCH DISCONNECT: (applies only to vehicles with non-leaking switches in Group B population)</b> Disconnect electrical connector from the speed control deactivation switch, tape connector end to protect it from contamination, and secure connector with a tie-strap.  <i>NOTE: This interim repair will not close Safety Recall 05S28.</i>	05S28K	0.3 Hour
<b>New! SWITCH REPLACEMENT: (applies to all vehicles in Group A and Group B populations with leaking switches)</b> Inspect the speed control deactivation switch electrical connector for brake fluid contamination. If contamination is present, blow brake fluid from the speed control deactivation switch and servo harness connectors. Install Brake Repair Kit (Speed Control Deactivation Switch Kit), check for heat damage at, and apply electrical grease to, the servo harness connector.	05S28E*	0.4 Hour**

\* Subject to "FCS-700 Tag Return". (See "Parts Retention and Return")

\*\* Effective September 9, 2005, labor operation 05S28C will be replaced by labor operation 05S28E (requirement to splice harness removed). Claims submitted against Labor Operation 05S28C, with a repair date later than September 12, 2005, will not be accepted for payment.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Usage	Quantity
1L1Z-9F924-AA Motorcraft Part # SW-6350	Brake Repair Kit (Speed Control Deactivation Switch Kit)	<b>Group A Population:</b> All <b>Group B Population:</b> Vehicles with leaking switches or special needs owners only.	1
<b>New!</b> 4W1Z-14A411-BB Unit of Issue = 10	Fused Jumper Harness	<b>Group A and Group B vehicles with Non-leaking Switches (When Available)</b>	1 per repair Unit of Issue = 10
<b>New!</b> 95874-S101 Unit of Issue = 10 or WA-14-SBA Unit of Issue = 50 or OSP equivalent up to \$0.40 per vehicle	Tie-Strap for interim repair	<b>Group B Population:</b> For use with Labor Operation K (Switch Disconnection)	1 per repair

**Safety Recall 05S28-S5**

Certain 1994-1996 Model Year Bronco, 1994-2002 F-150/250 (Under 8500 GVW),  
1997-2002 Expedition, 1998-2002 Navigator, and 2002 Blackwood Vehicles Equipped  
With Speed Control  
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The Fused Jumper Harness will be seed stocked to dealers beginning the week of October 10, 2005 for four weeks (see table below for weekly part seed volumes). The majority of the seed stock shipments will occur late in the week. With a unit of issue of 10, each package will repair 10 vehicles. Some small dealers will not receive a seed stock shipment each week.

Open ordering of the Fused Jumper Harness is estimated to begin the week of November 7, 2005.

Dealer Involved Vehicles	Seed 1 Week of 10/10	Seed 2 Week of 10/17	Seed 3 Week of 10/24	Seed 4 Week of 10/31
1 - 500	1 pack of 10		1 pack of 10	
501 - 1000	2 packs of 10	1 pack of 10	2 packs of 10	1 pack of 10
1001 - 2000	3 packs of 10	3 packs of 10	3 packs of 10	3 packs of 10
2001 - 3000	5 packs of 10	5 packs of 10	5 packs of 10	5 packs of 10
3001 or more	2% of FSA VIN List	2% of FSA VIN List	2% of FSA VIN List	2% of FSA VIN List

The DOR/COR for this program is 50346. This number identifies parts ordered for this recall through the Parts Support Center (1-800-207-2444).

**PARTS SUPPORT CENTER**

Dealers may use any of the following methods to contact the Parts Support Center for questions or assistance regarding recall parts:

- E-mail: [Ford@Renkim.com](mailto:Ford@Renkim.com)
- FAX Number: 1 (888) 374-8040
- Phone: 1-800-207-2444

When contacting the Parts Support Center please provide:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #
- Include a VIN# for each part requested
- Part number and QTY being requested or question / concern regarding part

**DEALER PRICE**

For latest prices, refer to DOES II.

**Safety Recall 05S28-S5**

Certain 1994-1996 Model Year Bronco, 1994-2002 F-150/250 (Under 8500 GVW),  
1997-2002 Expedition, 1998-2002 Navigator, and 2002 Blackwood Vehicles Equipped  
With Speed Control  
Speed Control System Modification

**PARTS RETENTION AND RETURN**

After the claim is submitted, The Ford Warranty Parts Analysis Center (WPAC) may initiate an FCS 700 tag for the return of speed control deactivation switches. Do not return any removed parts unless you receive notice from PEARS (Parts Entry And Return System). Refer to your daily PEARS register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**DEALER Q & A****Q1. What vehicles are involved?**

A. Certain 1994-1996 model year Bronco, 1994-2002 F-150, 1994-1999 F-250 Light Duty (Under 8500 GVW), 1997-2002 Expedition, 1998-2002 Navigator, and 2002 Blackwood vehicles equipped with speed control.

**Q2. Initially, the service fix for this recall involved replacing the Speed Control Deactivation Switch on all affected vehicles. Now the service fix is to install a fused jumper harness and only install a new switch if the old switch is leaking brake fluid. Why is Ford installing fused jumper harness instead of replacing all the switches?**

A. Switch replacement is not necessary to address the concern. The fused jumper harness is effective in addressing the cause of the fire, which results from a system interaction due to the close proximity and orientation of the speed control system components.

**Q3. The need to bring the vehicle in for both an interim and permanent modification (installation of a fused jumper harness) will be a significant inconvenience for our customers, what can I do to help address this?**

A. To perform the service quickly and avoid the need for the customer to leave their vehicle, we are recommending that dealers perform the interim repair in the service write-up area.

**Q4. Why is an interim repair required?**

A. The interim repair is required because the part required to make the *necessary modification to the Speed Control System is not yet available*, and the circuit feeding the switch is energized at all times, even when the vehicle is not running. This means a fire could occur at any time, regardless of whether the Speed Control System is being used or whether the engine is running. The interim repair of disconnecting electrical power from the switch will prevent the switch from overheating. This interim repair will disable the Speed Control System.

**Q5. So customers will not be able to use their Speed Control System until the modification is performed?**

A. Correct. Although some customers may regard the inability to use their Speed Control System as an inconvenience, we believe this action is in the best interest of our customers' safety.

**Q6. Can I just remove the fuse for the Speed Control System circuit?**

A. No. Removing the fuse will disable more systems on the vehicle than just the Speed Control System.

**Q7. Can the customer disconnect the Speed Control Deactivation Switch connector?**

A. No. To ensure that the correct connector is disconnected, a dealership technician should perform this service.

**Q8. Is the Speed Control Deactivation Switch located on the vehicle steering wheel?**

A. No. The Speed Control Deactivation Switch is mounted to the brake master cylinder under the hood, and is not located on the steering wheel (see Attachment III, Figure 1).

**Q9. Can customers avoid overheating the switch by not using the Speed Control System?**

A. No. Because the electrical circuit to the Speed Control Deactivation Switch is always energized, not using the Speed Control System will not reduce the potential for overheating of the switch.

**Q10. What if a customer refuses to have the interim repair performed?**

A. Dealers may use the "Acknowledgement of Interim Service Offer" letter posted with this bulletin to document the customer's refusal of the interim repair. The signed letter should then be filed for future reference.

**Safety Recall 05S28**  
**Acknowledgement of Interim Service Offer**

Ford Motor Company has announced safety recall 05S28 for certain 1994-2002 model year F-150, 1994-1999 F-250 Light Duty (Under 8500 GVW), 1997-2002 Expedition, 1998-2002 Navigator, 2002 Blackwood, and 1994-996 Bronco vehicles equipped with speed control for the installation of a fused jumper harness due to the potential for the switch to overheat, smoke and cause a vehicle fire. Parts for the permanent modification are not currently available. Until parts are available, Ford Motor Company is offering an interim repair at no cost to the customer to disable the speed control system and eliminate the possibility of overheating, smoke and fire.

\_\_\_\_\_ has offered to conduct the interim repair on  
*(Dealership Name)*

\_\_\_\_\_ to  
*(Vehicle Model)* *(VIN)*

\_\_\_\_\_. The customer has chosen not to have the  
*(Customer Name)*

interim repair completed after being informed that Ford Motor Company has announced Safety Recall 05S28 to prevent potential vehicle fires.

This form acknowledges that \_\_\_\_\_  
*(Dealership Name)*

has offered the Safety Recall 05S28 interim repair on the above vehicle and

\_\_\_\_\_ has chosen not to have the interim service performed.  
*(Customer Name)*

\_\_\_\_\_  
Dealer Service Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer signature

\_\_\_\_\_  
Date



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, SW  
Washington, DC 20590

SEP - 7 2005

JAMES VONDALE  
DIRECTOR, AUTOMOTIVE SAFETY OFFICE  
FORD MOTOR COMPANY  
330 TOWN CENTER DRIVE SUITE 400  
DEARBORN MI 48126-2738

NVS-215  
05V-388000

**Subject: SPEED CONTROL DEACTIVATION SWITCH**

Dear MR. VONDALE:

This letter is to acknowledge your recent defect or noncompliance information report. Please review the following information to ensure that it conforms to your records as this is the information that will be made available to the public.

**Makes/Models/Model Years:**

FORD/BRONCO/1994-1996  
FORD/EXPEDITION/1997-2002  
FORD/F150/1994-2002  
FORD/F250/1994-1999  
LINCOLN/BLACKWOOD/2002  
LINCOLN/NAVIGATOR/1998-2002

**NHTSA Campaign Number: 05V-388**

**Mfg's Report Date: September 7, 2005**

**Components: VEHICLE SPEED CONTROL**

**Potential Number of Units Affected: 3,800,000**

**Summary:**

ON CERTAIN PICKUP TRUCKS AND SPORT UTILITY VEHICLES EQUIPPED WITH SPEED CONTROL, THE SPEED CONTROL DEACTIVATION SWITCH MAY OVERHEAT, SMOKE, OR BURN.

**Consequence:**

A FIRE AT THE SWITCH COULD OCCUR.

**Remedy:**

AS AN INTERIM REPAIR, OWNERS WILL BE INSTRUCTED TO RETURN THEIR VEHICLES TO THEIR DEALERS TO HAVE THE SPEED CONTROL DEACTIVATION SWITCH DISCONNECTED. AS SOON AS REPLACEMENT PARTS ARE AVAILABLE (EXPECTED MID-OCTOBER 2005), OWNERS WILL BE INSTRUCTED TO RETURN TO THE DEALERS FOR INSTALLATION OF A FUSED WIRING HARNESS. THE INTERIM OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING THE WEEK OF SEPTEMBER 12, 2005. OWNERS SHOULD CONTACT FORD AT 1-800-392-3673.

**Notes:**

FORD RECALL NO. 05S28. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

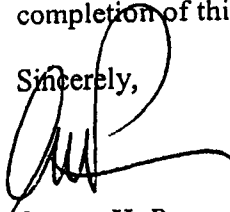
This recall was the subject of an Engineering Analysis, EA05-005, conducted by the Office of Defects Investigation.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. As stated in your report, owner notification is expected to begin during October 2005. Therefore, the first quarterly report will be due by January 30, 2006.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [patricia.wallace@nhtsa.dot.gov](mailto:patricia.wallace@nhtsa.dot.gov) or [delia.lopez@NHTSA.dot.gov](mailto:delia.lopez@NHTSA.dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,



George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement

Sec 2/20/96 1500722-00007

STATE OF NORTH CAROLINA

MVR-191 (Rev. 8/94)

MAY 07 1996

CERTIFICATE OF TITLE

TITLE NUMBER	GROSS WEIGHT	LICENSE FEE	TITLE ISSUE DATE	PREV TITLE
[REDACTED]	9000	59.75	04/26/96	
VEHICLE IDENTIFICATION NUMBER	YEAR MODEL	MAKE	BODY STYLE	
1FDHX25H1 [REDACTED]	1996	FORD	TK	

MAILING ADDRESS

UNITED CAROLINA BANK  
PO BOX 1809  
FAYETTEVILLE NC 28302

OWNER(S) [REDACTED] 12/31/96 DH7636  
 NAME AND [REDACTED] PVT  
 ADDRESS FAYETTEVILLE, NC 28303  
 ODOMETER -000125

THIRD LIENHOLDER:

DATE:

The Commissioner of Motor Vehicles of the State of North Carolina hereby certifies that an application for a certificate of title to the herein described vehicle has been filed pursuant to the General Statutes of North Carolina and the Division of Motor Vehicles is satisfied that the applicant is the lawful owner. Official records of the Division of Motor Vehicles reflect vehicle is subject to the liens, if any, herein enumerated at the date of issuance of this certificate.

As WITNESS, his hand and seal of this Division the day and year appearing in this certificate as the title issue date.

*Allen Sanders Killam*  
COMMISSIONER OF MOTOR VEHICLES

3RD RELEASED BY  
SECOND LIENHOLDER:

SIGNATURE OF AGENT DATE

2ND RELEASED BY  
FIRST LIENHOLDER:

SIGNATURE OF AGENT DATE 03/15/96

UNITED CAROLINA BANK  
PO BOX 1809  
FAYETTEVILLE, NC 28302



1ST RELEASED BY

*Wray D...* DATE 3/2/98

53406798

ADDITIONAL LIENS:

61163171

UNIT -4 LC46

ANY ALTERATIONS OR ERASURES VOID TITLE

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## Recalls Results

[Parts and Service](#)  
[My Vehicle](#)  
[Accessories & Merchandise](#)  
[Recall Information](#)

Be advised that this system tracks safety and emission recalls for which vehicles are subject to repair in the United States. For more information on Ford Motor Company recalls or concerns you may be having with your vehicle, please contact your dealership directly.

Below you will find information regarding your affected vehicle.

No Recalls Listed

**Vehicle**  
 1996 FORD F-250 XL

**VIN**  
 1FDHX25H [REDACTED]

## Ford



Currently there are no safety or emissions recalls for your vehicle. For more information on Ford Motor Company recalls or concerns you may be having with your vehicle, please contact your dealership directly.

[Locate a Ford dealer](#)

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Consumer Affairs

**Regent Court Building**  
PO Box 6248, MD 3NE-B  
Dearborn, MI 48126 USA

August 2, 2006

[REDACTED]  
Fayetteville NC [REDACTED]

Re: 1996 F-SERIES  
VIN: 1FDHX25 [REDACTED]

Dear [REDACTED]

We have received your inquiry regarding your vehicle, and appreciate the time you have taken to bring this matter to our attention.

We sincerely regret the circumstances you described. Customer satisfaction is a primary objective of the Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining customer confidence in us after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. We hope you understand; however, that we are unable to assist you as your vehicle is beyond the warranty. In addition, your vehicle is not involved in any open recalls that would have contributed to the circumstances you described. As a result, we suggest you turn this matter over to your insurance company.

We are sorry that we cannot meet your expectations in this instance. Thank you for contacting us.

Sincerely,

T. Rodgers  
Consumer Affairs

