

Dear Sir,

10/17/06 7:00

Enclosed you will find copies of correspondence with Ford Motor company regarding our 1997 F-250. When our vehicle caught fire on 03/14/06 we were told by two different mechanics that the cause of the fire was the same as in SUV's that had been recalled earlier. We contacted Ford Motor Company by phone and were told that our vehicle was not included in any current recalls. When family members received recall notices for their vehicles in August we again contacted Ford Motor Company and were told that once again our vehicle was not included in the recall. What has us concerned is that when our vehicle was repaired it was repaired with the same faulty part that was in it originally and we feel it still poses a fire danger. We realize that Ford is within their rights and not paying for our repairs because our vehicle has not been recalled at this time, but our concern is that there are other vehicles on the road with the same problem just waiting to catch on fire. We would like this matter investigated, we live in a rural area that is suffering from a severe drought and the danger of these vehicles causing a major fire is not something to be ignored.

101 73292



Manu
11/7/06



Consumer Affairs

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

Sent Via U.S. Mail

March 15, 2006

[REDACTED]
Mountain Park, OK [REDACTED]

Re: 1997 F-250
VIN: 1FTHW25F5VE [REDACTED]

Dear [REDACTED]

This is in response to your contact dated March 14, 2006 regarding your concerns.

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,

A handwritten signature in cursive script that reads "Steve Bardell".

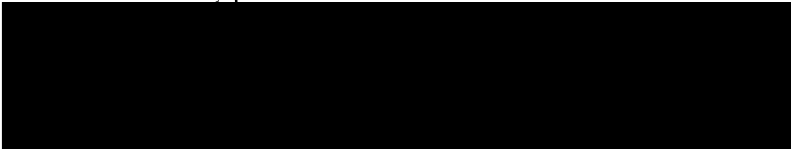
Steve Bardell
Consumer Affairs

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Steve Bardell, Consumer Affairs Ford Motor Company

This letter is in response to the recent recall issued by Ford Motor Company of the 1997 Ford F-250 pick-up that we contacted your office about on March 14, 2006. While you stated that you sincerely regretted any inconveniences we might have experienced with our pick-up there was nothing you could do to help us. Now with the issuance of the recall you still seem to be unable to assist us in this manner. We have received no notice of this recall from your company even though you are aware that we not only own one of the recalled vehicles, we have experienced what could have been a catastrophic fire that endangered not only the lives of my wife and daughter, our two valuable show horses, and the whole of Fort Sill in Lawton, where the fire occurred. We had to find out about the recall from family members who had received letters concerning the recall. We had our vehicle's master cylinder replaced but the faulty part remains in our vehicle continuing to endangering our lives and home. After nearly 35 years of owning and driving Ford vehicles I believe that I will look to another company for our next vehicle. Copies of this letter and supporting documentation will be sent to:

Administer, National Highway Traffic Safety Administration
Better Business Bureau



THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).