



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

2007 OCT 15 PM 2:12

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
Port Townsend, WA [REDACTED]

NVS-216 et
Ref. No. 10205032

Dear Mr. [REDACTED]:

Thank you for your correspondence dated September 27, 2007, concerning the problem you encountered with your model year 2003 Ford Econoline vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 4, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We strongly recommend that the interim remedy, which is to disconnect the speed control switch, be performed on your vehicle as soon as possible by making an appointment with a Ford authorized service center. This remedy will mitigate the safety aspect of the defect and complete the recall campaign. This remedy is available immediately and is of the highest level of importance. Owners who receive the interim remedy will be notified by Ford when fused jumper harnesses are available. As a customer satisfaction campaign Ford will then reconnect the speed control system at no cost to the vehicle owners.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at



<http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is written in a cursive, flowing style.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement