



CL-10210590-5107

2007 NOV 29 PM 1:34

November 20, 2007

Thank you for the opportunity to provide feedback concerning my October 25, 2007 call to the Ford Motor Company Customer Relationship Center, ID#6228002215. My experience with the call center was positive; both people I spoke with were courteous. However, the problem that prompted my call remains unresolved and continues to be a source of frustration. This has had an extremely negative impact on my overall opinion of Ford Motor Company.

My issue is in reference to recall #05S28 relating to a potential problem with the speed control deactivation switch on my 1999 Fleetwood Bounder Motor Home. Because this defect is considered a significant safety issue and fire hazard, as soon as I received the first recall letter dated September, 2007, I called the nearest Ford Dealer capable of servicing this large vehicle to schedule the service. I was told that the part required resolving this recall was unavailable from Ford and they requested that I bring the vehicle in to disconnect the cruise control. I declined to do so for two reasons:

1. Driving this motor home without cruise control is difficult and I planned to take an extended trip.
2. The round trip cost to disconnect the unit would be more than [REDACTED] and the problem would still exist requiring another [REDACTED] round trip after the parts became available.

After receipt of the second notification dated October, 2007, I called the dealer and was told that the part was still not available. When I again declined their suggestion to disconnect the cruise control, my decision was met with a warning, just as in the letter, that I risked not only burning down my vehicle but the building in which it is housed. I called the Relationship Center after this conversation with the Ford dealer.

Ford's request to disconnect the faulty speed control unit and the subsequent threat of impending doom when I refused to do so is unacceptable to me. My goal is to resolve the recall as quickly as I can. My inability to do so is a direct result of Ford's failure to provide the part in a timely manner. My motor home is currently in storage with the battery disconnected which, in my opinion, should mitigate the problem although no one at Ford would verify this or confirm that the problem would still exist.

For more than thirty years I have always owned at least one Ford vehicle (I currently own two) and this is not the first time I have experienced frustration with Ford's support system. While I feel that Ford's products are good, their inability to resolve what would seem to be an easy fix for a serious problem has prompted my decision that this will most likely be the last Ford product I own. Attached is the completed survey form. Please feel free to contact me if you have questions regarding this matter.

[REDACTED]

cc: Administrator, National Highway Traffic Safety Administration

AA
11/29/07