

CL-10215005-1127

4 December 2007

St. Augustine, FL

NHTSA

400 7th Street SW Room 5232
Washington, DC 20590

2008 JAN -9 AM 8:49

Dear Sirs:

In August of this year I got a recall notice from Ford relative to a potential safety problem with the ignition system of our 94 Lincoln Town Car. I took the car by our local dealership, Bozard Ford, that very day & a technician disabled the wiring harness on the cruise control-the potentially hazzardout system in the car. I was told that the part was not currently available but would be in next month & this was repeated each month I took my car by to have the cruise control restored to working order.

Finally in mid November I wrote Ford asking them was their version of the story was, that I realized the local dealership was moving their location so could see some difficulty there but surely something could be done over this long a span of time. I asked for a written reply to my question--all letters concerning this matter will be enclosed--and my reply from Ford came today and as you will note no written response only a phone number to call to "discuss the situation". I see nothing to discuss but tried only to have to resort to leaving a message on a machine.

I feel that my Lincoln had a safety problem, the Natl organization issued a recall, the local dealer disabled my cruise control thus minimizing the fire potential but leaving me with a "disabled" car for going on 4 months. Instead of making any replay to my questioning as to what was going on to me were ignored.

Can you look into my situation and see how much longer I will not be able to use my cruise control & if the wire connections havinb been exposed to our salty-aired climate might not have damaged the cruise completely.

Sincerely,

NM
01/09/08
KB



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



F1132107

3345



August 2007

[REDACTED]
ST AUGUSTINE, FL [REDACTED]

1994 Lincoln Town Car
Vehicle ID #: 1LNLM82W9RY [REDACTED] 05S28

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 1992-2004 vehicles equipped with speed control. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

What is the issue? Ford cannot be confident that over many years in service, the type of Speed Control Deactivation Switch (SCDS) equipped on your vehicle will not leak, posing the risk of an underhood fire. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use.

What will Ford and your dealer do? Parts to repair the above concern (fused wiring harness) will not be available until 4th quarter of 2007. Until the parts become available, please call your dealer to schedule an appointment to disconnect the SCDS and disable the speed control system. This will eliminate any concerns with the SCDS on your vehicle. Ford Motor Company has authorized your dealer to disable the speed control system of your vehicle free of charge (parts and labor).

Parts will be available in the 4th quarter of 2007, at which time Ford will notify you to return to your dealer to have the fused wiring harness installed and the SCDS reconnected on your vehicle.

How long will it take? Your dealer may be able to perform this repair while you wait; however, due to scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do? Please call your dealer without delay and request a service date to have the switch disconnected (Recall 05S28). Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Until you have the recall service performed, park your vehicle away from structures to prevent a potential underhood fire from spreading.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

RETAIL OWNERS: If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

FLEET OWNERS: If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.

14 November 2007

St. Augustine, FL

Ford Motor Company
Customer Relationship Center-
Lincoln Division
Box 6248
Dearborn, MI 48121

Dear Sirs:

In August of this year you sent me a recall notice about the cruise control harness on our 1994 Lincoln Town Car VIN 1LNLM82W9RY [REDACTED] and I went to our local dealer--Bozard Ford--where a tech disconnected my cruise control in a matter of seconds it seemed. Then I was told the part needed for the complete fix wasn't going to be in for a while so I went back in Sept and was told at that time to come back in late Oct that the part would be in at that time. I came back in late Oct and was told that the needed part would not be at the dealership until sometime in December.

I know Bozard is physically moving their dealership site and can only imagine the logistical problem that this would bring so can sort of see how keeping up with some extra parts for recall bulletins would be just 1 more thing to have to keep up with and putting it off for a couple of months might make things easier. But I feel that either Bozard or FO MO CO is leading me down the primrose pathway. Would appreciate in writing your side of this story.

Thank you for your time and for whatever written response you make to these questions.

A 3 Ford owner
[REDACTED]



Ford Customer Service Division

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

November 30, 2007

[REDACTED]
St. Augustine, FL [REDACTED]

Case# 1570630781

Vehicle ID# 1LNLM82W9RY [REDACTED]

Dear [REDACTED]

Due to the nature of your recent letter, I would like to address this matter with you personally. This will give me the opportunity to ask questions and discuss this topic in further detail.

Ford Motor Company values customer feedback and we appreciate the opportunity to follow up on your communication.

At your convenience, please contact me at (313) 390-6171 between 8:30 a.m. and 5 p.m. Eastern Standard Time, Monday to Friday. I will be happy to discuss the situation with you as a summary of your letter has been documented in our database.

Thank you, I look forward to hearing from you.

Sincerely,

4 Dec 07

Dear Melinda,

Your letter arrived today & I returned your call only to get a machine. I asked for a written response to my letter-see attachment-- and I would still appreciate something from Ford in writing stating why the recall on my car is still pending 4 months after the recall notice was delivered.

Melinda Miles
Ford Motor Company
Customer Relationship Center

Sincerely,

[REDACTED]

