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2008 JAN 16 AM 8:07

[REDACTED]
Hellertown, Pa. [REDACTED]
January 9, 2008

Ford Motor Company
Attention Customer Service
PO Box 1904
Dearborn, Michigan, 48121

Gentlemen:

In August 2007 I received a notice of vehicle recall for my 1997 Lincoln Town Car, to have the Speed Control Deactivation Switch disconnected and ultimately replaced. I have called my local dealer (Haldeman Lincoln Mercury in Allentown, Pa.) to schedule replacement and have been told on three occasions (11/07/07, 12/04/07 and 1/09/08) that the parts that were originally scheduled for fourth quarter 2007 delivery are still not available and may not be available until at least April 2008. This is totally unacceptable, and if Ford intends to sell Lincoln as a quality vehicle you need to improve your response time for what is a relatively simple replacement. We use our Lincoln for numerous long trips and the speed control is a vital part of our driving. As a result I elected to take a chance and not have the speed control deactivated. And boy, am I glad that I chose to take this risk, as I cannot relate to the loss of this feature for so long a time.

As an engineer I recognize that there is a reasonable lead time to engineer and secure replacement parts, which is why your August letter indicated replacement parts would be available in fourth quarter 2007. However I do not understand how such a large corporation with the purchasing clout that Ford Motor Co obviously has, and with a world wide source of supply, that you cannot achieve a more reasonable delivery and replacement schedule than what we are experiencing. Obviously you can schedule and receive delivery of all the components needed to sell new cars in a timely fashion, but obtaining parts for a vehicle safety recall does not seem to have the same degree of priority and emphasis. This does not reflect an aggressive attempt to build customer confidence and loyalty for owners of Ford (Lincoln) vehicles

Your failure to provide the high degree of customer service that your dealerships provide is likely to cause me to look elsewhere for my next vehicle. I suspect I am not the only customer that feels this way, and I am sure you will see serious customer losses if you do not take some positive steps now! With all the efforts to regain market share and customer loyalty, this lax response is not in Ford's (Lincoln's) best interests.

Your letter of August 2007 states " 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". I've tried diligently to have the recall performed in a timely basis, and Ford has failed to live up to it's end of the bargain (you're 4-6 months late on parts delivery) and I intend to hold Ford responsible should I suffer any loss as a result of this delay in satisfying the vehicle recall.

I look forward to hearing that Ford has taken positive steps to correct the problems associated with this recall program, and that my confidence in Ford Motor Co. products will be restored. Thank you very much for you interest in my problem.

[REDACTED]
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CC Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave. SE, Washington, DC 20590

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