

2008 FEB -8 AM 8:34

January 25, 2008

Metairie, La.

Tel:

Cell:

Cell:

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

Attention: Mr. Frank M. Ligon, Director
Service Engineering Operations

Subject: Safety Recall Notice # 05S28
Vehicle ID 1LNLM82W2VY
Present Mileage: 34,276
Your Undated Letter (August 2007)

Dear Mr. Ligon:

We have been a continuous Ford Motor Company products user more than 20 years for both our business and personal transportation involving trucks and cars. Our association with your local dealer (Marshall Bros. Lincoln Mercury) likewise dates back more than 20 years. We would hope and trust that our relationship can continue, with your assistance of course.

The issue is, nearly 5 months have passed since receiving the attached Recall Notice # 05S28 and I do regret having to inform you that the above vehicle still has not had this serious fire safety defect corrected by FMC.

I have contacted my local dealer on a monthly basis by phone and in person and I continue being advised that the defective wiring harness replacement from you is still not available. Your letter promises availability back in the 4th quarter of 2007. This safety fire hazard remains. My concern likewise remains an issue unresolved. Please accept my apology for complaining; however, this is certainly the absolute lowest level of service and support ever from Ford in 20 plus years.

Last week again I was advised with the identical response that the required component is "still not available". At this moment, I cannot disagree more with your statement "Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support."

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Ford Motor Company
Recall No. 05S28
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Attn: Mr. Frank M. Ligon

Everyone, without exception, with whom we have had contact at your local dealership (Marshall Bros. Lincoln Mercury) has been excellent and a great asset to your company. Their performance has been and continues to be outstanding.

Ford's liability exposure in this instance is undeniable especially in consideration of the prolonged delays. Potential property and/or personal damage/injury continues to exist and I therefore respectfully request your assistance to remedy this safety issue properly and without further delay. I am told that the dealership cannot resolve this problem until the replacement harness is received from Ford.

Everyone should be cognizant of the importance of product safety and reliability and never an option to compromise. Your advice and further instructions to resolve this matter will be certainly appreciated.

Sincerely,



Encl.

cc: Marshall Bros.
FMC-CAC
NHTSA/
CR-NY

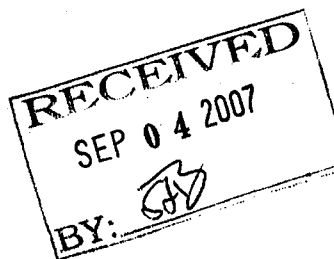


Frank M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121



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August 2007

METAIRIE, LA

1997 Lincoln Town Car

Vehicle ID #: 1LNLM82W2VY 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.

(OVER)

MOTORHOME OWNERS: To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-888-222-2751.

Owners who have previously paid for this repair still need to have the recall described in this letter performed.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-888-222-2751 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8AM – 5PM (Your Local Time).

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

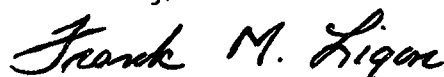
Or you may contact us through the internet at www.fleet.ford.com.

MOTORHOME OWNERS: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, D. C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations