

CL-10219447-4462

February 4, 2008

2008 FEB 20 AM 8:50

National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE.  
Washington, D. C. 20590

To Whom It May Concern:

I received a recall notice in September 2007 concerning a problem with my motorhomes speed control deactivation switch. I called our local Ford dealer, Vincennes Ford, on the next business day to schedule an appointment to have the problem fixed. At that time I was told that they did not have the part and it was on back order. I was told to call back in 30 days. Since then I have called every month only to be told the same message about the part not being available. In December I spoke with my local service manager and was told that Ford was not issuing any replacement parts, and that he could not tell me a time when they might get the part.

I am not sure if my local Ford Dealer is giving me the run around or if the problem is with Ford nationally. What I am sure of is my dissatisfaction with Ford and this recall. Why would they issue a recall, tell me how urgent it is to get this fixed to avoid a possible fire, and then not have the part?

I am seeking any help I can get from you in getting this problem solved

Sincerely,

[Redacted signature]

Vincennes, In [Redacted]

AA  
02/20/08  
KB



182507

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



F0084123

0243



September 2007

VINCENNES, IN

1996 Motorhome  
Vehicle ID #: 3FCMF53G0TJ 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?** Ford Motor Company has authorized your dealer to install a fused wiring harness into the speed control system of your vehicle free of charge (parts and labor).

**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 fused wiring harness installed (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.

**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.**