

[REDACTED]

CL-10220587-5831

East Greenwich, RI [REDACTED]

Home: [REDACTED] AR -4 AM 9:14

Cell: [REDACTED]  
[REDACTED]

2008 FEB 20 A 10:00

February 21, 2008

Frank M. Ligon  
Director; Service Engineering Operations  
Ford Motor Company  
P.O. Box 1904  
Dearborn, MI 48121

Re: 1996 Motorhome VIN 3FCMF53GXTJ [REDACTED] Safety Recall 05S28

I received a letter from you last summer regarding a safety defect with the cruise control wiring of my motorhome. As instructed in your letter I took it to my servicing dealer, Colony Ford Truck Center in Warwick, RI on Sep. 14 to have the service performed. They advised me they did not have the part (a fused wiring harness) and they disabled my cruise control. They gave me a copy of a letter dated Sep. 5, 2007 advising of a temporary shortage of parts for the Safety Recall 05S28.

I have called Colony Ford monthly since September to see if they had received the parts and each month they say they have not. I called today and they not only do not have the parts they say the parts that were sent out were defective and are being recalled. They had no information on when the parts would be available.

This is completely unsatisfactory. I have been without the use of my motorhome cruise control for 6 months. I plan on a trip to Alaska this spring which will be very weary without cruise control. I am a mechanical engineer with 35 years experience in engineering and manufacturing and know that a simple wiring harness is not a difficult thing to produce. There is no excuse for taking this long to remedy a vehicle safety related defect.

I insist that you send me the fused wiring harness even if you need to have a technician make one up by hand. I could do it myself but it is your responsibility, not mine. I will have no problem getting it installed.

Sincerely,  
[REDACTED]

Cc: Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington, D. C. 20590

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