



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 18, 2008



Mobile, AL

NVS-216 et  
Ref. No. 10220605

Dear [REDACTED]:

Thank you for your correspondence dated February 25, 2008, concerning your model year (MY) 1998 Ford Econoline. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 5, 2008.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

The Ford Motor Company (Ford) has recalled over 12 million vehicles in several recalls because of a risk of fire caused by a failure of the switch that interrupts the cruise control operation when the driver applies the brakes. To fully repair the defect, a fuse must be added to protect the switch. Because of the unprecedented number of vehicles involved in this campaign, the parts supplier was unable to keep up with the demand. The latest recall of 4 million vehicles was in August 2007. NHTSA has been closely monitoring the situation as new sources of parts are brought into production.

★★★★★  
**NHTSA**  
[www.nhtsa.gov](http://www.nhtsa.gov)

Adequate inventory levels of parts to repair passenger vehicles were reached in mid-February 2008. Because of the parts shortage, an interim remedy was developed. This involves disconnecting the potentially defective switch, which eliminates the risk of a fire but also prevents the cruise control from functioning. We strongly urge you to take your MY 1998 Econoline to an authorized Ford dealer for this interim remedy. Owners who receive the interim remedy will be notified by Ford when the fused wiring harnesses are available, and Ford will then reconnect the speed control system at no cost to the consumer. We were assured by Ford that the parts would be available in June 2008.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large, looped initial "R".

Ronald B. Fields, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement