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INDUCTIVE STRIKE DETECT

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THAT'S ALL FOR TODAY

February 25, 2008

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

Sirs:

I received a notice of recall letter from the Ford Motor Company Saturday, February 23, advising me to contact my nearest ford dealership to have an incorrect Fused Jumper Harness removed and replaced with a proper Fused Jumper Harness. (A copy of the recall letter is enclosed.) When I called All American Ford here in Tallahassee the morning of February 25, I was told they didn't have the correct harness and hadn't received any of the harnesses in question since "**last August**". When I tried to find out when the proper harnesses would be available, the Ford representative said she didn't know and, in fact, I got the distinct impression that she felt it was not her problem. She was able to offer zero help to me as a customer with a problem not of my making.

I then tried to contact the Ford Motor Company Customer Relationship Center by phone, but, via a series of automated circular phone messaging, was advised to contact my local Ford Motor Company.

My final attempt by phone to get some assistance and advice as to how to get this important matter properly attended to was to try to contact your office via the toll free Vehicle Safety Hotline. Again, I was able only to listen to an automated series of options, none of which allowed me to speak with a live human being to help me resolve this matter. So, I am left to try to get someone to help by constructing this letter.

I wish to use my vehicle for an upcoming trip, but I am faced with the problem that it might be unsafe to drive because of a recall of a previously installed recalled part. **And no one seems to want to take responsibility for resolving this problem and, seemingly, neither the Ford motor dealership nor the Ford Motor Company care about their customers where this recall situation is concerned.** The result is that the customer is left holding the bag, but I, as a customer, am demanding that immediate attention be given this matter. After all, it is a matter of safety!

Can you please take whatever actions you deem necessary to help me obtain a prompt resolution to this problem. My safety, and that of other customers, is what is at stake. Please advise me regarding what steps you have taken, or soon will take, to attend to this very important safety matter.

Respectfully



NM
03/05/08
KB



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



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0053



February 2008

TALLAHASSEE, FL

1996 Econoline

Vehicle ID #: 1FDHS24H4TH

08S01

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 a Fused Jumper Harness that was installed in your vehicle when it was serviced. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

Our records indicated that your vehicle may have been repaired using a Fused Jumper Harness containing circuit polarity that is not compatible with your vehicle. As a result, if an electrical short should occur, the fuse may not offer the intended protection and the circuit may overheat, smoke, or burn, which could result in an underhood fire. The potential for a fire exists regardless of whether or not the engine is running.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to remove the incorrect Fused Jumper Harness and install the proper Fused Jumper Harness. If the proper Fused Jumper Harness is not available, a new mating electrical switch will instead be installed. These repairs will be performed free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service 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 for Recall 08S01. 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.

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.



If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

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.

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 1-866-436-7332 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: 8:00AM - 5:00PM (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 Monday through Friday 8:30AM - 5:00PM (Eastern Time). 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 1-866-906-9811. 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 Ave. S.E., 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.

Ford Customer Service Division