



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 10, 2008

[REDACTED]

Camano Island, WA [REDACTED]

NVS-216 mec
Ref. # 10221728

Dear [REDACTED]:

Thank you for your correspondence dated March 10, 2008, concerning the availability of the recall parts for the cruise control deactivation switch recall involving your Ford E350 recreational vehicle. The Washington Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation on March 19, 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.

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. On February 28, 2008, we issued a consumer advisory urging owners to bring their vehicles to dealers to have an interim measure taken while an adequate supply of replacement parts are made available. This information can be found on NHTSA's Internet web site at www.nhtsa.gov under Press Releases. This interim remedy involves disconnecting the potentially defective switch, which eliminates the risk of a fire but also prevents the cruise

control from functioning. If you have not brought your recreational vehicle to an authorized Ford dealer for this interim remedy, we strongly urge you to do so as soon as possible. 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. Adequate parts to begin final repair of trucks are forecast to be available in June 2008. We were assured by Ford that the parts are being manufactured as quickly as possible.

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, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

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

cc: The Washington Office of the Attorney General