

March 18, 2008

CL-10222831-5260

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

2008 MAR 26 AM 8:10

2008 MAR 25 AM 8:10

Dear Administrator

Re: Recall 05S28 from
Mr. Frank Ligon, Director
Service Engineering Operations
Ford Motor Company. Recall
Notice dated August 2007
(Copy enclosed)

Please be advised we have been informed by Ford of
Ocala Florida, 2816 North Pine Avenue, Ocala, Florida 34475
that no parts are available for this recall with only a
"maybe" availability sometime in June.

This is absolutely ridiculous!! Ford wants us to
deactivate the cruise control with virtually no time
commitment to repair.

It has been nothing except "run around" business
with Ford employees regarding this.

Enclosed please find copies of letter I wrote to
Mr. Ligon, absolutely no response whatsoever.

In addition Lisa of the motorhome help line led
us to believe there was plenty of parts at the Ocala
location - not so according to Tom, commercial

NW
Baylor
KB

Service Manager,

How can Ford ask thousands, maybe more to de-activate Cruise controls on their vehicles with no commitment for a timely repair on something they consider hazardous and was of their doing.

We would like to believe we as consumers have some rights here. If we had wanted a vehicle without Cruise control that is what we would have gotten.

It's also outrageous that their management is so insensitive to complaints.

Your help and assistance in resolving this and your intervention would certainly be welcome.

We resent feeling we need to contact you.

Come on - August to March no indication of when? Please help!!

Sincerely

[REDACTED]

Summerfield, Florida

Ph: [REDACTED]

cc: copies enclosed



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



F0551391

1534



August 2007

SUMMERFIELD, FL

2001 Econoline
 Vehicle ID #: 1FDWE35S41H 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.



Ford of Ocala
 Belleview Branch
 245-9181

10726 Hwy 44

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PS8653

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-888-222-2751.

Owners who have previously paid for this repair still need to have the recall described in this letter performed.

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 1-888-222-2751 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: 8AM – 5PM (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 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

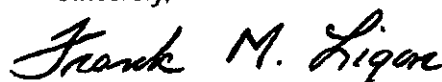
Or you may contact us through the internet at www.fleet.ford.com.

MOTORHOME OWNERS: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. 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 Avenue, SE., 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.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

Mr. Frank Ligon
Director
Service Engineering Operations
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan

Re: Recall 05528

Dear Mr Ligon:

This letter is to inform you of our dissatisfaction regarding local service of our 2001 Ford Truck, recall Notice 05528 dated August 2007.

Since this recall notice is dated nearly six months ago, we completely expected the Ford dealers to have parts available by now for all vehicles involved. To add insult to injury, we are expected to continuously call the dealer and "hope" the timing is correct to get the repair done. This is ridiculous at a time when dealers are struggling, not to remain "on top" with their service!!!??

Why then cannot the dealer notify us when the part is available and the repair can be done?

Our local Ford dealer is: Ford of Ocala
Bellevue Branch
10786 Hwy 441
Bellevue, Florida
Ph: 352-245-9181

Thank you for
your attention and
help.
Sincerely,
[Redacted]

Our home address

[Redacted]
Summerfield, FL

I spoke with Charles in the Service dept.