



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 1, 2008

[REDACTED]  
Port Angeles, WA [REDACTED]

NVS-216 mec  
Ref. # 10224012

Dear [REDACTED]:

Thank you for your correspondence dated March 29, 2008, concerning availability of the recall parts involving your model year (MY) 1996 Ford Econoline. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 8, 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. However, 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. You wrote concerning the availability of the recall parts involving your MY 1996 Ford Econoline E350 vehicle. 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. Adequate parts to begin final repair of light trucks are forecast to be available in June 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. Owners



who receive this 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 are being manufactured as quickly as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is written in a cursive style with a large initial "R" and a stylized "F".

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