

[REDACTED]
Sarasota, FL [REDACTED]

INFO COPY

CL-10225048-8528

2008 APR 10 AM 7:18

March 31, 2008

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

Dear Customer Service:

The subject 1997 Ford Thunderbird has 42,000 plus miles. The problem is pressing park release button on shifting lever, after pressure on brake pedal does not release shifter handle, so shifter can be moved into gear. I was advised brake lite/release switch needed to be replaced. Switch was replaced and condition stayed the same. This condition happens at random with no button release occurring up to 4 1/2 minutes, when problem happens. This condition is dangerous. Not being able to start the auto and move when necessary could injure property, life and limb.

This condition was brought to the attention of Sarasota Ford (via conversation with service attendant). Attendant went to computer and advised me there was no call back or service bulletin for this condition. I visited Sarasota Ford on March 24, 2008 at approximately 4 PM.

Please note an attempt was made to call Customer Relationship Center at 1-888-222-2751. I was on hold from 10:23 AM until I hung up at 10:59 AM (36 minutes). No one ever answered. I made the call on March 19, 2008.

Those of us who buy and drive Ford automobiles think you should know about the above.

Sincerely,

[REDACTED]

cc: National Highway
Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

MC
04/16/08
KB