

CL-10226213-8198

[Redacted]
Hondo, Texas

Administrator, National Highway
Traffic Safety Administration
1200 New Jersey Avenue, SE.
Washington DC 20590

2008 APR 24 AM 7:29
2008 APR 15 A 8:12

April 5, 2008

My name is [Redacted] and my wife and I have been married for 34 years. Twenty seven of those years we have been loyal Ford customers. We've gone through different parts recalls in the past with our 95 Mustang and our F250 pickup, and now with our Ford E150 Conversion Van. We were sent a letter stating, "the cruise control switch could catch on fire." When we had it disconnected on 14 Sept 07, our shop in Hondo, TX (Cecil Atkission Motors, Inc) said it would be around Jan 08 before Ford would be sending parts out to fix the problem. Now its 5 April 08 and still all I get is "there is nothing they can do about it. They are waiting for Ford to send the parts to fix the cruise control."

I am very disappointed with Ford and the big blow off we have been given. This year we were planning to buy a new van with all the amenities and enjoy it as much as we have this one. But since Ford keeps blowing us off, we are contemplating on buying a different make. Possibly a GMC or Dodge. They are able to offer a beautiful van like our Ford. We love our van and paid a pretty penny for it from Bluebonnet Ford in New Braunfels, Texas, thank you very much.

Now I hope you can see how upset we are about Ford dragging their feet. It has never taken this long to fix a problem in the past. We enjoy having our cruise control and being able to sit back and enjoy the open road.

With Ford sales sagging so much, it would seem to me you'd have the sense to keep your GOOD customers happy, so they don't want to look somewhere else. And let me tell you at Ford when my wife starts complaining that she has almost gotten 2 speeding tickets, because she relied on her cruise control. It is time to solve the problem, by looking for some other company who truly cares about us!!! THE CUSTOMER...

A Very Unsatisfied Customer,

[Redacted]

Hondo, Texas

cc:
Frank M. Ligon
Director, Service Engineering Ops
Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Cecil Atkission Motors, Inc.
109 19th Street
Hondo, Texas 78861

ET
4/18/08
1:39
KB



Gillespie
210 509 -1000
Spoke w/

Frank M. Ligon
Ford Motor Company
P.O. Box 34
Dearborn, Michigan 48121

183430



F0291982

0787



August 2007

HONDO, TX

1998 Econoline
Vehicle ID #: 1FDRE1465WH [redacted] 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.



CECIL ATKISSON MOTORS, INC.

"WHEN THE PRODUCTS ARE SIMILAR
THE DEALER MAKES THE DIFFERENCE"

109 19TH ST.
HONDO, TEXAS 73861
(830) 426-5391 · 1-800-725-5391
Fax# (830) 741-5402
www.camtrs.com

HONDO, TX
HOME:
BUS:

SERVICE ADVISOR: 3024 JAMES RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TEAL	98	FORD E150-ECONOLINE	1FDRE1465WH		183430 183430		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN98						CASH	14SEP07
R.O. OPENED	READY	OPTIONS:					
14SEP07	14SEP07	ENG:4.6_Liter_EFI-SOHC_(W) TRN:AUTO AXL:1					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A DISCONNECT SPEED CONTROL DEACTIVATION SWITCH.

CAUSE: DISCONNECTED CONNECTIONS FROM SWITCH AS PER RECALL
05S28M DISCONNECT SPEED CONTROL
DEACTIVATION SWITCH.
3016 MARTINEZ, FILEMON

WTY

(N/C)

SPECIAL NOTE

YOU WILL BE RECEIVING A CUSTOMER SERVICE SURVEY FROM FORD MOTOR COMPANY, PLEASE TAKE THE TIME TO FILL IT OUT AS THIS IS OUR ANY REASON YOU CANNOT RATE THEM "COMPLETELY SATISFIED" PLEASE LET US KNOW, THANKS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____
CUSTOMER'S SIGNATURE

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.603, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Signature of Person Responsible or Agent for Person Responsible

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Copy