

CL-10236054-7334

2008 JUL 22 AM 10:00

080707

U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-211)
400 7th Street, SW
Washington, D.C. 20590

Dear NHTSA,

The included information chronologically documents events some years after my Father's death. The events were set in motion following a recall notice for his vehicle from the Ford Motor Company. He burned to death in that vehicle.

Please Review.

Thank you for your time,


Minnesota City, MN 

AA
07/22/08
10:00
KB



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

Rec'd 8-30-07



F0652938

1968



August 2007

[Redacted]
MAYER, MN [Redacted]

1995 Lincoln Town Car
Vehicle ID #: 1LNLM81W8SY [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?

Parts to repair the above concern (fused wiring harness) will not be available until 4th quarter of 2007. Until the parts become available, please call your dealer to schedule an appointment to disconnect the SCDS and disable the speed control system. This will eliminate any concerns with the SCDS on your vehicle. Ford Motor Company has authorized your dealer to disable the speed control system of your vehicle free of charge (parts and labor).

Parts will be available in the 4th quarter of 2007, at which time Ford will notify you to return to your dealer to have the fused wiring harness installed and the SCDS reconnected on your vehicle.

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 switch disconnected (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.

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).

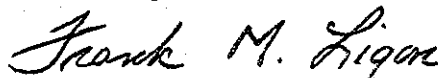
Or you may contact us through the internet at www.fleet.ford.com.

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

November 29, 2007

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

Dear Frank,

Thank you for your department's recall notice, dated August 2007, regarding a 1995 Lincoln Town Car vehicle ID# 1LNLM81W8SY [REDACTED] addressed to [REDACTED]. Unfortunately, [REDACTED] will not be calling a dealer immediately, requesting a service date, or forwarding this letter to a subsequent buyer of the vehicle. You see [REDACTED] burned to death in his Lincoln Town Car July 17, 2003 as a result of a fire that started under the hood of the vehicle.

Had I responded to your recall notice immediately, this correspondence would have been less coherent and more inflammatory. Fortunately for both of us that is not the case. Should you choose to doubt the facts stated above, the seriousness of this response, or the intensity with which it was both written and sent you will simply be doing both of us, along with [REDACTED] an injustice.

Since your recall letter addressed to my deceased Father, I have researched this recall extensively. The fact that there were multiple recalls for this SCDS defect and that they involved passenger cars was information I was not aware of until receiving this notice and investigating further. Coupling this newly found information with the model year of my Father's vehicle and the date of the recall notice I recently received did not make sense until I researched the fiscal details of the multiple recalls related to this SCDS issue. Had Ford sent this recall notice for all affected vehicles upon initial discovery of this defect my Father would not have died the way he did. Instead, after the first recall, there were more recalls during which time my Father burned to death and finally, in 2007, the recall eventually included his 1995 model year Town Car. Consider what this recall notice means to my family now, Mr. Ligon, compared to what it would have meant in 1999.

I remember finding it strange July 17, 2003 that the entire front of my Father's Town Car was completely burned while the rear of it, including the bulk fuel source, was literally undamaged including the paint. I now know the reason for this anomaly. Since the vehicle was not disposed of, I recently confirmed this more than four years after he died in it.

As a degreed and certified Electrical Engineer I can understand the position this recall has placed you in Mr. Ligon. Can you comprehend the position your company has placed my entire family in? Pictures cannot convey what my family and I went through in 2003. Pictures can, however, be provided to assist your understanding of the situation if necessary.

I earnestly look forward to hearing your thoughts on this important matter Mr. Ligon. I am also eager to hear those of the Ford Motor Company.

Sincerely,

[REDACTED]

Minnesota City, MN [REDACTED]



Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

January 4, 2008

[REDACTED]
Minnesota City, MN [REDACTED]


Re: Vehicle: 1995 Town Car
D/I: 07/17/03

Dear [REDACTED]:

We acknowledge your recent contact to Ford Motor Company. Your claim has been forwarded to our office for further handling. We are very sorry to hear about the accident involving the loss of your father. Please be advised that the statute of limitations in the State of Minnesota for bodily injury claims is 2 years. An action must be filed with the court within the 2 years of the date of the accident or it is time barred by the statute.

We are unable to further investigate this incident and must respectfully deny liability for this matter.

Sincerely,


Julie Szymanski
Claims Analyst

Nationwide[®] could save you \$500
on auto insurance.



\$500 annual savings from policy date thru 2/07

Feb. 28, 2008 7:27pm

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Engine Fires Linked To 4.6M Recalled Fords

Gov't Warns Owners Of Already-Recalled Vehicles About Faulty Cruise Control Switch Systems

WASHINGTON, Feb. 28, 2008

Comments 7



(AP)

Answer Tips™ enabled (What's this?)

(CBS/AP) The government on Thursday warned owners of about 4.6 million recalled Ford vehicles to bring their cars and trucks immediately to dealerships to disconnect cruise control switch systems that have been linked to engine fires.

The National Highway Traffic Safety Administration issued the consumer advisory to the owners of certain unrepaired Ford, Lincoln and Mercury sport utility vehicles, pickup trucks, vans and passenger cars who have not yet responded to past recalls.

The recalls have vexed the Dearborn, Mich.-based automaker, affecting its popular F-Series pickup trucks, prompting hundreds of complaints and dozens of lawsuits over engine fires. Three deaths have been tied to the fires and Ford has struggled to produce enough parts to fix the problem.

About 9.6 million Ford vehicles have been recalled since 1999 and about 5 million have been fixed, raising concerns about the remaining vehicles on the road. NHTSA said they have received about 60 complaints of engine fires in the Ford vehicles since August 2007.

Ford said they supported the action and dealers would soon offer a more permanent fix.

"We absolutely want everybody to come in as soon as they can because we can eliminate the risk of fire for

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anyone with a vehicle in this recall," said Ford Motor Co. spokesman Wes Sherwood. He said the company would have an "ample supply" of the replacement parts by June.

NHTSA said many dealers will disconnect the cruise control switches as a "drive through" service so owners do not have to leave their vehicles at the dealership or schedule an appointment.

Dealers have installed a fused wiring harness into the speed control electrical system as part of the

recall, but replacement parts have not been widely available. Owners can take their vehicle to a dealer to have the cruise control deactivated until the parts arrive.

NHTSA issued a lengthy list of older vehicles covered by the consumer advisory, including 1993-2004 Ford F150 trucks, 1994-2002 F250 through F550 Super Duty trucks with gasoline engines, and 1998-2001 Ford Explorer and Mercury Mountaineer SUVs, all of which were among the best-selling vehicles in the nation during those years.

The Ford recalls have run into problems. Earlier this month, the automaker recalled about 225,000 vehicles that had already been repaired because some wiring harnesses appeared to be defective.

Ford also faces more than 100 lawsuits nationwide because of fires linked to the cruise control deactivation switch. Many owners have alleged the fires began after the vehicles were turned off and there have been three deaths attributed to that problem in Iowa, Georgia and Arkansas.

Last week, Ford was able to consolidate 77 lawsuits filed in Texas so a single judge can handle pretrial discovery.

Ford has said its internal investigations have found the fires did not cause deaths and injuries.

"In the cases where there was that allegation, we found that the source of the fire was unrelated to the vehicle," said Ford spokeswoman Kristen Kinley.

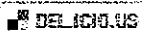
For additional details, owners can call Ford at (888) 222-2751.

According to the NHTSA, the involved vehicles are:

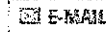
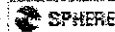
- 1993 - 2004 F150
- 1993 - 1999 F250 (gasoline engine)
- 1993 - 1996 Bronco
- 1994 - 1996 Econoline
- 1997 - 2002 Ford Expedition
- 1998 - 2002 Lincoln Navigator
- 1998 - 2002 Ford Ranger
- 1992 - 1998 Ford Crown Victoria, Mercury Grand Marquis and Lincoln Town Car
- 1993 - 1998 Lincoln Mark VIII
- 1993 - 1995 Ford Taurus SHO with automatic transmission
- 1994 - Mercury Capri
- 1998 - 2001 Ford Explorer and Mercury Mountaineer
- 2001 - 2002 Ford Explorer Sport and Explorer Sport Trac
- 1992 - 1993 and 1997 - 2003 Ford E-150-350 gasoline or natural gas vehicles
- 2002 - E-550 gasoline engine vehicles
- 1996 - 2003 E-450 gasoline or natural gas vehicles
- 1994 - 2002 F-250 through F-550 super Duty trucks (gasoline engine)
- 2000 - 2002 Ford Excursion (gasoline engine)
- 2003 - F250 - F550 Super Duty, Ford Excursion
- 1995 - 2002 Ford F53 Motor home chassis
- 2002 - 2003 Lincoln Blackwood

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SHARE & SAVE:



FIND RELATED:





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



F0168317

0455



March 2008

[REDACTED]
MAYER, MN [REDACTED]

1995 Lincoln Town Car

Vehicle ID #: 1LNLM81W8SY [REDACTED]

05S28

***** IMPORTANT REMINDER *****

Service parts are now available to perform the necessary repairs to your vehicle.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has previously sent you a letter indicating that a defect which relates to motor vehicle safety exists in your speed control equipped vehicle. This condition may result in a vehicle fire, even if the vehicle is parked even if you have never used your speed control. We apologize for this situation and for our previous lack of repair parts 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) installed 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 perform the repairs under this program free of charge (parts and labor). If you had the Interim Repair (Speed Control System disconnect) performed, the final repair will restore operation of the speed control system. If your dealer has recently completed the final repair on your vehicle for this recall, please disregard this letter.

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?

We urge you to contact your dealer as soon as possible to schedule an appointment to have this service performed.

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.

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.

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.

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.

Ford Customer Service Division

Attorney General Lori Swanson
1400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Dear Attorney General,

I know you are a busy woman; I appreciate your time. I will be brief with this cover letter, but along with brief comes blunt.

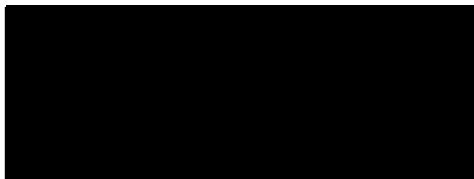
My Father burned to death alone in his car in a field on his farm in July 2003. A fire started under the hood of his parked vehicle. Ford Motor Company sent my deceased Father a vehicle recall notice in 2007 to alert him to a defect they knew existed in 1998. The recall was to correct a defect that spontaneously starts fires under the hoods of vehicles.

I wrote a letter to Ford Motor Company seeking answers as to why a recall notice was not sent until years after a vehicle fire took my Father's life. The response I received was a denial of responsibility based on the expiration of the statute of limitations in Minnesota.

Following my letter to them, Ford appealed via the media to all owners of all vehicles in this recall and listed the entire line of models and years the recall affected. Most recently, Ford sent yet another recall to my deceased Father. This one again asks him to bring his vehicle in and also apologizes for not having enough repair parts in the past.

Four separate firms I have contacted on this since last year have either declined or not responded. I understand and agree with your office's policy about not offering legal advice. I will ask you this simply from one person to another. How would you feel about this if you were in my position, and what would you do about it from my position?

Thank you for your time,





OFFICE OF THE ATTORNEY GENERAL

State of Minnesota

ST. PAUL, MN 55155

May 5, 2008

LORI SWANSON
ATTORNEY GENERAL

[REDACTED]

Minnesota City, MN [REDACTED]

Dear [REDACTED]:

I thank you for your correspondence received on April 16, 2008.

You state that your father died in a vehicular fire on his farm in July 2003. You state that Ford Motor Company (Ford) sent your deceased father recall notices for his 1995 Lincoln Town Car in 2007, regarding a defect that spontaneously starts fires under the hoods of vehicles. You enclose your correspondence with Ford, in which Ford states that there is a two-year statute of limitations for bodily injury claims in Minnesota and denies liability for your claim. You would like to bring this matter to the attention of this Office.

First, I am very sorry about the loss of your father and the tragic circumstances leading to his death. I extend my deepest sympathies to you.

Second, the National Highway Transportation Safety Administration (NHTSA) is the federal agency with the authority to regulate the issuance of vehicle recall notices. If you have not done so already, you may wish to communicate your concerns regarding the timing of the recall to the NHTSA as follows:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-211)
400 7th Street, SW
Washington, D.C. 20590
(888) 327-4236
<http://www-odi.nhtsa.dot.gov/>

May 5, 2008

Page 2

Third, I understand that you have had difficulty obtaining legal representation in this matter, perhaps in part because of the statute of limitations. A private attorney, however, is in the best position to advise you of your rights. You may wish to contact the Minnesota State Bar Association's Attorney Referral Service, which is available on the Internet at www.mnfindalawyer.com. If you do not have Internet access, it may be available at your nearest public library. If you select an attorney through the referral service, you should ask about any initial consultation fee since the fees vary.

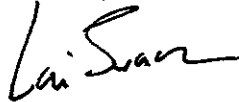
Finally, if your attorney concludes that your claim was barred by the statute of limitations before you even received the recall notice advising you of the problem, you may wish to contact your legislators about whether they wish to consider changes to law. Based on your address, I believe they may be contacted as follows:

Representative Steve Drazkowski
247 State Office Building
100 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, MN 55155
(651) 296-2273

Senator Steve Murphy
325 Capitol Building
75 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, MN 55155-1606
(651) 296-4264

I thank you again for your correspondence.

Sincerely,



LORI SWANSON
Attorney General