

Mr. Frank M Ligon
Director - Service Engineering Operations
Ford Motor Company
P O Box 1904
Dearborn, Michigan 48121
Date: 9/12/08

2008 SEP 23 PM 1:36

CL-10243690-7640

Subject: Unacceptable Outcome of Ford's "Speed Control Deactivation Program"
-1997 Crown Vic, S/N 2FALP74W1V [REDACTED] O5S28

Dear Mr Ligon,

As per your instruction in your letter dated August 2007 (copy of this letter is attached). On 9/24/07 I took my Crown Vic to Steve Baldo Ford in Niagara Falls, NY to have the Speed Control Switch Deactivated. The new replacement part was not available at the time. I wish Ford had the replacement part available because I would not have the problem I am having now

I took half a day vacation time and brought my car back to Steve Baldo Ford on 9/3/08 to have the replacement part installed, this took only a few minutes. Given my background as an engineer, while driving back home on the I-190, I thought it may be a good idea to test the cruise control. To my disbelief the cruise control did not work. The cruise "on" light never came on. It should be pointed out that after the part was installed the dealer's mechanic did not take my car for a test-drive. Is this considered a good practice from a Ford repair shop? Any repair should be followed with a test drive. You cannot just plug-in a new parts and call the job complete and walk away from it!

Immediately, I turned around and drove back to Steve Baldo Ford, I was told by the service-associate that I will have to pay \$87.00 for the diagnostic because the trouble shooting/diagnostic work has not been authorized /covered by Ford recall program. Steve Baldo's service-associate questioned me couple times if the cruise control was truly working prior to the "deactivation" I told him that my cruise control was working perfectly but that I have no way of proving this fact. I am not aware that I have the burden to prove that it was working. If I knew my honesty may be questioned at a later date then I would have demanded that the mechanic take my Crown Vic for a ride prior to him deactivating the switch. And I would have also demanded that a written record be made that the cruise control was in working condition. Ford letter dated of August 2008 concerning this recall does not state that the customer must prove the cruise control works prior to the "deactivation" nor does it talk about that the customer must bring the car back to have the new parts installed within so many months, this last point was insinuated by Mr. Keith Wiesinger as a potential problem.

Couple days after this unpleasant experience, I spoke with Steve Baldo's service and parts manager Mr. Keith Wiesinger, (716-283-7691, X-3240) without a resolution. Mr Wiesinger encouraged me to call Ford @ 1-800-392-3673. I called and spoke with Amanda. After explaining to Amanda this unfair and unacceptable situation that this

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recall program thrust me into, Amanda rejected my request to have Ford pay for the troubleshooting cost. Amanda probably "followed the book" but the book is messed up and unacceptable to the customer. Mr. Ligon, as a Ford customer I followed your instruction to schedule the deactivation quickly due to potential fire hazards. I do not benefit whatsoever from this Ford's re-call. Ford's deactivation program has caused my previously working cruise control not to work. I did not ask for this deactivation program, I got stuck with a substandard product in my Crown Vic and now I am being forced into paying for the diagnostic because the new part does not work or not installed properly. And who knows hundred of dollars the actual repair-cost from Steve Baldo may be. As a Ford customer, the way the program has been managed is completely unacceptable and inadequate. Mr. Ligon I am asking you to help to rectify this problem as soon as possible. I have every right to expect that Ford deactivation program will not result in a permanent de-activation of my previously working cruise control. Once more my cruise control was working prior to the deactivation. I simply expect Ford to do whatever it takes to restore my cruise control to the pre-deactivation working status.

Please feel free to contact me any time at [REDACTED] (O) or my [REDACTED] (C)

Looking forward to hearing from you soon I remain,
Sincerely

[REDACTED]
[REDACTED]
Grand Island, NY [REDACTED]

COPY:

- Mr. Keith Weisiger , Steve Baldo Ford, Niagara Falls, NY
- Attn: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590.
- Mr. Harry Dixon Jr LLP, Gestzville, NY

DEAR ADMINISTRATOR
ANY LEVERAGE YOU
CAN EXCERT ON
FORD MOTOR CO.
TO CORRECT THIS
UNFAIR SITUATION
IS APPRECIATED.
I DO NOT BELIEVE
I'M THE ONLY ONE
WITH THIS PROBLEM
THANKS [REDACTED]



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



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August 2007

GRAND ISLAND, NY

1997 Crown Victoria

Vehicle ID #: 2FALP74W1VX 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).

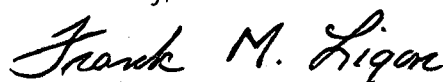
Or you may contact us through the internet at www.fleet.ford.com.

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