

[REDACTED]
Springfield, Ohio, [REDACTED]
11 Nov 2009

Ford Motor Company
Ford Customer Service Division
PO BOX 1904
Dearborn, Michigan 48121

Dear Sirs:

Last week I received a safety recall notice for my Ford Explorer. I have enclosed a copy. This vehicle is already on your Customer Service records, with Case ID 0591302379. The vehicle is on a car lift at S & J Auto Repair, 715 East Main Street, Springfield, Ohio 45503 (937-322-2060). It has been there since 06 August this year, waiting for a long overdue replacement clutch from FMC. Four prior expected dates of delivery have passed, and the current one is 30 Nov.

Your notice advises me to park the Explorer away from structures, as a protection against fire hazard. I called S & J Auto the day I received the notice; they told me the vehicle cannot be lowered and moved, as the engine is loose, awaiting the clutch and repairs. I suppose the risk is low, especially to people, as they do not sleep there, and have fire extinguishers. However, they cannot move it away from the building, repair equipment, or other vehicles.

You advise me to call a Ford dealer "without delay" to arrange repairs, but of course this is moot so long as the vehicle is immobile.

In addition to my call, I believe it behooves FMC to directly contact S & J Auto to discuss any hazards from the vehicle.

Also, please do whatever you can to expedite delivery of the clutch. It is absurd to wait over three months for a common wear item to be available.

Yours sincerely,

[REDACTED]
[REDACTED] M. D.

cc: NHTSA

ET
02/22/2010
CW



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

November 2009



SPRINGFIELD, OH

2002 Explorer
Vehicle ID #: 1FMDU72EX2Z [REDACTED] 09S09

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 your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, 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, a speed control deactivation switch installed on your vehicle will not leak brake fluid, posing the risk of a fire. This condition may occur either when the vehicle is parked or when it is being operated.

This risk exists on vehicles equipped with or without speed control.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to perform the repairs under this program on 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 should you do?

Please call your dealer without delay and request a service date for Recall 09S09. 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 outdoors away from structures to prevent a potential fire from spreading.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements with a Ford or Lincoln/Mercury dealer to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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 have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to the affected electrical switch being recalled. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also 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.

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 AND FLEET 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). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet please use the following:

- Retail owners - www.Fordowner.com.
- Fleet owners - www.fleet.ford.com.

MOTORHOME OWNERS: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. 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 Ave. S.E., 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