

[REDACTED]
DECATUR, GEORGIA [REDACTED]
[REDACTED]

DEC 17 2014

December 9, 2014

NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

Re: Intermittent total shut down problem common to 1997 Ford Crown Victorias.
This specific case V.I.N. 2FALP74W0VX [REDACTED]

Dear Sir or Madam,

Please reference the enclosed copy of my letter to Ford Motor Company dated October 18, 2014. None of the facts have changed.

Also please reference the response from Ford dated November 25, 2014. (By the way, the 'Speed Control' recall they note was repaired by an independent shop years ago.)

The electrical defect at issue is not a simple matter correctable by a routine repair. It is a danger to life and property resultant of a defective part manufactured by or for Ford for its own vehicles. Obviously the repair that was performed last year and the failure of the replacement part within a year of installation indicates that Ford does not offer a part that is reasonably functional and durable such that the vehicle is not repairable, particularly as Ford has not indicated that a repair is possible.

Further, investigation indicates that this is a common problem with this year and model, and perhaps with other Ford vehicles containing the same part. Recent investigation demonstrates that Ford issued what amounted to a kind of 'silent recall' relating to this part years ago, but I never received notice of such (in spite of having received multiple notices from Ford (including recently) regarding the 'Speed Control' defect they reference). Apparently Ford has decided it is not worth their while to take further action to eliminate this dangerous situation which they created.

I will appreciate your investigating this matter and will be pleased to cooperate with you in any way I reasonably can.

With Best Holiday Wishes,



P.S.: Once you have completed your investigation, I would appreciate contact information for whomever in your organization is responsible for interaction with the national news media.

Enclosures

- October 18, 2014 letter from [REDACTED] to Ford
- November 25, 2014 letter from Ford to [REDACTED]

[REDACTED]
[REDACTED]
DECATUR, GEORGIA [REDACTED]
[REDACTED]

October 18, 2014

Mr. Mark Fields, CEO
Ford Motor Company
P.O. Box 6248
Dearborn, Michigan 48126

Re: 1997 Ford Crown Victoria 2FALP74W0VX [REDACTED]

Dear Mr. Fields,

I am the original and current owner of this vehicle.

Mid 2013 the vehicle presented intermittent electrical system failure such that the car and all systems shut down while underway. After several months and multiple trips to ASE certified mechanics, in December 2013 a diagnosis code indicated problem with the lighting control module. Once this was replaced I experienced no more problems until summer 2014 when the same problem recurred (electrical system and vehicle shutting off while underway). Again the lighting control module was replaced and up to this date I have not experienced further problems.

Obviously this is a dangerous situation, as when the vehicle shuts down underway I lose power assist to brakes and steering, and this vehicle is very difficult to stop and maneuver when the power shuts off. Considering the history, I would expect this problem to recur again within the next six months or so.

It has since come to my attention that this problem is common to this model and year and that Ford has been aware of the problem for many years.

Having been sold a vehicle with a fundamental recurring operating problem that is a potential danger to life and property is obviously unacceptable. Considering I have already incurred

[REDACTED] to Fields, CEO
Re: 2FALP74W0VX [REDACTED]

Certified Mail # [REDACTED]

October 18, 2014
Page 1 of 2

considerable expense dealing with this problem, I will appreciate hearing from you as to what Ford will do to correct this problem on a permanent basis at no further cost to me.

Yours,



P.S.: The vehicle has approximately 103,000 miles currently. It has not been involved in any accidents.

██████████ to Fields, CEO
Re: 2FALP74W0VX ██████████

Certified Mail #



October 18, 2014
Page 2 of 2



November 25, 2014

[REDACTED]
Decatur, GA [REDACTED]

Case # [REDACTED]

VIN: 2FALP74W0VX [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. Based on the Vehicle Identification Number for your Crown Victoria, our records indicate that it is involved in an open recall program. Please contact your Ford dealership right away to schedule an appointment to complete the work.

- 05S28 Speed Control System Modification

Your letter provided details of an electrical concern with your vehicle, and a request for financial assistance with the repair.

We sincerely regret the service concerns you have experienced with your vehicle. While we believe your experience to be far from typical of Ford products, we certainly apologize for the inconvenience you have been caused as a result.

We have checked the Vehicle Identification Number for your Crown Victoria and, after reviewing our records, we see that there are no factory warranties or programs in effect that would provide assistance for the electrical concern. Unfortunately, we are unable to assist you with the cost of this repair.

Thank you for contacting Ford Motor Company. We are sorry that we were not able to meet your expectations.

Sincerely,


Teresa Wesley
Customer Service Representative
Ford Motor Company

DECATUR, GEORGIA

OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7013 2630 0001 6238 1599



U.S. POSTAGE
\$3.79
FCM LETTER
30030
Date of sale
12/09/14
06 2S00
08343213
SSK

FOLD HERE

NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

W40-304

20590

