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Director  
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Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

March 4, 2005

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 05S28 - Supplement #2  
Certain 2000 Model Year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew  
Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

**REF:** Safety Recall Bulletin 05S28 Supplement #1 dated February 9, 2005

**New! REASON FOR SUPPLEMENT #2**

*The purpose of this supplement is to provide additional information to assist you in managing the following potential situations:*

- *A customer who has physical limitations that require the use of the Speed Control System.*
- *An affected vehicle is presented to your dealership for the interim repair with the Speed Control Deactivation Switch leaking.*

**REASON FOR SUPPLEMENT #1**

This supplement contains the following additional information:

- Activation of FSA VIN lists and additional claiming and refund information (Attachment I)
- Information regarding the Ford Genuine Accessory Speed Control kit (Attachment I)
- Dealer Q & A (Attachment IV) and Acknowledgement of Interim Service Offer (Form Letter)

**AFFECTED VEHICLES**

<b>Assembly Plant</b>	<b>Year and Model</b>	<b>Build Dates</b>
Cuautitlan Assembly Plant	2000 F-150	Built from February 3, 2000 through August 26, 2000
Kansas City Assembly Plant	2000 F-150	Built from April 27, 1999 through August 7, 2000
Norfolk Assembly Plant	2000 F-150	Built from April 20, 1999 through August 5, 2000
Ontario Assembly Plant	2000 F-150	Built from May 3, 1999 through October 17, 2000
Kansas City Assembly Plant	2001 F-150 SuperCrew	Built from September 11, 1999 through August 7, 2000
Michigan Truck Plant	2000 Expedition 2000 Navigator	Built from March 30, 1999 through August 7, 2000

Affected vehicles have been identified in OASIS since January 27, 2005.

## **REASON FOR THIS RECALL**

The underhood speed control deactivation switch may overheat, smoke, or burn, which could result in an underhood fire. The potential for a fire exists regardless of whether speed control is being used or the engine is running.

## **SERVICE ACTION**

### **New!**

*Parts for the permanent repair will not be available in sufficient volume to service the affected vehicle population until approximately April or May 2005. Until parts are available, the interim repair (see Attachment III) should be used to disconnect the speed control deactivation switch and eliminate the possibility of overheating, smoke and fire. When parts become available, the permanent repair (replacement of the switch) must be completed to close this recall.*

### **Note:**

- *Dealers with customers that require an operational Speed Control System on their vehicle, due to the physical limitations of the vehicle operator, should contact the Special Service Support Center at 1-800-325-5621.*
- *Dealers that encounter a leaking Speed Control Deactivation Switch while performing the interim repair should contact the Special Service Support Center at 1-800-325-5621.*

*Only an extremely small number of switches are available to service the conditions noted above.*

## **OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are not available. Customer Letters will be mailed the week of February 7, 2005, advising owners to have the interim repair performed to disconnect the speed control deactivation switch. When parts are available, all affected vehicle owners will be mailed a postcard directing them to contact their dealer to schedule a service appointment to have the permanent repair performed.

## **PLEASE NOTE:**

**Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
**New!** Attachment IV: Dealer Q & A  
Acknowledgement of Interim Service Offer (Form Letter)  
Customer Notification Letter

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,



Frank M. Ligon

**Safety Recall 05S28- Supplement #2**  
Certain 2000 Model Year F-150, Expedition, Navigator, and  
2001 F-150 SuperCrew Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

**OASIS ACTIVATED?** Yes. OASIS was activated on January 27, 2005.

**NOTE:** This recall pertains to certain vehicles that have a factory installed speed control only. Ford offers a Genuine Accessory Speed Control kit that utilizes a production steering wheel identical to the factory-installed system. The Ford Accessory kit does not use a master cylinder mounted deactivation switch and, as a result, vehicles with this kit are not included in this recall. If a customer inquires about Safety Recall 05S28, and the VIN is not listed in OASIS under 05S28, the vehicle is not involved in the program.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by February 11, 2005. Owner names and addresses will be available by February 11, 2005.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for both interim and permanent repairs.
- Immediately contact any of your affected owners identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.

**Safety Recall 05S28- Supplement #2**  
Certain 2000 Model Year F-150, Expedition, Navigator, and  
2001 F-150 SuperCrew Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 05S28
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

**Safety Recall 05S28- Supplement #2**  
Certain 2000 Model Year F-150, Expedition, Navigator, and  
2001 F-150 SuperCrew Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Disconnect electrical connector from the speed control deactivation switch, tape connector end to protect it from contamination, and secure connector with a tie-strap to prevent a rattle concern.  NOTE: This is an interim repair only and will not close Safety Recall 05S28.	05S28J	0.3 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts for the permanent repair will not be available until approximately April or May 2005.

## CERTAIN 2000 MODEL YEAR F-150, EXPEDITION, NAVIGATOR AND 2001 F-150 SUPERCREW VEHICLES EQUIPPED WITH SPEED CONTROL OPTION — SPEED CONTROL DEACTIVATION SWITCH REPLACEMENT — INTERIM REPAIR

### OVERVIEW

This interim repair has been developed to disable the speed control system until service parts become available.

### SPEED CONTROL SYSTEM — DISABLE

1. Disconnect the electrical connector from the speed control deactivation switch which is located on the brake master cylinder. See Figure 1.

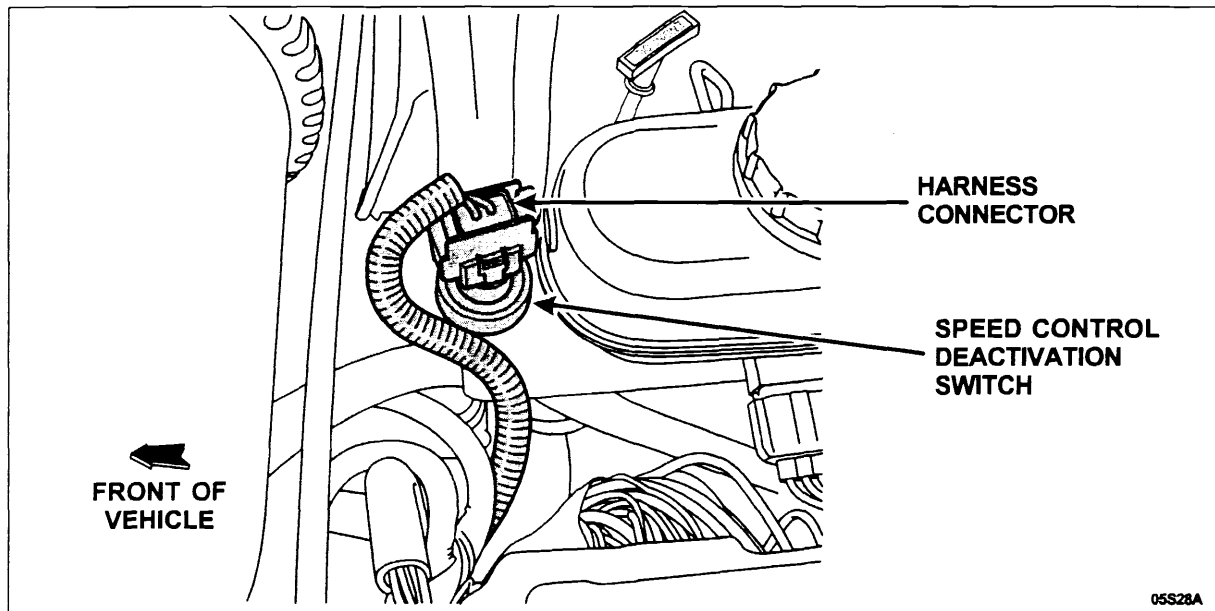


FIGURE 1



2. Using vinyl tape, tape closed the end of the deactivation switch harness connector to prevent contamination from entering the connector.
3. Secure the connector by tie strapping it to the speed control cable or another available location to prevent rattle or contact with other components. Keep the harness away from the power distribution box to avoid chafing the harness. See Figure 2.

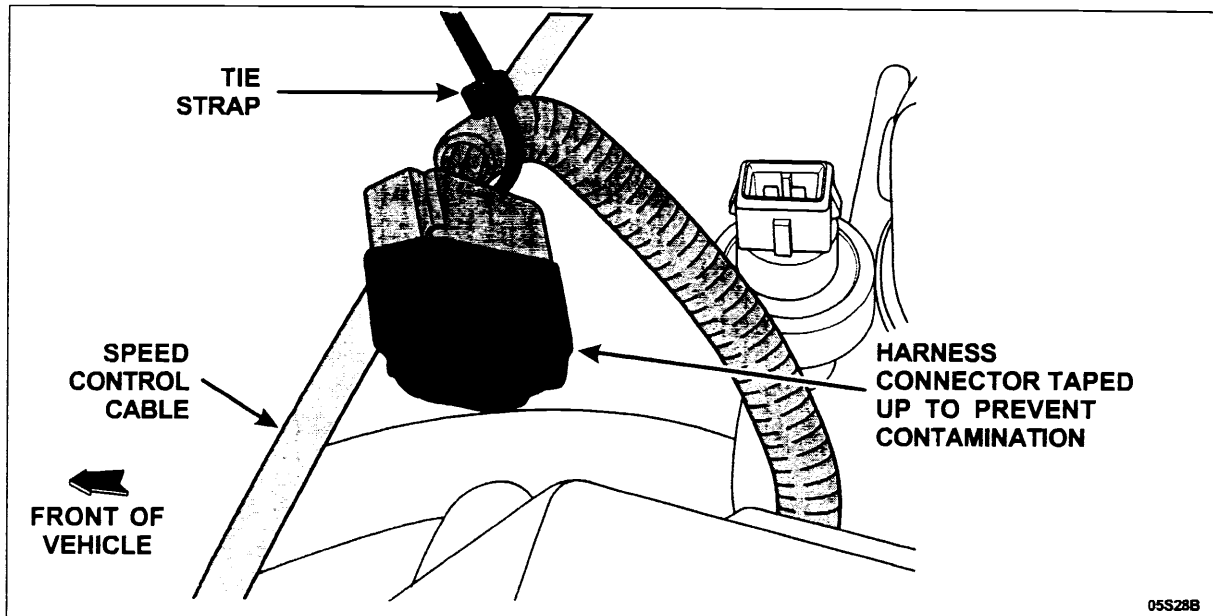


FIGURE 2





**DEALER Q & A****Q1. What vehicles are involved?**

A. Certain 2000 model year F-150, Expedition and Navigator and 2001 F-150 SuperCrew vehicles.

**Q2. The need to bring the vehicle in for both an interim and permanent repair will be a significant inconvenience for our customers, what can I do to help address this?**

A. To perform the service quickly and avoid the need for the customer to leave their vehicle, we are recommending that dealers perform the interim repair in the service write-up area.

**Q3. Why is an interim repair required?**

A. The interim repair is required because the replacement Speed Control Deactivation Switch is not yet available, and the circuit feeding the switch is energized at all times, even when the vehicle is not running. This means a fire could occur at any time, regardless of whether the Speed Control System is being used or whether the engine is running. The interim repair of disconnecting electrical power from the switch will prevent the switch from overheating. This interim repair will disable the Speed Control System.

**Q4. So customers will not be able to use their Speed Control System until the permanent repair is performed?**

A. Correct. Although some customers may regard the inability to use their Speed Control System as an inconvenience, we believe this action is in the best interest of our customers' safety.

**Q5. Can I just remove the fuse for the Speed Control System circuit?**

A. No. Removing the fuse will disable more systems on the vehicle than just the Speed Control System.

**Q6. Can the customer disconnect the Speed Control Deactivation Switch connector?**

A. No. To ensure that the correct connector is disconnected, a dealership technician should perform this service.

**Q7. Is the Speed Control Deactivation Switch located on the vehicle steering wheel?**

A. No. The Speed Control Deactivation switch is mounted to the brake master cylinder under the hood, and is not located on the steering wheel (see Attachment III, Figure 1).

**Q8. Can customers avoid overheating the switch by not using the Speed Control System?**

A. No. Because the electrical circuit to the Speed Control Deactivation Switch is always energized, not using the Speed Control System will not reduce the potential for overheating of the switch.

**Q9. What if a customer refuses to have the interim repair performed?**

A. Dealers may use the "Acknowledgement of Interim Service Offer" letter posted with this bulletin to document the customer's refusal of the interim repair. The signed letter should then be filed for future reference.

**DEALER Q & A (Continued)**

**New!**

**Q10. What if I have a customer who has physical limitations that necessitate that their vehicle has an operational Speed Control System?**

A. Call the Special Service Support Center at 1-800-325-5621.

**Q11. If, while performing the interim repair, I encounter a Speed Control Deactivation Switch that is leaking, what can I do to stop the leak?**

A. Call the Special Service Support Center at 1-800-325-5621.

**Safety Recall 05S28**  
**Acknowledgement of Interim Service Offer**

Ford Motor Company has announced safety recall 05S28 for certain 2000 model year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew vehicles equipped with speed control for the replacement of the speed control deactivation switch due to the potential for the switch to overheat, smoke and cause a vehicle fire. Parts for the permanent repair are not currently available. Until parts are available, Ford Motor Company is offering an interim repair at no cost to the customer to disable the speed control system and eliminate the possibility of overheating, smoke and fire.

\_\_\_\_\_ has offered to conduct the interim repair on  
*(Dealership Name)*

\_\_\_\_\_ to  
*(Vehicle Model)* *(VIN)*

\_\_\_\_\_. The customer has chosen not to have the  
*(Customer Name)*

interim repair completed after being informed that Ford Motor Company has announced Safety Recall 05S28 to prevent potential vehicle fires.

This form acknowledges that \_\_\_\_\_  
*(Dealership Name)*

has offered the Safety Recall 05S28 interim repair on the above vehicle and

\_\_\_\_\_ has chosen not to have the interim service performed.  
*(Customer Name)*

\_\_\_\_\_  
Dealer Service Manager                      Date

\_\_\_\_\_  
Customer signature                                      Date



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

February 2005

Safety Recall 05S28

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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 2000 model year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew 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?** On your vehicle, an underhood speed control deactivation switch may overheat, smoke, or burn, which could result in 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 your vehicle will not be available until April or May 2005, and as a result, we are implementing a two-stage repair process. Until parts are available for the permanent repair, you should contact your dealer to make an appointment to have the electrical connector disconnected from the speed control deactivation switch, which is located under the hood of your vehicle. This procedure will disable the speed control system and eliminate the potential for the switch to overheat. The speed control system will then be inoperative until the permanent repair is performed. We recognize this may be an inconvenience, but we believe this preventive action is in the best interest of our customers' safety.

When parts become available for the permanent repair in April or May 2005, you will be notified via postcard to contact your dealer to schedule an appointment to have the new switch installed and to reconnect the speed control system on your vehicle.

Ford Motor Company and your dealer will perform the above repairs free of charge (parts and labor).

- ) **How long will it take?** The time needed for this repair is less than one-half day. However, due to service 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.  
If you do not already have a servicing dealer, you can access <http://www.genuineflmservice.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.**
- 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 either through your dealer or directly from Ford Motor Company.  
To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.  
Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.  
Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.
- Have you changed your address or sold the vehicle?** If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

**Can we assist you further?**

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

**Ford Owners:** Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

**Lincoln Owners:** Call 1-800-521-4140. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:

[www.ownerconnection.com](http://www.ownerconnection.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, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

March 31, 2005

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 05S28 - Supplement #3  
Certain 2000 Model Year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew  
Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

**REF:** Safety Recall Bulletin 05S28 Supplement #2 dated March 4, 2005

**REF:** Safety Recall Bulletin 05S28 Supplement #1 dated February 9, 2005

**New! REASON FOR SUPPLEMENT #3**

*The purpose of this supplement is to announce that parts are available in limited supply and provide details of the "Seed-Stock" plan. Also, this supplement provides Technical Instructions and associated Labor Allowances for the permanent repair.*

**REASON FOR SUPPLEMENT #2**

Provide information to address customers who have physical limitations that require the use of the Speed Control System and vehicles with leaking Speed Control Deactivation Switches.

**REASON FOR SUPPLEMENT #1**

This supplement contains the following additional information:

- Activation of FSA VIN lists and additional claiming and refund information (Attachment I)
- Information regarding the Ford Genuine Accessory Speed Control kit (Attachment I)
- Dealer Q & A (Attachment IV) and Acknowledgement of Interim Service Offer (Form Letter)

**AFFECTED VEHICLES**

<b>Assembly Plant</b>	<b>Year and Model</b>	<b>Build Dates</b>
Cuautitlan Assembly Plant	2000 F-150	Built from February 3, 2000 through August 26, 2000
Kansas City Assembly Plant	2000 F-150	Built from April 27, 1999 through August 7, 2000
Norfolk Assembly Plant	2000 F-150	Built from April 20, 1999 through August 5, 2000
Ontario Truck Plant	2000 F-150	Built from May 3, 1999 through October 17, 2000
Kansas City Assembly Plant	2001 F-150 SuperCrew	Built from September 11, 1999 through August 7, 2000
Michigan Truck Plant	2000 Expedition 2000 Navigator	Built from March 30, 1999 through August 7, 2000

Affected vehicles have been identified in OASIS since January 27, 2005.

## **REASON FOR THIS RECALL**

The underhood speed control deactivation switch may overheat, smoke, or burn, which could result in an underhood fire. The potential for a fire exists regardless of whether speed control is being used or the engine is running.

## **New! SERVICE ACTION**

### **If Parts Are Not Available:**

Parts for the permanent repair will be available in only limited supply until open ordering begins, which is estimated to be in early May, 2005 (see Attachment II). If a vehicle is presented to your dealership for 05S28 repairs prior to that time, and you do not have parts in inventory to perform the permanent repair, the interim repair procedure (see Attachment III) should be used to disconnect the Speed Control Deactivation switch and eliminate the possibility of overheating, smoke and fire. When parts become available, the permanent repair (replacement of the switch) must be completed to close this recall.

- NOTE:
- Dealers without parts that have customers that require an operational Speed Control System on their vehicle, due to the physical limitations of the vehicle operator, should contact the Special Service Support Center at 1-800-325-5621.
  - Dealers without parts that encounter a leaking Speed Control Deactivation Switch while performing the interim repair should contact the Special Service Support Center at 1-800-325-5621.

### ***If Parts Are Available:***

*At no charge to the owner, dealers are to replace the speed control deactivation switch with a switch of a new design, inspect the vehicle harness electrical connector for signs of brake fluid contamination and install a wire harness jumper to provide a connection to the new switch.*

*If the vehicle harness electrical connector shows signs of brake fluid contamination, dealers are to splice the vehicle harness to the wire harness jumper and apply electrical grease to the Speed Control Servo electrical connector according to the instructions provided in Attachment III. In addition, dealers are to inspect the Speed Control Servo electrical connector for heat damage. If the Speed Control Servo shows signs of heat damage, dealers should call the Special Service Support Center to obtain the appropriate repair information.*

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

*All affected vehicle owners will be mailed a postcard directing them to contact their dealer to schedule a service appointment to have the permanent repair performed. This mailing will coincide with the removal of part ordering restrictions (estimated to be early May, 2005).*

## **PLEASE NOTE:**

**Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**




**ATTACHMENTS**

Attachment I: Administrative Information  
~~New~~ Attachment II: Labor Allowances and Parts Ordering Information  
~~New~~ Attachment III: Technical Information (Interim and Permanent Repair)  
~~New~~ Attachment IV: Dealer Q & A  
Customer Notification Letter  
Customer Acknowledgement Form

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,



Frank M. Ligon

**Safety Recall 05S28- Supplement #3**  
Certain 2000 Model Year F-150, Expedition, Navigator, and  
2001 F-150 SuperCrew Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

**OASIS ACTIVATED?** Yes. OASIS was activated on January 27, 2005.

**NOTE:** This recall pertains to certain vehicles that have a factory installed speed control only. Ford offers a Genuine Accessory Speed Control kit that utilizes a production steering wheel identical to the factory-installed system. The Ford Accessory kit does not use a master cylinder mounted deactivation switch and, as a result, vehicles with this kit are not included in this recall. If a customer inquires about Safety Recall 05S28, and the VIN of their vehicle is not listed in OASIS under 05S28, the vehicle is not involved in the program.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com>. The FSA VIN list and owner names and addresses were made available February 11, 2005.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for the repair.
- Immediately contact any of your affected owners identified in OASIS. Give the owner a copy of the Customer Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.

**Safety Recall 05S28- Supplement #3**  
Certain 2000 Model Year F-150, Expedition, Navigator, and  
2001 F-150 SuperCrew Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 05S28
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

**Safety Recall 05S28-S3 Supplement #3**  
 Certain 2000 Model Year F-150, Expedition, Navigator, and  
 2001 F-150 SuperCrew Vehicles Equipped With Speed Control  
 Speed Control Deactivation Switch Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>Interim Repair (Parts not available):</b> Disconnect electrical connector from the speed control deactivation switch, tape connector end to protect it from contamination, and secure connector with a tie-strap to prevent a rattle concern. NOTE: This is an interim repair only and will not close Safety Recall 05S28.	05S28J	0.3 Hour
<b>New! NON-LEAKING SWITCH:</b> <i>Inspect the Speed Control Deactivation Switch electrical connector for brake fluid contamination, replace the Speed Control Deactivation Switch and install the jumper harness.</i>	05S28B*	0.4 Hour
<b>New! LEAKING SWITCH:</b> <i>Inspect the Speed Control Deactivation Switch electrical connector for brake fluid contamination, replace the Speed Control Deactivation Switch, splice the vehicle harness to the jumper harness, blow brake fluid from the Speed Control Servo electrical connector, and apply electrical grease to electrical connector.</i>	05S28C*	0.6 Hour

\* Subject to "FCS-700 Tag Return". (See "Parts Retention and Return")

**New! PARTS REQUIREMENTS / ORDERING INFORMATION / SEED STOCK VOLUME**

Parts for this program will be seed stocked to dealers over a 5 week period beginning the week of March 28, 2005. See table below for weekly part seed volumes. Open ordering of the Speed Control Deactivation Switch Kit is estimated to begin the week of May 2, 2005.

Part Number	Description	Quantity
1L1Z-9F924-AA	Brake Repair Kit	1

Dealer Involved Vehicles*	Seed 1 Week of 3/29	Seed 2 Week of 4/4	Seed 3 Week of 4/11	Seed 4 Week of 4/18	Seed 5 Week of 4/25
1-10	1 piece				1 piece
11-20	1 piece	1 piece			1 piece
21-50	1 piece	1 piece	1 piece	1 piece	1 piece
50 or more	2.5% of FSA VIN List	2.5% of FSA VIN List	2.5% of FSA VIN List	2.5% of FSA VIN List	2.5% of FSA VIN List

\* Dealers will need to access either <https://web.fsavinlists.dealerconnection.com> or <http://FMCDDealer.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock program.

**Safety Recall 05S28-S3 Supplement #3**  
Certain 2000 Model Year F-150, Expedition, Navigator, and  
2001 F-150 SuperCrew Vehicles Equipped With Speed Control  
Speed Control Deactivation Switch Replacement

*The DOR/COR for this program is 50346. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).*

**New! RECALL PARTS ASSISTANCE**

We are introducing several new methods to contact the Special Service Support Center for questions or assistance regarding recall parts:

- E-mail: [Ford@Renkim.com](mailto:Ford@Renkim.com)
- FAX number: 1-888-374-8040
- Phone number: 1-800-325-5621

**DEALER PRICE**

For latest prices, refer to DOES II.

**New! PARTS RETENTION AND RETURN**

*After the claim is submitted, The Ford Warranty Parts Analysis Center (WPAC) may initiate an FCS 700 tag for the return of the following components. Do not return any removed parts unless you receive notice from PEARS (Parts Entry And Return System). Refer to your daily PEARS register for part disposition and return instructions.*

- *Non-leaking Speed Control Deactivation Switches.*
- *Leaking Speed Control Deactivation Switches with the old harness electrical connector attached.*

*Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."*

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

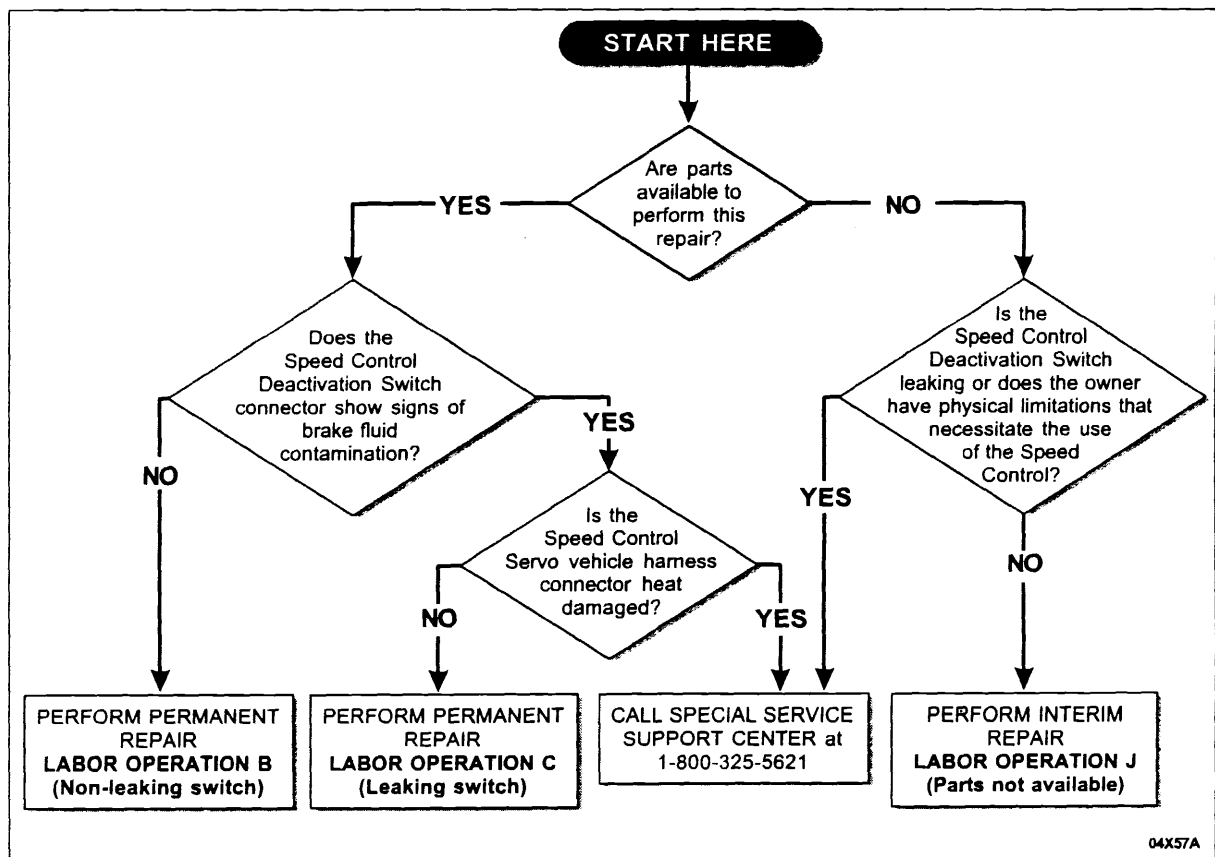
**CERTAIN 2000 MODEL YEAR F-150, EXPEDITION, NAVIGATOR AND CERTAIN 2001 F-150 SUPERCREW VEHICLES — SPEED CONTROL DEACTIVATION SWITCH REPLACEMENT**

**NEW OVERVIEW**

This program involves performing certain inspection procedures to determine which repairs to the speed control system must be performed. A flow chart has been developed to direct you to the proper service actions. See Figure 1.

All repairs will include replacing the Speed Control Deactivation Switch, then installing a jumper harness to mate the vehicle harness to the *new* deactivation switch, and, if required, inspecting the Speed Control Servo vehicle harness connector for damage caused by brake fluid wicking internally through the wires from the leaking Speed Control Deactivation Switch.

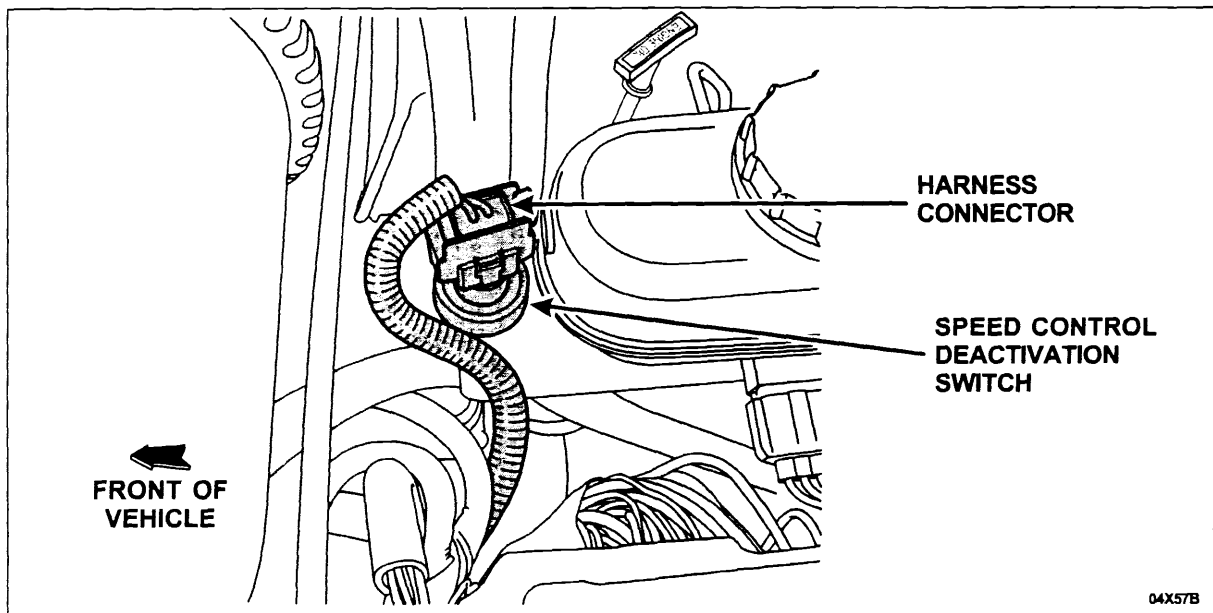
The specific repairs will be identified during the inspection procedures. In some cases, you will be directed to contact the Special Service Support Center for instructions.



**FIGURE 1**

**NEW INSPECTION**

1. Determine if the -9F924- Brake Repair Kit is available.
  - If the kit is available, proceed to Step 2 of this Inspection procedure.
  - If the kit is not available, proceed to Labor Operation J – Interim Repair.
    - If the switch is leaking or if, due to physical limitations, the vehicle owner requires the use of the speed control system, contact the Special Service Support Center at 1-800-325-5621 for further instructions.
2. Install a memory saver and disconnect the battery negative terminal.
3. Disconnect the Speed Control Deactivation Switch located on the brake master cylinder and inspect the harness connector for the presence of brake fluid. See Figure 2.
  - If no brake fluid is present, proceed to Labor Operation B – Repair for a Non-Leaking Switch.
  - If brake fluid is present, disconnect the Speed Control Servo and inspect the vehicle harness connector for heat damage.
    - If no heat damage is found (even if there is presence of brake fluid in the connector), proceed to Labor Operation C – Repair for a Leaking Switch.
    - If the connector is heat damaged, call the Special Service Support Center at 1-800-325-5621 for further instructions.



**FIGURE 2**



**NEW** LABOR OPERATION B – REPAIR FOR A NON-LEAKING SWITCH

1. **CAUTION:** Do not allow any foreign matter to enter the master cylinder port once the deactivation switch is removed.

Remove the Speed Control Deactivation Switch from the brake master cylinder.

2. **CAUTION:** DO NOT apply fluid to the electrical connector.

Add a few drops of Motorcraft High Performance DOT 3 Brake Fluid, PM-1, to the fluid port at the threaded end of the *new* deactivation switch. See Figure 3.



**FIGURE 3**

3. Install the *new* deactivation switch into the master cylinder and tighten to 18 Nm (13 lb-ft).
4. Install the supplied jumper harness between the vehicle harness connector and the *new* switch.





5. Using the supplied tie strap, secure the jumper to the speed control cable or some other stationary object. Keep the harness away from the power distribution box to avoid chafing the harness. See Figure 4.
6. Check the brake fluid level in the master cylinder and adjust if necessary.
7. Connect the battery cable and remove the memory saver.
8. Release the vehicle.

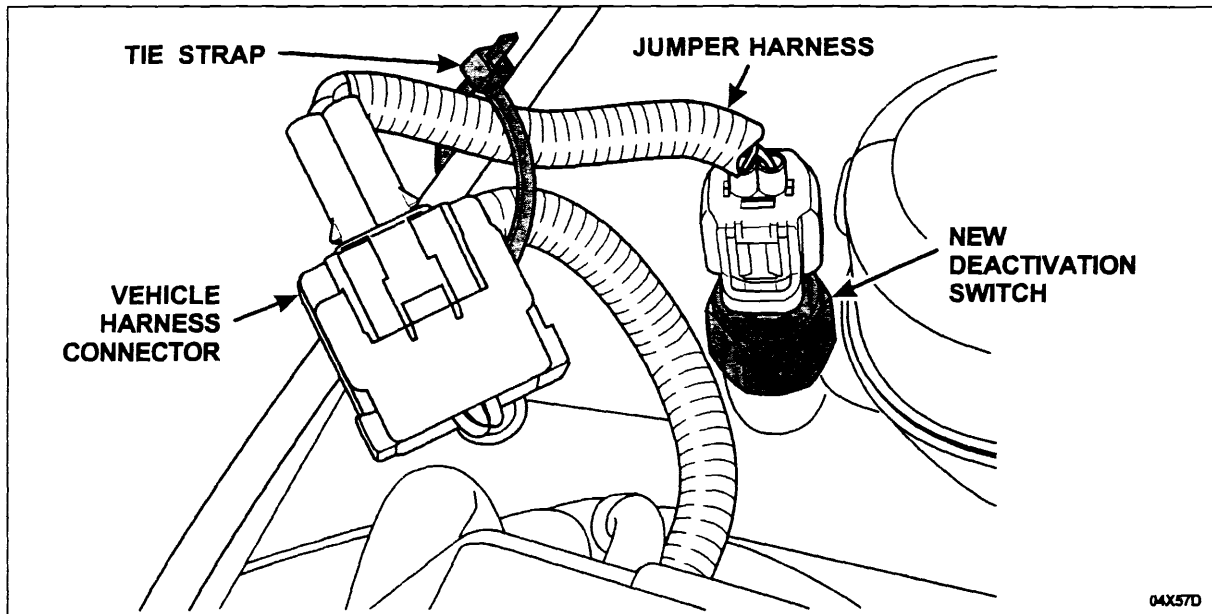


FIGURE 4



**NEW** LABOR OPERATION C – REPAIR FOR A LEAKING SWITCH

NOTE: If the Speed Control Deactivation Switch vehicle harness connector is contaminated with brake fluid caused by a leaking switch, the connector must be removed by splicing in the jumper harness. This operation includes the instructions to modify the vehicle harness and the supplied jumper assembly.

1. **CAUTION: Do not allow any foreign matter to enter the master cylinder port once the deactivation switch is removed.**

Remove the Speed Control Deactivation Switch from the brake master cylinder.

2. **CAUTION: DO NOT apply fluid to the electrical connector.**

Add a few drops of Motorcraft High Performance DOT 3 Brake Fluid, PM-1, to the fluid port at the threaded end of the **new** deactivation switch. See Figure 5.

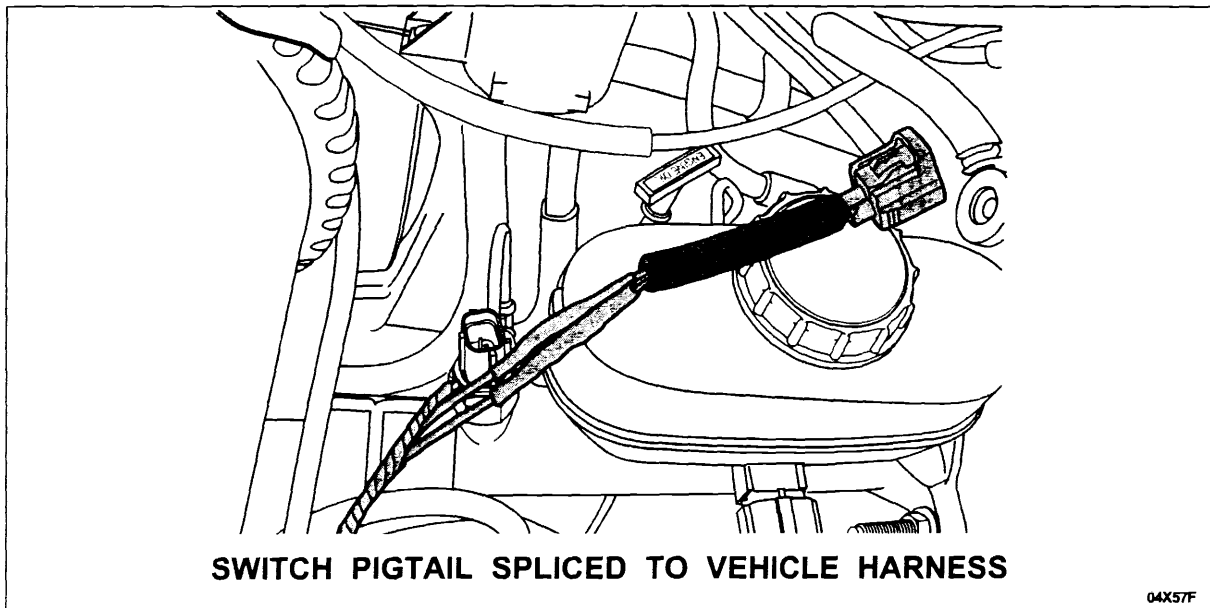


FIGURE 5

3. Install the **new** Speed Control Deactivation Switch into the master cylinder and tighten to 18 Nm (13 lb-ft).



4. Modify the vehicle wire harness and jumper harness as follows: See Figure 6.
  - a) Connect the jumper harness to the **new** Speed Control Deactivation Switch.
  - b) On the other end of the jumper harness, cut the connector off as close to the connector as possible. (The objective is to have a switch pigtail with the longest possible wire leads.)
  - c) After cutting off the connector, peel back the tape and convolute 50-75 mm (2-3 inches).
  - d) On the vehicle wire harness, peel back the tape and convolute 150 mm (6 inches).
  - e) Remove the vehicle harness connector by cutting the harness approximately 100 mm (4 inches) from the base of the connector.
  - f) Strip approximately 7 mm (1/4 inch) from the ends of all wires to be spliced.
  - g) From the Rotunda Wire Splice Tool Kit 164-R5903, obtain two (2) 16-gauge non-insulated butt splice connectors and two (2) pieces of heat shrink tubing.
  - h) Matching wire colors, position a piece of heat shrink tubing onto the wires, splice and heat-shrink the vehicle harness wires to the jumper wires.
  - i) Neatly tape the wires together using electrical tape.
5. With the Speed Control Servo disconnected, use shop air *only* to blow the servo connectors dry of any trace of brake fluid. **DO NOT USE ANY TYPE OF SOLVENT TO CLEAN THE CONNECTORS.**
6. Apply Ford Electrical Grease F8AZ-19G208-AA into each cavity of the vehicle harness connector *only*. It is not necessary to apply grease to the servo side of the connector.
7. Reconnect the servo connector.
8. Check the brake fluid level in the master cylinder and adjust if necessary.
9. Connect the battery cable and remove the memory saver.
10. Release the vehicle.



**FIGURE 6**



## LABOR OPERATION J – INTERIM REPAIR WHEN PARTS ARE NOT AVAILABLE

1. Install a memory saver and disconnect the battery negative terminal.
2. Disconnect the Speed Control Deactivation Switch located on the brake master cylinder. See Figure 7.

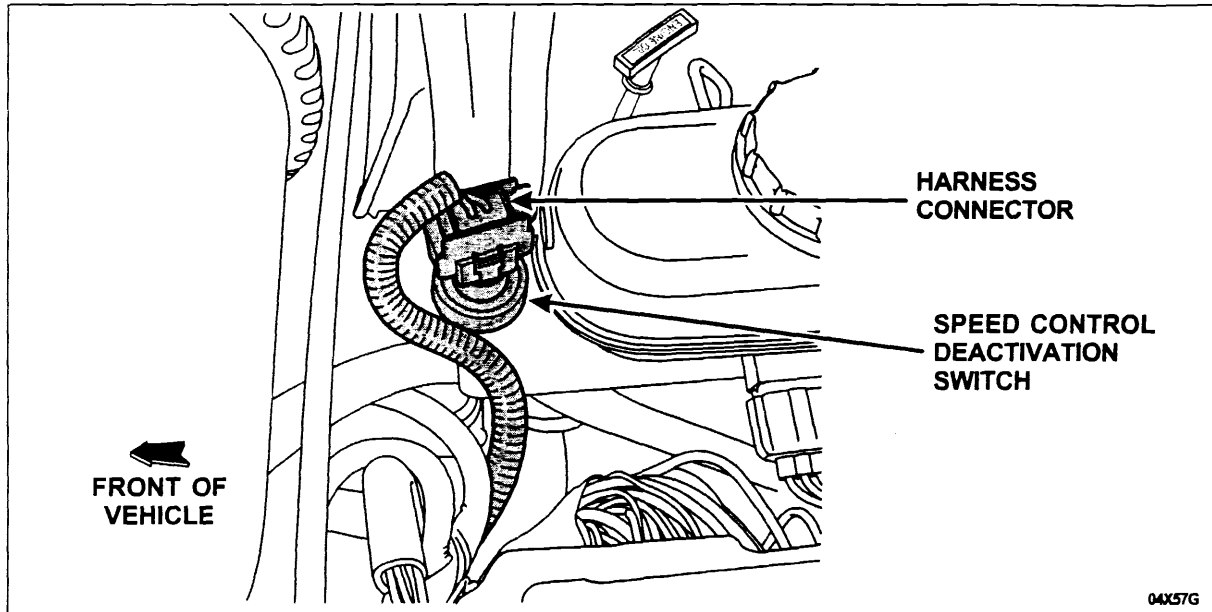


FIGURE 7

3. If the switch is leaking (brake fluid is present inside the connector), call the Special Service Support Center at 1-800-325-5621 for further instructions.
4. Using vinyl tape, tape closed the end of the Speed Control Deactivation Switch vehicle harness connector to prevent contamination from entering the connector.



5. Secure the harness/connector by tie strapping it to the speed control cable or some other stationary object. Keep the harness away from the power distribution box to avoid chafing the harness. See Figure 8.
6. Connect the battery cable and remove the memory saver.
7. Release the vehicle.

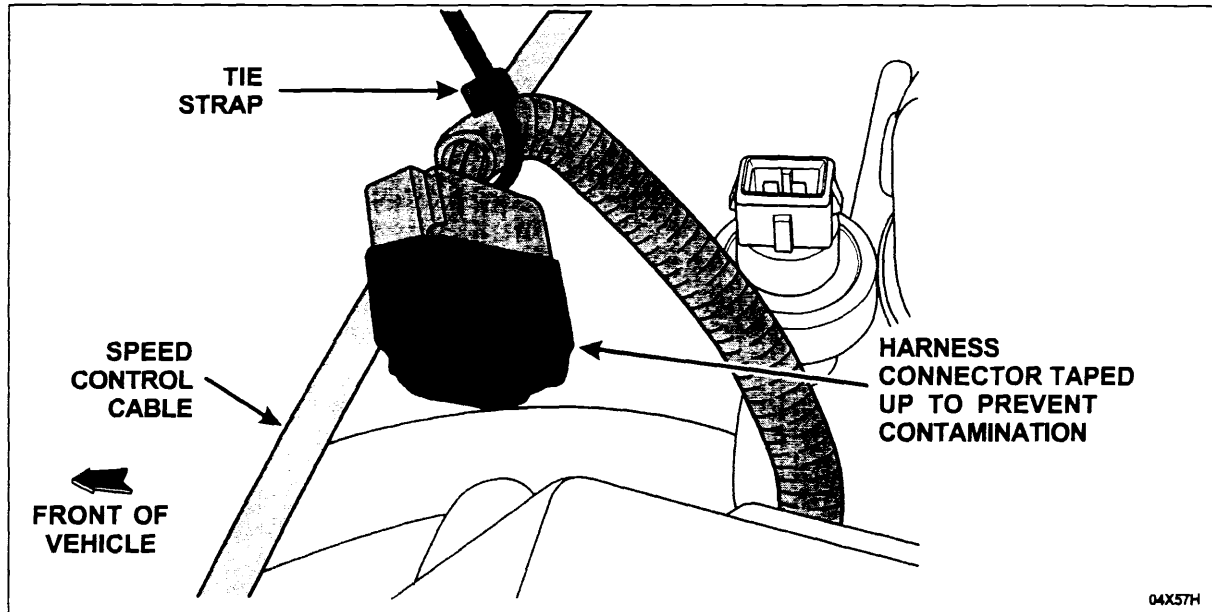


FIGURE 8



**DEALER Q & A****Q1. What vehicles are involved?**

A. Certain 2000 model year F-150, Expedition and Navigator and 2001 F-150 SuperCrew vehicles.

**Q2. The need to bring the vehicle in for both an interim and permanent repair will be a significant inconvenience for our customers, what can I do to help address this?**

A. **New** Parts are available in limited supply. However, if no parts are available, we are recommending that dealers perform the interim repair in the service write-up area to minimize customer inconvenience and avoid the need for the customer to leave their vehicle.

**Q3. Why is an interim repair required?**

A. **New** If the parts kit is not available, the interim repair is required because the circuit feeding the switch is energized at all times, even when the vehicle is not running. This means a fire could occur at any time, regardless of whether the Speed Control System is being used or whether the engine is running. The interim repair of disconnecting electrical power from the switch will prevent the switch from overheating. This interim repair will disable the Speed Control System.

**Q4. So customers will not be able to use their Speed Control System until the permanent repair is performed?**

A. Correct. Although some customers may regard the inability to use their Speed Control System as an inconvenience, we believe this action is in the best interest of our customers' safety.

**Q5. Can I just remove the fuse for the Speed Control System circuit?**

A. No. Removing the fuse will disable more systems on the vehicle than just the Speed Control System.

**Q6. Can the customer disconnect the Speed Control Deactivation Switch connector?**

A. No. To ensure that the correct connector is disconnected, a dealership technician should perform this service.

**Q7. Is the Speed Control Deactivation Switch located on the vehicle steering wheel?**

A. No. The Speed Control Deactivation switch is mounted to the brake master cylinder under the hood, and is not located on the steering wheel (see Attachment III, Figure 1).

**Q8. Can customers avoid overheating the switch by not using the Speed Control System?**

A. No. Because the electrical circuit to the Speed Control Deactivation Switch is always energized, not using the Speed Control System will not reduce the potential for overheating of the switch.

**Q9. What if a customer refuses to have the interim repair performed?**

A. Dealers may use the "Acknowledgement of Interim Service Offer" letter posted with this bulletin to document the customer's refusal of the interim repair. The signed letter should then be filed for future reference.

**DEALER Q & A (Continued)**

**Q10. *New!* What if parts are not available and I have a customer who has physical limitations that necessitate that their vehicle has an operational Speed Control System?**

**A. *Call the Special Service Support Center at 1-800-325-5621.***

**Q11. *New!* What if parts are not available and I encounter a Speed Control Deactivation Switch that is leaking while performing the interim repair. What can I do to stop the leak?**

**A. *Call the Special Service Support Center at 1-800-325-5621.***



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

February 2005

Safety Recall 05S28

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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 2000 model year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew 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?** On your vehicle, an underhood speed control deactivation switch may overheat, smoke, or burn, which could result in 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 your vehicle will not be available until April or May 2005, and as a result, we are implementing a two-stage repair process. Until parts are available for the permanent repair, you should contact your dealer to make an appointment to have the electrical connector disconnected from the speed control deactivation switch, which is located under the hood of your vehicle. This procedure will disable the speed control system and eliminate the potential for the switch to overheat. The speed control system will then be inoperative until the permanent repair is performed. We recognize this may be an inconvenience, but we believe this preventive action is in the best interest of our customers' safety.

When parts become available for the permanent repair in April or May 2005, you will be notified via postcard to contact your dealer to schedule an appointment to have the new switch installed and to reconnect the speed control system on your vehicle.

Ford Motor Company and your dealer will perform the above repairs free of charge (parts and labor).



**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service 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.

If you do not already have a servicing dealer, you can access <http://www.genuineflmservice.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.**

**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 either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

**Have you changed your address or sold the vehicle?**

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

**Can we assist you further?**

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

**Ford Owners:** Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

**Lincoln Owners:** Call 1-800-521-4140. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:

**[www.ownerconnection.com](http://www.ownerconnection.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, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations

**Safety Recall 05S28**  
**Acknowledgement of Interim Service Offer**

Ford Motor Company has announced safety recall 05S28 for certain 2000 model year F-150, Expedition, Navigator, and 2001 F-150 SuperCrew vehicles equipped with speed control for the replacement of the speed control deactivation switch due to the potential for the switch to overheat, smoke and cause a vehicle fire. Parts for the permanent repair are not currently available. Until parts are available, Ford Motor Company is offering an interim repair at no cost to the customer to disable the speed control system and eliminate the possibility of overheating, smoke and fire.

\_\_\_\_\_ has offered to conduct the interim repair on  
*(Dealership Name)*

\_\_\_\_\_ to  
*(Vehicle Model)* *(VIN)*

\_\_\_\_\_. The customer has chosen not to have the  
*(Customer Name)*

interim repair completed after being informed that Ford Motor Company has announced Safety Recall 05S28 to prevent potential vehicle fires.

This form acknowledges that \_\_\_\_\_  
*(Dealership Name)*

has offered the Safety Recall 05S28 interim repair on the above vehicle and

\_\_\_\_\_ has chosen not to have the interim service performed.  
*(Customer Name)*

\_\_\_\_\_  
Dealer Service Manager                      Date

\_\_\_\_\_  
Customer signature    Date