

Ford Motor Company

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NVS-215

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James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

RECEIVED
NVS-215

February 22, 2005

Mr. George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Mr. Person:

Subject: Safety Recall 05V-017
(Ford Number 05S28)

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations -- Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2000 model year F-150, Expedition, Navigator, and 2001 model year F-150 SuperCrew vehicles equipped with speed control. Specific details were submitted to you in a letter dated January 27, 2005. Owner notification letters were mailed on February 8, 2005.

Sincerely,



J. P. Vondale

Attachment(s)
05S28 Dealer-Owner Bulletin





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

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

January 27, 2005

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

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

AFFECTED VEHICLES

Assembly Plant	Year and Model	Build Dates
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 are identified in OASIS. This information will be available on January 27, 2005.

REASON FOR THIS RECALL

The speed control deactivation switch may, under certain conditions, overheat, smoke, or burn.

SERVICE ACTION

Parts for the permanent repair will not be available until approximately April 2005. Until parts are available, the interim repair described below should be used to disable the speed control system 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.

Interim Repair: This interim repair involves disconnecting the electrical connector from the Speed Control Deactivation Switch, taping the connector end to protect it from contamination, and securing the connector with a tie-strap. (NOTE: To minimize customer inconvenience, dealers are encouraged to perform this repair in their Service Write-Up area.) The speed control system will then be inoperative until the permanent repair is performed.

Permanent Repair: The parts for this repair are expected to become available in April 2005. This repair will involve the replacement of the speed control deactivation switch with a switch of a new design and the installation of a wire harness jumper to provide a connection to the new switch.

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 disable the speed control. 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.

OASIS ACTIVATED? Yes. OASIS will be activated by January 27, 2005.

FSA VIN LIST ACTIVATED? No

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 prior to delivery

LABOR ALLOWANCE FOR INTERIM REPAIR

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. NOTE: This is an interim repair only and will not close Safety Recall 05S28.	05S28J	0.3 Hour

QUESTIONS?

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

Sincerely,



Frank M. Ligon

CERTAIN 2000 MODEL YEAR F-150, EXPEDITION, NAVIGATOR AND 2001 F-150 SUPER CREW 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 speed control deactivation switch harness connector located on the brake master cylinder. See Figure 1.

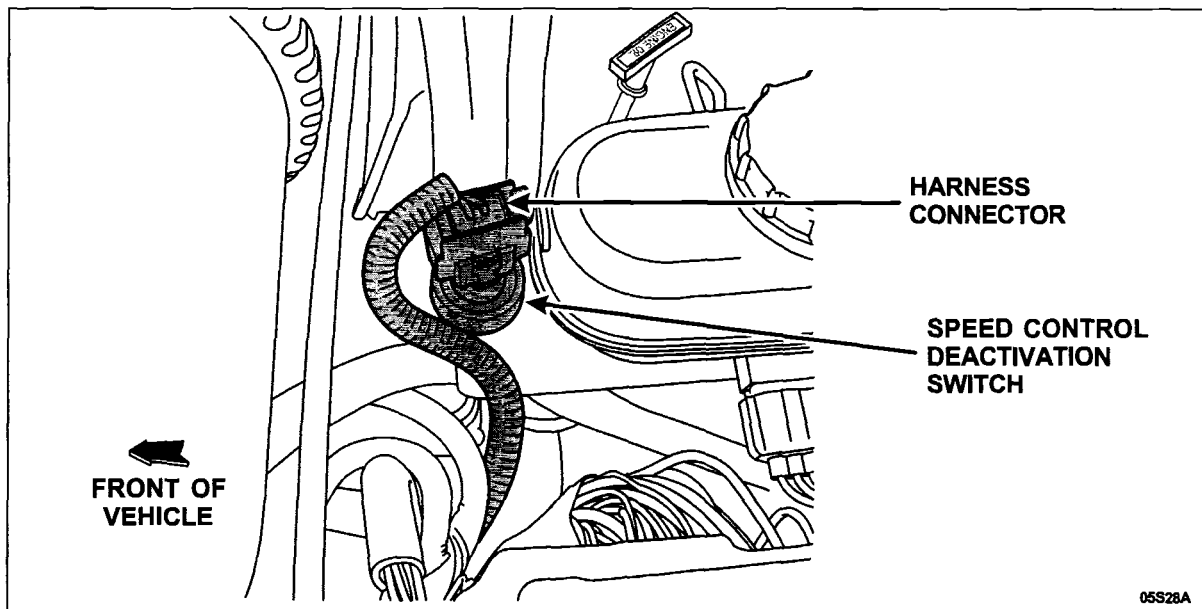


FIGURE 1

05S28A



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 coming from the servo. Keep the harness away from the power distribution box to avoid chafing the harness. See Figure 2.

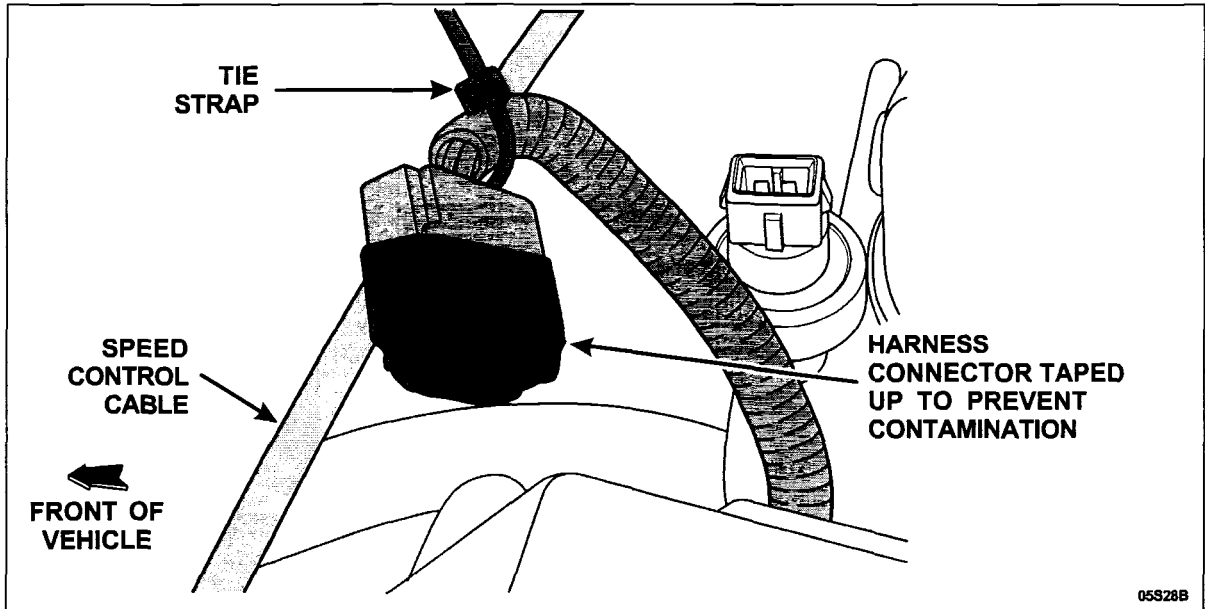


FIGURE 2





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

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

February 9, 2005

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

SUBJECT: Safety Recall 05S28 - Supplement #1
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 dated January 27, 2005

New!

REASON FOR THIS SUPPLEMENT

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

Assembly Plant	Year and Model	Build Dates
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

Parts for the permanent repair will not be available 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.

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

New!

- 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
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

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
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.

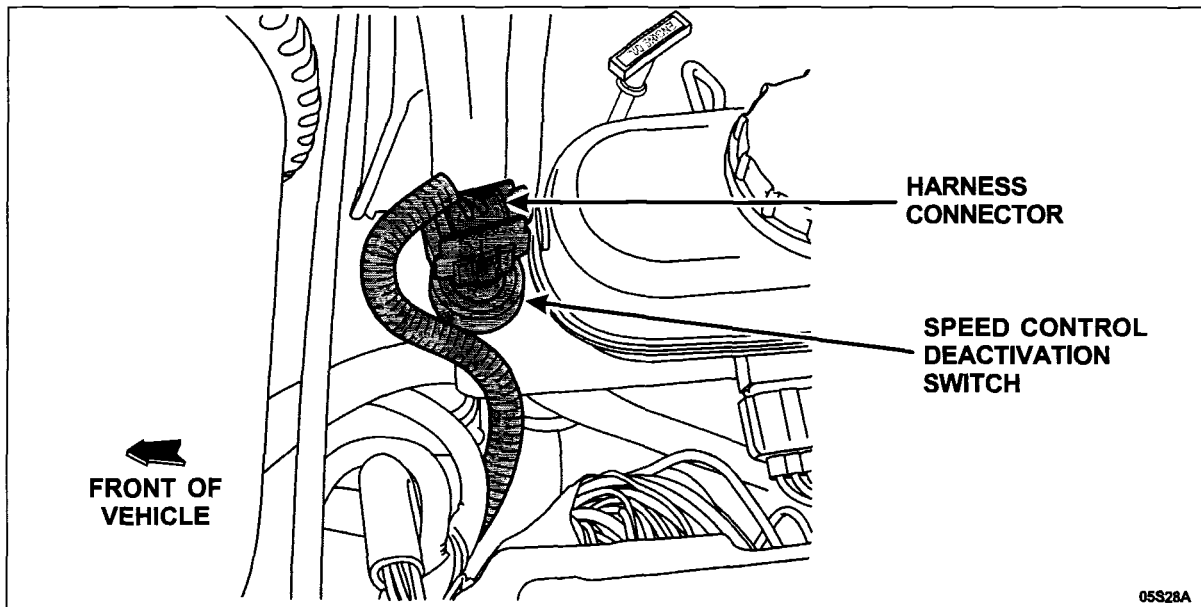


FIGURE 1



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.

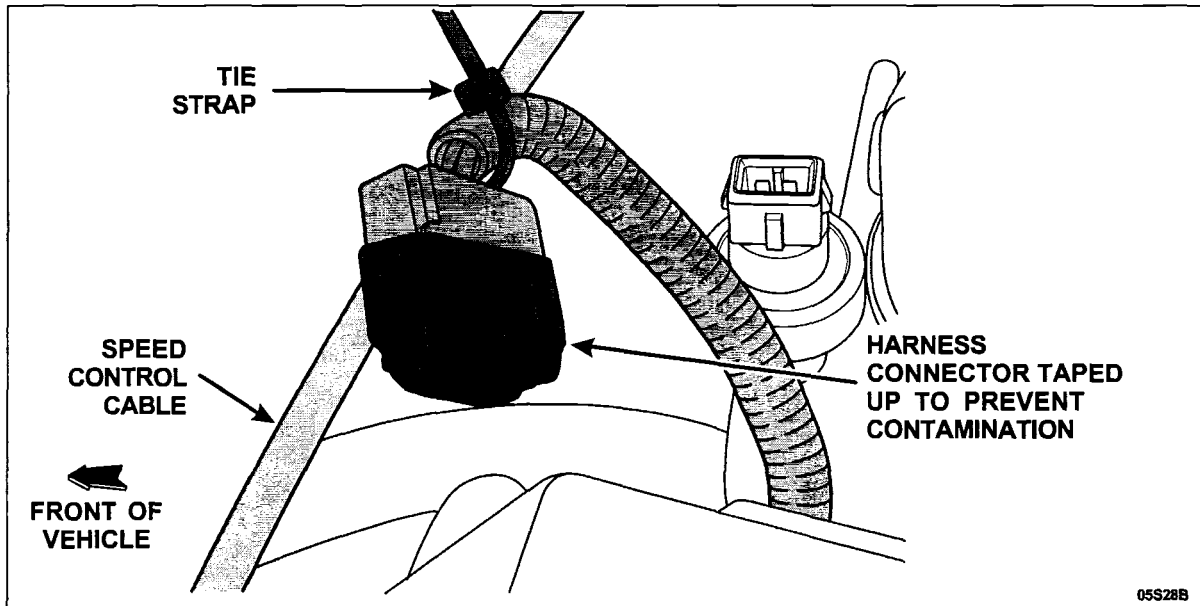


FIGURE 2



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.

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

Ford Motor Company
Recall Reimbursement Plan for 05S28

Ford Motor Company has historically reimbursed customers for expenses to remedy a safety recall defect or noncompliance that were incurred before the customer was notified of the recall. These reimbursements have been processed through our dealer network, because our dealers are in the best position to quickly and efficiently satisfy these requests. We will continue to provide this service to our customers. However, new federal legislation now requires all motor vehicle manufacturers to establish processes through which customers may alternatively seek recall reimbursement directly from the manufacturer as well as from the dealers.

Regarding the specific reimbursement plan for Recall # 05S28, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 31, 2005 (the "ending date" referred to in the letter below). After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2003. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a safety recall.

As the agency is aware, prior to this rule Ford has routinely reimbursed owners for the cost of such pre-notification remedies. Our practice will continue under the new rule with a few minor modifications. Set forth below is Ford's general reimbursement plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6(c)(8)(i).

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to an ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as 10 calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

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

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy; however, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized parts), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13(d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- A receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford.

This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



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

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