



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

November 2008

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

**2001 F-150**

**Vehicle ID #: 123456789012345**

**\*\*\*\*\*PLEASE COMPLETE SAFETY RECALL 05S28\*\*\*\*\***

Despite prior notifications from Ford Motor Company regarding an open safety recall (05S28) to address a **potential underhood fire risk** on the above identified vehicle, Ford Motor Company records indicate this vehicle **still has not been brought to a Ford dealer for repair**. Until this repair is performed, **a fire could occur at any time, even if the key is not in the ignition**. The issue relates to a component in the speed control system that could malfunction at any time even if the speed control system is in the OFF position.

Note: If you have had the speed control system deactivated, your vehicle does not pose a safety risk. Dealerships are now able to perform the final repair which will restore operation of the speed control system.

To emphasize the importance of having this repair performed, the **National Highway Traffic Safety Administration (NHTSA)** issued a **Consumer Advisory** to further encourage owners to take their vehicles to a local Ford or Lincoln Mercury dealer for corrective action. A copy of NHTSA's consumer advisory is printed on the back of this letter along with their contact information.

### **What are we asking you to do?**

The vehicle owner is responsible for contacting a Ford or Lincoln Mercury dealer to schedule a service appointment to complete this **no charge** safety recall. Ford strongly encourages you to complete this action as soon as possible. Parts are available now for your dealer to complete this repair.

If you need help locating a dealer near you, please access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

**Until your vehicle is repaired, please park your vehicle away from structures to prevent a potential underhood fire from spreading.**

### **Questions?**

**RETAIL OWNERS:** If you have any questions, please contact the Ford Motor Company Customer Relationship Center at 1-888-222-2751. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available 8:00AM to 5:00 PM (Your Local Time). You may also contact us through the Internet at: [www.ownerconnection.com](http://www.ownerconnection.com)

**FLEET OWNERS:** If you have any questions, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone). You may also contact us through the internet at [www.fleet.ford.com](http://www.fleet.ford.com).

**MOTORHOME OWNERS:** If you have any questions, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Representatives are available 24 hours a day.

If you have recently had this safety recall service completed or no longer own the vehicle, please disregard this notice.

Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible. Thank you for attending to this very important matter.

Ford Customer Service Division



**M O V I N G   T H E**  
**AMERICAN**  
**ECONOMY**

**U.S. Department of Transportation**  
**Office of Public Affairs**  
**Washington, D.C.**  
[www.dot.gov/affairs/briefing.htm](http://www.dot.gov/affairs/briefing.htm)

## **News**

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NHTSA  
September 9, 2008

Contact: Karen Aldana  
Tel.: (202) 366-9550

### **CONSUMER ADVISORY: Five Million Unrepaired Fords, Lincolns and Mercurys Could Pose Serious Fire Hazard to Vehicles and Dwellings**

The National Highway Traffic Safety Administration (NHTSA) is urging owners of certain Ford, Lincoln and Mercury SUVs, pickup trucks, vans, and passenger cars to take their vehicles to a local dealership for a corrective repair.

The vehicles contain a defective cruise control switch that could lead to a fire at any time, even while the vehicle is turned-off, parked and unattended. Repair parts are immediately available.

NHTSA remains concerned that many owners have yet to respond to multiple safety defect recall notifications from Ford. Of the 12 million vehicles involved in the recall, nearly five million have not yet been brought to Ford for repair.

Consumers with questions should contact their local Ford/Lincoln/Mercury dealer, or call 888-222-2751. Additional information is available at: [www.ford.com](http://www.ford.com).

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