

NHTSA-2001-8677-44

March 23, 2001

124040

Mr. L. Robert Shelton  
Acting Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Re: 49 CFR Parts 554, 573 and 576 - ANPRM - Docket No. 2001-8677;  
Notice 1 - Standards Enforcement and Defect Investigation; Defect  
and Noncompliance Reports; Record Retention

Dear Mr. Shelton,

Ford Motor Company (Ford), a domestic manufacturer and importer of motor vehicles with offices at One American Road, Dearborn, Michigan 48126-2798 submits the following comments to the referenced Advanced Notice of Proposed Rulemaking (ANPRM). The ANPRM requests comments on types of data and processes that will provide an early warning of possible safety issues as specified in the "Early Warning Reporting Requirements" of the Transportation Recall Enhancement, Accountability, and Documentation ("TREAD") Act. This response covers all brands encompassed by the Ford Motor Company trustmark (Ford, Lincoln, Mercury, Mazda, Volvo, Jaguar, Land Rover, Aston Martin and TH!NK.)

Ford agrees with the Alliance comments, that motor vehicle safety is a shared responsibility among manufacturers, consumers, and federal, state, and local governments. Over the years, Ford developed an effective process to solicit, analyze and act upon field information to help quickly identify and remedy potential safety defects and to improve long-term quality. Ford publicly committed in advance of this rulemaking to enhance these processes. We view the present rulemaking initiative as another opportunity to further improve upon Ford and the Agency's processes that are already highly successful in the identification and investigation of potential safety defects. We fully support this rulemaking effort.

Ford participated in the preparation of the comments of the Alliance of Automobile Manufacturers (Alliance) and incorporates those comments in its response.

### OVERVIEW

Since the enactment of the Safety Act in 1966, vehicle manufacturers and the Agency have developed a variety of means to identify indicators that may suggest the existence of safety defects in motor vehicles. Like manufacturers, the Agency routinely monitors these indicators and opens defect investigations based on an analysis of the information derived from those sources. Experienced engineers in the Office of Defects Investigation (ODI) then examine the information gathered to determine if, in the Agency's opinion, there is evidence of a defect related to motor vehicle safety.

In enacting the TREAD Act, Congress directed the Agency to take additional measures to gather and analyze "early warning" information, thereby enhancing the Agency's ability to quickly detect potential safety defects. Such "early warning" information will allow the Agency to begin investigations and work with manufacturers to remedy defects at the earliest possible dates. Congress did not intend the early warning system to supplant the Agency's current defect investigation process; rather, the intent is to begin the investigation process sooner. Congress gave the Agency considerable discretion to choose the kind of information to collect. Indeed, the TREAD Act specifically directs that the Secretary shall require submission of information "to the extent that such information may assist in the identification of defects related to motor vehicle safety in vehicles...in the United States."

The TREAD Act directed the Agency to be mindful of its "ability to use the information sought in a meaningful manner to assist in the identification of defects related to motor vehicle safety" [emphasis added] and provided the Agency flexibility to require the information be submitted "periodically or upon request." Further, the TREAD Act placed certain limitations on the Agency. The Agency "may not require a manufacturer ... to maintain or submit records respecting information not in the possession of the manufacturer" and "shall not impose requirements unduly burdensome to a manufacturer."

In its ANPRM, the Agency identified and discussed, as potential elements of an early warning system, a broad range of information it typically collects from manufacturers, on request, as part of its normal defect investigation process (e.g., warranty claims data and information about part changes.) The Agency also discussed information that it has not historically gathered (e.g., foreign recalls.) While each type of information may be relevant to some, perhaps even many, individual defect investigations, the various categories do not all have equal utility if collected enmasse from all manufacturers, for all subjects, as part of an early warning system. Design changes to a brake lining, for example, may be relevant to an investigation involving the stopping distance capability of a specific group of vehicles. However, it is very unlikely the Agency will be able to find early warning indicators by reviewing every one of the hundreds of thousands - perhaps millions - of parts changes processed annually for all reasons by all manufacturers. Ford routinely processes over 100,000 parts changes annually in Europe and North America. The overwhelming majority of these changes will not be relevant to any matter the Agency might review. Further complicating the reporting, each change may affect several different parts. Therefore, to fully understand the nature of the proposed changes, supplementary information, including parts drawings, may have to be collected and submitted. The extensive manufacturer resources needed to produce these reports, and the corresponding Agency resources needed to review them for

every change made by every manufacturer will detract from, not enhance, the Agency's ability to effectively detect, and act on, possible defects.

Ford urges the Agency to approach the design of its early warning system holistically by focusing on the potential utility of a type of information as part of the total early warning system. Information contained in lawsuits, for example, is normally considered useful by ODI when investigating specific matters. Lawsuits, however, are often filed several years after an accident has occurred. Often, the initial complaint does not contain sufficient information to assess the nature of the alleged defect or the severity of the alleged injuries, severely limiting its utility as an "early" warning indicator. More importantly, the "warning" that lawsuits would provide is often preceded by some earlier contact from the consumer, or their representative (insurance company, attorney, etc.) that would be captured in other parts of the early warning reporting requirements. Thus, lawsuits are unlikely to disclose "early" information indicating the possible existence of a safety defect that would not typically be disclosed by other, timelier, sources of information. Moreover, because lawsuit files frequently are voluminous, the burden associated with reviewing and producing them, even in summary form as part of an early warning system, is substantial (especially when compared to other sources that would identify most of the same events) for both manufacturers and the Agency. These files almost always contain personal identifiers such as the plaintiff's social security number, income history, tax returns, and medical history. Primary issues will need to be thoroughly addressed if lawsuit files are routinely included as part of an early warning system.

Deciding what information to gather routinely and comprehensively, and which to gather "on request" as part of the existing ODI defect investigation process, requires careful consideration. The Agency must balance its desire to acquire sufficient information at the earliest possible time with its ability to process that information and identify trends that may be contained in that voluminous information. The Agency's experienced ODI investigators already possess critical insight into this important issue and should be given flexibility.

### BACKGROUND

#### TIRE WARRANTY AND CLAIM DATA

With limited exceptions that have only recently developed, tire manufacturers, not vehicle manufacturers, historically have warranted tires. As a result, information regarding tire warranty adjustments and/or claims of property damage, serious injuries, or fatalities made by consumers concerning tires were recorded by the tire manufacturers and were not routinely available to vehicle manufacturers, or to the Agency. Even today, tire manufacturers consider their data to be proprietary and the Agency has granted tire manufacturer requests for confidential treatment for these data severely restricting vehicle manufacturer access. This special treatment of tires is reflected in the unique provisions in the original Safety Act relating to the recall of tires. These provisions set forth the requirements for tire manufacturers to campaign defective tires. In the thirty-five years since the passage of the original Safety Act, this practice had not created any issues.

**FORD'S ENHANCED CONCERN IDENTIFICATION SYSTEM**

Beginning January 1, 2001, Ford included tires in its basic full-vehicle warranty coverage for Ford, Lincoln, and Mercury vehicles. This significant action provides Ford with direct access to tire warranty data when customers service their tires under Ford's warranty system.

Ford also implemented a Tire Early Warning System ("TEWS"). Ford is seeking the cooperation of its tire suppliers so that data available to Ford and data available to its tire suppliers can be combined to provide the broadest knowledge of field performance data. The intent of this system is to collect tire performance data from various sources - warranty, customer complaints, field reports, litigation, the Agency's Vehicle Owners Questionnaires (VOQ's), tire manufacturer claims - for joint review to help detect early, even faint, signals of potential problems that would warrant further investigation. This effort combines the significant process improvement of structured collection and analysis of tire data with a shift in focus to claims and warranty data rather than adjustment data. We believe that claims data is more likely than warranty or adjustment data to be probative of the severity of potential field issues and result in early identification of potential tire concerns.

The initial design of this largely manual system has been completed and its initial launch is underway. When fully implemented, with the cooperation of our tire suppliers, we believe TEWS will facilitate monitoring of a broad range of tire data. Finally, Ford plans to expand the TEWS methodology and sophistication for electronic application to other safety-related components and vehicle systems. Ford plans to meet with the Agency as we develop this system to share information and lessons we have learned.

**FOREIGN RECALLS**

Ford, and the industry generally, conduct consumer notifications/service actions in countries outside the United States for safety, emissions, and customer satisfaction reasons. These actions are normally conducted voluntarily by manufacturers, as few countries have explicit legal requirements that mandate recalls. Ford is committed to providing customers with high quality, safe vehicles. The fact that vehicle manufacturers conduct voluntary service actions in foreign markets, without a legal obligation, demonstrates that customer-driven philosophy.

In the case of Firestone tires, Ford voluntarily conducted three customer service actions in a number of countries in South America, the Middle East, and Southeast Asia.<sup>1</sup> Based on information then available to Ford from Ford's data, the Agency's VOQ database and Firestone's investigations (conducted at Ford's request), Ford believed that the tires were not defective and that the failures seen in the foreign markets were attributable to extreme, unique local usage patterns and conditions that are not present in the United States. Each action was properly communicated within the affected countries consistent with customary business practices in those countries. Consistent with Industry practice that had evolved over time, they were not reported immediately to the Agency. However, during a meeting with the Agency's Safety Assurance personnel in May, 2000, five working days after the action in Venezuela had been approved, and prior to Owner Notification Letters being sent in Venezuela, Ford advised the Agency of the pending action in Venezuela, and the two previous actions.

<sup>1</sup> Specifically: 1) in South America, Venezuela and Columbia, 2) in the Middle East, Saudi Arabia, and the other Gulf Coast Cooperative (GCC) countries, and 3) in Southeast Asia, Thailand and Malaysia.

During his September 2000 testimony before Congress, Ford CEO Jacques Nasser committed that Ford would advise U.S. safety authorities of any safety actions taken in overseas markets. To date, we have reported 35 overseas recalls and owner notification programs to the Agency. In providing this information, Ford has chosen to report comprehensively, including all consumer notification programs outside the United States, not just those that involve safety-related matters or models identical or substantially similar to models sold in this country.

#### **PRINCIPAL CONSIDERATIONS FOR THE AGENCY**

Ford believes that the reporting requirements proposed in the ANPRM, if modified as recommended by the Alliance and in these comments, will provide both the Agency and manufacturers with potentially relevant information that will further assist in the early identification and remedy of defects. Specific comments and recommendations are provided below, and in the attachments to this letter.

The Alliance comments identified and discussed a number of fundamental issues the Agency should consider before specifying and implementing the early warning reporting system envisioned by the TREAD Act. Ford's perspective on a number of these issues follows:

#### **REQUIREMENTS MUST BE OBJECTIVELY STATED**

In the absence of clear, unambiguous, and objectively stated requirements, manufacturers will be forced to interpret those requirements, and any requests based upon them, broadly to minimize the risk of penalties for failing to provide required information. This is particularly important in light of the significant civil and criminal penalties applicable to these reporting requirements. Vague requirements would not benefit the Agency, the public, or manufacturers because manufacturers will be forced to submit large volumes of information. Such voluminous information will make it more burdensome and difficult to find trends that might otherwise be discernable if a more appropriate, targeted, set of information was specified. Manufacturers will be forced to devote more resources to collecting data with limited value and less to reviewing relevant data for trends.

#### **DIFFERENCES IN MANUFACTURER BUSINESS PRACTICES AND INFORMATION STORAGE SYSTEMS**

- a) The Agency will need to develop a comprehensive, flexible data collection system. Each manufacturer has developed vast and comprehensive information collection and storage systems to address its individual business needs. As a practical matter, the Agency will not be able to impose common systems for collecting, categorizing, and storing potentially reportable information on the myriad of large and small vehicle manufacturers and modifiers, tire and child restraint manufacturers, component suppliers and others who may have reporting obligations. It is not practicable or reasonable to require all manufacturers to replace their unique business systems with one designed by the Agency to best suit the Agency's purpose. Ford urges the Agency to adopt the Alliance proposal to establish a standardized, electronically searchable data-reporting format.

- b) In setting thresholds for further investigation, the Agency must understand and recognize substantial reporting differences between manufacturers. Further, in setting reporting thresholds and analyzing the significance of output of its own system, the Agency should understand, and compensate for, differences between the information collection methods of different manufacturers. Ford, for example, has an extensive electronic information reporting system that actively solicits input from dealer service technicians and awards them "TechXpert" points for each report submitted. Points can be redeemed for certificates that may be used for merchandise, food and travel. Ford received in calendar year 2000 more than 450,000 such solicited "field reports" from dealer service personnel. It is our understanding that while some of our competitors have similar systems, others do not. If Ford field report data are compared to field report data from a competitor who does not have a comparable system, Ford data will appear higher, and reach reporting thresholds sooner, even in situations where actual field performance is similar. The Agency should gather information about manufacturer systems and set appropriate manufacturer-specific thresholds to encourage these active solicitation programs.

**THE AGENCY SHOULD CONSIDER THE SIGNIFICANT CHALLENGES OF DEVELOPING THE NEEDED HARDWARE AND SOFTWARE INFRASTRUCTURE**

As noted above, Ford is aggressively moving ahead with development of its own early warning system and is not waiting until the Agency builds its system. The Ford system is complex. It will be capable of evaluating many different sources of data to aid in the early identification of potential safety issues. This is not a simple task for Ford. It will require substantial resources and take several years to fully design and implement. The Agency's task will be even more complex than Ford's because it must be capable of receiving and analyzing data from a wide variety of manufacturers with different systems. We will schedule a meeting in the near future to describe our efforts to date and we will keep you informed of our progress. We are interested in sharing our ideas about ways to manage this significant data challenge.

**RECOMMENDATIONS**

**FIELD REPORTS**

Ford believes that the term "field reports" must be clearly defined. Ford agrees that field reports are timely sources of information for early warning purposes. Ford actively solicits field reports by rewarding field technicians who take the time to provide this information to Ford. Within Ford, this information originates from both Company personnel and dealer sources. It is generally stored in electronic form that is capable of being sorted for submission to the Agency in the fashion proposed by the Alliance. Ford believes that the Alliance recommendation that field reports be submitted from countries in a defined international reporting region provides an appropriate balance for focused information gathering.

Further discussion is provided in Attachment 2k in response to questions posed in the ANPRM.

**WARRANTY CLAIMS**

Ford supports the Alliance proposal regarding the use of warranty claims in its early warning system. Each manufacturer has developed warranty systems uniquely suited to its business needs. These manufacturer systems are likely

to differ in two fundamental respects: 1) the manner in which the various vehicle systems, sub-systems, and components are identified and grouped, and 2) the way the system assigns "causal" or "problem" codes to claims. Vehicle manufacturers processed millions of warranty claims last year. Any attempt by the Agency to acquire and compare data from the millions of warranty claims is unlikely to produce meaningful results if it is done at the component level because of the differences identified above. The Alliance recommendation to acquire aggregate U.S. warranty data for specific, defined "covered systems" is a sensible approach to utilizing warranty information for early warning purposes. This reserves to the defect investigation process - when potentially affected components and "causal factors" have been identified with some reasonable specificity - the detailed examination of component-level warranty experiences.

Further discussion is provided in Attachment 2c in response to questions posed in the ANPRM.

#### **FIRES AND ROLLOVERS**

Ford endorses the Alliance recommendation that defect allegations involving fire and rollover events in the United States be included in the Agency's early warning reporting system. However, Ford believes that a threshold level for reporting of such incidents is appropriate. In addition, such thresholds should be appropriately different from manufacturer to manufacturer, depending on the scope of manufacturer systems to collect field and owner data. Care must be taken to limit double counting of events due to the likelihood that a single event will appear in multiple data sources. For that reason, the data collection should focus on sources that include VIN information, and should be focused at the vehicle level, rather than the component level.

#### **LAWSUITS**

Under the early warning reporting proposal made by the Alliance, lawsuits are included among the sources of data concerning claims of property damage and serious and fatal injuries, fire allegations, and rollover allegations that will be reported to the Agency. More analysis is contained in Attachment 2d.

#### **TECHNICAL SERVICE BULLETINS**

The Agency's discussion of communications to dealers "involving repair ... of motor vehicles" appears to require collection of all Technical Service Bulletins (TSB's) published in all foreign markets, and "submission of information regarding the facts and analysis that led to [each] decision to issue the communication." The burden of satisfying such a requirement is substantially outweighed by the minimal value of early warning information the Agency might gain from this effort. First, to be encompassed by an early warning reporting rule, vehicles covered by a TSB published in a foreign market would have to be identical, or substantially similar to, vehicles sold in the United States. If that were the case, a corresponding TSB would normally have been published in the United States and routinely supplied to the Agency under Part 573.8.

Second, even for service communications to dealers in the United States that already are submitted to the Agency, the Agency does not require "submission of information regarding the facts and analysis that led to [each] decision to issue the communication." Instead, the Agency reviews the service bulletins provided, and in cases where it has questions as to the reasons for the service bulletin, the Agency sends a "Service Query" (SQ) or other inquiry seeking "information regarding the facts and analysis that led to"

the decision to issue the service bulletin. Ford assumes that the Agency has evaluated the utility of this process, and knows what percentage of communications provided under Part 573.8 result in a SQ and what percentage of SQ's result in identification of a defect leading to a recall. The product of these two percentages will allow the Agency to estimate the potential benefit and burden this requirement would impose.

Finally, the potential cost and difficulty of translating into English communications issued in more than one-hundred countries in dozens, perhaps hundreds, of languages cannot be overlooked. Ford has received an estimate of twelve cents-per-word for translation of technical documents requested by the Agency information requests.

#### **OWNER OR CONSUMER CORRESPONDENCE**

Ford believes this type of correspondence is generally less technically rich and somewhat less timely than field reports. Ford normally receives more than 500,000 owner contacts of all types annually in North America. These contacts include requests for sales brochures, pricing information, dealer locations, advertising comments, replacement parts availability, and a wide variety of other subjects in addition to complaints about vehicle performance. Review of correspondence submitted by Ford in past ODI investigations shows that consumers tend to contact Ford directly only after attempting to first get a satisfactory resolution of their concerns at dealers. Thus many of the customer contacts are likely to be redundant of dealer report information. We agree with the Alliance recommendation that owner reports should be sought by the Agency on request as part of its defect investigation process.

#### **WHEN SHOULD INFORMATION BE REPORTED**

Ford supports the reporting of most early warning data on a quarterly basis, consistent with the Alliance response to this notice. Two exceptions include foreign safety recalls, which must be reported within five business days, and foreign customer service campaigns and similar customer communications which the Alliance recommends be reported monthly under Part 573.8. We believe that quarterly reporting will permit the accumulation of sufficient data between reports to avoid anomalies that sometimes arise in small samples. This protocol will provide a reasonable balance between the burden on the Agency and manufacturers and the need for early warning.

#### **THE FOLLOWING SUMMARIZES THE CRITICAL ISSUES IDENTIFIED IN THIS RULEMAKING: QUANTITY OF CONSUMER AND FIELD DATA**

Substantial differences exist between manufacturers regarding the systems and processes they use to collect data required by the Agency's early warning system. These differences will affect both the quantity and quality of data that different manufacturers submit. Ford, as a worldwide corporation with a strong consumer focus, has developed a state-of-the-art system for communication with our dealer body and our vehicle owners. Ford also uses incentives to encourage dealer service technicians and others to provide data to Ford. As such, we believe that Ford collects substantially more information than most of our competitors.

#### **NEED FOR ADDITIONAL CLAIM-BASED THRESHOLD**

In order to create a fair and objective standard for assessing defects, the Agency should gather information in this rulemaking to understand the different systems and processes that the various manufacturers use to collect field information. Ford believes there are substantial differences in these systems and processes that will affect the quantity and quality of data

collected by the various manufacturers. Appropriate and different thresholds will need to be set not only for different classes of data, but also for different manufacturers. To account for differences between manufacturers in terms of consumer information, Ford believes the Agency also should use additional benchmarks for opening and pursuing investigations. In addition to the historical benchmark of alleged failures per 10,000 vehicles, Ford believes the agency should develop an additional metric of alleged failures per 10,000 claims. Aggressive efforts by manufacturers to obtain consumer information should be encouraged and the Agency's requirements should reflect that goal.

#### **REDUNDANCIES**

To ensure accurate and efficient early indicators, the Agency should establish requirements that minimize redundant reporting of a single event or facilitate consistent identification of such redundancies. For example, a customer visit to a dealer for a warranty repair may cause both a warranty claim and a dealer-generated "field report" to be created. If the customer also chooses to send a letter to Ford and an e-mail to the Agency VOQ website, those contacts would produce four reports for a single concern.

#### **REPORTING REQUIREMENTS MUST BE OBJECTIVE AND EASILY ADMINISTERED**

Because the penalties for failure to report information required by this rule include criminal sanctions, the Agency must create a rule that is objective, clear and easily administered by manufacturers. If the regulation is not clear and focused, concerns about potential penalties will force over-reporting of data. For example, the Agency must provide a bright-line easily administered definition of serious injury. If manufacturers cannot be confident that they can practicably and objectively administer the definition of "serious injury," many will report all alleged injuries.

#### **INTERNATIONAL REPORTING REGION**

In addition to focusing the requirements on a subset of vehicle systems, Ford also supports the Alliance position to establish an international reporting region. The Agency will receive information regarding field actions taken in any market worldwide. For field reports, however, we believe that the recommended international reporting region appropriately balances the desire to obtain information about performance of vehicles in a wide range of conditions outside the United States with the Agency's practical need to acquire information in volumes that it can utilize in a "meaningful manner" and its obligation to avoid imposing unduly burdensome requirements on manufacturers.

#### **BURDEN**

Ford believes that the goal of this rulemaking process is the development of a final rule that achieves an optimum balance between the early warning value of information collected by the Agency, the manufacturer's burden of providing it, and the Agency's burden of analyzing and utilizing it in a "meaningful manner." We believe the Alliance proposal strikes such a balance. If the Agency rejects certain key elements of the Alliance proposal, both the manufacturer's burden and the Agency's burden will increase exponentially. For example:

- a) Rejecting a spreadsheet reporting format and requiring copies (either electronic or paper) of information will change the concept from an enhanced screening system to help the Agency decide when to open an investigation to an investigation process.

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- b) If information gathering is extended beyond the recommended reporting regions, manufacturers will be required to produce a significant amount of information kept in paper rather than electronic form, and in languages other than English.
- c) Requiring information at a component, rather than a vehicle level, or for systems other than those proposed, will necessitate submission of increasing volumes of increasingly less useful information.

Each of these considerations is interrelated, not independent.

QUESTIONS

Please see the Attachments to this response for Ford's responses to the specific questions contained in the ANPRM.

Please contact me for additional information relative to Ford's comments on the Advanced Notice.

Sincerely,

  
J. P. Vondale

Attachments

Attachment 1  
Who is Covered?

Ford supports defining "who is covered" under this regulation by using the definition of manufacturer contained in the National Traffic and Motor Vehicle Safety Act of 1966 - "any person engaged in the manufacturing or assembling of motor vehicles or motor vehicle equipment, including any person importing motor vehicles or motor vehicle equipment for resale."

In general, Ford believes that the reporting requirements should apply to vehicle manufacturers who will possess a very large majority of the information that will be of interest to NHTSA. For example, if a consumer has a concern with a seatbelt they will generally bring their vehicle to a dealer or contact the vehicle manufacturer directly. The possibility that such a consumer would contact the seatbelt manufacturer, but not the vehicle manufacturer, is remote. We do not believe the limited additional data that might be acquired necessarily justifies extending the requirements to possibly hundreds of suppliers, large and small. Naturally, if supplier reporting is required, the Agency will have to develop some mechanism to identify and reconcile duplicate reports.

The exceptions to this general rule are manufacturers of tires and child restraints. These manufacturers do tend to provide warranty on their products and are generally in the best position to provide field data to NHTSA. Tire and child restraint manufacturers must be covered by the reporting requirements of this rule.

The ANPRM listed the following categories of companies that might be included in an early warning system:

- Motor Vehicle Manufacturers
  - Domestic Vehicle Manufacturers
  - Foreign Vehicle Manufacturers
  - Multinational Vehicle Manufacturers
- Registered Importers
- Miscellaneous Vehicle Manufacturers
  - Vehicles Manufactured in 2 or More Stages
- Motor Vehicle Equipment Manufacturers
  - Original Equipment Manufacturers
  - Replacement/Accessory Equipment Manufacturers
  - Child Seat Manufacturers
  - Off-Vehicle Equipment Manufacturers
  - Importers of Motor Vehicle Equipment for Resale
- Tire Manufacturers
  - Domestic Tire Manufacturers
  - Foreign Tire Manufacturers

Attachment 1  
Who is Covered?

1. Which of the manufacturers listed above should be covered by the final rule and why?

Response: Ford believes that all listed manufacturers should be covered, except for manufacturers of original equipment parts supplied to vehicle manufacturers who are unlikely to receive early warning information from consumers, and whose reporting of what they might receive will create the need to identify and reconcile duplicate reports that NHTSA might receive from both a vehicle manufacturer and a component supplier.

2. Are there other entities that should be covered by the reporting requirements and why?

Response: Vehicle modifiers and gray market importers also would have information not normally in the custody or control of the vehicle manufacturer and should also be required to report by the final rule.

3. Should any of the above manufacturers or other entities be covered by only some reporting requirements and not others?

Response: All manufacturers should be covered equally.

4. With respect to manufacturers' international feedback mechanisms, to what extent is information provided in the English language? Are there delays in transmitting information such as narrative field reports due to the need to translate it into English? If so, what is the length of delays?

Response: Ford has established systems for tracking the performance of vehicles exported from the United States to foreign markets. However, much of the information contemplated for collection by the ANPRM, particularly for "substantially similar" vehicles not sold in the United States, is not currently reported to Ford's U.S. based offices on a routine basis by the Company's various international activities. Recent experience in attempting to gather tire-related information from many foreign markets to respond to information requests from the Agency has demonstrated that information is not generally available in English, and translation would be difficult and prohibitively expensive (cost estimates of \$0.12 per word).

5. What accessories could develop safety-related defects?

Response: No response.

**Attachment 2**  
**What Information Should be**  
**Reported?**

Attachment 2a  
General Questions

Ford believes that NHTSA must carefully consider what information should be reported periodically and what information should be reported on request to best serve one of the principal interests underlying the TREAD Act - early warning of potential safety-related defects.

Ford strongly supports NHTSA's suggestion of at least initially focusing the reporting requirements on a subset of vehicle systems. Initially attempting to gather information concerning all components or systems carries several risks. First, the more complex the system, the more difficult, and time consuming, it will be to implement. The challenges to both the Agency and affected manufacturers of implementing the hardware and software infrastructure needed will be immense. Even after implementation, the law of diminishing returns will apply as more and more components and systems are covered. Not only will the manufacturers' burden rise as increasing amounts of information is provided, but NHTSA's burden will grow as well as increasingly less probative information obscures the faint early warning signals we wish to detect. For this reason, Ford supports the Alliance recommendation that NHTSA first focus on 5 specifically detailed systems: tires, restraints, fuel systems, steering systems, and braking systems.

- 1. Which offices of manufacturers receive, classify, and evaluate warranty and claims data, and other data or information, related to deaths, serious injuries, and property damage involving a manufacturer's products that occur in the United States?**

Response: In the United States the Ford Customer Service Division is responsible for interacting with owners of Ford Motor Company vehicles. They also develop and maintain claim codes for databases of customer contact and warranty information. However, certain litigation-related data may be provided directly to Ford's Office of the General Counsel. Outside of North America, National Sales Companies frequently have the specific responsibility for the types of activities performed in the United States by Ford Customer Service Division.

- 2. In what form is that data received and maintained? If it is maintained electronically, please describe the data base system in which it is kept.**

Response: North American based systems are generally electronic. Systems in other parts of the world are often still paper-based. The North American databases are MORS III (Master Owner Relations System) for customer contacts, AWS (Analytical Warranty System) for warranty reports and CQIS (Common Quality Indicator System) for field reports. These systems have routinely been described to the Agency in responses to information requests from the Office of Defects Investigation. We will be happy to provide any additional details the Agency may desire.

## General Questions

- 3. Is the information referred to in question 1 otherwise classified (for example, warranty codes, lawsuits)? If so, how? By whom is such information evaluated?**

Response: Each of the electronic databases has its own unique coding system tailored to the fundamental business purpose of the system. These codes include claim codes, symptom codes, repair operation codes, causal codes as well as coding for dealer, region and vehicle information. Systems and coding vary in different parts of the world, even with Ford. There currently exist, in the U.S., several electronic databases of quality information regarding Ford and selected trustmark vehicles with each unique database containing its own coding structure for describing customer assigned symptoms and technician assigned causal factors. For example, the AWS warranty reporting system contains 266 Customer Concern Codes and 55 Condition Codes. The Common Quality Indicator System utilizes in excess of 2200 symptom codes to describe concerns. In addition, the various global trustmark brands (i.e., Aston Martin, Jaguar, Volvo, Land Rover and Mazda) each have their own unique databases and corresponding coding structures. It is also important to note that some claims contain incomplete or vague information that will not allow detailed or accurate classification.

- 4. Do manufacturers in the United States (defined to include importers of vehicles or equipment for resale), currently receive warranty and claims data, and other data or information, related to deaths, serious injuries, and property damage involving their products that occur outside the United States? If so, in what form are these data received?**

Response: Yes, some National Sales Companies in foreign markets presently have the ability to directly input field data into certain Ford U.S. databases for vehicles that had been exported from or designed in North America. Most foreign markets have and administer their own warranty systems. While some of that information does come into the Ford AWS System, we know that much of it does not. The foreign market warranty systems are not generally compatible with the AWS warranty system.

United States offices of brands encompassed by the Ford trustmark that are headquartered elsewhere (e.g. Aston Martin, Jaguar, Volvo, Land Rover and Mazda) would report U.S. field experience to their headquarters, but would generally not receive information from other markets.

- 5. If a manufacturer in the United States does not receive, maintain, and evaluate such data or information referred to in paragraph 3 above, what entity does (e.g., foreign affiliate, factory-authorized importer, outside counsel, other third-party entity)? Do manufacturers require that entity to make periodic reports to it?**

Response: In general, such information is handled locally by the responsible Ford Customer Service Division activity, National Sales Company or other local representative according to business practices customary in individual markets. Except for vehicles designed or

Attachment 2a  
General Questions

exported from North America, there is no overall process for periodic reporting of such information to Ford's United States offices.

6. In what form is the foreign data or information received (e.g., electronically, e-mail, inter-company memo)? Is it maintained separately or is it combined with data about events occurring in the United States?

Response: See response to Questions 4 and 5.

7. What is the length of time that manufacturers maintain warranty data and claims data? Is this period different for data related to events occurring outside the United States?

Response: The AWS warranty system maintains warranty claims information for the past 10 model years for vehicles built or sold in North America. In addition, copies of paid claims are also retained on microfiche for up to 17 years.

8. Are U.S. dealers currently collecting and/or maintaining information relevant to early warning reporting? If so, what is this information, and to what extent is it furnished to the manufacturer?

Response: Ford encourages and rewards North American dealers and their technicians to input field reports directly into Ford's Common Quality Indicator System. Ford does not require dealers to separately maintain any form of early warning data.

9. Should there be a cut-off date for reporting (e.g., not require it regarding vehicles or equipment that are older than some specified age)? If so, what age or ages?

Response: Ford supports the Alliance recommendation of 5 years.

10. Is there additional information or data beyond that mentioned in this notice that manufacturers should report to NHTSA that would assist in the identification of defects related to motor vehicle safety? For example, assembly plant quality reports, dealer feedback summaries, test fleet summary reports, fleet experience, and rental car company reports.

Response: Ford believes that the collection system proposed by the Alliance will satisfy the intent of the early warning requirements set forth in TREAD and enhance NHTSA's ability to identify potential safety-related defects as soon as possible. Additional types of information, such as those listed in this question, will continue to be available to the Agency, on request, as part of its established defect investigation process.

Attachment 2b  
Questions Relating to Claims

**1. What is the appropriate definition of "claim"?**

Response: Ford believes that the definitions proposed by the Alliance are appropriate.

**2. What information should be submitted (e.g., just the number of claims by make, model year and component or system, or more information, including summaries and names of complainants)?**

Response: Ford supports the use of a spreadsheet as proposed by the Alliance to report the numbers of claims by make, model, model year and covered vehicle system. The Agency must recognize that some claims do not contain sufficient information to facilitate appropriate classification. Many claims never contain sufficient information and others may only contain sufficient information months, if not years, after the original claim was received. Ford supports the Alliance proposal that the reportable spreadsheet information be based on the information contained in the initial claim to the manufacturer. Requiring manufacturers to track claims and continually update reporting on those claims would be unduly burdensome and not assist early warning. Basing the spreadsheet on the initial claim provides an appropriate balance of providing useful early information to the Agency without requiring manufacturers to undertake the unduly burdensome task of continually monitoring and updating claims over months, if not years of development.

**3. Should NHTSA only require the submission if claims are about problems with certain components? If so, which ones?**

Response: Yes, Ford believes that this reporting should be on the five covered vehicle systems identified in the Alliance response (tires, fuel, brakes, restraints and steering).

**4. Should information about all claims involving serious injuries or deaths be submitted, or should there be some threshold?**

Response: Ford supports the Alliance recommendation to develop workable definitions that will allow manufacturers to confidently distinguish between "serious" injuries, that must be reported, and "non-serious" injuries. In the absence of any clear definition manufacturers will err on the side of submitting all allegations of injury regardless of apparent severity. Thresholds should be established and may be different for each covered system and between different manufacturers.

Attachment 2c  
Questions Relating to Warranties

Ford recommends the Agency adopt the definition of Warranty Claims proposed by the Alliance in its comments. Warranty claims are typically submitted to manufacturers by dealers seeking reimbursement for repairs made under the manufacturer's warranty to covered systems of the vehicle.

**1. Should warranty data be reported? If so, are there specific categories which should be included or excluded?**

Response: Ford believes that the Agency will find it difficult to derive probative early warning information from warranty data because of differences in the way manufacturers identify components covered by warranty and classify warranty repairs using causal factor or condition codes that are unique to each manufacturer. While warranty data may be useful in investigations of specific alleged defects as a means to dimension a given issue, there may be much lower value in including warranty as a data source for early warning. If included, warranty data should be reported as it applies to the proposed covered systems (tires, fuel, brakes, restraints and steering) in the United States.

**2. How do manufacturers maintain warranty data? How long is it kept? For what purposes is it kept? How do manufacturers review warranty data to identify possible safety concerns?**

Response: Worldwide, Ford has a number of different warranty systems that are not interrelated. Warranty data are used for numerous dealer reimbursements, financial reporting and other normal business purposes. In North America, warranty data also are available to engineering personnel through the Analytical Warranty System database and are kept for the most recent ten model years. Individual engineering activities routinely monitor the warranty performance of their parts and components to identify any unusual trends in warranty performance. Unusual trends may cause engineering studies to be initiated to determine the cause of the trend and remedial action, if appropriate.

**3. What thresholds, if any, would be appropriate with respect to specific vehicle components, systems, and equipment items, below which warranty information would not have to be reported to NHTSA? Should there be different thresholds for different components or systems?**

Response: Some ambient level of warranty repair exists for any vehicle system or component. NHTSA experience with warranty information obtained in a multitude of defect investigations should illustrate that there is no single, easily defined ambient warranty level common for all vehicle lines, systems, or components. Appropriate thresholds may be different for different vehicle systems and should be established during the rulemaking process once covered vehicle systems are defined.

## Questions Relating to Warranties

- 4. Should thresholds be based solely on claims rates, or should there be some absolute number of claims that would trigger a reporting requirement?**

Response: Thresholds should be rate based with a minimum level of aggregate claims required to avoid penalizing small volume manufacturers. A threshold based exclusively on an absolute number of warranty claims penalizes manufacturers who are successful in the marketplace. A high volume manufacturer will naturally have more warranty claims than a lower volume manufacturer, even if the high volume manufacturer has a lower overall claim rate.

- 5. What sorts of warranty information should be reported (e.g., make, model, model year, component)?**

Response: Ford endorses the Alliance proposal that both the number of claims and the claim rate be reported for each covered system by make, model, and model year.

- 6. Are there warranty codes common to the motor vehicle industry? Passenger car industry? Heavy truck industry? Motor home industry? Child seat industry? Etc.?**

Response: No, warranty codes are not common. Even within Ford Motor Company there are differences. Ford's warranty system, for example, utilizes 266 different "customer concern codes" while the Volvo warranty system utilizes 30 "symptom codes." This illustrates why the Agency will find it difficult to objectively compare data derived from one manufacturer's warranty system with data derived from another manufacturer's system, especially at the component level.

- 7. Should we require warranty data to be submitted using standardized codes? If so, what level of standardization would be appropriate?**

Response: No. Each manufacturer has developed warranty systems (including coding protocols) that best suit their business needs. Any attempt to force a standardized coding system across the Industry would reduce the business utility of these individual systems. The Alliance proposal to report all warranty for covered systems does not depend on coding systems. If an investigation is initiated based on review of the early warning data, the Agency can request more detailed information from the affected manufacturer, using the manufacturer's coding system to collect claims of potential interest.

- 8. In what form should we require warranty information to be submitted?**

Response: If warranty information is determined to be useful for early warning purposes, tables showing the number of warranty claims and claim rates for each covered system should be provided.

Attachment 2d  
Questions Relating to Lawsuits

Ford believes that lawsuit data is not valuable for early warning detection because it is neither a good indicator of potential defects nor is the information contained in lawsuits timely. Simply because someone files a lawsuit alleging a product defect does not mean there is indeed a defect. In fact, the overwhelming majority of legal claims are never proven to be valid. Plaintiffs can, and often do, file a lawsuit before ever having the subject vehicle inspected by an expert. They then have months or possibly years to conduct discovery and try to substantiate their claim. Many plaintiffs' claims are eventually dismissed by the courts or by the plaintiffs themselves. Further, lawsuits are not likely to provide any early notice. Lawsuits generally involve vehicles that are several years old, and the complaint is usually filed well after the accident. Statutes of limitations for filing products liability claims vary from state to state, but most are designed to give plaintiffs several years from the date of the accident in which to bring their lawsuit. Also, with the notice pleading, manufacturers may not have sufficient knowledge of the defect or injuries alleged until after discovery has been completed. We believe any analysis of information derived from lawsuits will be more appropriate in the context of an information request.

**1. What information should be provided about lawsuits?**

Response: Except as a source of reportable claims of serious injury, fatality or property damage, or a reportable fire or rollover, information from lawsuits will not aid in "early" warning of possible defects in vehicles in use by consumers. Any specific information concerning lawsuits should be collected in the context of individual investigative actions when it is possible to define relevant information with reasonable specificity.

**2. Should information be provided about each lawsuit involving an alleged defect?**

Response: See answer to Question 1, above.

**3. If not, what threshold would be appropriate? Should there be different thresholds based on the component or system involved?**

Response: See answer to Question 1, above.

## Questions Relating to Design Changes

1. **Should information about design changes be provided? If so, should all changes be covered or just or only those relating to specified components or systems important to vehicle safety? If so, which components or systems?**

Neither Ford nor the Alliance believes that design change information will provide any information useful for early warning purposes. Changes occur for a multitude of reasons, most of which are unrelated to any defect or other safety related condition. During calendar year 2000, Ford processed approximately 116,000 parts changes in Europe and North America each of which could affect multiple parts. Very few of these changes were related to any of the safety recalls the Company conducted in that year. Parts change information may be useful in an investigation of a specific defect allegation, but not as an "early warning" indicator.

2. **Should different considerations apply to prospective-only running changes than to changes to service parts?**

Response: No.

## Questions Relating to Deaths and Serious Injuries

Ford recommends the Agency adopt the definition of claims of serious injury and fatality and the definition of serious injury proposed by the Alliance in its comments. It is imperative that the Agency adopts clear criteria for when a manufacturer has reportable information regarding a "serious" injury. In addition to clearly defining these terms, the Agency must provide a way for manufacturers to objectively and practicably administer the reporting requirements. For example, the obligation to report should be limited to the information the manufacturer initially receives on any claim. A manufacturer should not be required to investigate or continually update information regarding any single claim.

- 1. What systems for characterizing the seriousness of injuries are used in countries other than the United States? How do they relate to the AIS system?**

Response: AIS is an internationally recognized injury classification system but the extent to which it is used internationally is not known.

- 2. Are the AIS3 "serious" criteria appropriate as indicia of "serious injury"? If not, what criteria are appropriate?**

Response: Ford does not believe that the AIS criteria can be uniformly and objectively applied by persons not trained in the medical field. Further, information available to manufacturers is generally not sufficiently detailed to allow an accurate AIS categorization even by trained evaluators. A simple and more objective categorization should be developed to allow manufacturers to objectively determine whether a report must be submitted.

The AIS system originally was developed to evaluate "threat to life." It is a system that requires training, interpretation and detailed, first hand knowledge to be applied properly. The Alliance response provides a detailed example of the difficulties in applying the AIS coding system. Clearly, personnel in the United States and worldwide, cannot reasonably apply the AIS System consistently for purposes of the early warning system being considered. Some other definition of "serious" injury is needed.

- 3. How shall it be determined whether a claim pertaining to an injury pertains to a serious injury? What assumptions should be made? If an initial claim does not allege a "serious" injury, should the manufacturer be required to report the claim later if it learns that the injury was serious or alleged to be serious?**

Response: Ford supports the Alliance recommendation that injuries requiring overnight hospitalization be considered "serious" for TREAD early warning reporting purposed. In some cases, an initial report of an injury may not contain sufficient information to classify it as "serious". The suggestion that the Agency might require manufacturers to continually monitor all such past reports for an infinite time into the future in the event that further information might be received that could possibly cause the initial classification to change would require

## Questions Relating to Deaths and Serious Injuries

a hugely complex and burdensome administrative structure that still may not capture all "serious injuries." Such comprehensive counting is not needed in order to create an effective early warning system, and cannot be justified on that basis. The purpose of any early warning system is not to attempt to know all field incidents, but rather to quickly identify potential anomalies about which the Agency should acquire detailed knowledge. Ford recommends the Agency work with the industry to define potential word search terms that could be used to search electronic databases for "serious injuries."

**4. Would manufacturers find it less burdensome to report to NHTSA all allegations of injury caused by a product defect?**

Response: See response to Question 3.

**5. How and to which office of a manufacturer are deaths and serious injuries reported? Is the answer different with respect to incidents that occur in foreign countries?**

Response: Most such reports would likely be reported to either a customer relations activity, or to a legal office; functions that exist in most markets in which Ford vehicles are sold. Some such reports occasionally may also be recorded in the databases where warranty claims, field reports and customer contacts are entered. It is likely that all of these databases would have to be periodically word searched to locate such reports. Ford does not presently have the capability to locate such reports without extremely burdensome manual searches in markets where electronic databases are not currently used to store and process such data.

## Questions Relating to Property Damage

1. **What data should manufacturers include as "aggregate statistical data"?**

Response: Ford supports the Alliance recommendation that property damage claims alleging a vehicle defect should be reported to the agency in a spreadsheet for defined vehicle systems.

2. **What type of statistical data relating to property damage (including fire and corrosion) do manufacturers maintain? What corporate office is responsible for their maintenance? Is the answer different with respect to incidents and claims in foreign countries?**

Response: Ford receives and stores allegations of property damage in various files or databases (e.g., CQIS, MORSII and litigation files,) but not in a specific database of "statistical data" relating to property damage. Ford uses statistical data that is either located in the databases compiled by NHTSA or various states or that is compiled by the automobile insurance industry.

3. **How is this data maintained by manufacturers? How is it used?**

Response: Data from all sources is available to help evaluate strategic direction regarding future model vehicle safety research and accident damage and injury performance.

4. **How should this data be submitted to NHTSA to best provide an early warning of potential safety defects?**

Response: Ford believes that the reporting format recommended by the Alliance will accomplish this goal.

Attachment 2h  
Questions Relating to Internal  
Investigations

Internal investigation information includes records associated with a manufacturer's internal process for identifying potential safety defects and other product concerns. This information is part of an ongoing process rather than a single reportable event and is generally developed gradually and is less timely than the other types of information that are being proposed for submission. Investigation activities are initiated as a result of the kinds of early warning information the Agency is seeking, and are not early warning data. Ford believes this information is more appropriate to review once a defect investigation is opened by the Agency.

1. **Should a manufacturer be required to report information on active investigations that it has initiated with respect to potential defects in its vehicles or equipment? How, if at all, should it be determined that these are safety related? What is the extent to which this information should be reported?**

Response: Early warning information like field reports, that may prompt an internal investigation by a manufacturer, will be submitted to NHTSA under the future early warning reporting requirements. These reports are a more timely early warning indicator than information about any investigation that a manufacturer may subsequently initiate based on them. Because internal investigations are a process, not an event, requiring all internal investigations to be submitted will prove very burdensome to manufacturers. Such reporting will also increase the Agency's burden with little significant benefit as the large majority of internal investigations typically do not lead to discovery of problems requiring safety recalls. It is worth noting that manufacturers initiate approximately 80% of recalls with no NHTSA influence. It is not necessary for the Agency to insert itself in the internal processes by which manufacturers make such voluntary decisions in order to improve its early warning detection capabilities. Arguably, the Agency should be looking for signals not being seen by existing manufacturer processes. The Agency also can continue to request information concerning internal investigations during its defect investigation process.

2. **What is an appropriate definition of an internal investigation that should be reported to NHTSA?**

Response: See discussion above.

3. **Should manufacturers be required to report such investigations as soon as they are commenced? If not, at what point should the investigation be reported to NHTSA?**

Response: See discussion above.

Attachment 2i  
Questions Relating to  
Customer Satisfaction Campaign, etc.

Because it is difficult to discern with certainty which foreign field actions may be reportable, and because of the variety of different laws and regulations that may govern these processes in other markets, Ford decided to voluntarily report all foreign field actions being conducted either by Ford or one of its brands, including any service recall action, whether safety-related or not, and regardless of whether or not the action involves a vehicle "substantially similar" to vehicles sold in the United States. Ford supports appropriate rulemaking action by the agency to standardize the format and timing of such reports. We are using the format required by Part 573 and recommend that the Agency specify this format.

1. **Should "customer satisfaction campaigns," "consumer advisories," "recalls" or "other activities involving the repair of motor vehicles or motor vehicle equipment" be defined in NHTSA's regulation, and, if so, what would be an appropriate definition for each of these terms?**

Response: Yes. Ford believes it is important that the Agency define these terms to help assure all manufacturers are reporting similar information. Additionally, given the potential for increased civil and criminal sanctions, in the absence of clear definitions, manufacturers may provide the Agency with more information than it desires or can meaningfully utilize. Ford endorses the definition proposed by the Alliance.

2. **How many and what kind of customer satisfaction campaigns, consumer advisories, recalls, or other activity involving repairs have occurred since January 1, 1998, that were not required to be reported to NHTSA under 49 CFR 573.8? Indicate whether these occurred in the United States or foreign countries. Please submit a copy of all communications provided to consumers or dealers with respect to each such campaign, advisory, recall, or other activity.**

Response: Ford has reviewed its files in the United States and has located documents related to 8 foreign safety recalls and 13 other foreign field actions that were conducted on vehicles designed or built in North America, and which have not already been brought to the Agency's attention through its voluntary reporting system. Copies of the available documents to dealers and owners are provided in Attachment 7. Prior to November 2000, such actions not involving vehicles designed in or exported from North America were not routinely reported to Ford's U.S. offices.

Questions Relating to Identical  
and "Substantially Similar"  
Motor Vehicles and Equipment

1. Is the word "identical" understood internationally, or do we need to define it? If so, how?

Response: We believe that the word "identical" does not require further definition.

2. How should a manufacturer determine if a vehicle sold in a foreign country is "substantially similar" to vehicles sold in the United States? Is it enough that the vehicles share the same platform and/or engine family? If not, why not?

Response: In general, as recommended by the Alliance, the vehicle should have the same body shell (except for the number of doors), platform, and engine type and displacement "and comply or be in substantial compliance" with certain FMVSS requirements. Ford supports the development of an annual process as recommended by the Alliance by which each manufacturer would identify to NHTSA models the manufacturer intends to sell in overseas markets that are substantially similar to models sold in the United States.

3. How should "substantially similar" motor vehicle equipment be defined? Would the definition be different with respect to individual parts, component parts, assemblies and systems? Other than tires and off-vehicle equipment (such as child seats), should the definition be restricted to replacement equipment for substantially similar motor vehicles?

Response: Ford does not support reporting based on "substantially similar" equipment. This would make reporting by manufacturers extremely complex and burdensome with no substantial improvement in the quality of information available to the Agency. Vehicle manufacturers should only be required to report on substantially similar motor vehicles.

## Questions Relating to Field Reports

Ford recommends the Agency adopt the definitions of field report and dealer report proposed by the Alliance in its comments. In general, Ford also believes these reports, which Ford collects from North American sources electronically, are generally useful for early warning purposes, and are also more timely than information available from most other sources. For the 2000 CY Ford received nearly 530,000 field reports, as Ford defines the term, which is somewhat broader than the Alliance definitions of "field" and "dealer" reports. In order to ensure that the information NHTSA collects is manageable, and helps meet the objectives of "early warning" reporting, we agree with the Alliance proposal that a count matrix of field and dealer reports involving covered vehicle systems be submitted in a standard electronic format for the United States and the "International Reporting Region."

**1. What is an appropriate definition for "field report"?**

Response: See proposed Alliance definition.

**2. In the context of field reports for which information is to be provided, should there be a list of systems, parts, and components that are safety related? Should it be the same as the list for warranty claims and other claims?**

Response: Yes. In order to keep the system manageable, reporting required should initially focus on defined vehicle systems - tires, fuel, brakes, steering and restraints.

**3. Do manufacturers screen field reports for safety-related information? If so, what are their systems and how do they work?**

Response: Yes, Ford Customer Service Division conducts a weekly review of field reports in the U.S., which is presently largely a manual process.

**4. How do manufacturers process and maintain field reports? Is all information entered into computers?**

Response: North American field reports are entered into a computer database. In other markets the practice varies.

**5. What information regarding field reports should be provided to NHTSA? Should there be a numerical or rate threshold before field reports must be provided?**

Response: Ford supports the Alliance proposal to submit information in spreadsheet form. Ford also supports development of a threshold for reporting of field reports. That threshold should be rate based. Two rates should be considered; one based on the number of vehicles produced/sold, the other based on the total number of reports the manufacturer receives to equitably account for manufacturers who have more effective processes for obtaining this type of field information. For low-volume manufacturers a minimum threshold based on a number of reports might also be appropriate.

## When Should Information be Reported?

1. Should reporting frequency vary depending on the type of information (e.g., deaths, injuries, warranty rates, complaints, etc.)? If so, what is an appropriate frequency for each type?

Response: Ford supports the Alliance recommendation that reporting of most information be on a quarterly basis. However, foreign safety recalls should be reported within five days and other foreign field actions should be reported monthly.

2. Should reporting frequency vary depending on the type of vehicle or equipment (e.g., passenger car, bus, child seats or other equipment)? If so, what is an appropriate frequency for each type?

Response: Ford believes that most reporting should be vehicle based, and with the exception of foreign recalls and other service actions, the frequency should be the same for all types of data.

3. Should reporting frequency vary depending upon the component or system involved (e.g., air bag, child restraint, seat belt assemblies, brakes)? If so, what is an appropriate frequency for each?

Response: No.

4. Should manufacturers of particular equipment, such as off-vehicle and accessory equipment, be required to report data on a periodic basis, or only if they receive certain information such as claims alleging deaths or serious injuries involving their products?

Response: All manufacturers should be required to report on the same periodic basis.

## How Should Information be Reported?

Ford believes that the volume of data that will potentially be submitted as a result of the TREAD Act and this rulemaking will necessitate that most data be submitted in a form other than paper copies. Ford recommends that the Agency carefully tailor its proposed regulations to encourage, or at least permit, electronic submissions. While this may require the installation of additional electronic infrastructure at the Agency, we believe it is necessary to achieve improved early warning of defects without imposing unduly burdensome requirements on manufacturers. As the Agency is aware, Ford is currently communicating recall and other information to our dealers electronically. We have also begun submitting certain field and owner report data requested during ODI investigations to NHTSA as a file on CD-ROM media. Ultimately, Ford believes it is in the interest of all parties to conduct as many exchanges of information as possible electronically, rather than on paper. We fully support the concept of tailoring the current rulemaking to encourage e-business solutions.

- 1. How would manufacturers prefer to report information to us (e.g., hard copy, electronically)? If both, what would be in hard copy? What would be in electronic format? Which electronic format(s) would be preferable?**

Response: Ford believes that an electronic format of reporting would be the most desirable for both Ford and the Agency. In general, most data in electronic form can be downloaded into a database or spreadsheet format this is readable by commonly available software programs. Submission of information in hard copy form generally should be within the context of an ODI investigation.

- 2. Should information regarding deaths and serious injuries be submitted in the form in which it is received by the manufacturer, the form in which it is entered into a database by the manufacturer, or in some other way?**

Response: It should be reported in the spreadsheet format recommended by the Alliance.

## How Should Information be Reported?

The following five questions relate to the possible use of a spreadsheet for reporting aggregate information.

1. **What do manufacturers understand the term "aggregate statistical information" to mean?**

Response: A summation of data gathered from one or more sources presented for defined categories in spreadsheet or other format.

2. **Is aggregate statistical information regarding claims, deaths and injuries likely to be useful in identifying potential safety-related defects? Would it be too general to be useful?**

Response: An appropriately designed report, such as proposed by the Alliance, will provide sufficient information to permit the Agency to detect apparent early warning trends and to determine if the apparent trends represent a matter deserving of more detailed investigation.

3. **Would this type of aggregate statistical information tend to result in a large number of investigations into issues not related to potential safety-related defects?**

Response: This question cannot be easily answered in the abstract. It is conceivable that apparent trends in aggregate statistical data may be easily explainable for reasons unrelated to vehicle performance. The Agency should consider developing some informal process, short of a formal investigation, to acquire additional information to assist it in interpreting the data and to aid it in deciding whether or not to open an investigation.

4. **Would the submission of supplemental information beyond the aggregate statistical information be necessary or appropriate to provide NHTSA with sufficient information upon which to decide to open an investigation? What types of such information?**

Response: Generally no. To the extent supplemental information is needed, it should be sought informally as outlined above. Ford supports the Alliance position that such information should only be subject to public disclosure based on a properly constructed Freedom of Information Act (FOIA) request.

5. **If NHTSA needs to submit requests for supplemental information, should the requests be made as part of an investigation? If not, why not? If not, how should NHTSA characterize these requests, and should the requests and responses be made available to the public?**

Response: See response to Questions 3 and 4, above.

## How NHTSA Might Handle and Utilize Early Warning Information Reported To It

**1. How should NHTSA review and utilize the information to be submitted under the early warning rule?**

Response: Ford believes that the information submitted under the regulations being developed by this rulemaking should be used by the Agency to refine its current screening process that is used to identify potential subjects for investigation by the Office of Defects Investigation.

**2. What system or processes should NHTSA utilize in reviewing this information?**

Response: NHTSA should develop its electronic data analysis capabilities and focus those efforts on identifying areas that represent a substantial change from that manufacturer's prior trend of reports. This will help reduce the likelihood of penalizing those manufacturers with more proactive field information gathering or customer relations activities, as would happen if the Agency based its process on absolute numbers of reports, or by comparing one manufacturer's trend data to another's.

## Questions Relating to Burden

1. **What are the estimated startup and ongoing costs (including financial as well as manpower costs) of complying with the early warning reporting requirements discussed in this notice? What is the basis for the estimate?**

Response: Ford's development of a comprehensive focused early warning analysis system for tires (TEWS) was a very considerable undertaking, the cost of which has not been compiled. Ford's development of a website for collecting and reporting foreign safety recalls and other field actions is estimated to cost approximately \$200,000 and to have ongoing annual costs in excess of \$75,000.

2. **How should NHTSA decide whether particular requirements are "unduly" burdensome? Should we balance the burdens against the anticipated benefits of receiving the information in question? If so, how should we perform that balancing?**

Response: NHTSA should carefully review which information would truly be timely and likely to increase the effectiveness of its current screening process to identify potential subjects for investigation.

3. **What is the most effective early warning information and least burdensome ways of providing it?**

Response: Ford believes that no single source of information will be the "most effective" source of early warning information in all cases. Rather, a combination of different information, each likely to be the "most" effective in different circumstances, will provide the best overall early warning. Ford believes the combination of information sources recommended by the Alliance will fulfill this need.

4. **Have manufacturers developed or are manufacturers beginning to develop and implement their own early warning reporting procedures in advance of NHTSA's rulemaking? If so, what are these procedures? How do these procedures differ from those discussed in the ANPRM? How are they similar?**

Response: As previously described, Ford has developed a Tire Early Warning System (TEWS). This system seeks to compile data from a large cross section of the sources mentioned and search the data for faint signals indicating the possible emergence of a defect trend. This largely manual system is currently in the initial stages of operation. Ford hopes to meet with the Agency in the near future to share more detail on the design and operation of TEWS. Ford also is moving forward with a broader, more comprehensive system that is in the initial design stages. We will share our plans for that system with the Agency as work progresses.

**Attachment 7**  
**Foreign Safety Recall and**  
**Field Action Documents**



# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

48L24  
 ACTION REQUIRED  
DONNER SUITE

February 3, 1999

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

SUBJECT: **Special Field Action 98L24** Certain 1999 F-250, F-350, F-450 and F-550  
Super Duty Trucks Sold in Canada - French Airbag Warning Labels

## AFFECTED VEHICLES

Certain 1999 F-250, F-350, F-450, and F-550 Super Duty trucks sold in Canada and built at the Kentucky Assembly Plant from January 5, 1998 through November 17, 1998.

There are approximately 19,934 affected vehicles in Canada.

## REASON FOR THIS PROGRAM

Ford has determined that some of the (F-Series) trucks have only English airbag warning labels and, therefore, fail to conform to the Canadian Motor Vehicle Safety Standard No. (CMVSS) 208 (27). CMVSS 208 (27) states that airbag warning labels written in both English and French must be permanently affixed on, or adjacent to, the sun visor at each designated seating position equipped with an air bag.

To fully comply with Canadian Motor Vehicle Safety Standard 208 (27), Ford Motor Company is providing affected vehicle owners with French airbag warning labels along with instructions on how and where these labels should be installed.

## AIRBAG WARNING LABEL INSTALLATION

Customers who prefer to have the labels installed by their dealer have been instructed to contact their Ford dealer and make an appointment to have the labels installed at no charge.

**ATTACHMENTS**

Attachment I

- Administrative Information
- Labor Allowance and Label Ordering Information

Attachment II

- Instructions for attaching French Air Bag Labels

**COMPANY CONTACTS:** (For Dealer use only)

Technical Questions	1-800-325-5621
Claiming Questions	1-800-667-0088
Owner Concerns	1-800-565-3673
General Recall Questions	Recall Department
	Dealer E-Mail: SHORNER
	VHARTLEI

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



N.S. Conrad  
Attachments/98L24

Director, Customer Satisfaction

**Special Field Action 98L24**  
Certain 1999 F-250, F-350, F-450 and F-550 Super Duty Trucks Sold in Canada  
French Airbag Warning Labels

**CLAIMS**

Enter claims using DWE. See ACESII Manual, Sections 5 & 6.

**LABOUR ALLOWANCE**

DESCRIPTION	LABOUR OPERATION	LABOUR TIME
Install Airbag Warning Labels:	L24B	0.2 Hours

**NOTE:** Affected vehicles will not be posted in OASIS.

**LABEL ORDERING INFORMATION**

Labels have been provided directly to the customer for Special Field Action 98L24

To order additional Airbag Warning Labels for Special Field Action 98L24, call 1-800-325-5621.  
Give the operator the name of this program (98L24), your name, Dealer code, Dealer name  
and address.

98L24

**INSTRUCTIONS FOR ATTACHING  
FRENCH AIRBAG LABELS**

- If your truck has "***Driver Side Only Airbag***", follow the instructions on Page 2.
- If your truck has "***Driver and Passenger Airbags with a Passenger Airbag Deactivation Switch***", follow the instructions on Page 3.
- If your truck has "***Driver and Passenger Airbags without a Passenger Airbag Deactivation Switch (Full-Time Airbags)***", follow the instructions on Page 4.



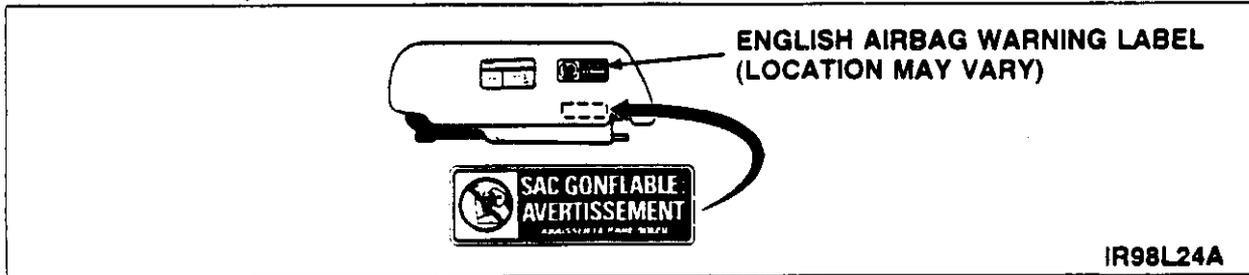
98L24

## DRIVER SIDE ONLY AIRBAG

From the label package, locate the following labels:

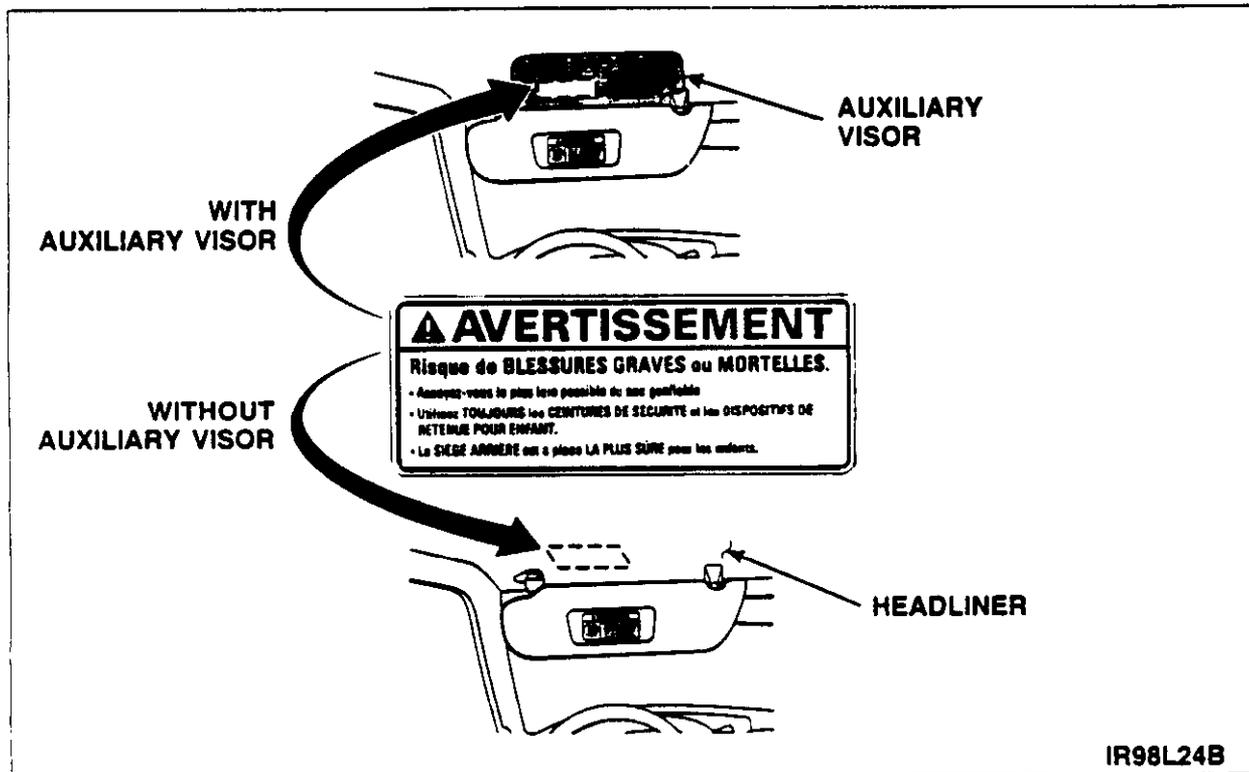
- One (1) label with Part No. F8CB-5400014-BA (part number is located on the back and front of each label).
- One (1) label with Part No. F77B-1000014-DA (part number is located on the back and front of each label).

Discard all remaining labels.



### F8CB-5400014-BA

- One required.
- Attach near English Airbag Warning label.



### F77B-1000014-DA

- One required.
- Vehicles *with* auxiliary visors: attach to lower portion of auxiliary visor.
- Vehicles *without* auxiliary visors: attach to headliner above sunvisor as shown .



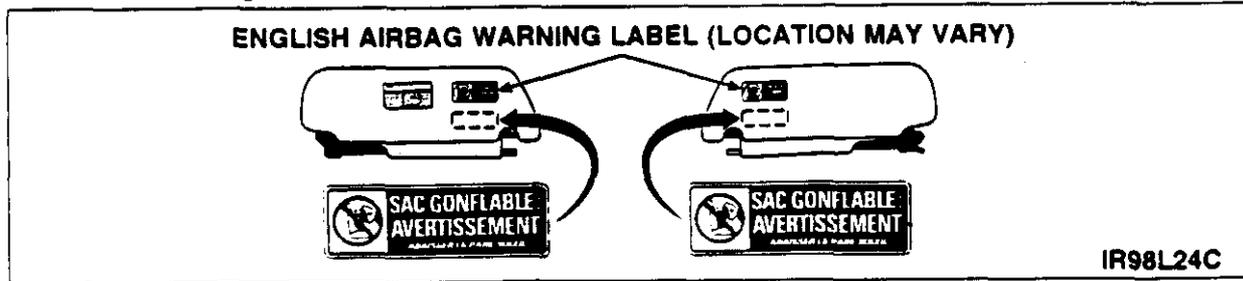
98L24

## DRIVER AND PASSENGER AIRBAGS WITH A PASSENGER AIRBAG DEACTIVATION SWITCH

From the label package, locate the following labels:

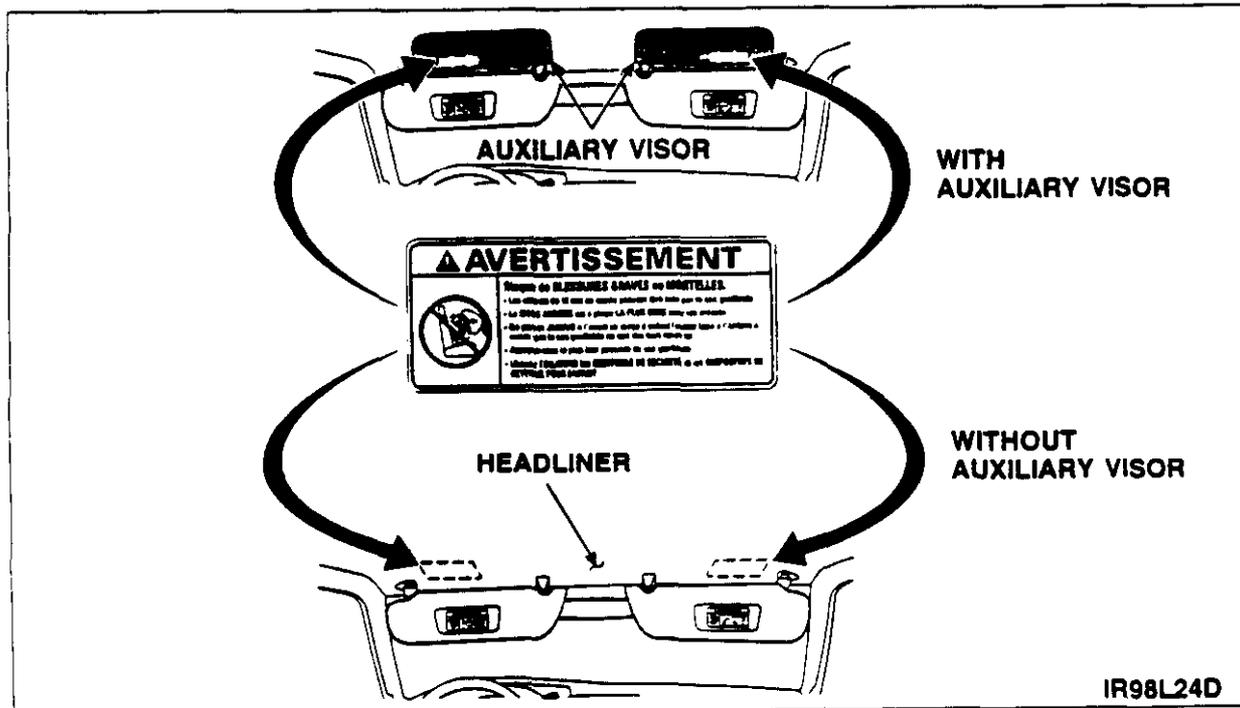
- Two (2) labels with Part No. F8CB-5400014-BA (part number is located on the back and front of each label).
- Two (2) labels with Part No. F77B-1000014-BA (part number is located on the back and front of each label).

Discard all remaining labels.



### F8CB-5400014-BA

- Two required. One for driver side and one for passenger side.
- Attach near English Airbag Warning label.



### F77B-1000014-BA

- Two required. One for driver side and one for passenger side.
- Vehicles *with* auxiliary visors: attach to lower portion of auxiliary visor.
- Vehicles *without* auxiliary visors: attach to headliner above sunvisor as shown.



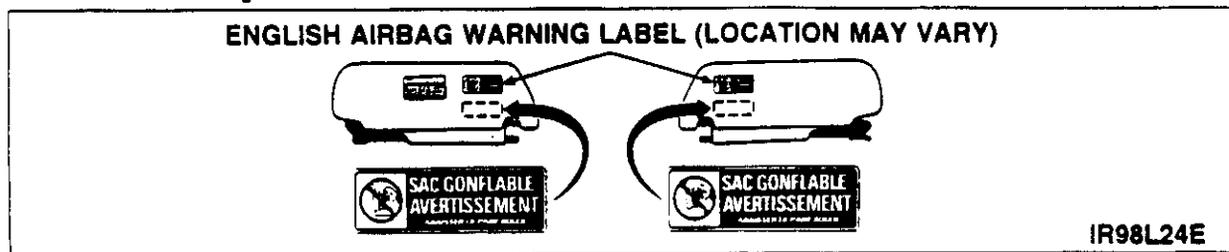
98L24

## DRIVER AND PASSENGER AIRBAGS WITHOUT A PASSENGER AIRBAG DEACTIVATION SWITCH (FULL-TIME AIRBAGS)

From the label package, locate the following labels:

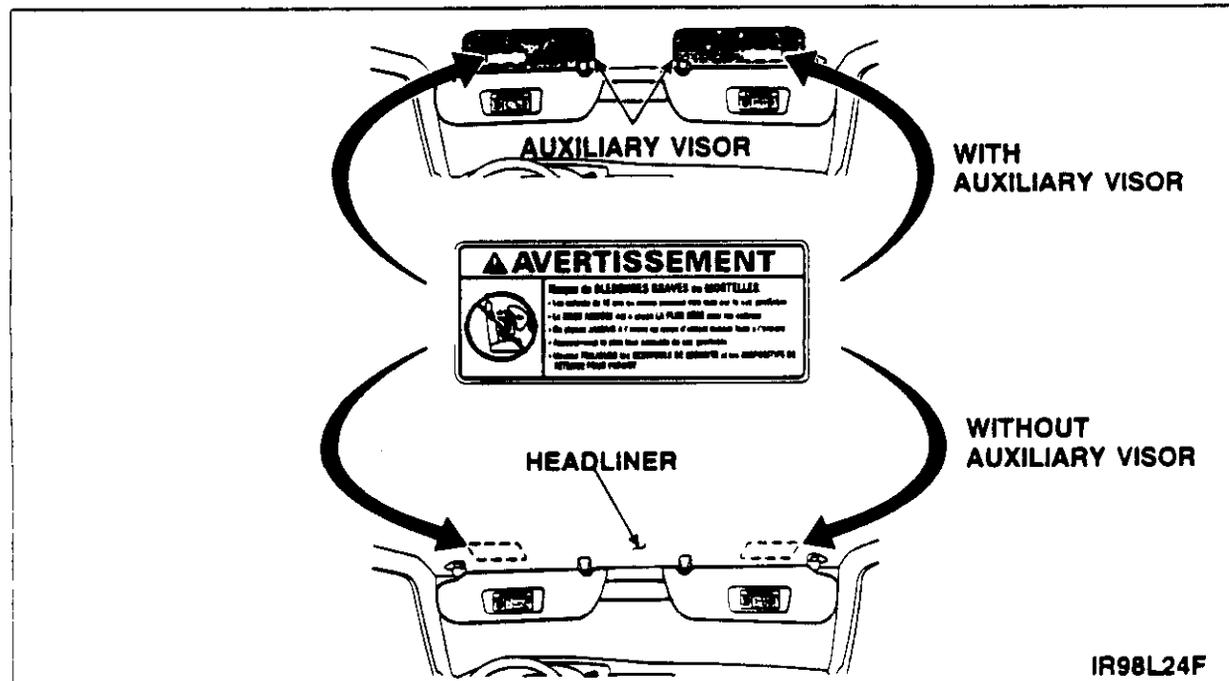
- Two (2) labels with Part No. F8CB-5400014-BA (part number is located on the back and front of each label).
- Two (2) labels with Part No. F7CB-5400014-AA (part number is located on the back and front of each label).

Discard all remaining labels.



### F8CB-5400014-BA

- Two required. One for driver side and one for passenger side.
- Attach near English Airbag Warning label.



### F7CB-5400014-AA

- Two required. One for driver side and one for passenger side.
- Vehicles *with* auxiliary visors: attach to lower portion of auxiliary visor.
- Vehicles *without* auxiliary visors: attach to headliner above sunvisor as shown.





Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

MAIL DATE

XXXXXXXXXXXXXXXXXXXX C XXXXX

J. Sample  
123 Main Street  
Anywhere, Prov  
ANA NAN

This notice is sent to you under the requirements of the Motor Vehicle Safety Act of Canada.

**REASON FOR THIS LETTER**

Ford has determined that certain F-Series trucks have only English airbag warning labels and, therefore, fail to conform to the Canadian Motor Vehicle Safety Standard No. (CMVSS) 208 (27). CMVSS 208 (27) states that airbag warning labels written in both English and French must be permanently affixed on or adjacent to the sunvisor at each designated seating position equipped with an air bag.

To fully comply with Canadian Motor Vehicle Safety Standard 208 (27), Ford Motor Company is providing you with French airbag warning labels along with instructions on how and where these labels should be installed.

**ACTION REQUESTED**

Please affix these labels to your vehicle following these instructions, or if you prefer, contact your Ford dealer and make an appointment to have the labels installed at no charge to you. Please bring this notice and label with you when you keep your service appointment. While the installation of the labels by a dealer will require only a few minutes, the dealer's schedule may require that you leave your vehicle for a greater length of time.

**CHANGED ADDRESS OR SOLD THE VEHICLE?**

If you have changed your address, or have sold the vehicle, please complete the enclosed prepaid postcard, sign and date it and mail the card to Ford.

If you have leased this vehicle to another person or organization, please immediately notify the lessee of this recall.

Contact the Ford "Customer Assistance Centre" at the address identified in the letterhead of this letter if any further help is needed. Please identify your vehicle's serial number in any correspondence.

We regret the inconvenience this service may cause you. We want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited

A handwritten signature in black ink, appearing to read "N.S. Conrad". The signature is written in a cursive style with a large initial "N" and a long, sweeping underline.

Director, Customer Satisfaction

N.S. Conrad  
Enclosure



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

(Date d'envoi)

XXXXXXXXXXXXXXXXXXXX C 98L24

J. Untel  
123, rue Principale  
Touteville, Prov.  
A1A 1A1

Le présent avis vous est envoyé conformément aux exigences de la Loi canadienne sur la sécurité des véhicules automobiles.

#### Raison du rappel

Ford a découvert que certains camions F comportaient des étiquettes d'avertissement en anglais seulement et que, par conséquent, ces camions n'étaient pas conformes à la norme 208 (27) de la Loi canadienne sur la sécurité automobile. En vertu de cette norme, les étiquettes d'avertissement relatives aux sacs gonflables doivent être apposées en permanence, en anglais et en français, sur le pare-soleil ou sur une surface adjacente au pare-soleil, à chaque place munie d'un sac gonflable.

Afin de se conformer à la norme 208 (27) de la Loi canadienne sur la sécurité automobile, Ford fournit un nécessaire d'étiquettes pour chaque véhicule visé ainsi que des directives de pose des étiquettes.

#### Intervention

Veillez apposer ces étiquettes dans votre véhicule en suivant les directives fournies ou, si vous le désirez, prenez rendez-vous avec votre concessionnaire, qui les apposera gratuitement. Lorsque vous amèneriez votre véhicule au concessionnaire, apportez la présente ainsi que les étiquettes fournies. Bien que la pose des étiquettes ne prenne que quelques minutes, le concessionnaire devra peut-être conserver votre véhicule plus longtemps en raison de la planification des travaux dans son atelier.

#### Déménagé ou vendu le véhicule ?

Si vous avez déménagé ou vendu le véhicule, veuillez remplir, signer et dater la carte-réponse affranchie ci-jointe et l'envoyer à Ford.

Si vous avez loué ce véhicule à une autre personne ou société, veuillez informer le preneur à bail sur-le-champ de ce rappel.

Dans le cas où vous auriez besoin d'aide, communiquez avec le Centre d'assistance-clientèle, à l'adresse indiquée dans l'en-tête de la présente. Dans toute correspondance, veuillez mentionner le numéro de série de votre véhicule.

Nous regrettons les inconvénients que cette intervention pourrait vous causer, mais c'est par souci de votre sécurité et de votre satisfaction que nous vous demandons de la faire exécuter.

Veuillez agréer l'expression de mes sentiments les meilleurs.

La directrice, Satisfaction de la clientèle

A handwritten signature in black ink, appearing to read "Norman Conrad". The signature is fluid and cursive, with the first name "Norman" written in a larger, more prominent script than the last name "Conrad".

N. Conrad

98L24-o9sl

The following is NOT a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

**99B12**



**TO:** All FCSD Regional Managers

**cc:** All Regional Sales Managers  
Ford Division and Lincoln Mercury  
All PDC Managers

**SUBJECT:** Owner Notification Program 99B12: Certain 1998-99 Ranger (Thailand) Rear Differential Side Carrier Bearing - Quality Issue (Vehicle Platform J97)

Attached is a Dealer Bulletin for Owner Notification Program 99B12.

See the Dealer Bulletin for program details.

**REGIONAL/DEALER ACTION**

Advise FCSD, using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Recall Questions: 1-800-325-5621

A handwritten signature in black ink, appearing to read "A. R. O'Neill".

A. R. O'Neill  
Director  
Vehicle Service and Programs



# Service Recall Bulletin

May, 1999

**TO:** All Ford Dealers

**SUBJECT:** Owner Notification Program 99B12: Certain 1998-99 Ranger (Thailand) Rear Differential Side Carrier Bearing - Quality Issue (Vehicle Platform J97)

OASIS - Yes

OWNER LIST - Yes

PARTS RETURN - No

PROGRAM TERMS - Program coverage through October 31, 1999, regardless of mileage. (After this program expires, the vehicle may still be eligible for this service under any remaining vehicle warranty coverage.)

## **AFFECTED VEHICLES**

Certain 1998-99 Ranger trucks built from Job 1 1998 through March 24, 1999 at the Auto Alliance - Thailand Assembly Plant.

## **REASONS FOR RECALL**

Due to damage of the differential side carrier bearings during the rear axle assembly process, the rear axle may be unacceptably noisy.

## **SERVICE ACTION**

Dealers will replace the complete differential carrier assembly on all affected vehicles. The replacement differential carrier assembly was manufactured with a revised carrier bearing installation method.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Refund Codes

Attachment II: Labor Allowances  
Parts Ordering Information

Attachment III: Technical Instructions

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Program Questions: 1-800-325-5621

Sincerely,

A handwritten signature in black ink, appearing to read "A. R. O'Neill". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

A. R. O'Neill  
Director

Vehicle Service and Programs

**OWNER NOTIFICATION PROGRAM 99B12**  
**Certain 1998-99 Ranger (Thailand) Rear Differential Side Carrier Bearing - Quality Issue**  
**(Vehicle Platform J97)**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

Affected vehicles on the enclosed list.

Other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list.

Give owner a copy of the Owner Letter. Arrange with the owner for a service date.

**CLAIMS**

Enter claims using DWE. See Sections 5 & 6 of the ACESII manual for detailed instructions.

**OWNER REFUNDS**

See ACES II manual, Section 3 for submission procedures.

For owner paid repairs made before date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer), enter using DWE:

Program Code - 99B12  
Misc. Expense - REFUND  
Misc. Expense - ADMIN.  
Misc. Expense - 0.2 Hours

**OWNER NOTIFICATION PROGRAM 99B12**  
**Certain 1998-99 Ranger (Thailand) Rear Differential Side Carrier Bearing - Quality Issue**  
**(Vehicle Platform J97)**

**LABOR ALLOWANCES**

<b>Repair</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Remove and Replace Rear Differential Assy.	9100089	3.0 Hours

**PARTS REQUIREMENTS****Parts Ordering Information**

Not all parts will be direct shipped for this recall. Order your parts requirement through normal order processing channel as noted below:

<b><u>DESCRIPTION</u></b>	<b><u>PART NUMBER</u></b>	<b><u>QUANTITY</u></b>
Differential Carrier Assembly	Shipped free of charge	1
Differential Oil - Standard	SSQM2C9002AA	As required
Differential Oil - Limited Slip		
	SRM2C9102A	As required
Brake Fluid - DOT 4	SAM6C9103A	As required
Axle Casing Sealant	F6TJ-19554-AA	1

**DEALER PRICE**

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

**CLAIMS PREPARATION**

- Enter using DWE.
- Use code information shown below:

Program Code - 99B12  
 Labor Operation - See Above

See Sections 5 & 6 of the ACESII manual for detailed instructions.

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

May, 1999

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Number 99B12, to owners of certain 1998 and 1999 Ranger trucks, built at the Auto Alliance - Thailand Assembly Plant.

#### **REASON FOR THIS PROGRAM**

Due to damage of the differential side carrier bearings, which occurred during the assembly process, the rear axle may be unacceptably noisy.

#### **NO CHARGE SERVICE**

At no charge to you, your dealer will replace the complete differential carrier assembly on your vehicle. The replacement differential carrier assembly was manufactured with a revised carrier bearing installation method.

#### **PROGRAM ELIGIBILITY / EXPIRATION**

Your vehicle is eligible for this program until October 31, 1999, regardless of mileage. (After this program expires, your vehicle may still be eligible for this service under any remaining vehicle warranty coverage.)

#### **HOW LONG WILL IT TAKE?**

The time needed for this service is less than one-half day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.

#### **CALL YOUR DEALER**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Owner Notification Program 99B12. If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week. When you bring your vehicle in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work free of charge.

**CHANGED ADDRESS OR SOLD THE VEHICLE?**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford-built vehicle.

Sincerely,

A handwritten signature in black ink, appearing to read "A. R. O'Neill". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

A. R. O'Neill  
Director  
Vehicle Service and Programs

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

**GOLF COAST COUNTRIES**

**99B18**



Ford Motor Company  
Worldwide Direct Market Operations

1555 Fairlane Drive  
Allen Park, Michigan 48101  
Fax :313-845-3817

September, 1999

TO: GCC Region Dealers: Bahrain, Egypt, Jordan, Kuwait, Lebanon, Oman,  
Qatar, Saudi Arabia, Syria and The United Arab Emirates

cc: Ford Middle East & North Africa Regional Office

SUBJECT: Customer Satisfaction Initiative 99B18 - Certain 1995 through 1999 Model  
Year Explorer/Mountaineer Vehicles Equipped With P255/70R16 Firestone  
"Wilderness A/T" Brand Tires - GCC Region Dealers

OASIS - Yes  
OWNER LIST - Yes  
PARTS RETURN - No  
PROGRAM TERMS - Until August 28, 2000, regardless of mileage. (After this program expires,  
the vehicle may still be eligible for service under any remaining vehicle  
warranty coverage.)

#### AFFECTED VEHICLES

Certain 1995 through 1999 model year Explorer/Mountaineer vehicles equipped with P255/70R16 Firestone "Wilderness A/T" brand tires. Affected vehicles were built at the Louisville Assembly Plant from August 1, 1994 through July 30, 1999.

#### REASON FOR THIS INITIATIVE

Vehicles equipped with P255/70R16 Firestone "Wilderness A/T" brand tires may experience interior tire degradation and tread separation, due to unique GCC Region usage patterns, environmental conditions and improper repairs.

#### SERVICE ACTION

##### **1995 - 1997 Model Year Vehicles:**

Dealers are instructed to inspect the vehicles tires for proper repairs. Any tire repair must have a rubber patch and rubber plug.

If the vehicle is equipped with P255/70R16 Firestone "Wilderness A/T" brand tires, dealers are instructed to replace all four (4) tires, (excluding the spare tire which is a 15" tire and rim assembly unaffected by this program) and reflash or replace the PCM to limit vehicle speed to 160 kph.

##### **1998 - 1999 Model Year Vehicles:**

Dealers are instructed to inspect the vehicles tires for proper repairs. Any tire repair must have a rubber patch and rubber plug.

If the vehicle is equipped with P255/70R16 Firestone "Wilderness A/T" brand tires, dealers are instructed to replace all five(5) tires and reflash the PCM to limit vehicle speed to 160 kph.

**ATTACHMENTS**

Attachment I: Administrative Information and Refund Codes  
Attachment II: Labor Allowances and Parts Ordering Information

**QUESTIONS?**

Contact your applicable Parts and Service Representative or the Service Campaign Coordinator at (Fax 313-845-3817) should you have any questions concerning this Customer Satisfaction Initiative.

Sincerely,

M. J. Kolin  
Director  
Customer Service Office

**Customer Satisfaction Initiative 99B18**

**Certain 1995 through 1999 Model Year Explorer/Mountaineer Vehicles Equipped With P255/70R16  
Firestone "Wilderness A/T" Brand Tires GCC Region Dealers**

OASIS

You must use OASIS to determine if a vehicle is eligible for this program.

PLEASE NOTE

Correct all vehicles in stock before delivery.

PROMPTLY CORRECT

- Affected vehicles on the enclosed list.
- Other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Arrange with the owner for a service date.

CLAIMS

Enter claims using DWE. See ACESII Manual, Sections 5 & 6.

OWNER REFUNDS

See ACESII Manual, Section 3 for submission procedures.

Please contact your Parts and Service Regional office for refund approval.

Program Code	-	99B18
Misc. Expense	-	REFUND
Misc. Expense	-	ADMIN.
Misc. Expense	-	0.2 Hr.

**Customer Satisfaction Initiative 99B18**

Certain 1995 through 1999 Model Year Explorer/Mountaineer Vehicles Equipped With P255/70R16  
Firestone "Wilderness AT" Brand Tires GCC Region Dealers

LABOR ALLOWANCES

**1995 Model Year Vehicles:**

Inspect Tires To Determine Brand/Type of Tires Currently On Vehicle

0.2 Hours Labor Operation: 99B18A

Replace Four (4) Tires: Model Year (Excludes 15" spare tire)

1.3 Hours Labor Operation: 99B18B

Replace PCM .3 Hours Labor Operation 99B18E

**1996 - 1997 Model Year Vehicles:**

Inspect Tires To Determine Brand/Type of Tires Currently On Vehicle

0.2 Hours Labor Operation: 99B18A

Replace Four (4) Tires: 1996 - 1997 Model Year (Excludes 15" spare tire)

1.3 Hours Labor Operation: 99B18B

**1998 - 1999 Model Year Vehicles:**

Inspect Tires To Determine Brand/Type of Tires Currently On Vehicle

Replace Five (5) Tires: 1998 - 1999 Model Year (Includes 16" spare tire)

1.5 Hours Labor Operation: 99B18C

**All 1996 - 1999 Model year Vehicles:**

Reflash PCM - All 1996 - 1999 Affected Vehicles

0.4 Hours Labor Operation: 99B18D

**All 1995 - 1999 Model Year Vehicles:**

Handling / Disposition - For claims which include tire replacement, enter \$15.00 allowance in the  
Miscellaneous Expense area: MISC EXP CODE - HANDLG

**Customer Satisfaction Initiative 99B18**

**Certain 1995 through 1999 Model Year Explorer/Mountaineer Vehicles Equipped With P255/70R16  
Firestone "Wilderness A/T" Brand Tires GCC Region Dealers**

**PARTS REQUIREMENTS**

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels as noted below:

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>
F65A-1508-TA	Tire	As required
Fxxx-12A650-xx	PCM	1

**DEALER PRICE**

For latest prices, check:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

**CLAIMS PREPARATION**

- Enter using DWE.
- Use code information shown below:

Program Code - 99B18  
Labor Operation - See previous page

See Sections 5 & 6 of the ACESII manual for detailed instructions.



A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

September, 1999

### **1995 - 1997 Model Years**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Owner Notification Program Number 99B18, to owners of certain 1995 through 1999 model year Explorer/Mountaineer vehicles equipped with P255/70R16 All Terrain Firestone Wilderness brand tires within GCC countries.

#### **REASON FOR THIS PROGRAM**

Vehicles equipped with P255/70R16 All Terrain Firestone Wilderness brand tires may experience interior tire degradation and tread separation, due to unique GCC usage patterns and environmental conditions, resulting in a loss of vehicle control.

#### **NO CHARGE SERVICE**

Your dealer is instructed to inspect your vehicles tires. If your vehicle is equipped with any type of tire other than P255/70R16 Firestone "Wilderness AT" brand tires, no tire replacement is required. The dealer is also instructed to reflash (replace PCM on 1995 model year vehicles) the PCM to limit vehicle speed to 160 kph.

If the vehicle is equipped with P255/70R16 Firestone "Wilderness AT" brand tires, dealers are instructed to replace all four (4) tires, (excluding the spare tire which is a 15" tire and rim assembly unaffected by this program) and reflash (replace PCM on 1995 model year vehicles) the PCM to limit vehicle speed to 160 kph.

#### **ELIGIBILITY/ EXPIRATION**

This program coverage for your vehicle expires on February 28, 2000, regardless of mileage. If you suspect your vehicle has experienced this problem, service should be scheduled before the expiration date to maintain your vehicles eligibility for no charge service.

#### **HOW LONG WILL IT TAKE?**

The time needed for this service is one day. However, due to service scheduling times, your dealer may need your vehicle for one full working day. Please call your dealer for a service date.

#### **CALL YOUR DEALER**

Ask for a service date and if parts are in stock for Program Number 99B18.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford built vehicle.

Sincerely,

A. R. O'Neill  
Director  
Vehicle Service and Programs



A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

September, 1999

### **1998 - 1999 Model Years**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Owner Notification Program Number 99B18, to owners of certain 1995 through 1999 model year Explorer/Mountaineer vehicles equipped with P255/70R16 All Terrain Firestone Wilderness brand tires within GCC countries.

#### **REASON FOR THIS PROGRAM**

Vehicles equipped with P255/70R16 All Terrain Firestone Wilderness brand tires may experience interior tire degradation and tread separation, due to unique GCC usage patterns and environmental conditions, resulting in a loss of vehicle control.

#### **NO CHARGE SERVICE**

At no charge to you, your dealer will replace all tires (including the spare tire) and reflash the PCM to limit vehicle speed to 160 kph.

#### **ELIGIBILITY/ EXPIRATION**

This program coverage for your vehicle expires on February 28, 2000, regardless of mileage. If you suspect your vehicle has experienced this problem, service should be scheduled before the expiration date to maintain your vehicles eligibility for no charge service.

#### **HOW LONG WILL IT TAKE?**

The time needed for this service is one day. However, due to service scheduling times, your dealer may need your vehicle for one full working day. Please call your dealer for a service date.

#### **CALL YOUR DEALER**

Ask for a service date and if parts are in stock for Program Number 99B18.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

## REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, ~~please give~~ your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

## CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford built vehicle.

Sincerely,

A. R. O'Neill  
Director  
Vehicle Service and Programs

The following is NOT a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

99B24

A R O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



Ford Motor Company  
P O Box 1904  
Dearborn, Michigan 48121

October, 1999

**TO:** All Ford Dealers

**SUBJECT:** Owner Notification Program 99B24: Certain 1998 and 1999 Ranger (Thailand) Trucks - Tempered Glass Windshield Replacement (Vehicle Platform J97)

**OASIS:** Yes

**OWNER LIST:** Yes

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

**PROGRAM TERMS:** This program will be in effect until March 31, 2000, regardless of mileage. (After this program expires, the vehicle may still be eligible for this service under any remaining vehicle warranty coverage.)

### **AFFECTED VEHICLES**

Certain 1998 and 1999 Ranger (Thailand) vehicles equipped with tempered glass windshield built at the Auto Alliance - Thailand Assembly Plant from May 29, 1998 through October 29, 1998 for the Thailand domestic market.

Certain 1998 and 1999 Ranger (Thailand) vehicles equipped with tempered glass windshield built at the Auto Alliance - Thailand Assembly Plant from May 29, 1998 through June 21, 1999 for certain export markets.

### **REASON FOR PROGRAM**

Field reports indicate that the tempered glass windshield may fracture without warning on affected vehicles. Should this occur, the driver's vision may be impaired or pieces of windshield glass may fall into the passenger compartment.

### **SERVICE ACTION**

To reduce the likelihood of this condition, dealers are instructed to replace the vehicle's tempered glass windshield with a laminated glass windshield.

### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Recall Questions: 1-800-325-5621

Sincerely,

A handwritten signature in black ink, appearing to read "A. R. O'Neill". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

A. R. O'Neill  
Director  
Vehicle Service and Programs

**OWNER NOTIFICATION PROGRAM 99B24**

Certain 1998 and 1999 Ranger (Thailand) Trucks - Tempered Glass Windshield Replacement  
(Vehicle Platform J97)

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this Program.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on the enclosed VIN list (if provided) or the VIN list in the Ford Dealer Consolidated Communicator (FDCC) and other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give owner a copy of the Owner Letter. Arrange with the owner for a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund information.

Program Code:	99B24
Misc. Expense:	REFUND
Misc. Expense:	ADMIN
Misc. Expense:	0.2 Hr.

Refer to ACESII Manual for Refund information.

**OWNER NOTIFICATION PROGRAM 99B24**

Certain 1998 and 1999 Ranger (Thailand) Trucks - Tempered Glass Windshield Replacement  
(Vehicle Platform J97)

**LABOR ALLOWANCES**

<u>Description</u>	<u>Labor Operation</u>	<u>Labor Time</u>
Replace Windshield	99B24B	0.8 Hours

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct shipped for this Program. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621
Emergency Orders	31 days after launch	Normal order process

<u>Part Number / FINIS Code</u>	<u>Description</u>	<u>Quantity</u>
UH81-63901B / 405-7195	Windshield, Laminated (Green Tint)	1
UH82-63901B / 404-0564	Windshield, Laminated (Clear)	1
UH71-50601 / 366-6504	Moulding, Windshield (Upper)	1
UH71-50602 / 366-6505	Moulding, Windshield	2
BC1M-508894 / 366-6484	Dam	1
EA01-50891A / 370-7632	Spacer	2

**DEALER PRICE**

For latest prices, check or call your:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

**OWNER NOTIFICATION PROGRAM 99B24**

**Certain 1998 and 1999 Ranger (Thailand) Trucks - Tempered Glass Windshield Replacement  
(Vehicle Platform J97)**

**TECHNICAL INSTRUCTIONS**

Refer to Section S, Window Glass, of the 1999 Ranger (J97 model) service manual (Publication # F161-10-99-A) for windshield replacement instructions.

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

October, 1999

99B24

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Number 99B24, to owners of certain 1998 and 1999 Ranger (Thailand) trucks .

#### **WHAT IS THE REASON FOR THIS PROGRAM?**

Field reports indicate that the tempered glass windshield may fracture without warning on affected vehicles. Should this occur, the driver's vision may be impaired or pieces of windshield glass may fall into the passenger compartment.

#### **NO CHARGE SERVICE**

To reduce the likelihood of this condition, dealers are instructed to replace the vehicles tempered glass windshield with a laminated glass windshield.

This program will be in effect until March 31, 2000, regardless of mileage. (After this program expires, the vehicle may still be eligible for this service under any remaining vehicle warranty coverage.)

#### **HOW LONG WILL IT TAKE?**

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

#### **CALL YOUR DEALER**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Owner Notification Program 99B24.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after the order is placed.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**REFUNDS**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

**CHANGED ADDRESS OR SOLD THE VEHICLE?**

If you have changed your address or sold the vehicle, please fill out the enclosed prepaid postcard and mail it to us.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford built vehicle.

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version of the *fuel pump module replacement technical instructions*, distributed to the local market for translation and revision to local market language and regulatory requirements.

TAIWAN

**99B26**

*Repair procedure only.*

## FUEL PUMP MODULE REPLACEMENT

**AFFECTED VEHICLES:** 1998 WINDSTAR

### OVERVIEW

In this program the fuel pump module will be replaced and the depth of the fuel tank will be measured on all vehicles. If the depth of the fuel tank is not within specifications, the fuel tank will also be replaced.

### FUEL PUMP MODULE REMOVAL

**WARNING: DO NOT SMOKE, CARRY LIGHTED TOBACCO OR AN OPEN FLAME OF ANY TYPE WHEN WORKING ON OR NEAR ANY FUEL-RELATED COMPONENT. HIGHLY FLAMMABLE MIXTURES ARE ALWAYS PRESENT AND MAY BE IGNITED, RESULTING IN POSSIBLE PERSONAL INJURY.**

**WARNING: FUEL SUPPLY LINES WILL REMAIN PRESSURIZED FOR LONG PERIODS OF TIME AFTER ENGINE SHUTDOWN. FUEL SYSTEM PRESSURE MUST BE RELIEVED PRIOR TO FUEL SYSTEM SERVICE TO PREVENT POSSIBLE INJURY.**

1. *Release fuel system pressure as follows:*
  - Connect MFI fuel pressure gauge to the fuel pressure relief valve.
  - Slowly open the manual valve on fuel pressure gauge to relieve fuel system pressure.



2. Disconnect the fuel fill pipe from the fuel tank spout. See Figure 1.
3. Completely drain the fuel tank through the fuel tank spout.
4. Raise and support the vehicle.
5. Disconnect the fuel fill pipe ground strap and the vapor line from the fuel tank. See Figure 1.

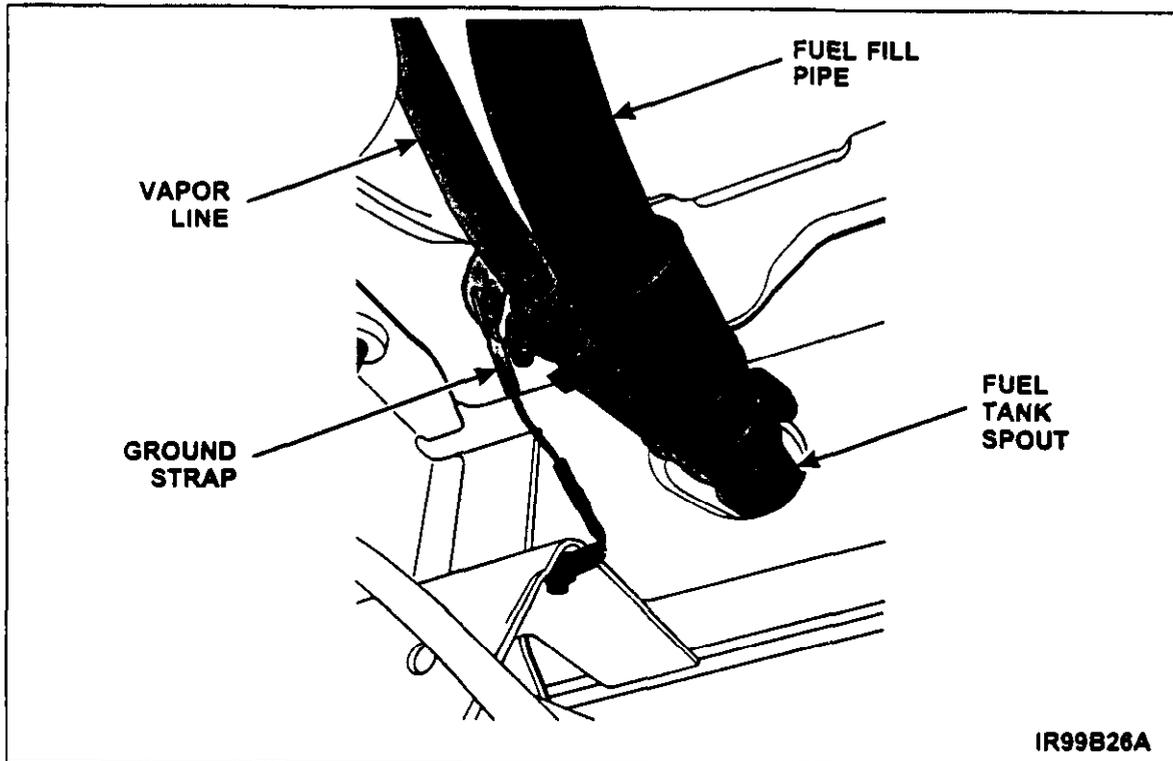


FIGURE 1

6. Using an adjustable jack, support the fuel tank.
7. Remove the fuel tank strap bolts, then swing the fuel tank straps out of the way.



8. Disconnect the fuel supply line from the rear of the fuel filter. See Figure 2.
9. Disconnect the fuel return line from the fitting located just below and behind the fuel filter. See Figure 2.
10. Disconnect the vapor line from the fitting located near the fuel filter. Detach the vapor line from the retainer in the fuel filter bracket. See Figure 2.

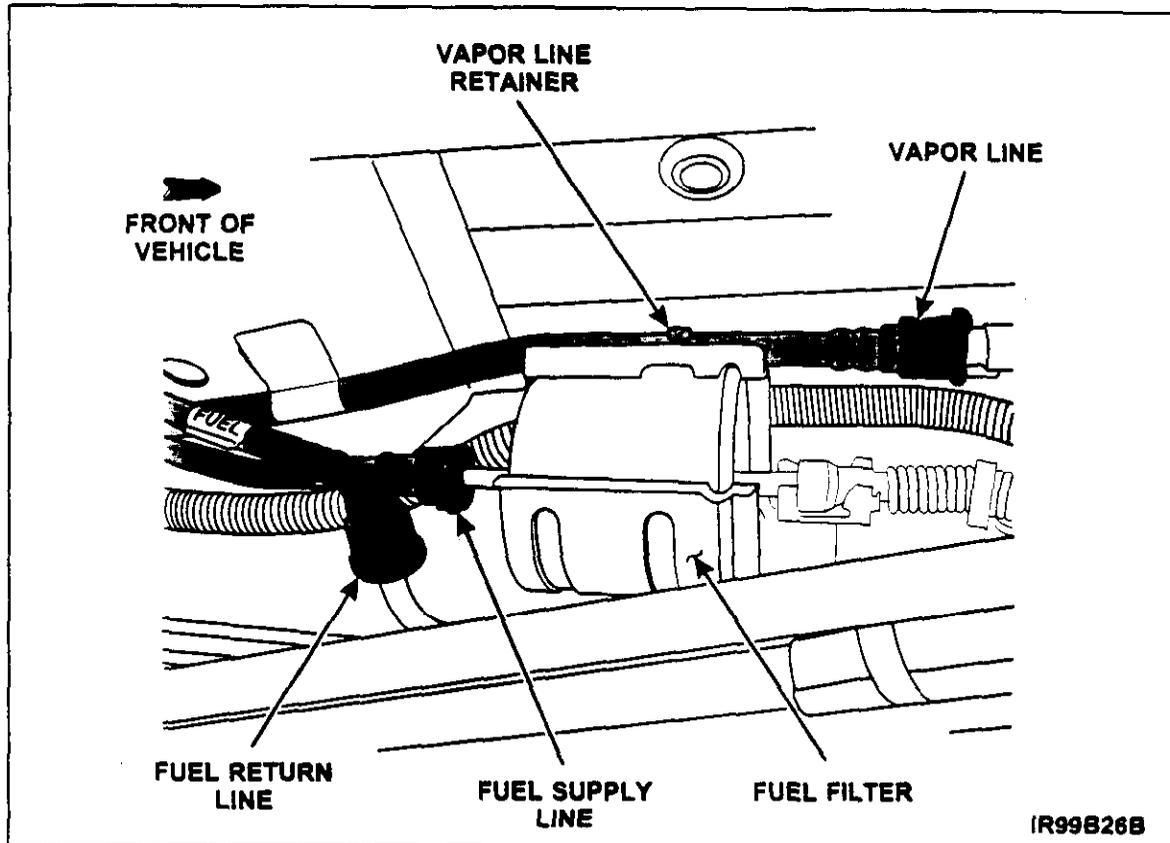


FIGURE 2



11. Disconnect the fuel pump module electrical connector. See Figure 3. The connector is located approximately 25.4 cm (10 inches) behind the fuel filter on the rear face of the crossmember.
12. Release the fuel lines from the routing clip on the crossmember, then carefully pull the fuel lines from under the parking brake cable. See Figure 3.

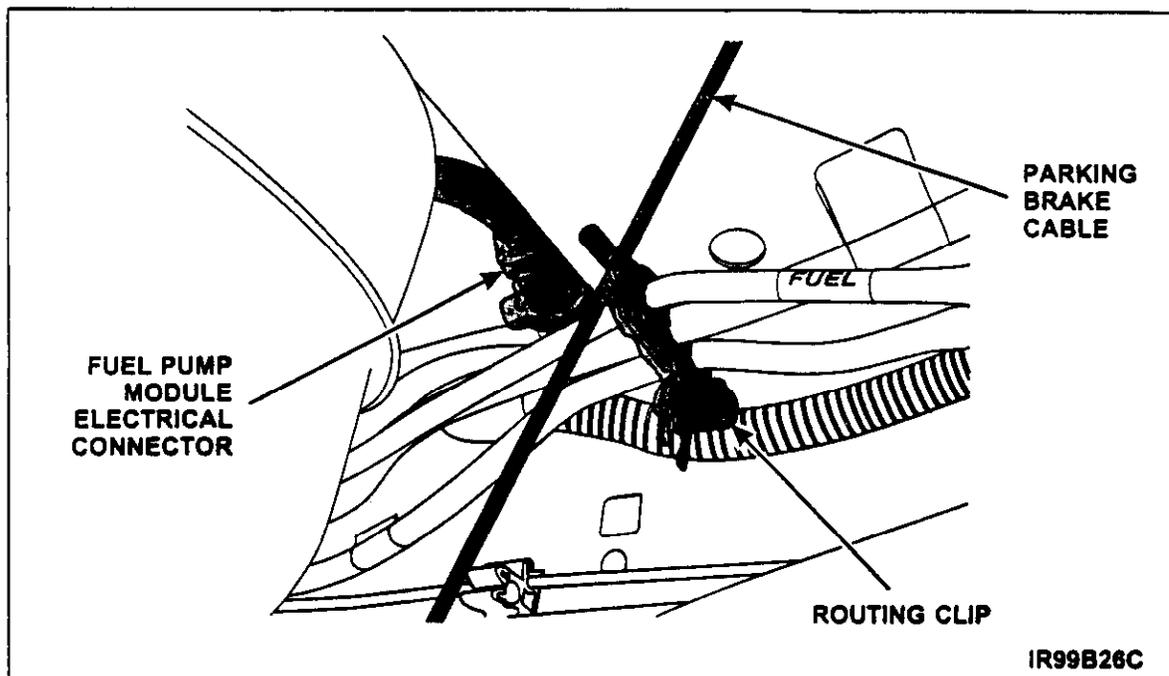


FIGURE 3

13. Lower the fuel tank from the vehicle.
14. Position the fuel tank on a work bench.
15. Remove any dirt that has accumulated around the fuel pump module retaining flange.
16. Remove the tie strap retaining the fuel pump wiring to the fuel lines.
17. Disconnect the fuel lines from the fuel pump module.
18. Using Fuel Tank Sender Wrench T74P-9275-A or equivalent, remove the fuel pump module locking ring.
19. Lift up the sender plate to expose the fuel pump module.
20. Remove the fuel pump module by depressing the two latching tabs toward each other and lifting the module up and out of the retaining cup and the fuel tank. Be careful not to damage the filter or the float rod assembly.
21. Remove and discard the O-ring seal.
22. Remove the fuel tank pressure transducer sender from the sender plate.



## FUEL TANK INSPECTION

1. Measure the depth of the fuel tank between the top of the fuel pump opening and the bottom of the retaining cup plate. See Figure 4.
  - If the fuel tank depth is greater than 19.7 cm (7-3/4 inches), the fuel tank is within specification. Proceed to "Fuel Pump Module Installation."
  - If the fuel tank depth is less than 19.7 cm (7-3/4 inches), the fuel tank must be replaced. Obtain a *new* fuel tank, then proceed to "Fuel Pump Module Installation."

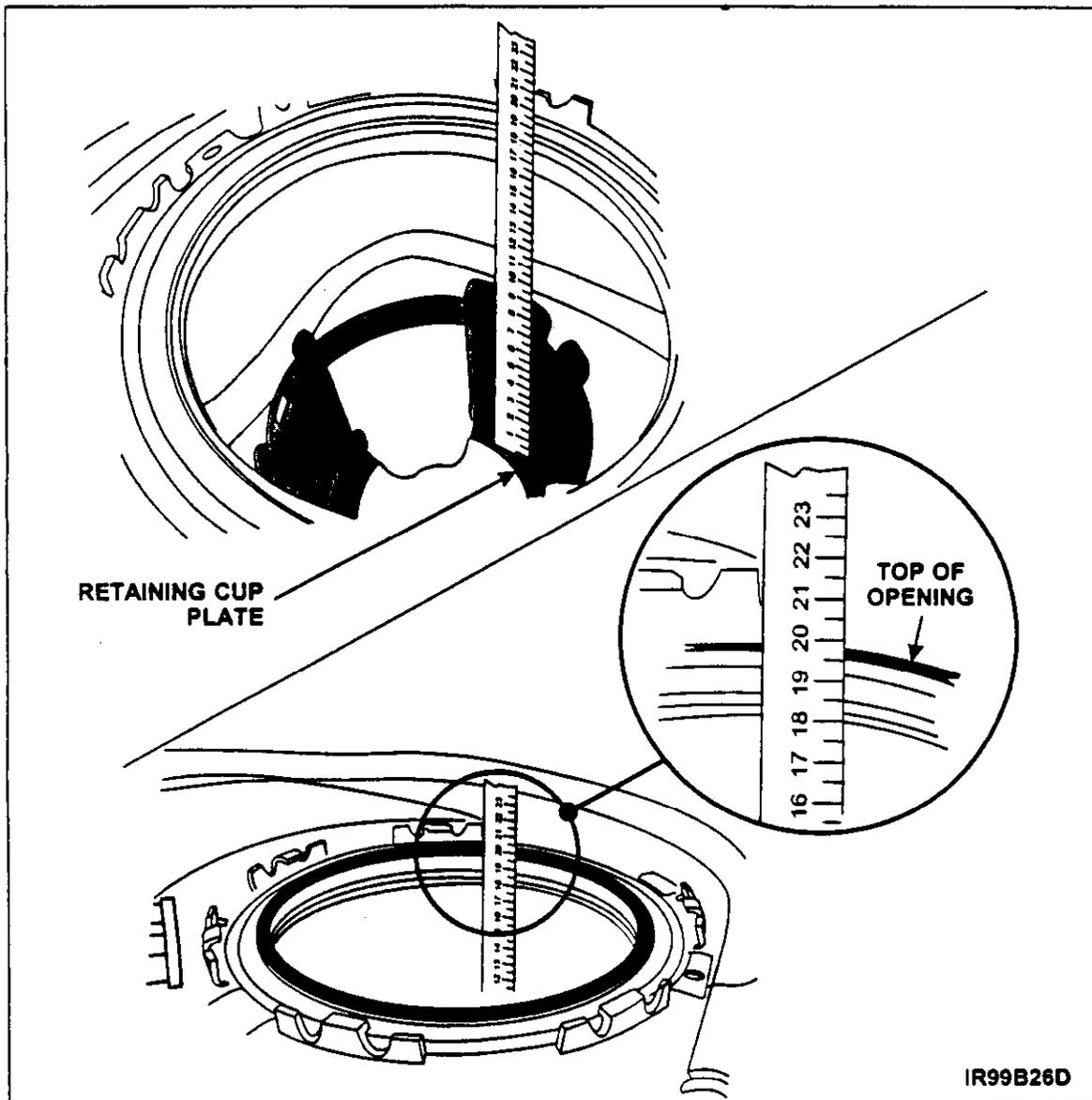


FIGURE 4



## FUEL PUMP MODULE INSTALLATION

1. Install the fuel tank pressure transducer sender into the *new* sender plate.
2. Apply a light coat of Motorcraft Premium Long-Life Grease XG-1-C or -K on the *new* O-ring seal, then install the O-ring on the fuel tank.
3. Install the fuel pump module. Both latching tabs must fully engage the retaining cup. Make sure the filter, hoses and the float are not binding.
4. Install the *new* sender plate. Make sure the O-ring remains in place.
5. Install the locking ring finger tight. Then, using the Fuel Tank Sender Wrench, tighten the locking ring until it contacts the stops.
6. Connect the fuel lines to the fuel pump module.
7. Tie-strap the fuel pump wiring to the fuel lines.
8. Position the fuel tank on an adjustable jack, then raise the fuel tank to the installed position.
9. Route the fuel lines over the parking brake cable, then clip the fuel lines in the routing clip.
10. Connect the vapor line to the fitting, then attach the vapor line to the fuel filter bracket.
11. Connect the fuel supply line to the rear of the fuel filter.
12. Connect the fuel return line to the fitting located just below and behind the fuel filter.
13. Connect the fuel pump module electrical connector.
14. Swing the fuel tank straps to the installed position, then install the retaining bolts. Tighten the retaining bolts to 41-54 Nm (30-39 lb-ft).
15. Remove the adjustable jack.
16. Connect the fuel fill pipe and the vapor line to the fuel tank. Tighten the hose clamps to 3-4 Nm (27-35 lb-in).
17. Install the fuel fill pipe ground strap. Tighten the retaining screw to 3-4 Nm (27-35 lb-in).
18. Replace the fuel that was removed from the fuel tank.
19. Turn the ignition switch to the ON position for three seconds repeatedly (5 to 10 times) until the MFI fuel pressure gauge shows at least 241 kPa (35 psi).
20. Check the fuel lines for leaks.
21. Remove the MFI fuel pressure gauge.



The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

**FORD OF JAPAN**

**99B30**

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

January 2000

**TO:** Ford Japan Limited Dealers

**SUBJECT:** Owner Notification Program 99B30: 1995 Ford Mustang vehicles built from Job #1 through July 31, 1995 and operated in the Japan market – Engine cooling fan assembly.

**OASIS:** Yes  
**OWNER LIST:** Yes  
**PARTS RETURN:** Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

**AFFECTED VEHICLES**

- All 1995 model year Ford Mustang vehicles built at the Dearborn Assembly Plant from August 1, 1994 through July 31, 1995 and operated in the Japan market.

**REASON FOR PROGRAM**

Certain 1995 Ford Mustang vehicles operated in Japan may not fully comply with regulations due to engine overheating. The bearing in the engine cooling fan may fail during severe duty cycle operation and stall the cooling fan motor causing the engine to overheat.

**SERVICE ACTION**

Dealers will replace the engine cooling fan assembly on all affected vehicles.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

Sincerely,

A handwritten signature in cursive script that reads "Ann O'Neill".

Ann O'Neill  
Director  
Vehicle Service and Programs

**OWNER NOTIFICATION PROGRAM 99B30**  
1995 Ford Mustang Vehicles - Japan Market  
Engine Cooling Fan Assembly Replacement

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this Program.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on the enclosed VIN list (if provided) or the VIN list in the Ford Dealer Consolidated Communicator (FDCC) and other eligible vehicles that are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter. Arrange with the owner for a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to the ACESII Manual for claims preparation and submission information.

All repairs identified as related damage and submitted for payment MUST be within the Owner Notification Program time limit. Repairs submitted beyond this limit will not be accepted for payment by ACES II. If a repair was completed within the program limits and the dealer believes a related damage condition was present but not detected at that time, the Warranty Action Team (WAT) should be contacted for consideration of a manual pay exception on a case-by-case basis.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs caused by an inoperative engine cooling fan assembly made before the date of the owner letter (or after the date of the owner letter if an emergency repair was made away from the servicing dealer.)

Program Code:	99B30
Misc. Expense:	REFUND
Misc. Expense:	ADMIN
Misc. Expense:	0.2 Hr.

Refer to ACESII Manual for refund information.

**RENTAL CARS**

Rental cars are not authorized for this Owner Notification Program.

**OWNER NOTIFICATION PROGRAM 99B30  
1995 Ford Mustang Vehicles - Japan Market  
Engine Cooling Fan Assembly Replacement**

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Replace Engine Cooling Fan Assembly, all engine applications	99B30B	0.4 Hour
Administrative Allowance	Miscellaneous Expense Code "ADMIN"	1.0 Hour

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct shipped for this program. Order your parts requirement through normal order processing channels:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process

<b>Part Number</b>	<b>Description</b>	<b>Quantity per Vehicle</b>
<b>F5ZZ- 8C607-A</b>	Motor and Fan Assembly, 8 Cylinder Engines	1
<b>F5ZZ- 8C607-B</b>	Motor and Fan Assembly, 6 cylinder Engines	1

**DEALER PRICE**

For latest prices, check:

- DOES II
- Updated Price Book

## ENGINE COOLING FAN ASSEMBLY REPLACEMENT

**AFFECTED VEHICLES:** CERTAIN 1995 MUSTANG

### REMOVAL – COOLING FAN MODULE

1. Install a memory saver, then disconnect the battery negative cable.
2. Remove the radiator upper sight shield.
3. Disconnect the low engine coolant switch (5.0L engine only). See Figure 1.
4. Disconnect the electric cooling fan motor. See Figure 1.
5. Disconnect the Constant Control Relay Module (CCRM). See Figure 1.
6. Detach the pushpins that secure the cooling fan harness to the fan shroud and CCRM mounting bracket. Position the cooling fan harness out of the way.
7. Remove the CCRM mounting bracket and the CCRM as an assembly. See Figure 1.

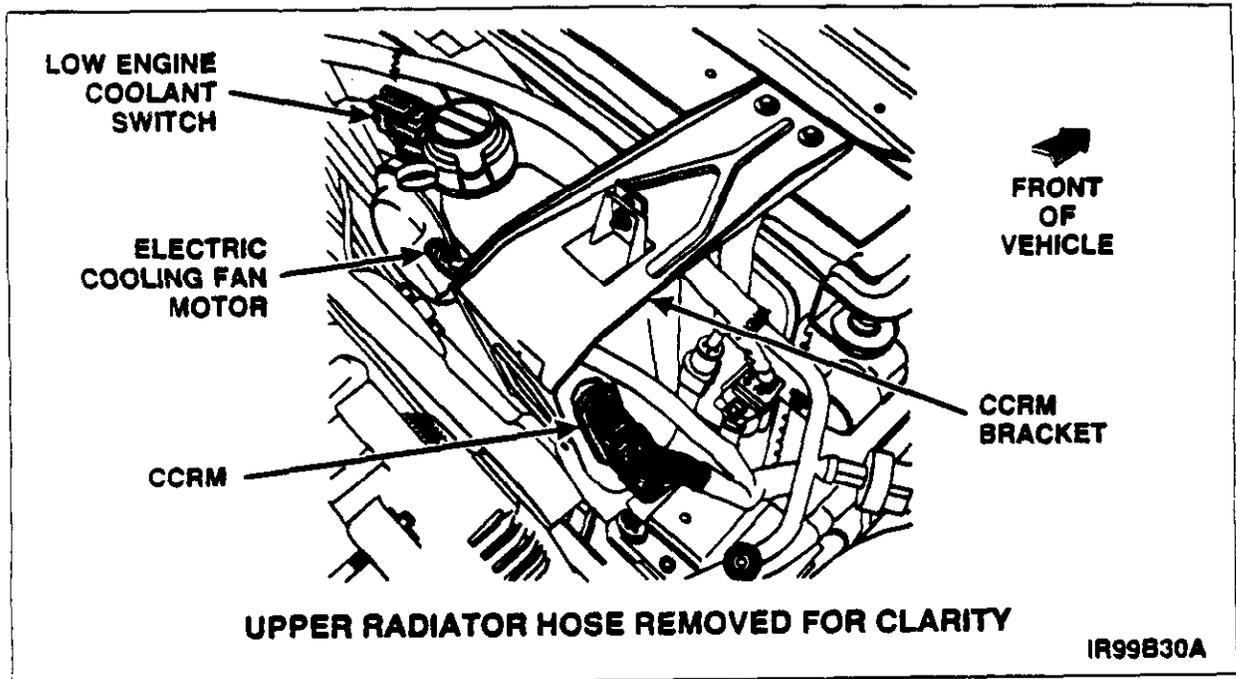


FIGURE 1

8. Disconnect the coolant overflow hose at the radiator, then remove the coolant recovery tank.



9. Disconnect the two (2) Anti-Lock Braking System (ABS) connectors, if equipped, then detach the connectors from the top of the fan shroud. See Figure 2.
10. Detach the A/C line from the routing clip at the top of the fan shroud (5.0L engine only). See Figure 2.

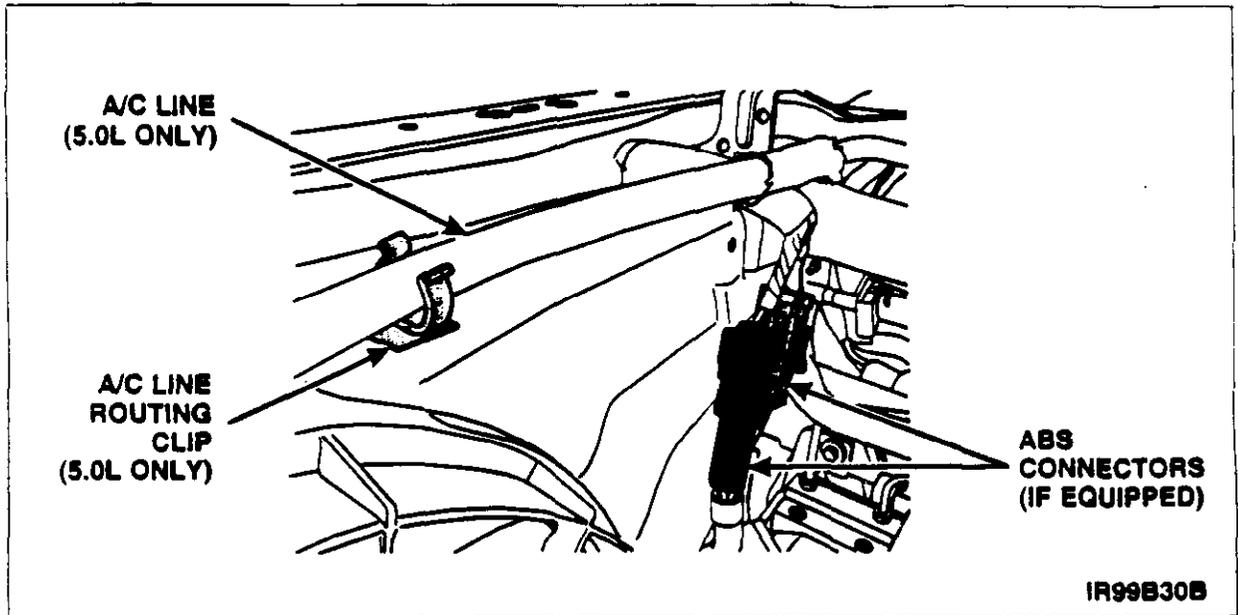


FIGURE 2

11. Remove the retaining bolts, then lift the cooling fan assembly up out of the vehicle. See Figure 3.

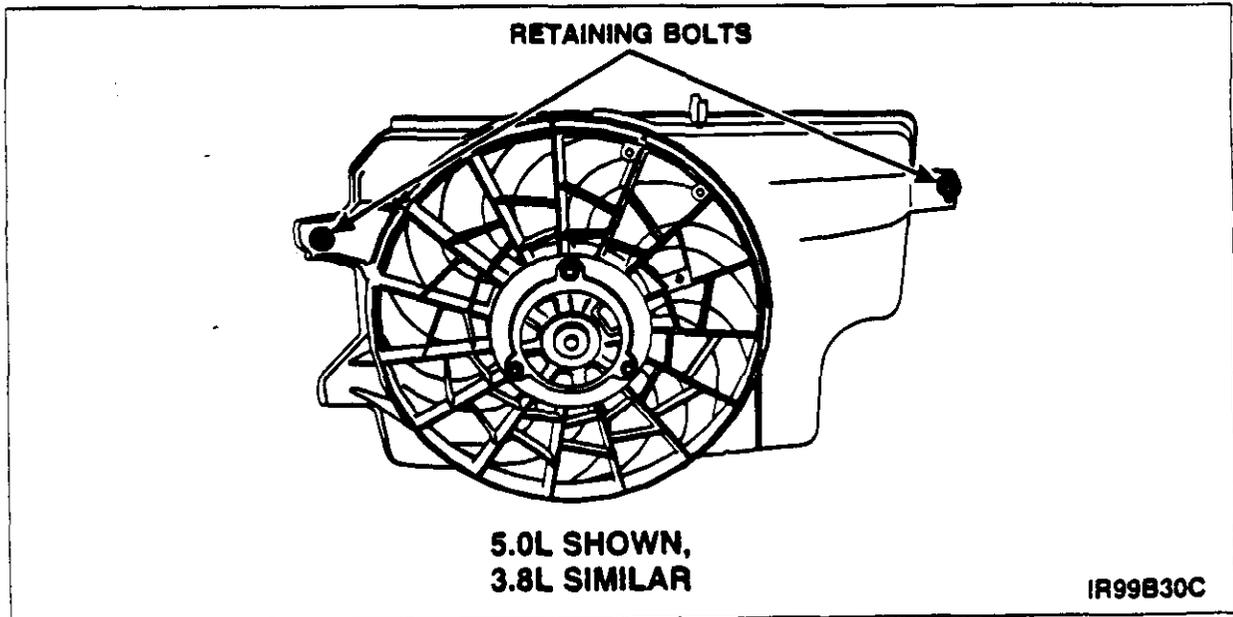


FIGURE 3



## INSTALLATION – COOLING FAN MODULE

1. Transfer the A/C line routing clip to the *new* cooling fan assembly (5.0L engine only).
2. Position the cooling fan assembly into the vehicle and install the retaining bolts. Tighten the retaining bolts to 9 Nm (80 lb-in).
3. Attach the A/C line to the routing clip at the top of the fan shroud (5.0L engine only).
4. Connect the two (2) ABS connectors, then attach the connectors to the top of the fan shroud, if equipped.
5. Install the coolant recovery tank, then connect the coolant overflow hose to the radiator.
6. Install the CCRM mounting bracket assembly. Tighten the bracket assembly-to-coolant recovery tank screw to 5 Nm (44 lb-in). Tighten the bracket assembly-to-radiator support bolt to 9 Nm (80 lb-in).
7. Position the cooling fan harness, then attach the pushpins to secure the cooling fan harness to the fan shroud and CCRM mounting bracket.
8. Connect the CCRM. Tighten the connector to 2 Nm (18 lb-in).
9. Connect the electric cooling fan motor.
10. Connect the low engine coolant switch (5.0L engine only).
11. Install the radiator upper sight shield.
12. Connect the battery negative cable, then remove the memory saver.



A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

January, 2000

99B30

Mr. John Sample  
123 Main Street  
Anywhere, Japan

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Number 99B30, to owners of certain 1995 model year Ford Mustang vehicles equipped with 3.8L or 5.0L engines that are operated in the Japan market.

**WHAT IS THE REASON FOR THIS PROGRAM?**

Certain 1995 Ford Mustang vehicles operated in Japan may not fully comply with regulations due to engine overheating. The bearing in the engine cooling fan may fail during severe duty cycle operation and stall the cooling fan motor causing the engine to overheat.

**NO CHARGE SERVICE**

At no charge to you, your dealer will replace the engine cooling fan assembly with a redesigned engine cooling fan assembly.

**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. To avoid engine damage, inconvenience, and costly repairs please schedule a service date as soon as possible.

**CALL YOUR DEALER**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Owner Notification Program 99B30.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after the order is placed.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**REFUND**

If you paid for engine repairs caused by the engine cooling fan assembly on this vehicle before the date of this letter, Ford is offering a refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

**CHANGED ADDRESS OR SOLD THE VEHICLE?**

If you have changed your address or sold the vehicle, please fill out the enclosed prepaid postcard and mail it to us.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford or Mercury vehicle.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**CALL YOUR DEALER**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Owner Notification Program 99B30.

If your dealer does not have the parts in stock, they can be ordered. When scheduling your service date. Parts would be expected to arrive within 30 days of the date your order is placed.

When you bring your vehicle in for service, please bring this letter, your dealer will still do the work, free of charge.

**REFUND**

If you paid for engine repairs on the date of this letter, Ford is offering a refund of your original receipt to your Ford or Lincoln Mercury Motor Company.

*ORIGINAL  
SLIP-OFFS*

this vehicle before we issue our paid original receipts to Ford

**CHANGED ADDRESS OR SOLD**

If you have changed your address, please send us a postcard and mail it to us.

and prepaid

We are taking this action as part of our commitment to your confidence in our products. We hope this program will bring you satisfaction in your Ford or Mercury vehicle.

...er confidence in our  
...eu satisfaction in your Ford or

Sincerely,

Ann O'Neill  
Director  
Vehicle Service and Programs

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

January 2000

**TO:** Ford Japan Limited Dealers

**SUBJECT:** Owner Notification Program 99B30: 1995 Ford Mustang vehicles built from Job #1 through July 31, 1995 and operated in the Japan market – Engine cooling fan assembly.

**OASIS:** Yes  
**OWNER LIST:** Yes  
**PARTS RETURN:** Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

**AFFECTED VEHICLES**

- All 1995 model year Ford Mustang vehicles built at the Dearborn Assembly Plant from August 1, 1994 through July 31, 1995 and operated in the Japan market.

**REASON FOR PROGRAM**

Certain 1995 Ford Mustang vehicles operated in Japan may not fully comply with regulations due to engine overheating. The bearing in the engine cooling fan may fail during severe duty cycle operation and stall the cooling fan motor causing the engine to overheat.

**SERVICE ACTION**

Dealers will replace the engine cooling fan assembly on all affected vehicles.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

Sincerely,

A handwritten signature in black ink, appearing to read "Ann O'Neill".

Ann O'Neill  
Director  
Vehicle Service and Programs

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

Mexico/Vietnam

**99M04**

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

August, 1999

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** Owner Notification Program 99M04: Certain 1995 through 1998 Contour and Mystique Vehicles Equipped with 2.5L Engines Sold in Mexico and Vietnam Only - Engine Water Pump Failure

**OASIS:** Yes

**OWNER LIST:** Yes

**PARTS RETURN:** No

**PROGRAM TERMS:** This program provides additional coverage for engine water pump failures for 7 years from warranty start date or 70,000 miles whichever occurs first.

### **AFFECTED VEHICLES**

**Certain 1995 through 1998 Contour and Mystique vehicles equipped with 2.5L engines built at the Kansas City and Cuautitlan Assembly Plants from Job #1, 1995 through October 31, 1997 and sold in Mexico and Vietnam.**

### **REASON FOR PROGRAM**

In some of the affected vehicles the engine water pump impeller may separate from the pump shaft resulting in a reduction of coolant circulation and an engine overheat condition. During an engine overheat condition a warning light will illuminate in the instrument cluster. If the pump is not replaced after the impeller fails or if the vehicle is driven with the temperature warning light on, engine damage may result.

### **SERVICE ACTION**

Owners of affected vehicles are being notified that Ford Motor Company is providing additional coverage for engine water pump failure. If a customer's water pump should fail, the dealer should verify that the required repairs were caused by a water pump failure and refer to the appropriate workshop manual for repairs.

The no charge coverage for this condition is available for 7-years from the vehicle's warranty start date or 70,000 miles whichever occurs first and will automatically transfer to subsequent owners.

**ATTACHMENTS**

Attachment I: Administrative Information and Refund Codes  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Recall Questions: 1-800-325-5621

Sincerely,

A. R. O'Neill  
Director  
Vehicle Service and Programs

**Owner Notification Program 99M04**  
Certain 1995 through 1998 Contour and Mystique Vehicles Equipped with 2.5L Engines  
Sold in Mexico and Vietnam Only  
Engine Water Pump Failure

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**NOTE:** When a claim is submitted on an "M" program the VIN number will remain in OASIS until the terms of the program expire.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor Company will only refund the cost of repairs due to engine water pump failure made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer).

Refer to ACESII Manual for Refund information. Enter claims using DWE:

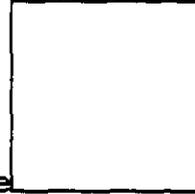
Program Code:	99M04
Misc. Expense:	REFUND
Misc. Expense::	ADMIN
Misc. Expense:	0.2 Hr.

**RENTAL CARS**

If the water pump causes engine damage, Ford will pay for a loaner or rental vehicle, except for fuel, which will be at the owner's expense. Rentals should be provided only while the vehicle is at the dealership overnight for repairs covered by this program. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim.

**Owner Notification Program 99M04**  
Certain 1995 through 1998 Contour and Mystique Vehicles Equipped with 2.5L Engines  
Sold in Mexico and Vietnam Only

Engine Water Pump Failure



**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Water Pump	99M04B	0.7 Hours

**PARTS REQUIREMENTS**

**Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing.

Part Number	Description	Quantity
XS2Z-8501-BC	Water Pump	1
W701544-S309	Retaining bolts (package of 4)	3 per vehicle
E2FZ-19549-AA	Engine Coolant	8.5 per vehicle

**DEALER PRICE**

For latest prices, check or call your:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

**Owner Notification Program 99M04**  
Certain 1995 through 1998 Contour and Mystique Vehicles Equipped with 2.5L Engines  
Sold in Mexico and Vietnam Only  
Engine Water Pump Failure

Refer to section 03-01B of the 1997 workshop manual for Contour and Mystique water pump removal and replacement procedures for all affected vehicles regardless of model year.

Please note that 1998 model vehicles repaired under this program will use parts and repair procedures identical to 1995 through 1997 model vehicles. This procedure differs from the 1998 workshop manual for Contour and Mystique and should only be used for repairs to affected vehicles covered under this Owner Notification.

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

August, 1999

99M04

Mr. John Sample  
123 Main Street  
Anywhere, Mexico 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company is providing additional coverage for engine water pump failures under Owner Notification Program, number 99M04, to owners of certain 1995 through 1998 Contour and Mystique vehicles equipped with 2.5L engines sold in Mexico and Vietnam only.

#### **REASON FOR THIS PROGRAM**

In some of the affected vehicles the engine water pump impeller may separate from the pump shaft resulting in a reduction of coolant circulation and an engine overheat condition. During an engine overheat condition a warning light will illuminate in the instrument cluster. If the pump is not replaced after the impeller fails or if the vehicle is driven with the temperature warning light on, engine damage may result.

#### **WHAT WE WILL DO**

Ford Motor Company is voluntarily providing additional coverage for all water pump failures on these vehicles with 2.5 liter engines. If your car should experience this condition, your dealer will verify the condition and replace the engine water pump according to instructions provided by Ford.

The no charge coverage for this condition is available for 7-years from the vehicle's warranty start date or 70,000 miles whichever occurs first and will automatically transfer to subsequent owners.

This coverage exceeds the provisions of your car's original vehicle warranty coverage.

#### **WHAT YOU SHOULD DO**

Please keep this letter as a reminder. If the engine temperature light should illuminate on your vehicle because of a water pump failure during the extended coverage period provided by this program, contact your dealer. The dealer will perform repairs for this condition at no charge to you. If you should lose this letter, the dealer will still honor the provisions of this coverage.

## **REFUNDS**

If you paid for repairs related to engine water pump failure before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

## **CHANGED ADDRESS OR SOLD THE VEHICLE?**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford or Mercury built vehicle.

Sincerely,

A. R. O'Neill  
Director  
Vehicle Service and Programs

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

Malaysia/Thailand

**00B35**

# Ford Motor Company

Ann O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

February 2000

**TO:** All Malaysia and Thailand Ford Dealers

**SUBJECT:** Owner Notification Program 00B35 - Certain 1997 Model Year Explorer Vehicles Equipped With P235/75R15 Firestone "All Terrain" Brand Tires – Malaysia and Thailand Only

OASIS - Yes  
OWNER LIST - Yes  
PARTS RETURN - No  
PROGRAM TERMS - Until December 1, 2000, regardless of mileage. (After this program expires, the vehicle may still be eligible for service under any remaining vehicle warranty coverage.)

## AFFECTED VEHICLES

Certain 1997 model year Explorer vehicles equipped with P235/75R15 Firestone "All Terrain" brand tires. Affected vehicles were built at the St. Louis Assembly Plant from August 1, 1996 through July 30, 1997.

## REASON FOR THIS PROGRAM

Vehicles equipped with P235/75R15 Firestone "All Terrain" brand tires may experience interior tire degradation and tread separation, due to unique regional usage patterns and environmental conditions, potentially resulting in a loss of vehicle control.

## SERVICE ACTION

Dealers are instructed to inspect the vehicles tires. If the vehicle is equipped with any type of tire other than P235/75R15 Firestone "All Terrain" brand tires, no tire replacement is required. Reflash the PCM to limit vehicle speed to 160 kph.

If the vehicle is equipped with P235/75R15 Firestone "All Terrain" brand tires, dealers are instructed to replace all tires, including the spare tire. Reflash the PCM to limit vehicle speed to 160 kph.

**ATTACHMENTS**

Attachment I: Administrative Information and Refund Codes  
Attachment II: Labor Allowances and Parts Ordering Information

**QUESTIONS?**

Claims Information  
Other Recall Questions      Local phone number

Sincerely,

Ann O'Neill  
Director  
Vehicle Service and Programs

**OWNER NOTIFICATION PROGRAM 00B35 - Certain 1997 Model Year Explorer Vehicles  
Equipped With P235/75R15 Firestone "All Terrain" Brand Tires – Malaysia and Thailand Only**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this program.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

- Affected vehicles on the enclosed list.
- Other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter. Arrange with the owner for a service date.

**CLAIMS**

Enter claims using DWE. See ACESII Manual, Sections 5 & 6.

**OWNER REFUNDS**

See ACESII Manual, Section 3 for submission procedures.

For owner-paid repairs made before date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer), enter using DWE:

Program Code	-	00B35
Misc. Expense	-	REFUND
Misc. Expense	-	ADMIN.
Misc. Expense	-	0.2 Hr.

**OWNER NOTIFICATION PROGRAM 00B35 - Certain 1997 Model Year Explorer Vehicles  
Equipped With P235/75R15 Firestone "All Terrain" Brand Tires – Malaysia and Thailand Only**

**LABOR ALLOWANCES**

Inspect Tires To Determine Brand/Type of Tires Currently On Vehicle

0.2 Hours Labor Operation: 00B35A

Replace All Five (5) Tires (Includes spare tire)

1.5 Hours Labor Operation: 00B35B

Reflash PCM

0.4 hours Labor Operation 00B35C

**PARTS REQUIREMENTS**

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels as noted below:

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>
F65A-1508-TA	Tire	5
F7PF-12A650-EMA	Reflash PCM	n/a

**DEALER PRICE**

For latest prices, check:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

**CLAIMS PREPARATION**

- Enter using DWE.
- Use code information shown below:

Program Code - 00B35  
Labor Operation - See above

See Sections 5 & 6 of the ACESII manual for detailed instructions.



Ann O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

February 2000

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Owner Notification Program Number 00B35, to owners of certain 1997 model year Explorer vehicles equipped with P235/75R15 Firestone "All Terrain" brand tires within Malaysia and Thailand.

#### REASON FOR THIS PROGRAM

Vehicles equipped with P235/75R15 Firestone "All Terrain" brand tires may experience interior tire degradation and tread separation, due to unique regional usage patterns and environmental conditions, potentially resulting in a loss of vehicle control.

#### NO CHARGE SERVICE

At no charge to you, your dealer will replace all tires (including the spare tire) and adjust the engine controls to limit vehicle speed to 160 kph.

#### ELIGIBILITY/ EXPIRATION

This program coverage for your vehicle expires on December 1, 2000, regardless of mileage. If you suspect your vehicle may be subject to this condition, service should be scheduled before the expiration date to maintain your vehicles eligibility for no charge service.

#### HOW LONG WILL IT TAKE?

The time needed for this service is one-half day. However, due to service scheduling times, your dealer may need your vehicle for one full working day. Please call your dealer for a service date.

#### CALL YOUR DEALER

Ask for a service date and if parts are in stock for Program Number 00B35.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please ~~give~~ your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford built vehicle.

Sincerely,

Ann O'Neill  
Director  
Vehicle Service and Programs

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

JAPAN

**00B36**



Ann O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

TO: Teruaki Nakamichi –san  
Quality Assurance Dept.  
Ford Japan Ltd.

Attached is a draft bulletin for your use in notifying Ford of Japan customers regarding Owner Notification Program 00B36 – Fuel Delivery Module Replacement.

Sincerely,

Ann O'Neill  
Director  
Vehicle Service and Programs

# *Ford Motor Company*

March 2000

**TO:** All Ford of Japan Dealers

**SUBJECT:** Owner Notification Program 00B36: Certain 1996 and 1997 Model Year Taurus Vehicles Operating in Japan - Fuel Delivery Module Replacement

**OASIS:** Yes

**OWNER LIST:** Yes

**PARTS RETURN:** No

**PROGRAM TERMS:** This program will be in effect until December 31, 2000, regardless of mileage.

## **AFFECTED VEHICLES**

Certain 1996 and 1997 model year Taurus vehicles produced at the Atlanta Assembly Plant from August 16, 1995 through September 21, 1996.

## **REASON FOR PROGRAM**

In Japan, cars operate under a high degree of stop and go conditions. When driven under these conditions, an improperly oriented metal hose clamp on the FDM (Fuel Delivery Module) may contact the in-tank electrical wiring. This could result in a short circuit and cause the vehicle to stall or not start.

## **SERVICE ACTION**

The dealer will replace the Fuel Delivery Module (FDM) on all of the affected vehicles operating in Japan.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Program Questions: 1-800-325-5621

Sincerely,

**Owner Notification Program 00B36**  
Certain 1996 and 1997 Model Year Taurus Vehicles Operated in Japan  
Fuel Delivery Module Replacement

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this program.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**DEALER-OWNER CONTACT**

Promptly correct all affected vehicles on the enclosed list and other eligible vehicles, which are brought to your dealership.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII manual for refund information.

Program Code:	00B36
Misc. Expense:	REFUND
Misc. Expense:	ADMIN
Misc. Expense:	0.2 Hr.

Refer to ACESII manual for refund information.

**RENTAL CARS**

Rental cars are not approved for this program.

**Owner Notification Program 00B38**  
**Certain 1996 and 1997 Model Year Taurus Vehicles Operated in Japan**  
**Fuel Delivery Module Replacement**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Fuel Delivery Module (FDM)	00B36B	1.0 hour
Administrative Allowance	Misc. Expense Code "ADMIN."	1.0 hour

**PARTS REQUIREMENTS**

**Parts Ordering Information**

Parts will not be direct shipped for this Program. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621
Emergency Orders	Over 30 days from launch	Normal order process

Part Number	Description	Quantity
F6PZ-9350-FA	Fuel Delivery Module (1996 3.0L Duratec and 3.4L Engines)	1 per vehicle
F7PZ-9350-CA	Fuel Delivery Module (1997 3.0L Duratec Engines)	1 per vehicle

**DEALER PRICE**

For latest prices, check or call your:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

**Owner Notification Program 00B36  
Certain 1996 and 1997 Model Year Taurus Vehicles Operating in Japan  
Fuel Delivery Module Replacement**

**Please follow instructions in Workshop Manual for fuel delivery module replacement.**

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-392-3673  
[www.ownerconnection.com](http://www.ownerconnection.com)



March 2000

00B36

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company is providing a no-charge service, Owner Notification Program 00B36, to owners of certain 1996 and 1997 model year Taurus vehicles operating in Japan.

**Reason For This Program**

Under a high degree of stop and go conditions, which are common in Japan, an improperly oriented metal hose clamp on the Fuel Delivery Module may contact the in-tank electrical wiring. This could result in a short circuit and cause your Taurus to stall or not start.

**What Ford Motor Company and your dealer will do...**

Your Dealer will install a new Fuel Delivery Module in your Taurus, free of charge.

This program will be in effect until December 31, 2000, regardless of mileage.

**What we are asking you to do...**

Call your dealer without delay. Provide the dealer with your Vehicle Identification Number (located at the beginning of this letter). Ask for a service date and whether parts are in stock for Owner Notification Program 00B36.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts are expected to arrive within a week after ordering.

**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.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**Refund**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you've changed  
address or sold the  
vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have  
concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Assistance Center and one of our representatives will be happy to assist you:

**CALL:** (800) 392-3673  
(800) 232-5952 (TDD for the Hearing Impaired)

**Office Hours: (Eastern Time)**

Monday-Friday: 8am - 11pm  
Saturday: 9am - 6pm

**OR CONTACT US THROUGH THE INTERNET AT:**

*www.ownerconnection.com*

Current internet response time is three business days.

**Quality Care service  
is there for you all  
year round.**

**QualityCare**  
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our Ford dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,

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The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

VENEZUELA

**00B44**

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05/17/00

- FORD MOTOR COMPANY SCRIPT -

Ann O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

May 2000

**TO:** All Venezuela Ford Dealers

**SUBJECT:** Owner Notification Program 00X49 - Certain 1996 through 1999 Model Year Explorer Vehicles Equipped With P235/75R15 or P255/70R16 Firestone "All Terrain" Brand Tires - Venezuela Only

OASIS - Yes  
OWNER LIST - Yes  
PARTS RETURN - No  
PROGRAM TERMS - Until December 1, 2000, regardless of mileage.

**AFFECTED VEHICLES**

Certain 1996 through 1999 model year Explorer 4x2 vehicles equipped with P235/75R15 Firestone "All Terrain" brand tires. Affected vehicles were built at the Ford of Venezuela Assembly Plant from xxxx xx, 1995 through xxxx xx, 1999.

Certain 1996 through 1999 model year Explorer 4x4 vehicles equipped with P255/70R16 Firestone "All Terrain" brand tires. Affected vehicles were built at the Ford of Venezuela Assembly Plant from xxxx xx, 1995 through xxxx xx, 1999.

**REASON FOR THIS PROGRAM**

Vehicles equipped with P235/75R15 or P255/70R16 Firestone "All Terrain" brand tires may experience interior tire degradation and tread separation, due to unique regional usage patterns and environmental conditions, potentially resulting in a loss of vehicle control.

**SERVICE ACTION**

Dealers are instructed to inspect the vehicles tires. If the vehicle is equipped with any type of tire other than P235/75R15 Firestone "All Terrain" brand tires, no tire replacement is required. Reflash the PCM to limit vehicle speed to 160 kph.

If the vehicle is equipped with P235/75R15 Firestone "All Terrain" brand tires, dealers are instructed to replace all tires, including the spare tire. Reflash the PCM to limit vehicle speed to 160 kph.

DRAFT COPY

05/17/00

ATTACHMENTS

Attachment I: Administrative Information and Refund Codes  
Attachment II: Labor Allowances and Parts Ordering Information

QUESTIONS?

Claims Information Local phone number  
Other Recall Questions Local phone number

Sincerely,

Ann O'Neill  
Director  
Vehicle Service and Programs

**OWNER NOTIFICATION PROGRAM 00X49 - Certain 1996 through 1999 Model Year Explorer Vehicles Equipped With P235/75R15 or P255/70R16 Firestone "All Terrain" Brand Tires – Venezuela Only**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this program.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

- Affected vehicles on the enclosed list.
- Other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter. Arrange with the owner for a service date.

**CLAIMS**

Enter claims using DWE. See ACESII Manual, Sections 5 & 6.

**OWNER REFUNDS**

See ACESII Manual, Section 3 for submission procedures.

For owner-paid repairs made before date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer), enter using DWE:

Program Code - 00X49  
Misc. Expense - REFUND  
Misc. Expense - ADMIN.  
Misc. Expense - 0.2 Hr.

**RENTAL CARS**

Rental cars are not authorized for this recall.

**OWNER NOTIFICATION PROGRAM 00X49 - Certain 1996 through 1999 Model Year Explorer Vehicles Equipped With P235/75R15 or P255/70R16 Firestone "All Terrain" Brand Tires – Venezuela Only**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Tires To Determine Brand/Type of Tires Currently On Vehicle	00X49A	0.2 Hours
Replace All Five (5) Tires (Includes spare tire)	00X49B	1.5 Hours
Reflash PCM	00X49C	0.4 Hours

**PARTS REQUIREMENTS**

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels as noted below:

Part Number	Description	Quantity
985K-1508-AA (255/70R16)	Tire, Goodyear Blackwall	5
985K-1508-BA (255/70R16)	Tire, Goodyear White Letter	5
995K-1508-AA (235/75R15)	Tire, Goodyear Blackwall	5
995K-1508-BA (235/75R15)	Tire, Goodyear White Letter	5
F?PZ-12A650-??	PCM	Reflash

**DEALER PRICE**

For latest prices, check:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

**CLAIMS PREPARATION**

- Enter using DWE.
- Use code information shown below:
  - Program Code- 00B35
  - Labor Operation - See above

See Sections 5 & 6 of the ACESII manual for detailed instructions.

DRAFT COPY

- FORD BLUE OVAL -

05/17/00

Ann O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

May 2000

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Owner Notification Program Number 00X49, to owners of certain 1996 through 1999 model year Explorer vehicles equipped with P235/75R15 or P255/70R16 Firestone "All Terrain" brand tires within Venezuela.

#### REASON FOR THIS PROGRAM

Vehicles equipped with P235/75R15 or P255/70R16 Firestone "All Terrain" brand tires may experience interior tire degradation and tread separation, due to unique regional usage patterns and environmental conditions, potentially resulting in a loss of vehicle control.

#### NO CHARGE SERVICE

At no charge to you, your dealer will replace all tires (including the spare tire) and adjust the engine controls to limit vehicle speed to 160 kph.

#### ELIGIBILITY/ EXPIRATION

This program coverage for your vehicle expires on December 1, 2000, regardless of mileage. If you suspect your vehicle may be subject to this condition, service should be scheduled before the expiration date to maintain your vehicles eligibility for no charge service.

#### HOW LONG WILL IT TAKE?

The time needed for this service is one-half day. However, due to service scheduling times, your dealer may need your vehicle for one full working day. Please call your dealer for a service date.

#### CALL YOUR DEALER

Ask for a service date and if parts are in stock for Program Number 00X49.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

DRAFT COPY  
REFUNDS

05/17/00

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford built vehicle.

Sincerely,

Ann O'Neill  
Director  
Vehicle Service and Programs

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OUTSIDE NORTH AMERICA

**00B46**

# Ford Motor Company

Ann O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

June 2000

**TO:** All Ford and Lincoln Mercury Dealers Outside the U.S., U.S. Territories,  
Mexico and Canada

**SUBJECT:** **Owner Notification Program 00B46:** Certain 2000 Model Year Lincoln LS  
Vehicles with Non-Select Shift Automatic or Manual Transmissions (Excluding  
Vehicles Located in the U.S., U.S. Territories, Mexico and Canada)

**OASIS:** Yes

**OWNER LIST:** Will be provided in upcoming Ford Dealership Consolidated  
Communicator (FDCC).

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

**PROGRAM TERMS:** This program will be in effect until June 30, 2001, regardless of  
mileage.

## **AFFECTED VEHICLES**

Certain 2000 model year Lincoln LS vehicles with non-select shift 5R55N automatic or manual transmissions built at the Wixom Assembly Plant through November 16, 1999.

## **REASON FOR PROGRAM**

Some of the affected vehicles were built with Powertrain Control Module (PCM) calibration strategy features that may cause the vehicle to exhibit one or more of the following engine or transmission symptoms:

- Harsh engagement (automatic transmission vehicles only)
- Harsh or delayed shifts (automatic transmission vehicles only)
- Occasional hesitation or stumble during tip-in acceleration
- Spark knock during tip-in acceleration (3.0L V6 engine only)

## **SERVICE ACTION**

The vehicle's PCM must be reprogrammed using the Worldwide Diagnostic System (WDS) or the New Generation Star Tester (NGS).

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Program Questions: 1-800-325-5621

Sincerely,

A handwritten signature in black ink, appearing to read "Ann O'Neill". The signature is fluid and cursive, with a large initial "A" and "O".

Ann O'Neill  
Director  
Vehicle Service and Programs

**OWNER NOTIFICATION PROGRAM 00B46**  
Certain 2000 Model Year Lincoln LS Vehicles with Non-Select Shift or Manual  
Transmission (Excluding Vehicles Located in the U.S., U.S. Territories,  
Mexico and Canada) – PCM Reprogram

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this program.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on the VIN list provided in the Ford Dealership Consolidated Communicator (FDCC) and other eligible vehicles, which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give owner a copy of the Owner Letter. Arrange with the owner for a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

**RENTAL CARS**

Ford will pay for a loaner or rental vehicle except for fuel, which will be at the owner's expense. Rentals should be provided only while the vehicle is at the dealership for PCM reprogramming. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area of the claim.

**PARTS RETENTION**

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

**OWNER NOTIFICATION PROGRAM 00B46**  
Certain 2000 Model Year Lincoln LS Vehicles with Non-Select Shift or Manual  
Transmission (Excluding Vehicles Located in the U.S., U.S. Territories,  
Mexico and Canada) – PCM Reprogram

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Unable to Reprogram Powertrain Control Module Calibration Level (Latest Level Already Installed)	00B46A	0.3 Hours
Reprogram Powertrain Control Module	00B46B	0.4 Hours

**PARTS REQUIREMENTS**

No parts required for this program.

**POWERTRAIN CONTROL MODULE REPROGRAMMING**

**AFFECTED VEHICLES:** CERTAIN 2000 MODEL YEAR LINCOLN LS VEHICLES WITH NON-SELECT SHIFT AUTOMATIC OR MANUAL TRANSMISSIONS (EXCLUDING VEHICLES LOCATED IN THE U.S., U.S. TERRITORIES, MEXICO AND CANADA)

**NOTE:**  
 SOME VEHICLES MAY HAVE HAD THE PCM REPROGRAMMED PREVIOUSLY. ON THESE VEHICLES, VERIFY CALIBRATION USING APPROPRIATE DIAGNOSTIC TOOL.

**SERVICE PROCEDURE**

1. Reprogram the Powertrain Control Module (PCM) to the latest calibration listed in the table below (only one of these calibrations will be selectable for each vehicle), using one of the following two (2) methods:
  - Worldwide Diagnostic system (WDS). Use B7 CD-ROM or later.
  - New Generation STAR (NGS) Tester with Rotunda flash cable (007-00531) and Rotunda flash card (007-00532).

<b>PCM REPROGRAMMING INFORMATION</b>				
<b>Market</b>	<b>Application</b>	<b>Transmission</b>	<b>Tear Tag Number *</b>	<b>Qualifier *</b>
Korea	3.0L Lincoln LS	5R55N — non-SST	GEKx	9LDA-KAx CALIBRATION
Singapore & Hong Kong	3.0L Lincoln LS	5R55N — non-SST	DGPx	9LDA-ENx CALIBRATION
Singapore & Hong Kong	3.0L Lincoln LS	Manual Trans.	KIKx	9LDM-EAx CALIBRATION
Taiwan	3.0L Lincoln LS	5R55N — non-SST	BMTx	9LDA-AAx CALIBRATION

\* The lower case "x" after each number is a variable digit or letter that can range from 0 to 9 or A to Z.





Lincoln Mercury  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-521-4140  
[www.ownerconnection.com](http://www.ownerconnection.com)

June 2000

00B46

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

We hope you are enjoying your Lincoln LS vehicle, which was recently named "2000 Motor Trend Car of the Year". To further improve your driving experience, we'd like to offer you the opportunity to upgrade your vehicle. Therefore, we are providing the following no-charge service, Program Number 00B46, to owners of certain 2000 model year Lincoln LS vehicles.

**Reason For This Program**

Some of the affected vehicles were built with Powertrain Control Module (PCM) calibration strategy features that may cause the vehicle to exhibit one or more of the following engine or transmission symptoms:

- Harsh engagement (automatic transmission vehicles only)
- Harsh or delayed shifts (automatic transmission vehicles only)
- Occasional hesitation or stumble during acceleration
- Spark knock during acceleration (3.0L V6 engine only)

**What Lincoln and your dealer will do...**

At no charge to you, your dealer will check your vehicle's PCM calibration and reprogram the PCM, if necessary.

This program will be in effect until June 30, 2001, regardless of mileage.

**What we are asking you to do...**

Call your dealer without delay. Ask for a service date for Owner Notification Program 00B46.

**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.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you need a loaner vehicle...**

Your dealer is authorized to provide a free loaner vehicle (except for fuel) while your vehicle is at the dealership for the PCM reprogramming.

**If you've changed address or sold the vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have concerns...**

If you have concerns, please call the Lincoln Customer Assistance Center and one of our representatives will be happy to assist you:

CALL: (800) 521-4140  
(800) 232-5952 (TDD for the Hearing Impaired)

**Office Hours: 8am - 11pm (Monday-Friday) ET  
9am - 6pm (Saturday) ET.**

You may also contact us through the internet at [www.ownerconnection.com](http://www.ownerconnection.com). Our current response time to internet inquiries is approximately three business days.

**Quality Care service is there for you all year round.**

**QualityCare**  
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

Lincoln is conducting this action as part of our ongoing efforts to exceed owner expectations and maintain consumer confidence in our products. We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention in this important matter. And once again, we thank you for choosing the Lincoln LS.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs



# OWNER NOTIFICATION PROGRAMS/ PROGRAMMES DE NOTIFICATION

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

January 12, 2001

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Sales Manager  
Service Manager  
Parts Manager  
Warranty Administrator

SUBJECT: Owner Notification Program **00B62**: 2001 Escape XLT Model Vehicles  
Equipped With 16" Tires and Without Fender Lip Mouldings.

OASIS: Yes  
OWNER LIST: Yes (to be provided shortly)  
PARTS RETURN: No – Follow the provisions of the Warranty and Policy Manual for  
Parts Retention and Return procedures  
PARTS ORDERING: See Attachment II  
PROGRAM TERMS: This program will be in effect until July 31, 2001, regardless of  
distance traveled.

## AFFECTED VEHICLES

2001 Escape vehicles equipped with 16" tires and without fender lip mouldings built at the  
Kansas City Assembly plant from August 15, 2000 through September 11, 2000.

There are 279 affected vehicles in Canada.

## REASON FOR PROGRAM

Affected vehicles do not meet Canadian Provincial splash suppression requirements. In order  
to ensure affected vehicles meet splash suppression requirements, Ford will install Ford  
accessory splash guards on affected vehicles without charge to the customer. Additionally,  
affected vehicle owners will be offered their choice of \$ 1,000.00 or a 6 Year / 120,000  
Kilometre ESP Premium Care package.

## SERVICE ACTION

Dealers are directed to install the Ford accessory splash guards on affected vehicles and  
administer the \$1,000.00 payment or the ESP Premium Care Package as selected by the  
customer.

**ATTACHMENTS**

- Attachment I - Administrative Information
  - Claim Information
- Attachment II - Labour Allowances
  - Parts Ordering Information
- Attachment III - Technical Information
- Attachment IV - Owner Letter (Not Faxed)

**COMPANY CONTACTS:** (for dealer use only)

Recall Questions 1-800-344-5621  
Claiming Questions 1-800-667-0088  
Owner Concerns 1-800-565-3673  
Recall Department Contacts Dealer E-Mail: GSTEWAR7 or SHORNER@ford.com

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



J.A. Vernile  
Attachment/00B62

Director, Customer Satisfaction

**Owner Notification Program 00B62:**

2001 Escape XLT Vehicles Equipped With 16" Tires and Without Fender Lip Mouldings.

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this program.

**PLEASE NOTE**

Administer program to all vehicles currently in stock before delivery (ie. install the splash guards), and offer the retail customer the available choices as outlined in program 00B62.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on your dealer VIN list which you will receive shortly. Also, correct other eligible vehicles, which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

**RENTAL CARS**

Rental vehicles are not authorized under Owner Notification Program 00B62.

**Owner Notification Program 00B62:**

2001 Escape XLT Vehicles Equipped With 16" Tires and Without Fender Mouldings.

**LABOUR ALLOWANCES**

<b>Description</b>	<b>Labour Operation</b>	<b>Labour Time</b>
Install Front & Rear Mud Flaps	00B62B	0.4 Hour
Process Customer Cash or ESP Contract	00B62E	0.2 Hour

**DEALER CLAIMING BASED ON CUSTOMER CHOICES:**

- 1. Customer Cash:** Dealer claims \$1,000.00 using MISC of "other" on ACESII claim, installs splash guards and reimburses \$1,000.00 to the customer.
- 2. ESP Plan:** Dealer claims dealer cost of ESP plan using MISC of "other" on ACESII claim, writes contract for customer and installs splash guards.

**NOTE:** Please indicate customer's choice, cash or ESP plan, in the technician comment area of the claim as well as ESP contract number if option 2 is chosen.

**PARTS REQUIREMENTS**

<b>Description</b>	<b>Part Number</b>	<b>Quantity</b>
Mud Flap, Front	1L8Z-16A550-BA	1 Pair
Mud Flap, Rear	1L8Z-16A550-CA	1 Pair

**Parts Ordering Information**

Order your parts requirement through normal channels.

## ESCAPE SPLASH GUARD INSTALLATION

**AFFECTED VEHICLES: CERTAIN 2001 MODEL YEAR ESCAPE XLT MODELS  
SOLD IN CANADA**

### OVERVIEW

This procedure provides the details for splash guard installation which supersedes the instructions included in the splash guard kits.

### SERVICE PROCEDURE

**NOTE: THE PROCEDURE IS THE SAME FOR BOTH THE RIGHT AND THE LEFT SIDE**

#### FRONT

1. Leaving the ignition in the unlocked position, raise and support the vehicle.
2. Remove the retaining screw shown and retain for reuse. See Figure 1.
3. **CAUTION: Do not mark or drill the hole from which the retaining screw was removed.**  
Using the predrilled holes on the splash guard as a template, mark the location of the holes on the body side moulding.
4. Drill 6.530 mm (1/4 in) holes in the marked locations. See Figure 2.

*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
01/01

## REAR

1. Remove the retaining bolt shown and retain for reuse. See Figure 3.
2. **CAUTION: Do not mark or drill the hole where the retaining screw was removed.**  
Using the predrilled holes on the splash guard as a template, mark the location of the holes on the rear bumper fascia.
3. Drill 6.530 mm (1/4 in) holes in the marked locations. See Figure 4.
4. Install the J-clips over the two (2) drilled holes as shown. See Figure 4.

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DEARBORN, MICHIGAN 48121  
01/01

5. Install the splash guard, using the removed retaining screw and the pushpins supplied in the kit.  
See Figures 1 and 2.

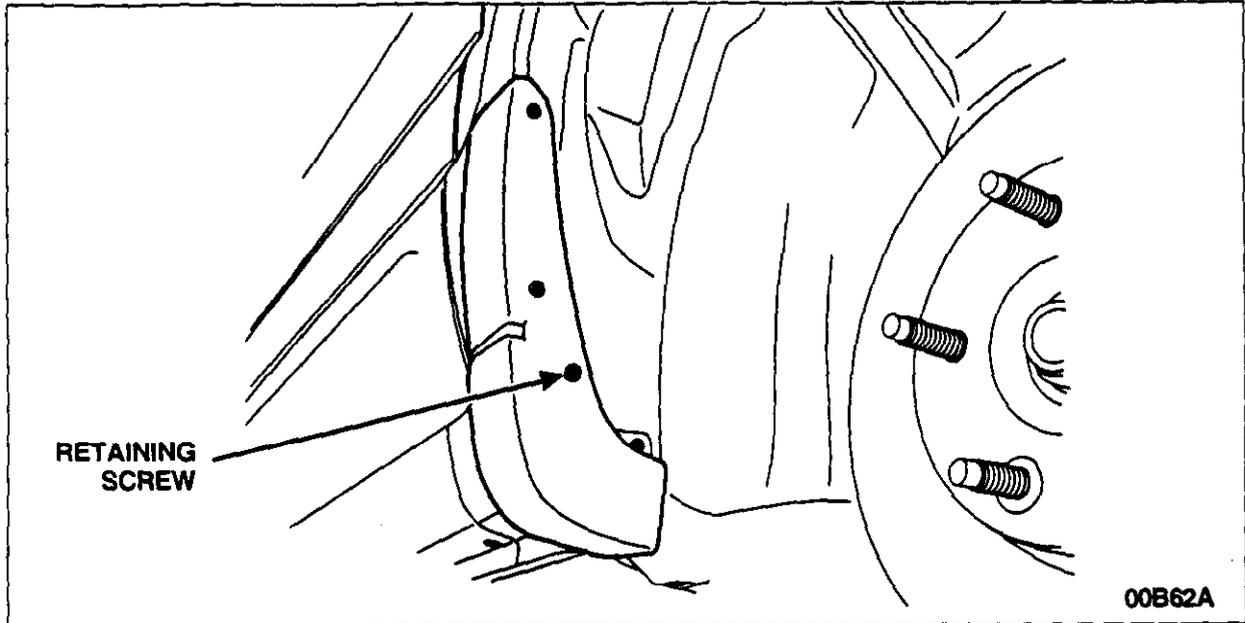


FIGURE 1

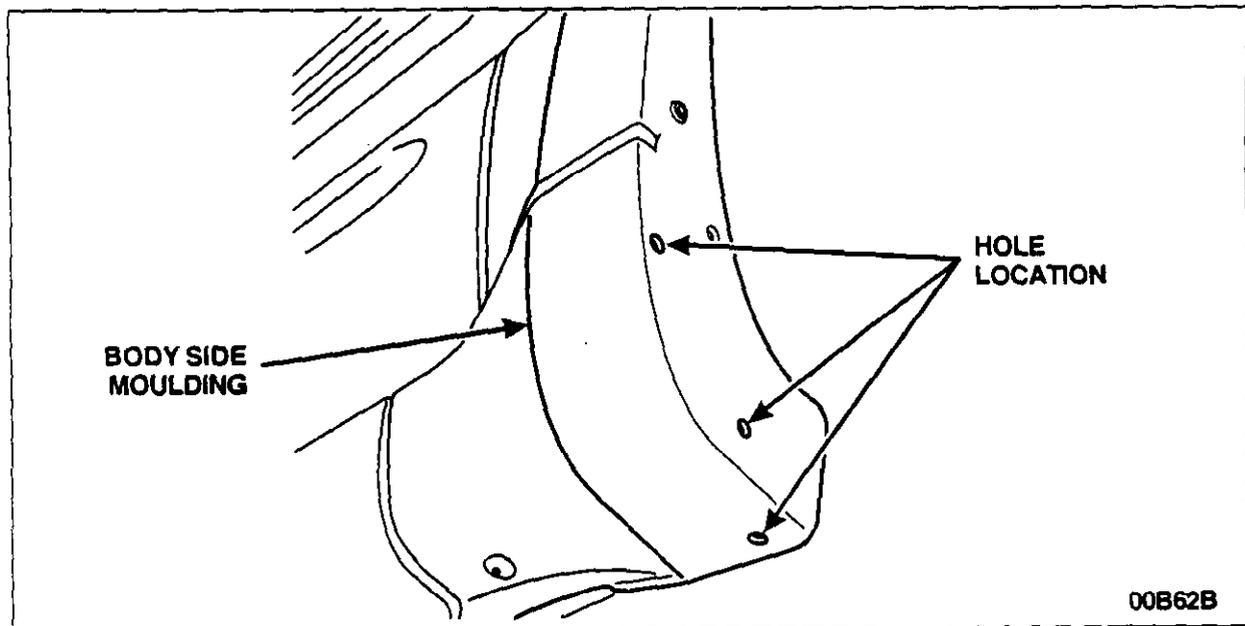


FIGURE 2

*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
01/01

5. Install the splash guard, using the removed retaining screw and the retaining screws supplied in the kit. See Figures 3 and 4.

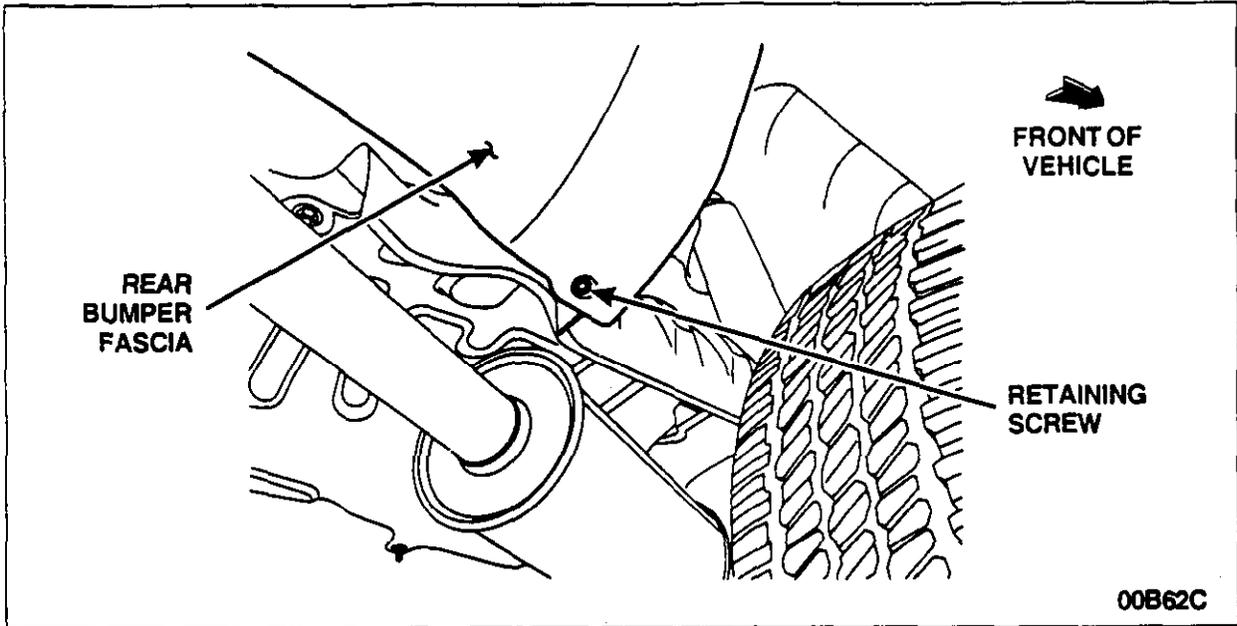


FIGURE 3

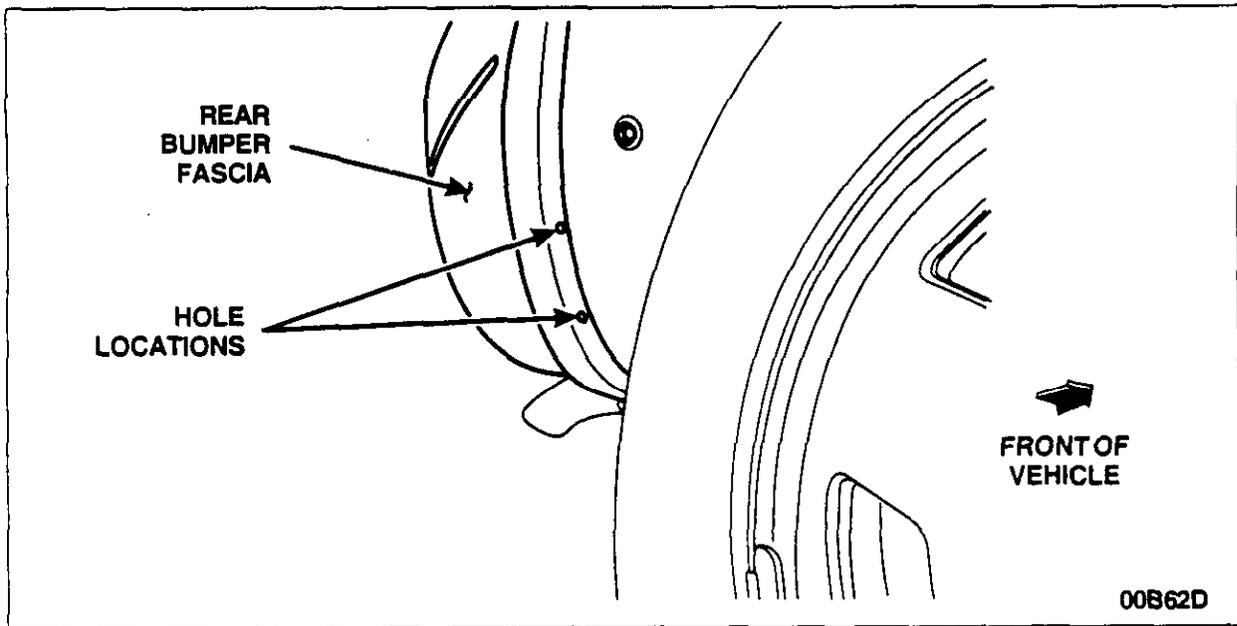


FIGURE 4

*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
01/01

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

XXXXXXXXXXXXXXXXXXXX C 00B62

J. SAMPLE  
123 MAIN STREET  
ANYCITY, ON A1A 1A1

MAIL DATE

Thank you for your recent purchase of the Ford Escape, the newest member of our sport utility lineup. We take great pride in the vehicles that we design and build, and hope that you are enjoying this new vehicle.

According to our records, your Escape was assembled without fender lip mouldings. Ford Motor Company of Canada, Limited (Ford) is providing a no-charge service, Owner Notification Program Number 00B62, to owners of 2001 Escape vehicles equipped with 16" tires and without fender lip mouldings.

**What is the reason for this program?**

2001 Escape XLT vehicles equipped with 16" tires and built without fender lip mouldings, may not meet Provincial requirements for road splash control.

**What Ford and your dealer will do...**

To correct this situation, Ford will install Ford Accessory splash guards at no charge. Since the vehicle does not have the necessary mounting holes for the installation of the fender lip mouldings, Ford does not recommend their installation, after-the-fact. Therefore, you will be offered a choice of:

- \$ 1000.00 or
- A 6 Year / 120,000 Kilometre ESP Premium Care package (which provides extended warranty coverage on over 500 components on your new vehicle).

**The above choices are available until July 31, 2001**, regardless of the distance traveled. Your dealer has the necessary information to process your choice of the above options.

**What we are asking you to do...**

Please contact your dealer. Provide the dealer with your Vehicle Identification Number (located at the beginning of this letter). Ask for a service date and whether parts are in stock for Owner Notification Program 00B62. If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**Changed address or sold the vehicle?**

If you have changed address, or have sold the vehicle, please complete the enclosed prepaid postcard, sign and date it and mail the card to Ford Motor Company of Canada Limited.

If you have leased this vehicle to another person or organization, please immediately notify the lessee of this program.

If you require any further assistance, write to the Ford "Customer Relationship Centre" at the address in the letterhead of this letter and be sure to include your vehicle's serial number. If you prefer, call 1-800-565-3673. Please have your vehicle's serial number ready for our representative when you call.

We thank you for choosing the new Ford Escape and, once again, apologize for and any inconvenience it has caused you. We hope this program will confirm our commitment to your continued satisfaction with your Ford-built vehicle

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



Director, Customer Satisfaction

J.A. Vernile  
Enclosure

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

XXXXXXXXXXXXXXXXXXXX C 00B62

J. UNTEL  
123, RUE PRINCIPALE  
TOUTEVILLE, QC A1A 1A1

DATE D'ENVOI

Nous vous sommes gré d'avoir fait l'acquisition récemment d'un Ford Escape, le dernier-né de notre superbe gamme de tous terrains sport. Nous sommes fiers des véhicules que nous construisons et que nous concevons, et nous espérons que vous prenez plaisir à conduire votre nouveau véhicule.

Selon nos dossiers, votre Escape a été construit sans moulures de passage de roues. Ford du Canada Limitée (Ford) a institué un programme après-vente gratuit (numéro 00B62) à l'intention des propriétaires d'Escape 2001 équipés de pneus de 16 po et non dotés de moulures de passage de roues.

**Raison du programme...**

Les Escape XLT 2001 équipés de pneus de 16 po et non dotés de moulures de passage de roues pourraient ne pas satisfaire aux exigences provinciales relatives à la réduction des éclaboussures provenant des véhicules de la route.

**Ce que feront Ford et votre concessionnaire...**

Pour satisfaire à ces exigences, Ford posera gratuitement les pare-boue de la gamme des accessoires Ford sur les véhicules visés. Votre véhicule n'a pas été doté à l'origine des trous de montage requis pour la pose des moulures de passages de roue et Ford n'en recommande pas la pose en deuxième monte. Par conséquent, Ford vous offre les options suivantes :

- une remise de 1 000 \$ ou
- un contrat PEP Protection étendue de 6 ans / 120 000 kilomètres (prolongation de la couverture de garantie sur plus de 500 composants de votre véhicule neuf).

**Les options indiquées ci-dessus vous sont proposées jusqu'au 31 juillet 2001, quel que soit le kilométrage de votre véhicule. Votre concessionnaire a en main les renseignements nécessaires pour traiter votre demande selon l'option choisie.**

**Ce que nous vous demandons de faire...**

Veillez communiquer avec votre concessionnaire, lui donner le numéro d'identification de votre véhicule (indiqué dans l'en-tête de la présente), prendre rendez-vous et lui demander s'il a les pièces en stock pour le programme de notification 00B62. S'il ne les a pas, il devra les commander avant de vous fixer rendez-vous et elles devraient lui parvenir dans un délai d'une semaine suivant la commande.

**Temps requis...**

Il faudra moins d'une demi-journée pour exécuter cette intervention. Cependant, compte tenu de la planification des travaux dans son atelier, le concessionnaire devra peut-être conserver votre véhicule.

**Déménagé ou vendu le véhicule?**

Si vous avez déménagé ou vendu le véhicule, veuillez remplir, signer et dater la carte-réponse affranchie ci-jointe et l'envoyer à Ford.

Si vous avez loué ce véhicule à une autre personne ou société, veuillez informer le preneur à bail sur-le-champ de ce rappel.

Dans le cas où vous auriez besoin d'aide, vous pouvez écrire au Centre de relations avec la clientèle de Ford, à l'adresse indiquée dans l'en-tête de la présente, en prenant soin de mentionner le numéro de série de votre véhicule. Ou, si vous le préférez, vous pouvez appeler le 1 800 565-3673. Avant d'appeler, assurez-vous d'avoir le numéro de série de votre véhicule à portée de la main.

Nous prenons ces mesures dans le cadre des efforts incessants que nous déployons afin de conserver votre confiance en nos produits. Nous espérons que ce programme après-vente contribuera à assurer votre entière satisfaction.

Veillez agréer l'expression de mes sentiments les meilleurs.

Le directeur, Satisfaction de la clientèle



J. A. Vernile



# OWNER NOTIFICATION PROGRAMS/ PROGRAMMES DE NOTIFICATION

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

November 1, 2000

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

SUBJECT: **Special Field Action 00L08:** Certain 2001 Model Year Expedition and Light Duty F-Series Vehicles - Master Cylinder Brake Fluid Reservoir Cap Replacement

---

OASIS : No - Caps will be mailed directly to owners  
OWNER LIST: No  
PARTS RETURN: No  
PROGRAM TERMS: This program will be in effect until April 30, 2001, regardless of distance travelled

## AFFECTED VEHICLES

Certain 2001 model year Expedition and Light Duty F-Series vehicles sold to the Canadian market. These vehicles were built at the Michigan Assembly Plant from August 16, 2000 through August 31, 2000 and built at the Kansas City Assembly Plant from August 16, 2000 through August 28, 2000.

## NON-COMPLIANCE

The affected vehicles were built with a master cylinder fluid reservoir cap that did not contain the required bilingual warning statement S5.4.3 of Technical Standards Document 105, referenced in the Canadian Motor Vehicle Safety Regulation 105, requires a warning statement that must be in accordance with the Charter of the French Language (1981). The new cap will contain the correct bilingual warning information.

## SERVICE ACTION

A master cylinder brake fluid reservoir cap that contains the correct bilingual English/French warning information will be mailed directly to owners of the affected Expedition and Light Duty F-Series vehicles. The owners will be given instructions to replace the old master cylinder cap with the new cap. However, if the owner chooses to have the cap installed by a dealer, this service may be performed by service personnel.

## ADDITIONAL MASTER CYLINDER CAPS

To assist customers who prefer to have this service completed at the dealership and arrive without the cap, please call the Recall Hotline at 1-800-344-5621 to obtain additional caps.

**ATTACHMENTS**

- Attachment I - Administrative Information
- Claim Information
- Attachment II - Labour Allowances
- Parts Ordering Information
- Attachment III - Technical Instructions
- Attachment IV - Owner Letter

**COMPANY CONTACTS:** (for dealer use only)

Recall Hotline	1-800-344-5621
Claiming Questions	1-800-667-0088
Owner Concerns	1-800-565-3673

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



Director, Customer Satisfaction

JAVernile  
Attachment/00L08

**Special Field Action 00L08**  
Certain Canadian 2001 Model Year Expedition and Light Duty F-Series Vehicles  
Master Cylinder Cap Replacement

**OASIS**

OASIS will not be activated for this program.

**DEALER-OWNER CONTACT**

An owner list will not be provided.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

**Special Field Action 00L08**  
Certain Canadian 2001 Model Year Expedition and Light Duty F-Series Vehicles  
Master Cylinder Cap Replacement

**LABOUR ALLOWANCES**

Description	Labour Operation	Labour Time
Replace Spanish/Portuguese master cylinder cap with French/English cap for customer, if requested	00L08B	0.2 Hrs.

**PARTS REQUIREMENTS****Ordering Instructions for Additional Master Cylinder Caps**

The English/French master cylinder caps (Part Number F58Z-2162-A) for this program are being sent directly to customers of the affected vehicles. **Additional caps may be ordered by calling the Recall Hotline at 1-800-344-5621.** Inform the operator you are calling in regard to Special Field Action Program 00L08. Be prepared to provide your name, address, dealer code, and how many caps you need.

**DEALER PRICE**

Dealers will not be charged for the English/French master cylinder caps ordered under this program.

## BRAKE MASTER CYLINDER CAP REPLACEMENT

**AFFECTED VEHICLES:** CERTAIN 2001 MODEL YEAR CANADIAN EXPEDITION  
AND LIGHT DUTY F-SERIES

### SERVICE PROCEDURE

1. Remove and discard the brake master cylinder cap. See Figure 1.

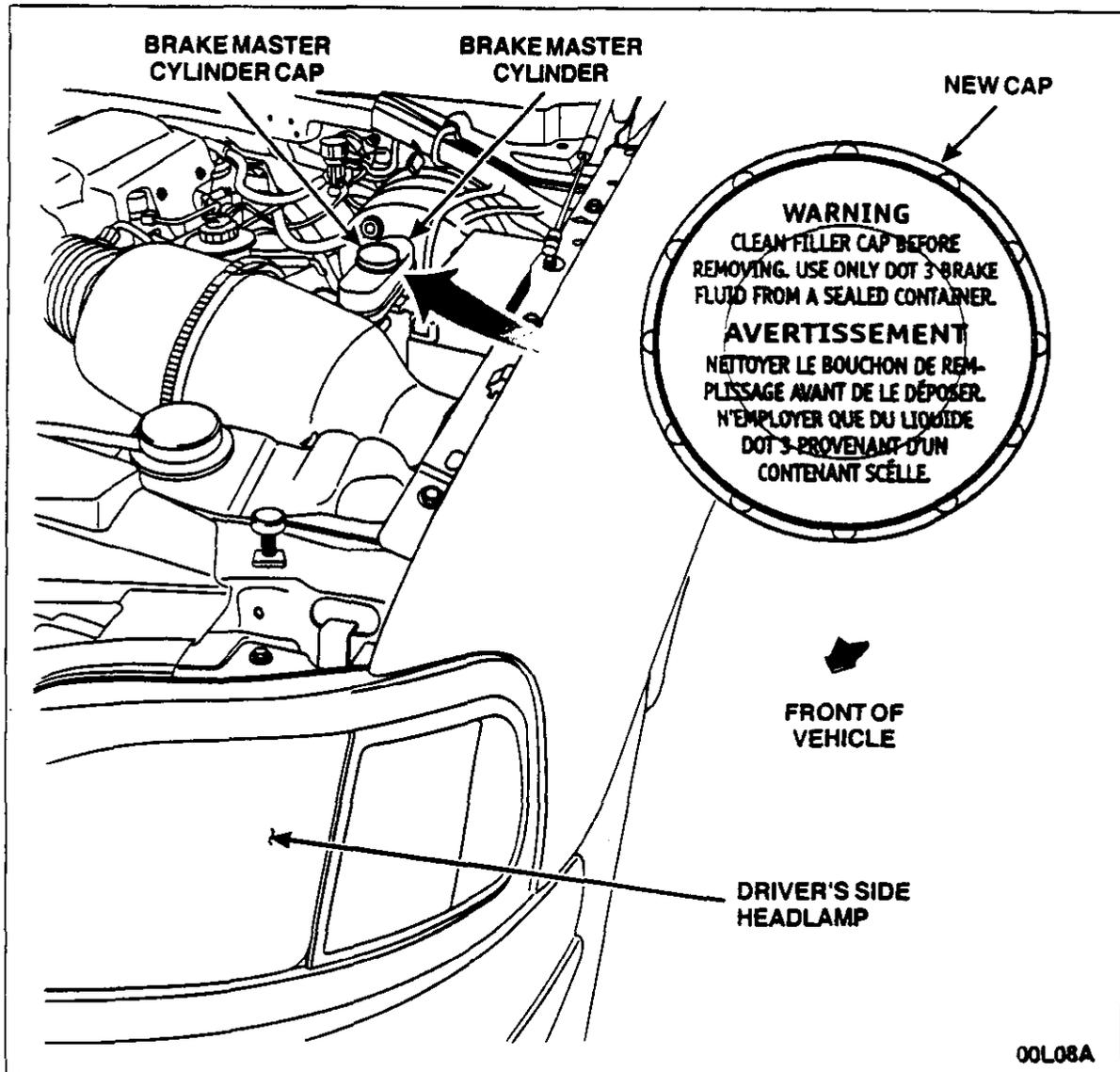


FIGURE 1

2. Install the *new* brake master cylinder cap.



Ford Motor Company of Canada Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

XXXXXXXXXXXXXXXXXXXX C 00L08

J. SAMPLE  
123 MAIN STREET  
ANYCITY, ON A1A 1A1

MAIL DATE

This notice is sent to you under the requirements of the Motor Vehicle Safety Act of Canada.

Ford Motor Company of Canada Limited (Ford) has determined that certain 2001 model year Expedition and F150 vehicles were built with a master cylinder brake fluid reservoir cap that did not contain the required bilingual English/French warning statement.

Although this does not affect your vehicle's performance, we are required to provide you with the correct bilingual warning statement. We apologize for this inconvenience and want to assure you that we are dedicated to correcting this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support possible.

- |   |  |
|---|--|
| <b>What the issue is...</b>                 | The master cylinder brake fluid reservoir cap on your 2001 model year Expedition or Light Duty F-Series may not have the required bilingual English/French warning statement.  |
| <b>What Ford and your dealer will do...</b> | <b>Enclosed is an English/French master cylinder brake fluid reservoir cap to replace the existing cap. This cap has the correct bilingual warning statement. The English/French cap is provided free of charge.</b> To install the cap yourself, instructions are enclosed. If you prefer, your dealer will install the master cylinder brake fluid reservoir cap for you at no cost. |
| <b>Changed address or sold the vehicle?</b> | If you have changed address, or have sold the vehicle, please complete the enclosed prepaid postcard, sign and date it and mail the card to Ford.  |

If you have leased this vehicle to another person or organization, please immediately notify the lessee of this program.

If you require any further assistance, write to the Ford "Customer Relationship Centre" at the address in the letterhead of this letter and be sure to include your vehicle's serial number. If you prefer, call 1-800-565-3673. Please have your vehicle's serial number ready for our representative when you call.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction with your Ford-built vehicle

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited

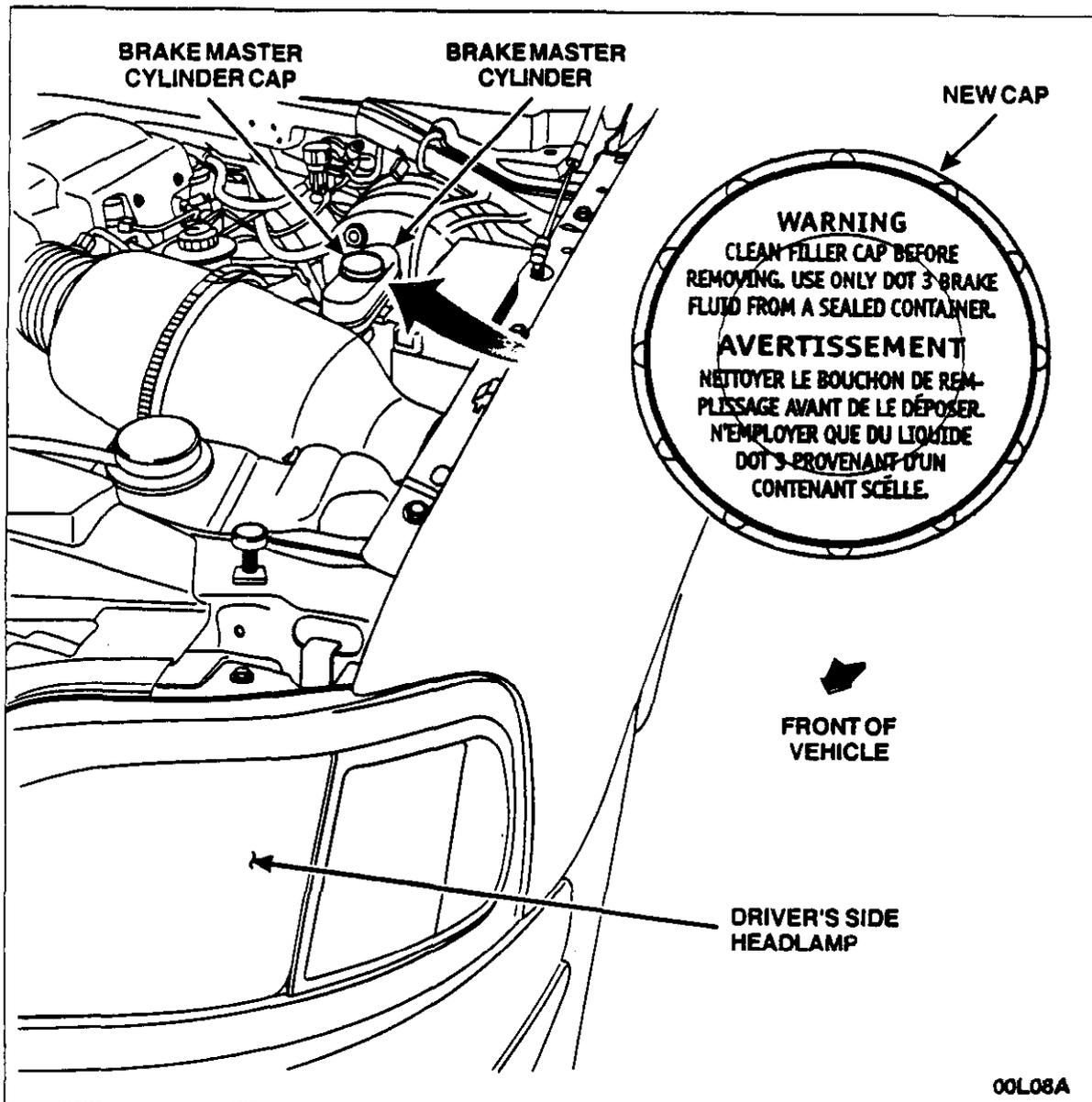
A handwritten signature in black ink, appearing to read "J.A. Vernile". The signature is stylized with a large, looping initial "J" and a cursive "A. Vernile".

Director, Customer Satisfaction

J.A. Vernile  
Enclosure

## BRAKE MASTER CYLINDER CAP REPLACEMENT

- Open the hood.
- Locate the brake master cylinder on the driver's side of the engine compartment.
- Remove and discard the brake master cylinder cap.
- Install the *new* brake master cylinder cap.



CPR ©2000 FORD MOTOR COMPANY  
DEARBORN, MICHIGAN 48121  
10/00

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

XXXXXXXXXXXXXXXXXXXXX C 00L08

J. UNTEL  
123, RUE PRINCIPALE  
TOUTEVILLE, ON A1A 1A1

DATE D'ENVOI

Le présent avis vous est envoyé conformément aux exigences de la *Loi canadienne sur la sécurité automobile*.

Ford du Canada Limitée a établi que certains Expedition et F150 2001 ont été dotés d'un bouchon de réservoir de liquide de frein du maître-cylindre ne comportant pas l'avertissement bilingue anglais/français requis.

Bien que cette erreur n'affecte en rien les performances de votre véhicule, nous devons vous fournir l'avertissement bilingue approprié. Nous regrettons cette situation et vous assurons que nous allons y remédier. L'engagement que nous avons pris de concert avec les concessionnaires Ford vise à vous offrir un service et un soutien hors pair.

**Raison du programme...**

Le bouchon du réservoir de liquide de frein du maître-cylindre de votre Expedition ou de votre F150 2001 peut ne pas comporter l'avertissement anglais/français requis.

**Ce que feront Ford du Canada Limitée et votre concessionnaire...**

**Vous trouverez ci-joint un bouchon de réservoir de liquide de maître-cylindre comportant l'avertissement bilingue anglais/français pour remplacer le bouchon existant. Ce bouchon vous est fourni gratuitement.** Sont également fournies des directives de pose du bouchon. Toutefois, si vous le préférez, votre concessionnaire posera gratuitement le bouchon du réservoir du maître-cylindre pour vous.

**Déménagé ou vendu le véhicule?**

Si vous avez déménagé ou vendu le véhicule, veuillez remplir, signer et dater la carte-réponse affranchie ci-jointe et l'envoyer à Ford.

Si vous avez loué ce véhicule à une autre personne ou société, veuillez informer le preneur à bail sur-le-champ de ce programme.

Dans le cas où vous auriez besoin d'aide, vous pouvez écrire au Centre de relations avec la clientèle de Ford, à l'adresse indiquée dans l'en-tête de la présente, en prenant soin de mentionner le numéro de série de votre véhicule. Ou, si vous le préférez, vous pouvez appeler le 1 800 565-3673. Avant d'appeler, assurez-vous d'avoir le numéro de série de votre véhicule à portée de la main.

Nous prenons ces mesures dans le cadre des efforts incessants que nous déployons afin de conserver votre confiance en nos produits. Nous espérons que ce programme après-vente contribuera à nous assurer votre entière satisfaction.

Veuillez agréer l'expression de mes sentiments les meilleurs.

Le directeur, Satisfaction de la clientèle

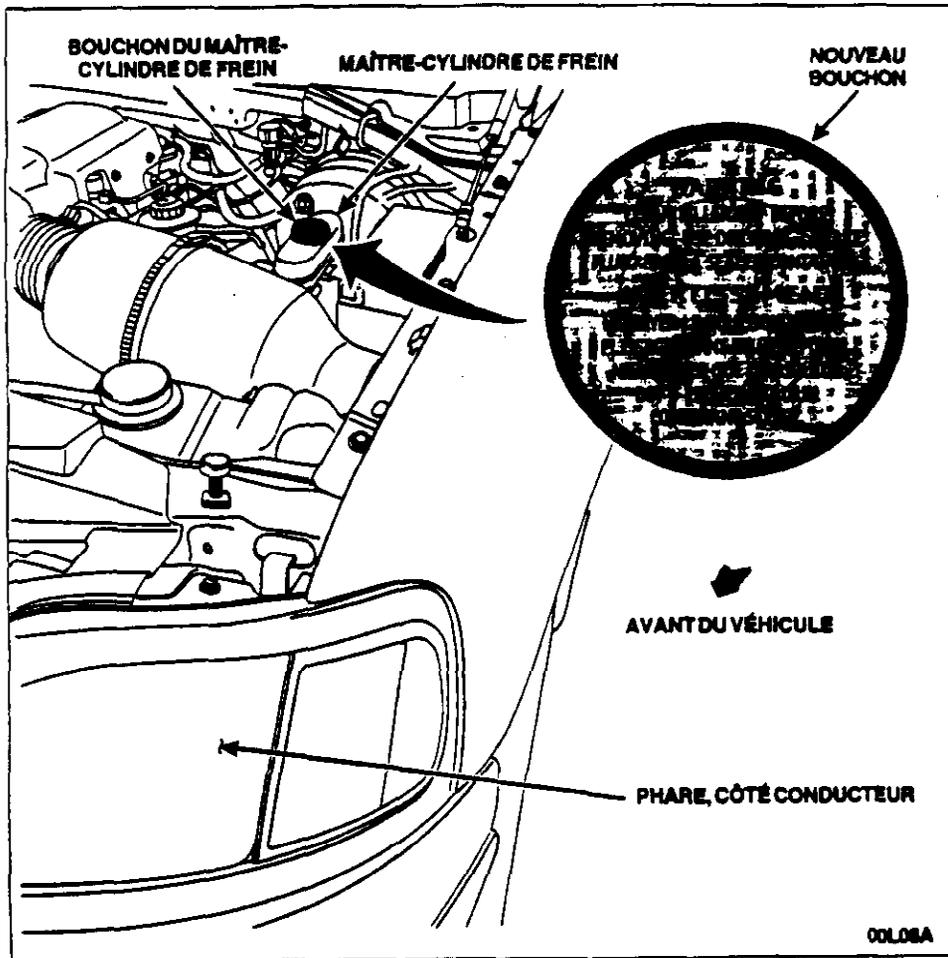
A handwritten signature in black ink, appearing to read 'J. A. Vermile', written in a cursive style.

J. A. Vermile

00L080 si  
P.j.

## REPLACEMENT DU BOUCHON DU MAÎTRE-CYLINDRE DE FREIN

- Ouvrir le capot.
- Repérer le maître-cylindre de frein, situé du côté conducteur du compartiment moteur.
- Déposer le bouchon du maître-cylindre de frein et le mettre au rebut.
- Poser le nouveau bouchon du maître-cylindre de frein.



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DEARBORN, MICHIGAN 48121  
1000

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

**98S13**

Export Market UK  
RHD vehicles



# Service Recall Bulletin

TO: All Ford Dealers

August 1998

SUBJECT: Safety Recall 98S13 - Floor Mat/Throttle Cable Concern

## AFFECTED VEHICLES

All 1997 and certain 1998 Model Year Explorer Right Hand Drive Vehicles equipped with either the 4.0L OHV or SOHC Engine and automatic transmissions, built from Job #1, 1996 through June 15, 1998.

## REASONS FOR RECALL

The affected vehicles may be susceptible to floor mats interfering with the accelerator pedal, which could potentially result in the engine not returning to idle.

In order to reduce the potential for floor mat interference with the accelerator pedal, the following components are affected: Accelerator Pedal and Cable (replace accelerator pedal and cable); Dash Insulator (enlarge dash insulator opening); Radio Antenna Lead and Rear Windshield Washer Hose (reposition and secure); Floor mats (replace floor mats and install new retention clip feature).

Certain 1997 4.0L SOHC vehicles may also require installation of: Throttle Body Spacer Plate; Speed Control Cable; Fan Shroud, for proper fit and function of the revised accelerator cable.

## SERVICE ACTION

Dealers are requested to perform the necessary repairs as stated in the Technical Instructions included in Attachment III.

## ATTACHMENTS

Attachment I  
- Administrative Information

Attachment II  
- Labor Allowances  
- Parts Ordering Information

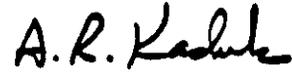
Attachment III  
- Technical Information

QUESTIONS?

Claims Information  
Other Recall Questions

1-800-423-3851  
1-800-325-5621

Sincerely,



A. R. Kaduk  
Manager  
Vehicle Service and Programs

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

Correct all vehicles in stock before delivery. 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 \$1,100 per vehicle.

PROMPTLY CORRECT

Affected vehicles on the enclosed list.

Other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if:

- an owner cannot be contacted.
- an owner does not make a service date.

CLAIMS SUBMISSION

Enter claims using DWE. See ACESII Manual, Sections 5 and 6.

WARRANTY AND POLICY MANUAL

See Sections 5 and 6 of the ACESII Manual.

REFUNDS

See Section 3-59 of the ACESII Manual.

RENTAL CARS

Ford Motor Company will pay for a loaner or rental vehicle, except for fuel which will be at owner's expense. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area.

ATTACHMENT II

SAFETY RECALL 9813

FLOOR MAT / THROTTLE CABLE CONCERN

LABOR ALLOWANCES

4.0L SOHC W/ Throttle Spacer	Labor Operation 9813C	0.8hrs.
4.0L OHV W/ Throttle Spacer	Labor Operation 9813D	0.6hrs.
Install new throttle control cable (SOHC only) Enlarge dash insulator opening Secure radio antenna lead & rear windshield washer hose Install new floor mat retention clips Install new floor mat set		
4.0L SOHC W/O Throttle Spacer	Labor Operation 9813B	1.1hrs.
Includes all of the operations above plus: Install throttle spacer Install new speed control cable Install new fan shroud Administrative Allowance Misc. Expense Code "ADMIN" 0.1 hrs.		

PARTS REQUIREMENTS

FLOOR MATS: Includes floor mats for all seating positions.

SERIES	Eddie Bauer, XL, XLT	XL22-6313086-GAA	XL22-6313086-HAA	XL22-6313086-HAC
GRAPHITE	TAN			
Hardware Kit	limited			

SERIES	Eddie Bauer, XL, XLT, limited	F87Z-9725-AAA	F87Z-9725-BAA	SOHC
Accelerator	Accelerator	Accelerator	Accelerator	Accelerator
Pedal	Pedal	Pedal	Pedal	Pedal
Hook (2)	Hook (2)	Hook (2)	Hook (2)	Hook (2)
Floor Mat	Floor Mat	Floor Mat	Floor Mat	Floor Mat
Throttle Spacer	Throttle Spacer	Throttle Spacer	Throttle Spacer	Throttle Spacer
Plate	Plate	Plate	Plate	Plate
Speed Control	Speed Control	Speed Control	Speed Control	Speed Control
Cable	Cable	Cable	Cable	Cable

SAFETY RECALL 99S13

Floor Mat / Throttle Cable Concern

FAN SHROUD (For Vehicles  
That Require Throttle  
Spacer)

1997 MY (SOHC ONLY)

F87Z-8146-HA

DEALER PRICE

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

EXCESS STOCK RETURN

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

**1997-1998 MODEL YEAR RHD EXPLORER**

**AFFECTED VEHICLES: RHD EXPLORERS EQUIPPED WITH 4.0L OHV  
OR 4.0L SOHC ENGINES**

**TABLE OF CONTENTS**

**VEHICLES EQUIPPED WITH 4.0L SOHC ENGINE . . . . . PAGES 1 - 15**

**VEHICLES EQUIPPED WITH 4.0L OHV ENGINE . . . . . PAGES 16 - 23**

**VEHICLES EQUIPPED WITH 4.0L SOHC ENGINE**

**NOTE: THE ACCELERATOR CABLE IN THIS KIT REQUIRES A THROTTLE BODY SPACER  
PLATE, NEW SPEED CONTROL CABLE AND A RADIATOR FAN SHROUD, IF NOT  
PREVIOUSLY INSTALLED.**

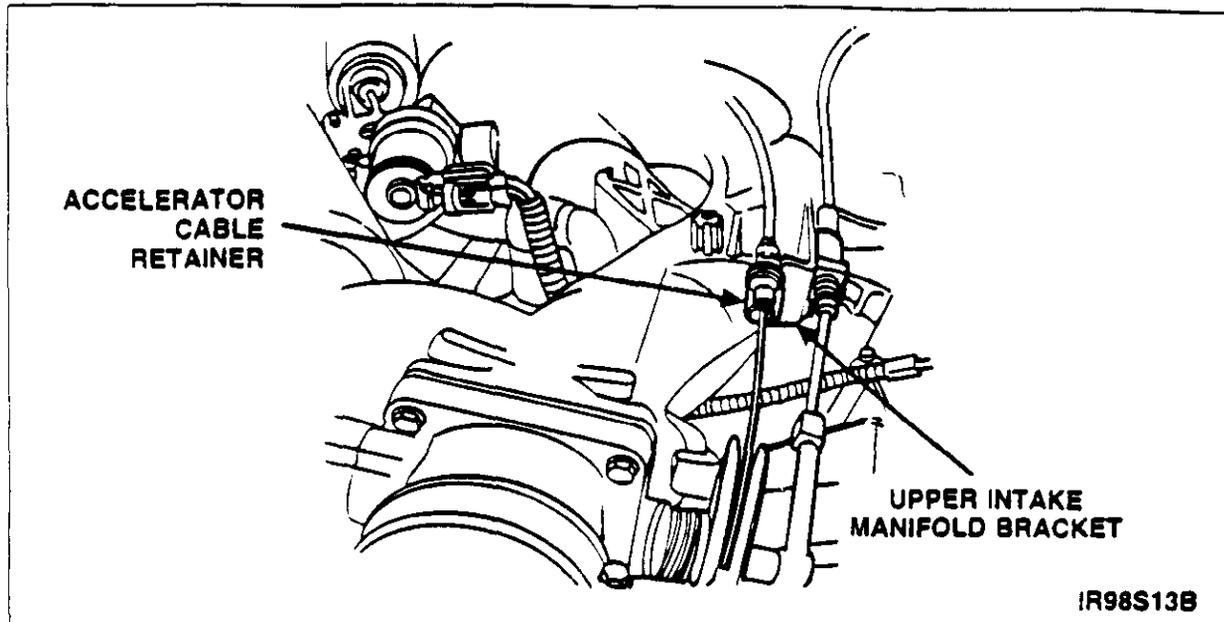
**THIS SERVICE PROCEDURE WILL INCORPORATE THE FOLLOWING PARTS:**

- **ACCELERATOR CABLE**
- **ACCELERATOR PEDAL**
- **DASH PANEL INSULATION**
- **FLOOR MAT RETENTION HOOKS**

1. Unclip accelerator cable from clip on snow shield on top of engine.
2. Remove snow shield from top of engine.



3. Disconnect accelerator cable from throttle body.
4. Remove accelerator cable retainer from upper intake manifold bracket. See Figure 1.



**FIGURE 1**

5. Unclip accelerator cable from clip on upper intake manifold.
6. Remove retainer holding accelerator cable to windshield washer fluid bottle. This retainer could be a tie strap, christmas tree or clip.
7. Disconnect accelerator cable from accelerator pedal.
8. Collapse accelerator cable grommet clips at dash panel, then push cable through dash panel into engine compartment and remove accelerator cable from vehicle.
9. Remove accelerator pedal pivot bolt, then remove accelerator pedal from vehicle.



10. From passenger compartment, cut dash panel insulation around accelerator cable hole to dimensions shown in shaded area of Figure 2. There is also a horizontal portion of insulation that needs to be trimmed above the accelerator cutout illustration. This insulation must be cut to 75 mm deep by 75 mm wide to prevent it from dropping down and causing interference with accelerator pedal and cable.

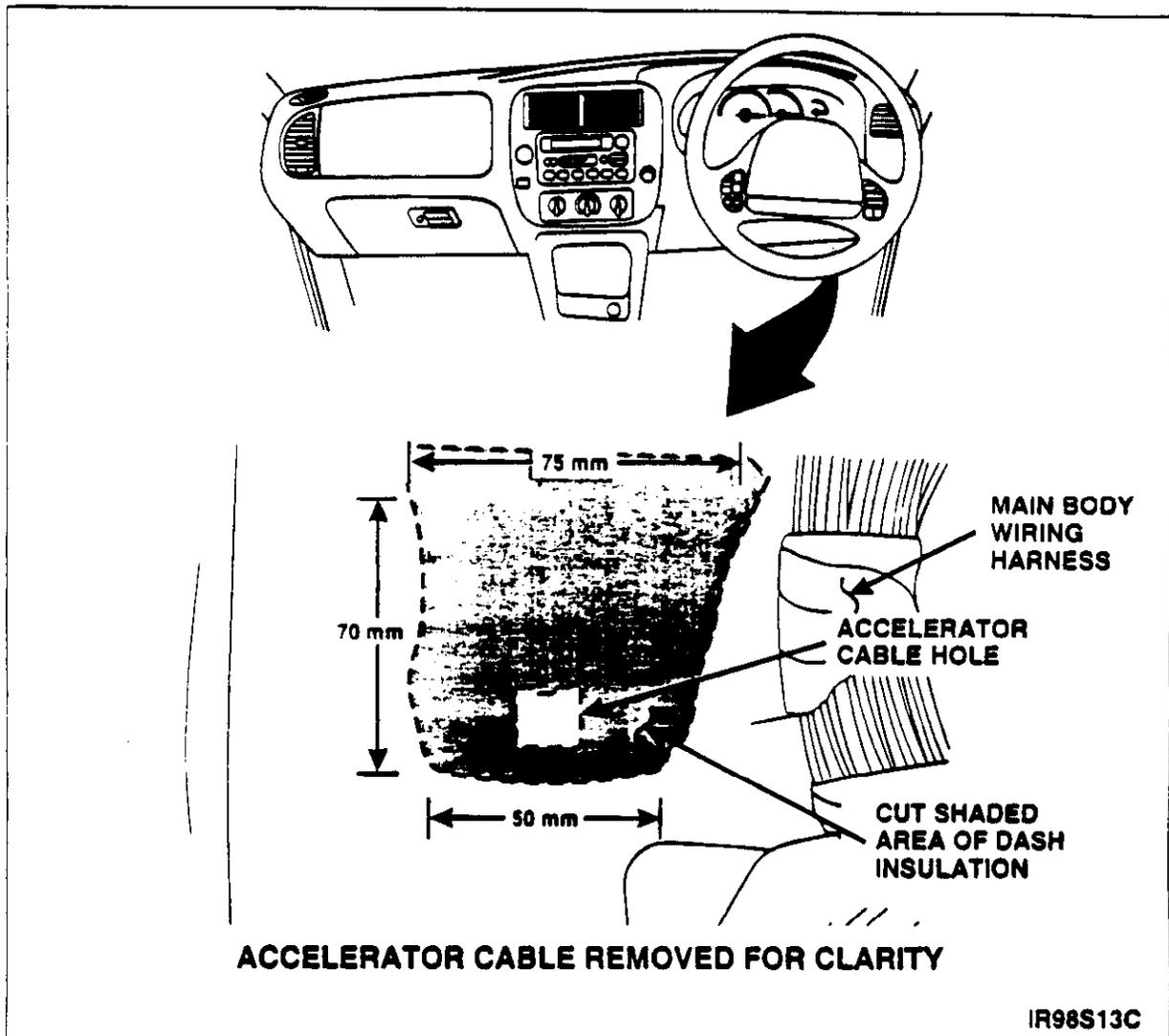


FIGURE 2

11. Install new accelerator pedal. Install and tighten pivot bolt to 10.5 Nm (8 lb-ft).
12. Install new accelerator cable in the dash panel.
13. Connect accelerator cable to accelerator pedal. Push grommet clips firmly to secure to dash.
14. Loosely route accelerator cable in engine compartment.



15. From inside passenger compartment, remove right side kick panel.
16. On 1997 models, proceed as follows:
  - Detach christmas tree retaining wiring harness to location shown in Figure 3. Position wiring harness toward rear of vehicle.
  - Using tie strap, secure radio antenna and rear window washer hose to wiring harness shown in Figure 3. Make sure grommets are not pulled out of dash panel.

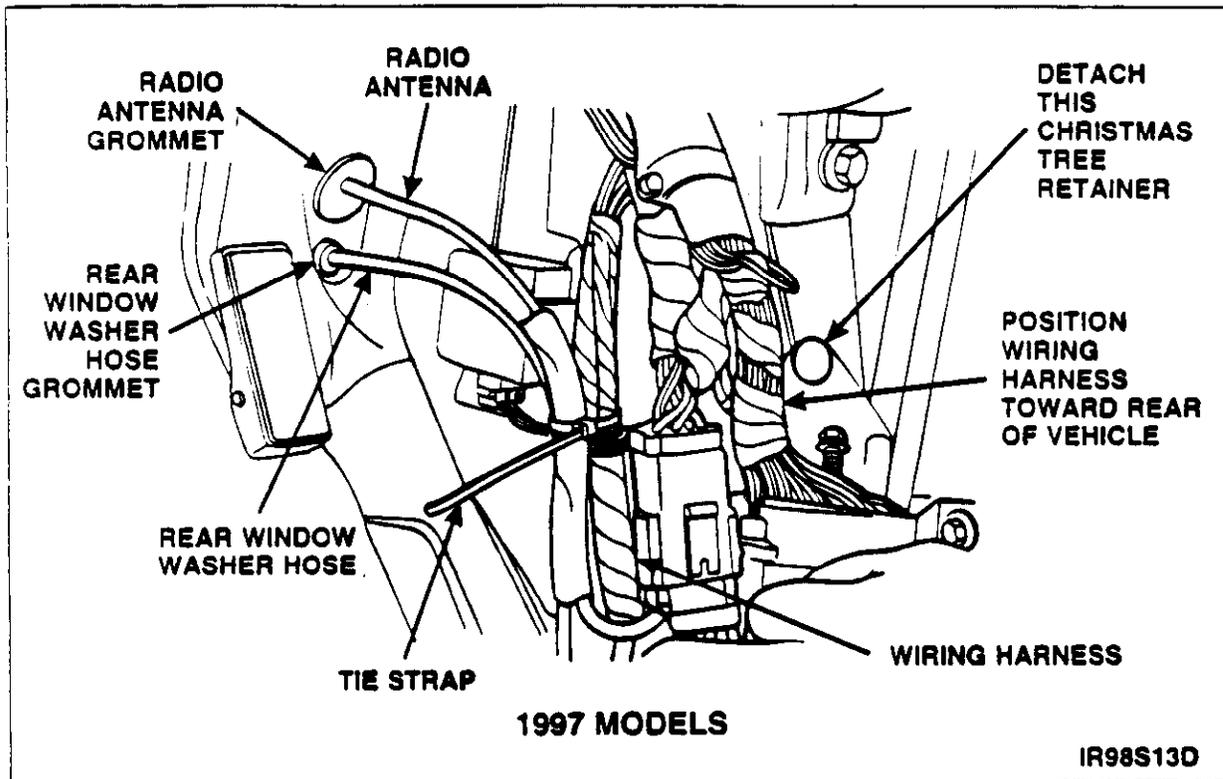


FIGURE 3

- Reattach wiring harness christmas tree retainer.
- Proceed to floor carpet steps 25-37 starting on Page 11.



17. On 1998 models, proceed as follows:

- Pull driver side carpet back to expose rear window washer hose.
- Using tie strap, secure rear window washer hose to radio antenna. See Figure 4. Make sure grommets are not pulled out of dash panel.

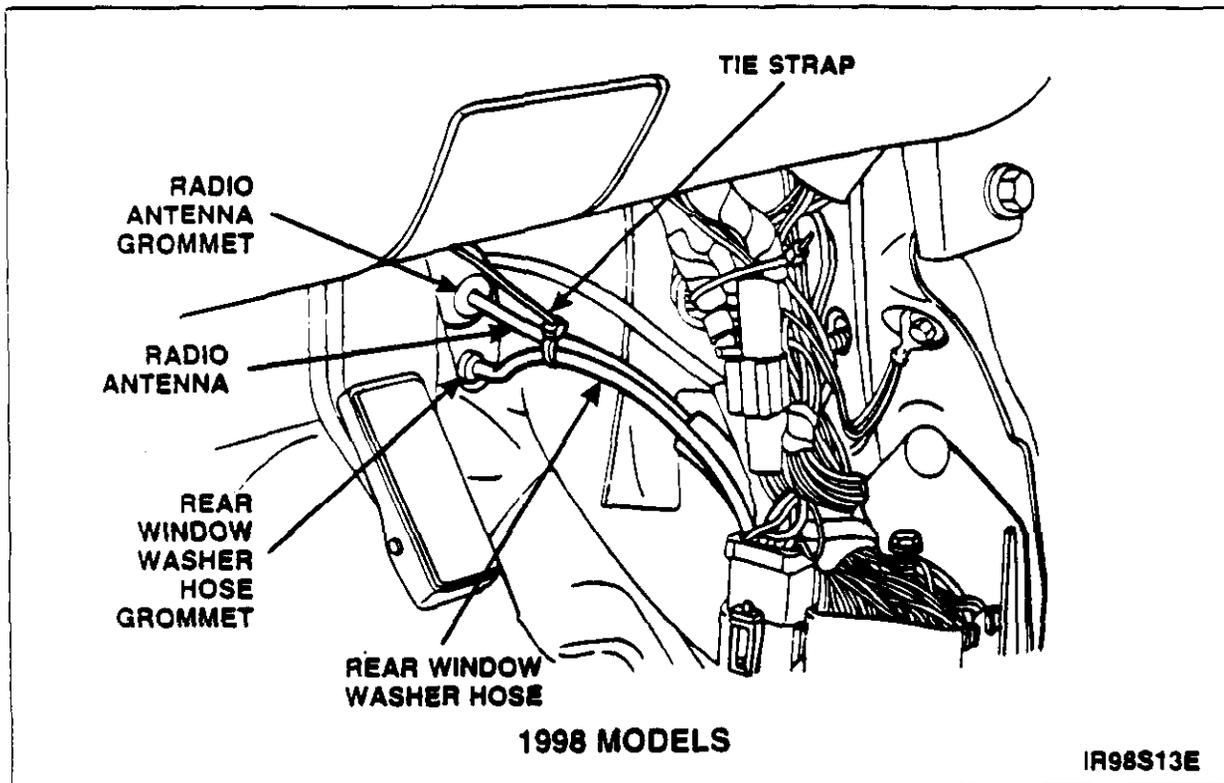


FIGURE 4

- Position carpet back into installed position.



18. Check the throttle body-to-upper intake manifold mounting flange for Air Flow Straightener Spacer Plate. Refer to Figure 5. If the spacer plate is present, proceed to next numbered step. If the spacer plate is not present, follow bulleted steps below:

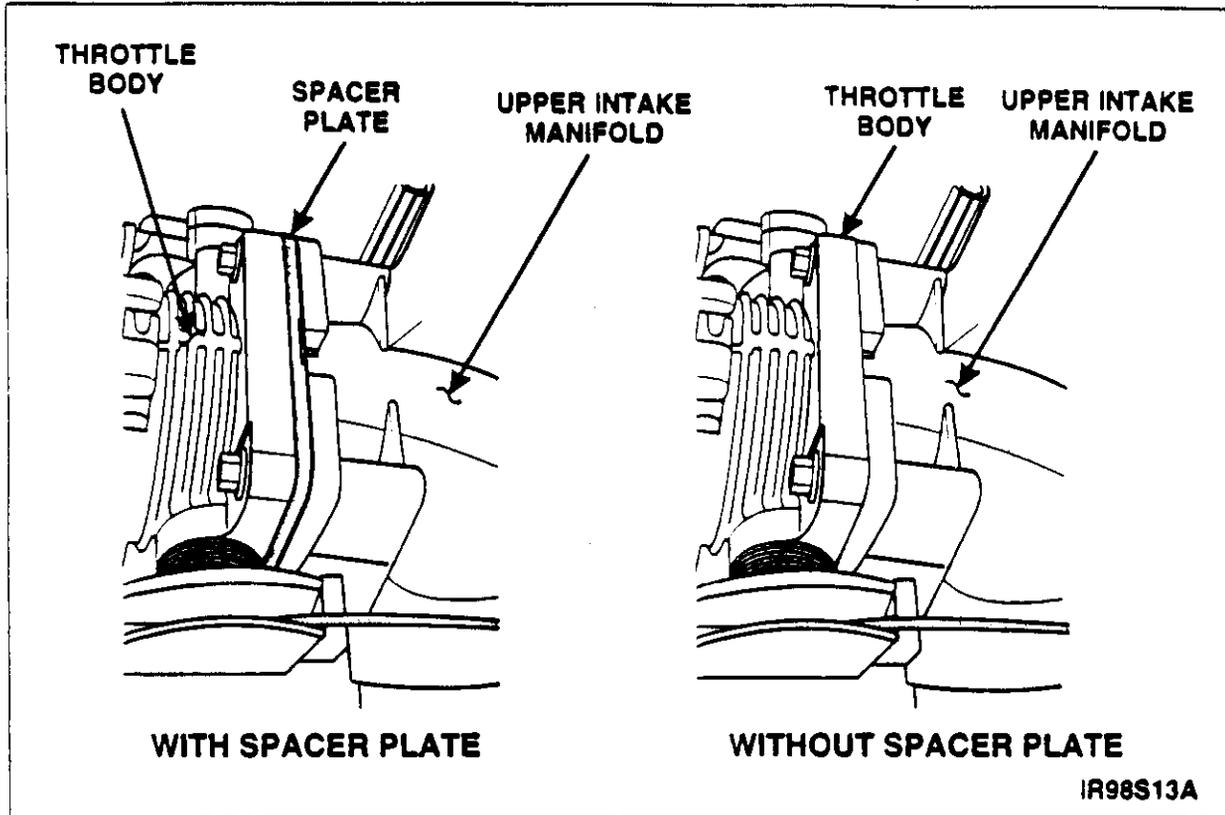


FIGURE 5



- Remove speed control cable retainer from upper intake manifold bracket. See Figure 6.

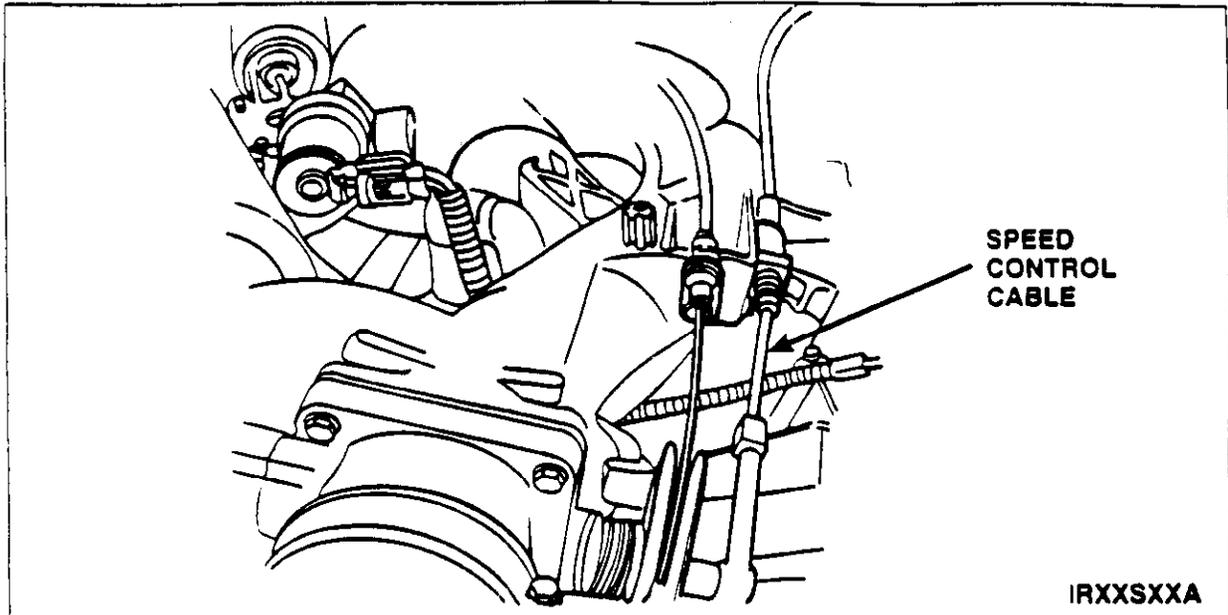


FIGURE 6

- Unclip speed control cable from top of evaporator case.
- Remove speed control cable cap by pressing locking clip inward and twisting cap counterclockwise. See Figure 7.

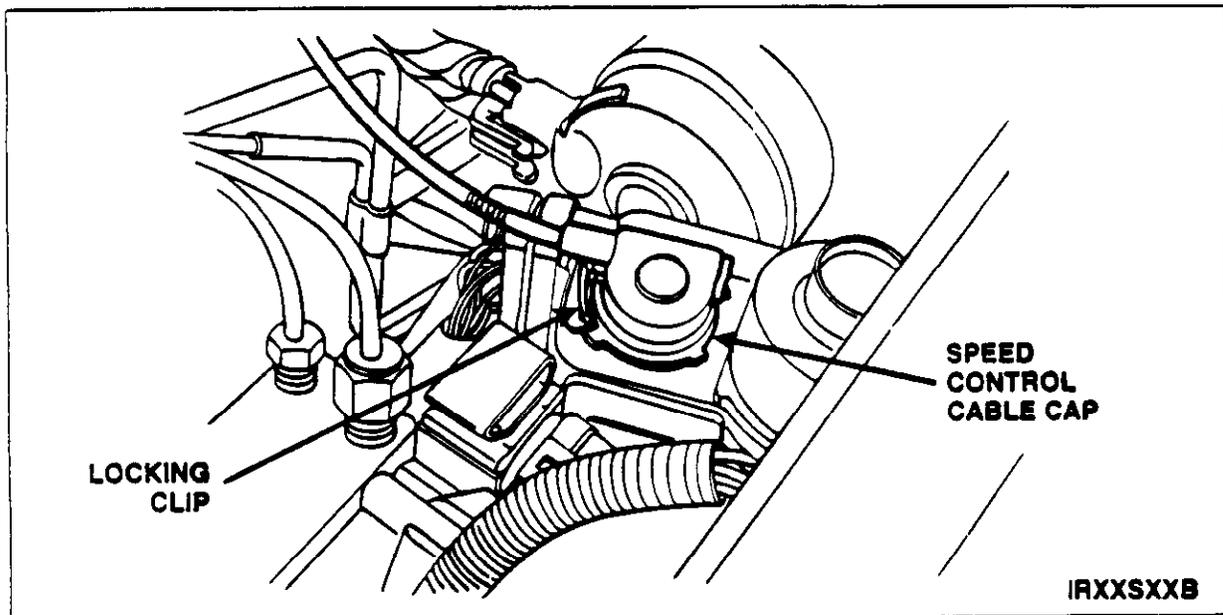
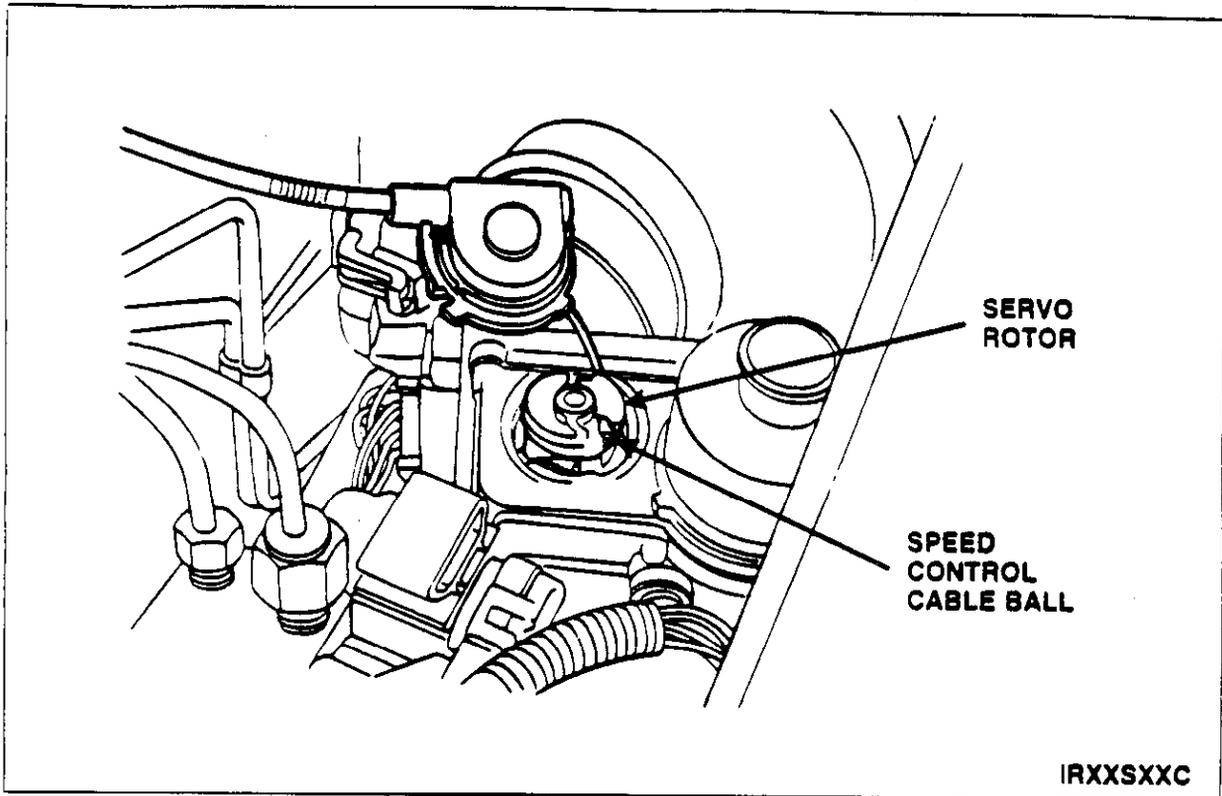


FIGURE 7



- Disconnect speed control cable ball from slot in servo rotor. See Figure 8.

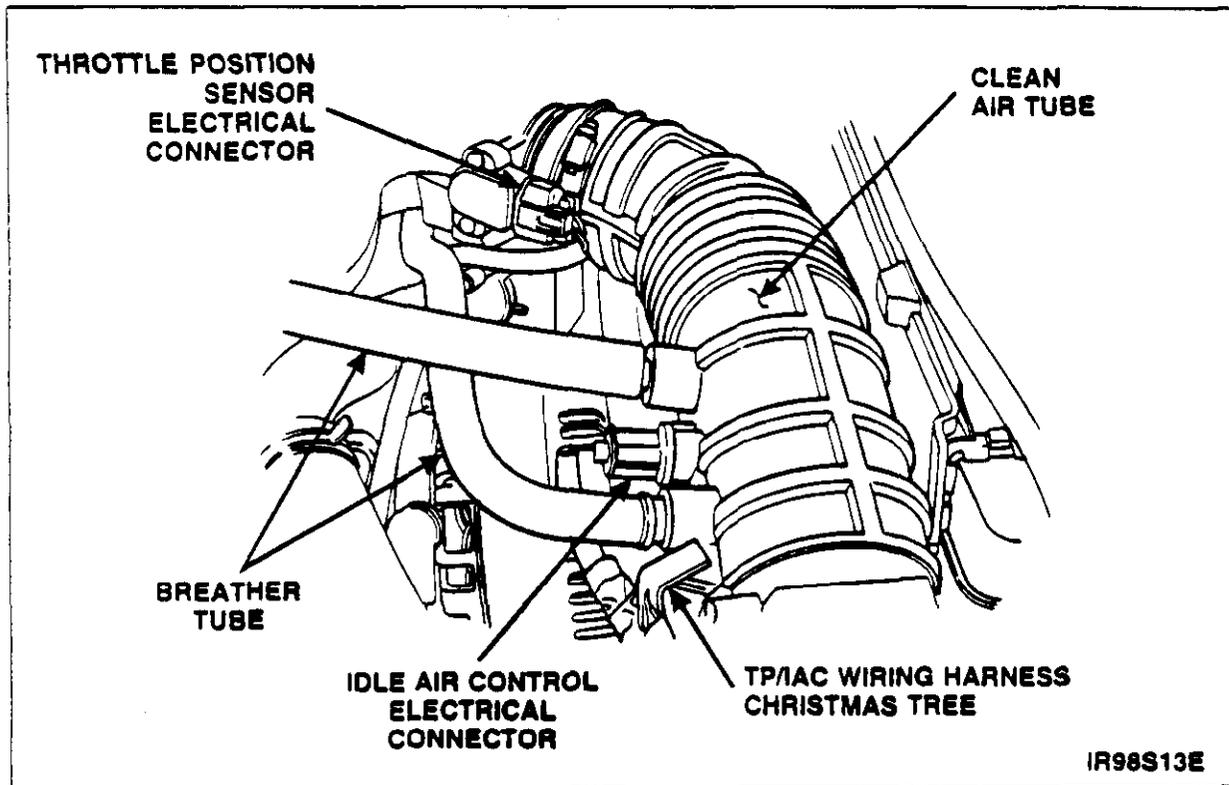


**FIGURE 8**

- Remove speed control cable from vehicle.



- Disconnect Throttle Position (TP) sensor electrical connector. Refer to Figure 9.
- Disconnect Idle Air Control (IAC) electrical connector. Refer to Figure 9.
- Unclip christmas tree retaining TP/IAC wiring harness to clean air tube. Refer to Figure 9.
- Disconnect both breather tubes from clean air tube. Refer to Figure 9.
- Remove clean air tube. See Figure 9.

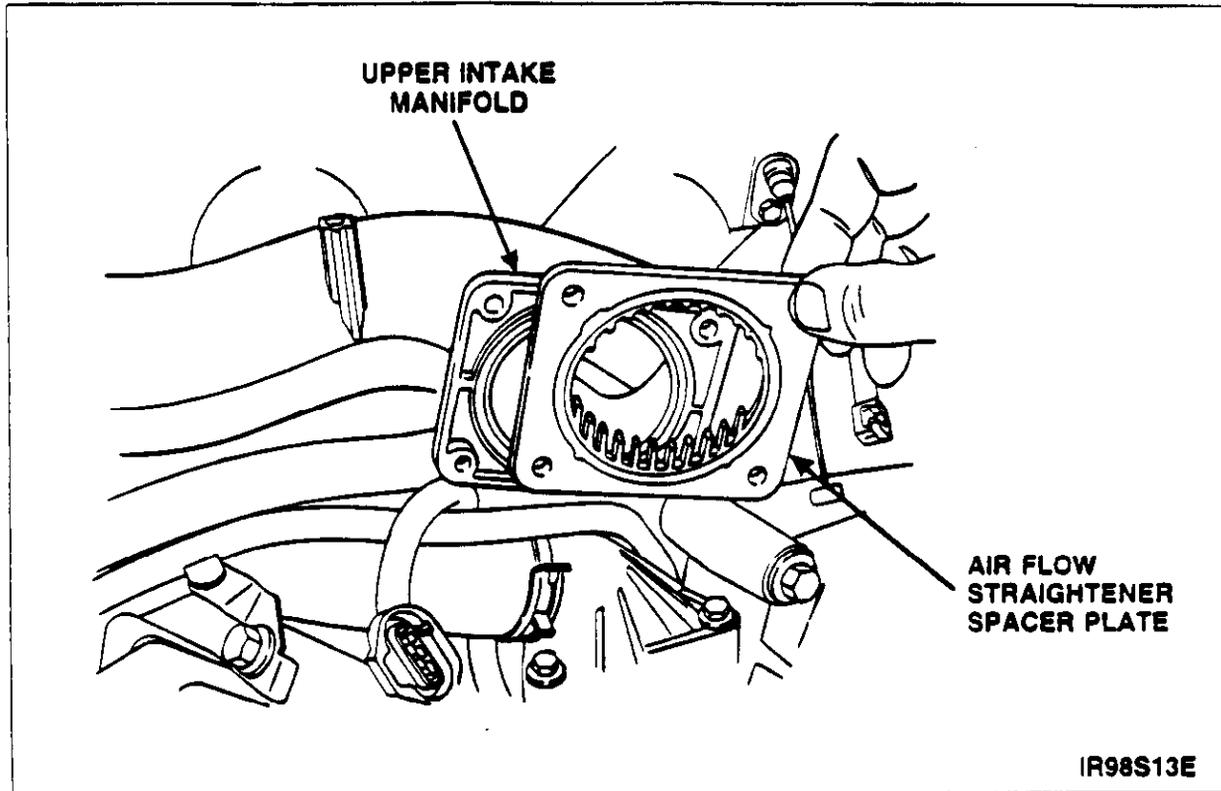


**FIGURE 9**

- Remove throttle body.
- Using Fan Clutch Wrench (T96T-6312-A) and Fan Clutch Holding Tool (T84T-6312-C), remove fan clutch/blade assembly from water pump shaft.
- Remove fan shroud retainers.
- Remove fan shroud and fan clutch/blade from vehicle together.
- Position new fan shroud and original fan clutch/blade into vehicle.
- Tip fan shroud toward motor.
- Install fan clutch/blade on water pump shaft. Hand tighten retainer at this time.
- Install fan shroud. Make sure shroud fits into lower retaining clips. Tighten retainers to 6-8 Nm.



- Tighten fan clutch retainer to 43-63 Nm.
- Position Air Flow Straightener Spacer Plate between throttle body and upper intake manifold. See Figure 10. Spacer plate will correctly install one way only.



**FIGURE 10**

- Install throttle body/spacer plate onto upper intake manifold. Tighten retainers to 10 Nm.
- Install clean air tube.
- Connect both breather tubes to clean air tube.
- Clip TP/IAC wiring harness christmas tree onto clean air tube.
- Connect IAC and TP sensor electrical connectors.
- Install new speed control cable in vehicle.
- Connect speed control cable to servo rotor.
- Align and insert speed control cable cap into slots in servo body.
- Rotate speed control cable cap clockwise until locking arm engages tab on servo.
- Secure speed control cable to clip on evaporator case.
- Install speed control cable to bracket on upper intake manifold. Tighten retainer to 3-4 Nm.
- Connect speed control cable to throttle body.



19. Install tie strap to hold accelerator cable to windshield washer fluid bottle.
20. Secure accelerator cable to clip on upper intake manifold.
21. Install accelerator cable to bracket on upper intake manifold. Tighten retainer to 3.7 Nm.
22. Connect accelerator cable to throttle body. Be careful not to kink accelerator cable during installation. Throttle cam should be opened fully by hand to install the cable.
23. Install snow shield on top of engine. Tighten retainers to 3-7 Nm.
24. Snap the accelerator cable into the clip on top of the snow shield.
25. On all 1997 and 1998 models, position revised driver side floor mat into installed position (rear edge of floor mat position against front seat anchors). Refer to Figure 11.
26. Using marker, mark retaining clip grommet locations on carpet. See Figure 11.

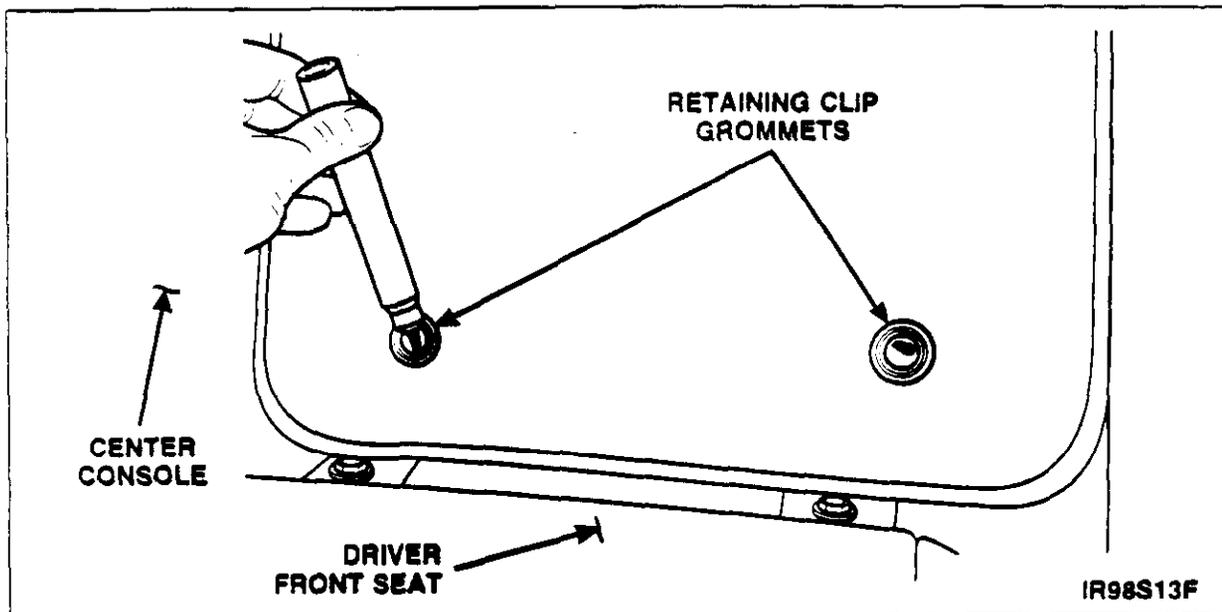


FIGURE 11

27. Remove floor mat.



28. From marks placed previously, measure 29 mm toward front seat and place another mark. See Figure 12.

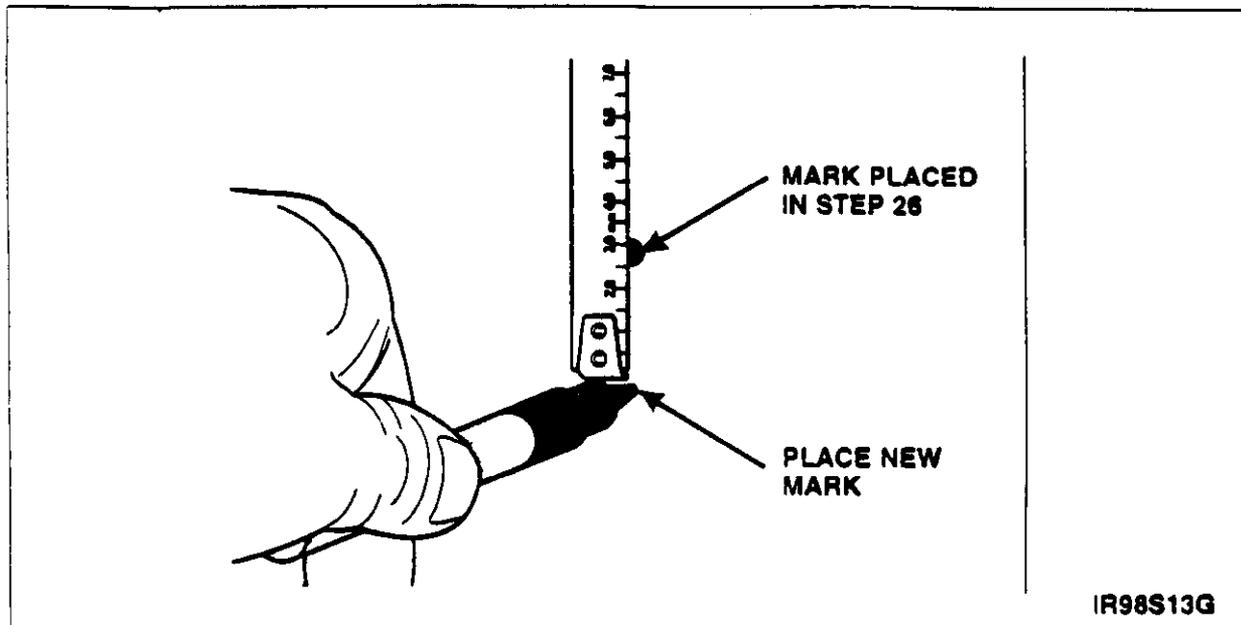


FIGURE 12

29. Using razor knife, cut a 25 mm slice across each mark placed on the carpet. See Figure 13.

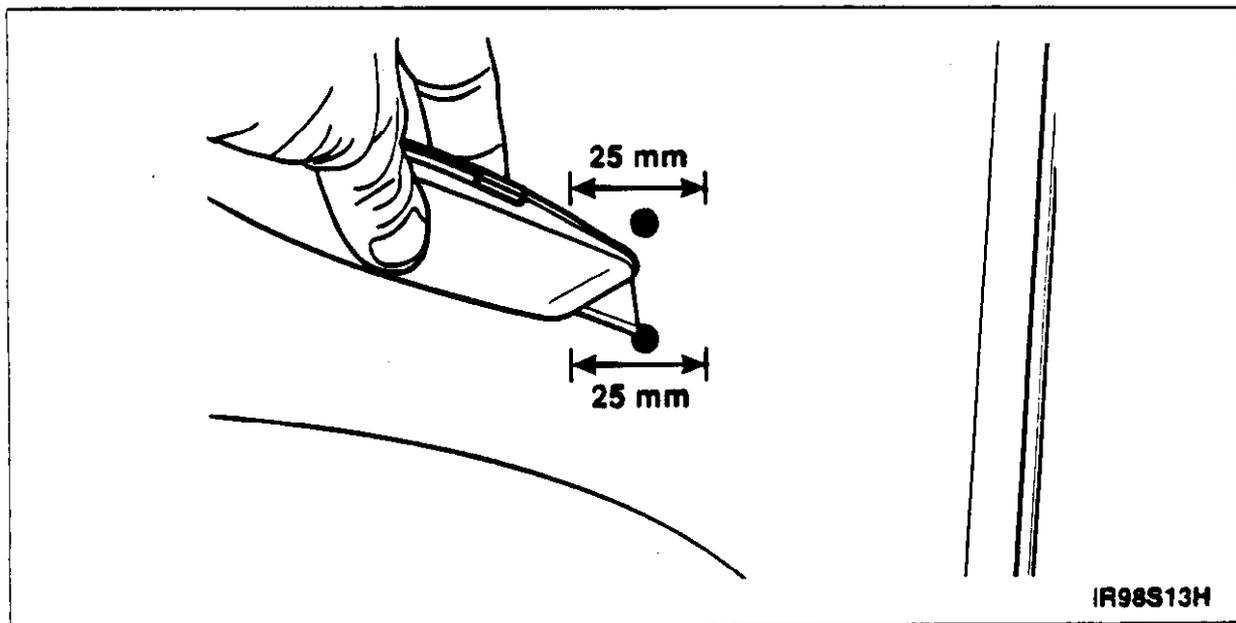
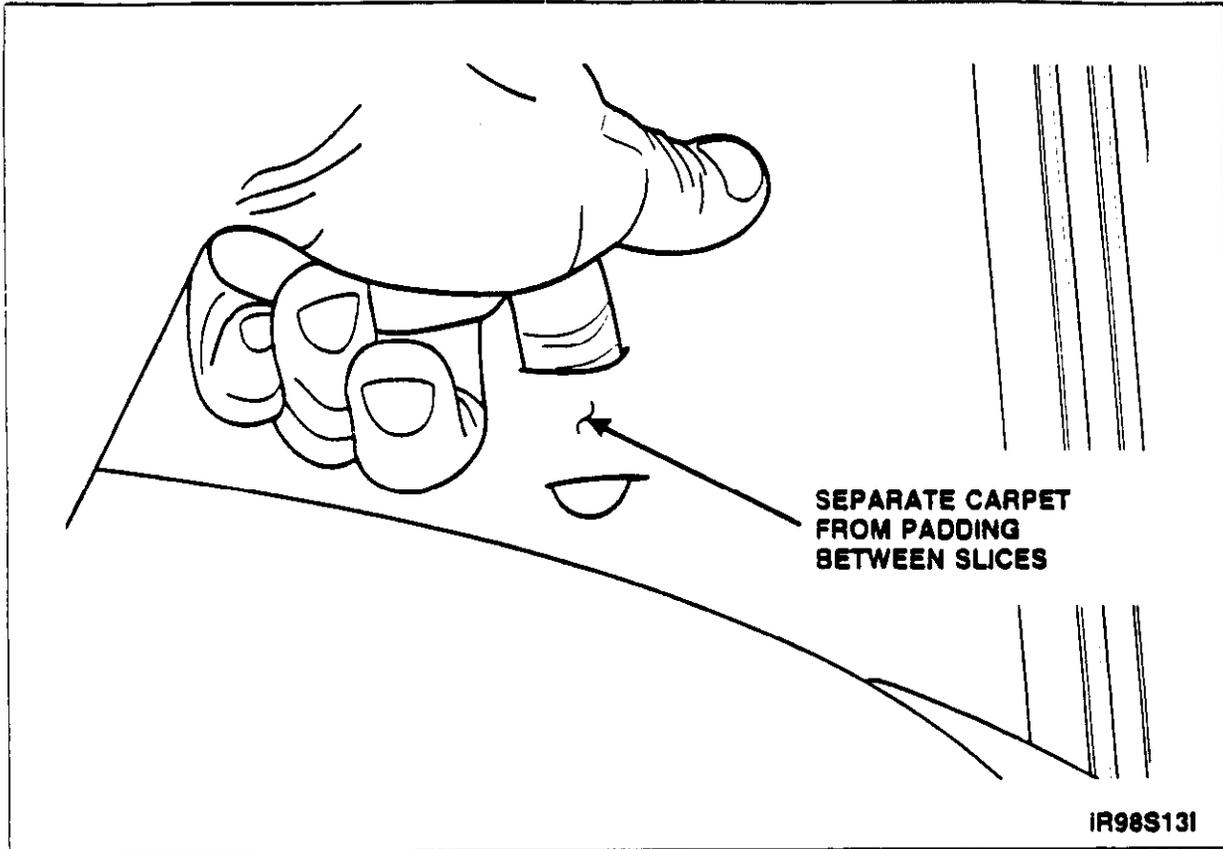


FIGURE 13



30. Using finger, separate carpet from carpet padding. See Figure 14.



**FIGURE 14**

31. Unclip rocker panel scuff plate from front of scuff plate to middle of front seat. This will allow access to bottom of carpet.



32. Insert floor mat retainer clip into cuts in carpet as shown in Figure 15. Clip must be between carpet and padding. Refer to Figure 16.

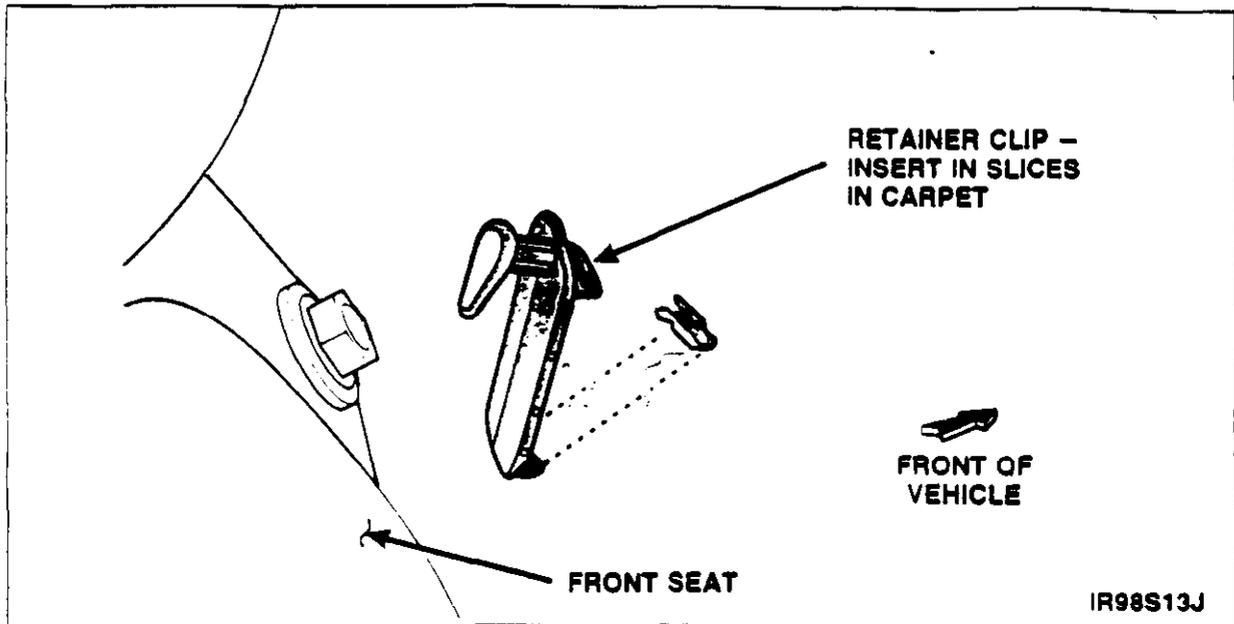


FIGURE 15

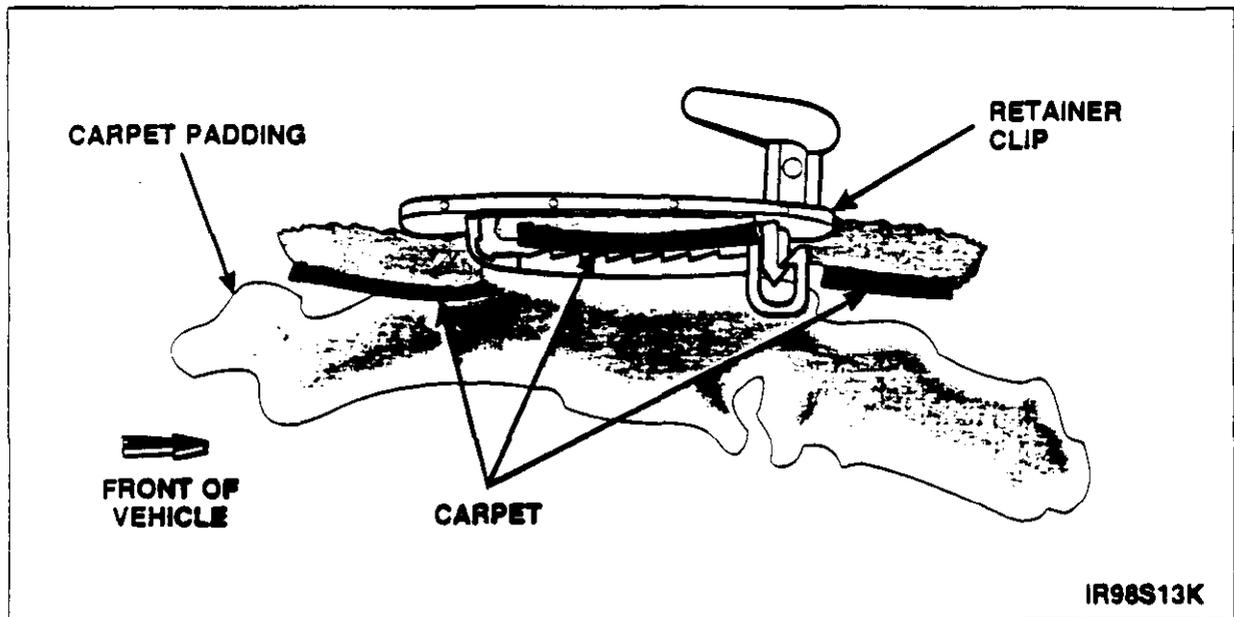


FIGURE 16



33. Slide hand under carpet, then secure upper and lower portions of clip together. See Figure 17.

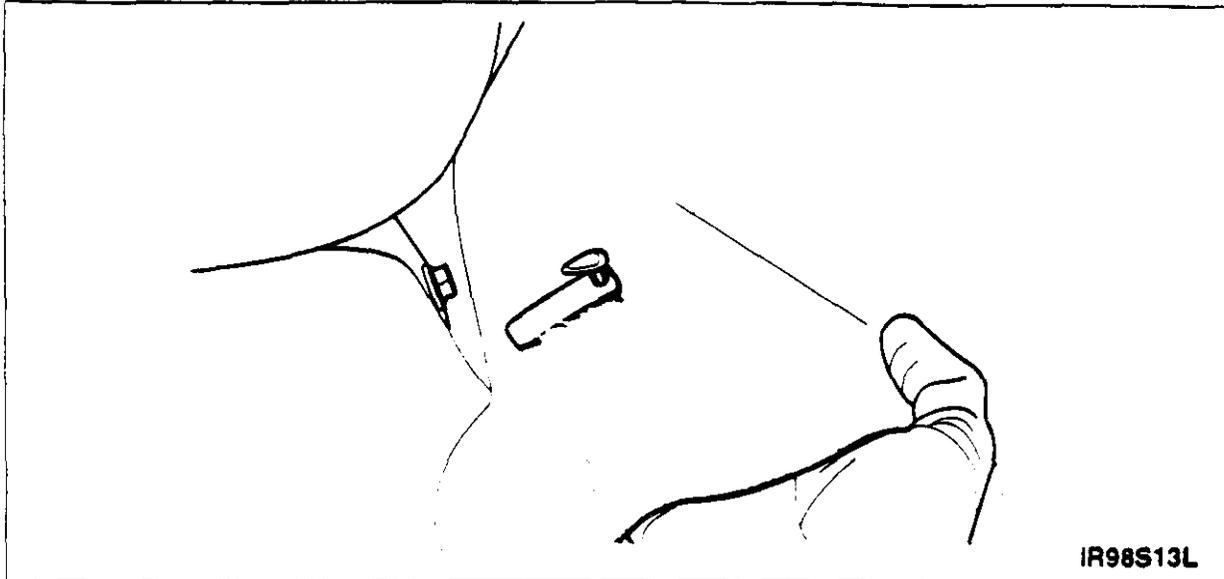


FIGURE 17

34. When clips are completely installed, they should appear as shown in Figure 18.

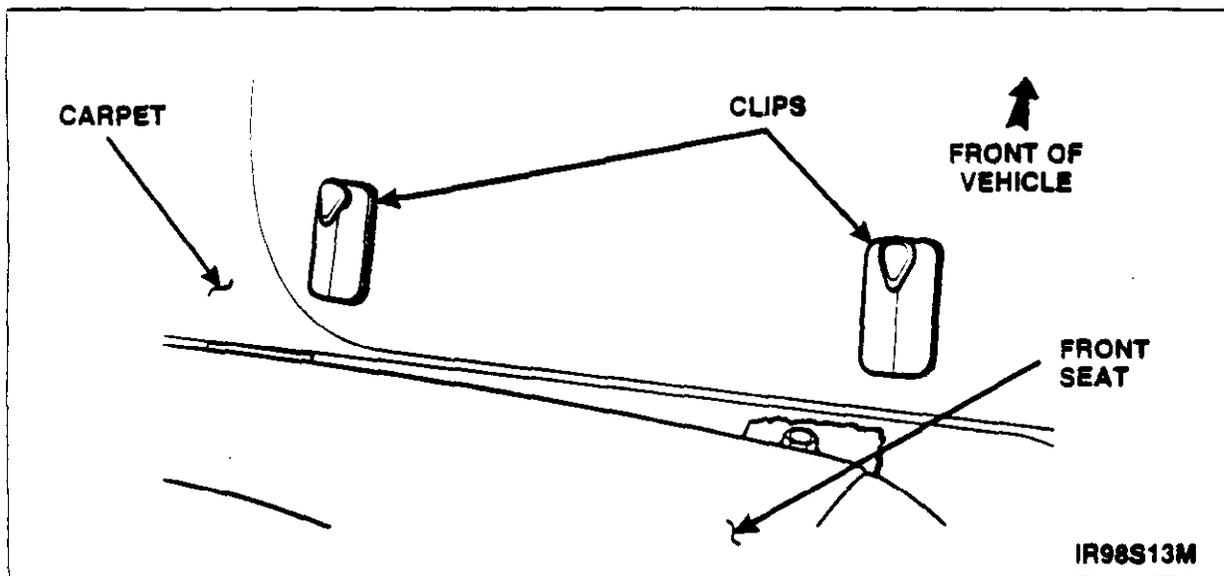


FIGURE 18

35. Install right side kick panel.  
36. Install revised floor mat on clips.  
37. Check operation of accelerator pedal and accelerator cable. If satisfactory, return vehicle to customer.



### VEHICLES EQUIPPED WITH 4.0L OHV ENGINE

THIS SERVICE PROCEDURE WILL INCORPORATE THE FOLLOWING PARTS:

- ACCELERATOR PEDAL
- DASH PANEL INSULATION
- FLOOR MAT RETENTION HOOKS

1. Disconnect accelerator cable from accelerator pedal.
2. Remove accelerator pedal pivot bolt, then remove accelerator pedal from vehicle.
3. Cut dash panel insulation around accelerator cable to dimensions shown in shaded area of Figure 19. There is also a horizontal portion of insulation that needs to be trimmed above the accelerator cutout illustration. This insulation must be cut to 75 mm deep by 75 mm wide to prevent it from dropping down and causing interference with accelerator pedal and cable.

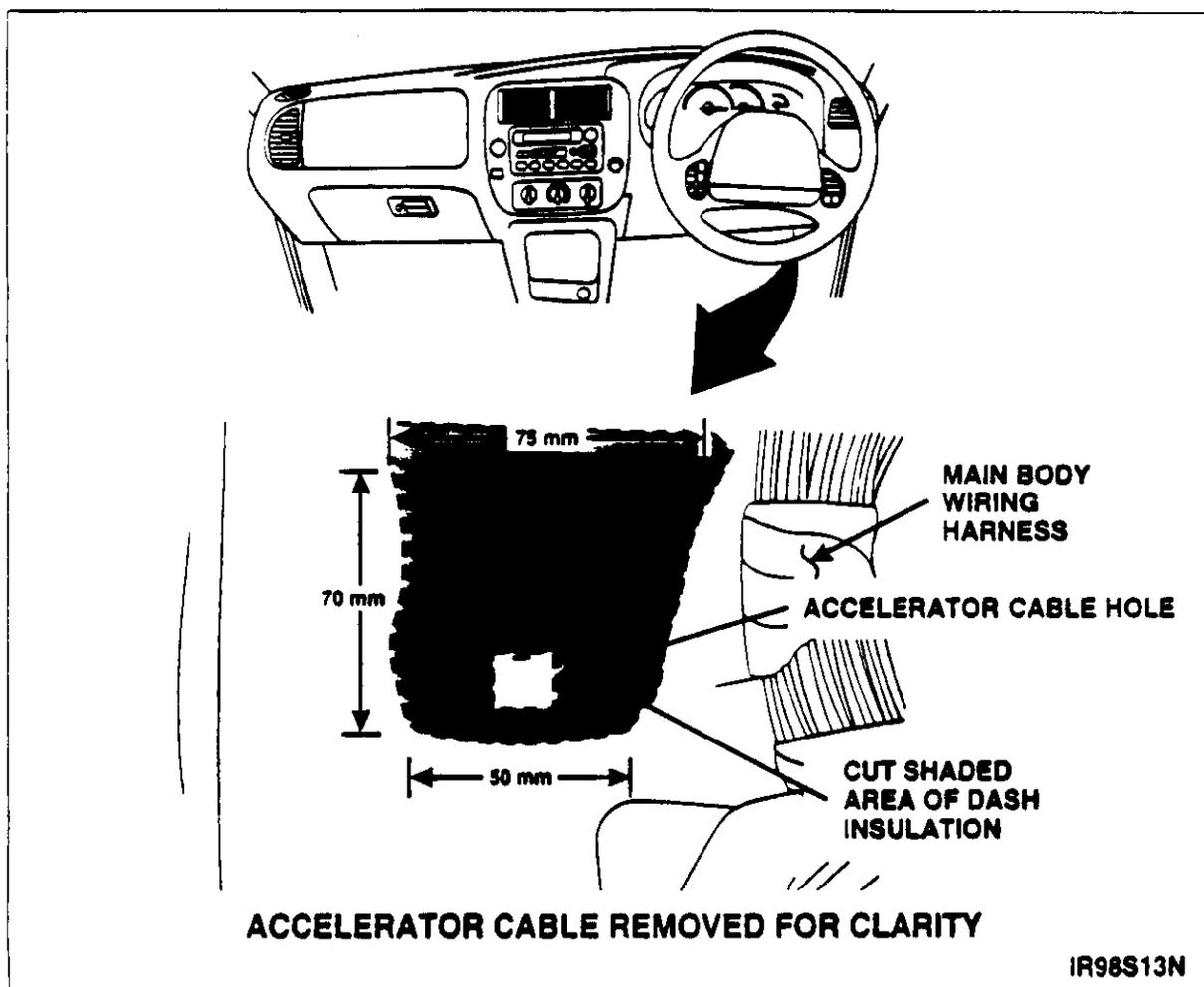
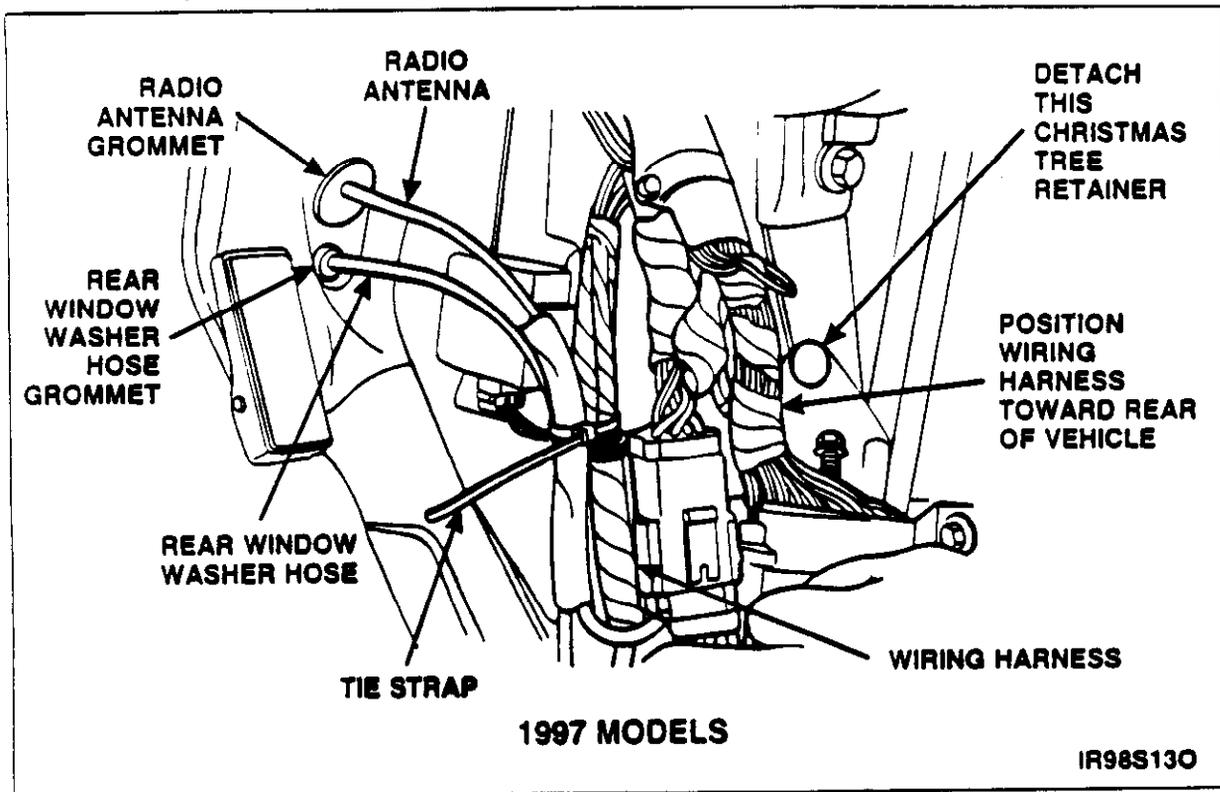


FIGURE 19



4. Install new accelerator pedal. Install and tighten pivot bolt to 10.5 Nm (8 lb-ft).
5. Connect accelerator cable to accelerator pedal. Push grommet clips firmly to secure to dash.
6. Remove right side kick panel.
7. **On 1997 models, proceed as follows:**
  - Detach christmas tree retaining wiring harness to location shown in Figure 20. Position wiring harness toward rear of vehicle.
  - Using tie strap, secure radio antenna and rear window washer hose to wiring harness shown in Figure 20. Make sure grommets are not pulled out of dash panel.



**FIGURE 20**

- Reattach wiring harness christmas tree retainer.
- Proceed to floor carpet steps 9-20 starting on Page 18.



8. On 1998 models, proceed as follows:
- Pull driver side carpet back to expose rear window washer hose.
  - Using tie strap, secure rear window washer hose to radio antenna. See Figure 21. Make sure grommets are not pulled out of dash panel.

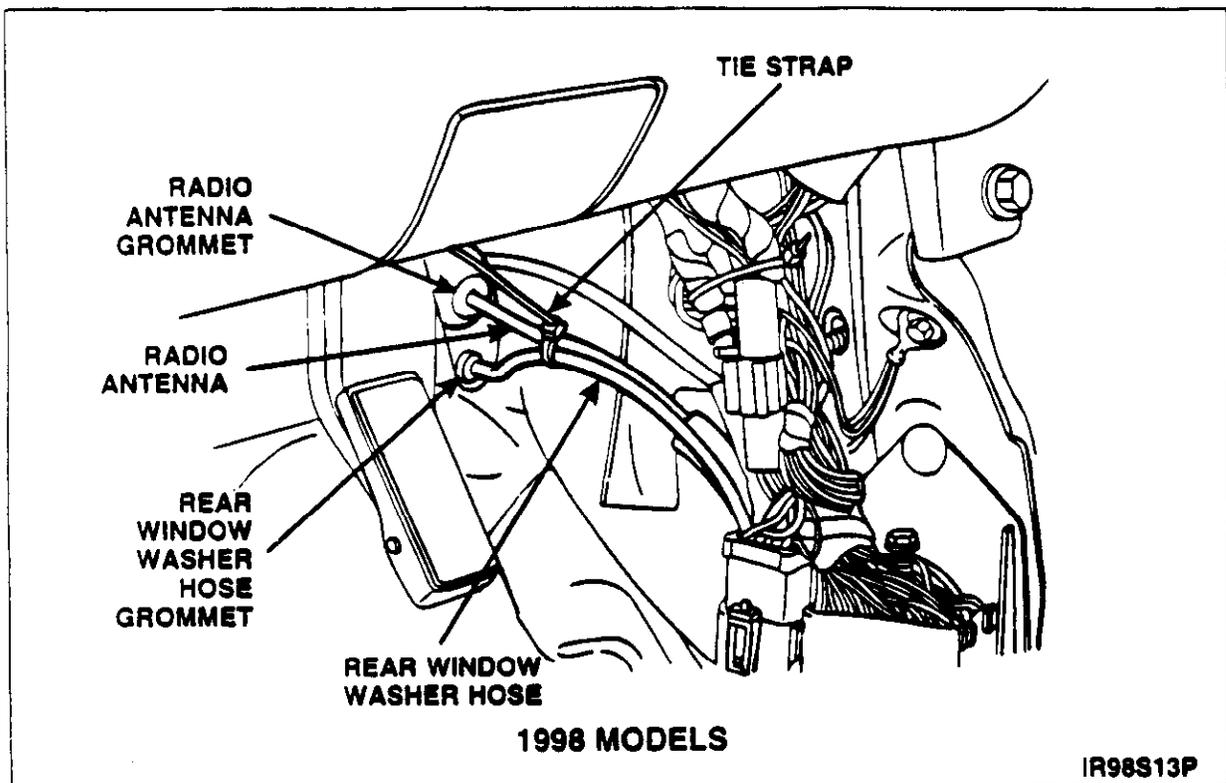


FIGURE 21

- Position carpet back into installed position.
9. On all 1997 and 1998 models, position revised driver side floor mat into installed position (rear edge of floor mat position against front seat anchors). Refer to Figure 22.



10. Using marker, mark retaining clip grommet locations on carpet. See Figure 22.

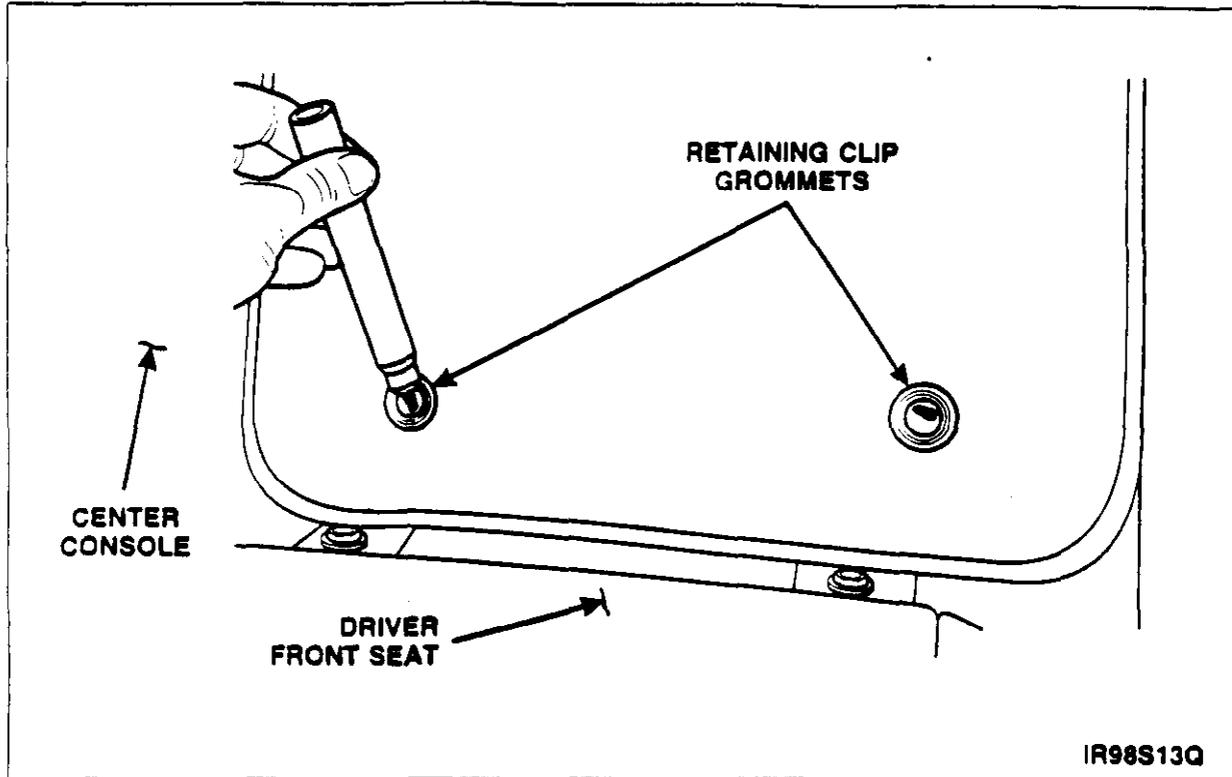


FIGURE 22

11. Remove floor mat.



12. From marks placed previously, measure 29 mm toward front seat and place another mark. See Figure 23.

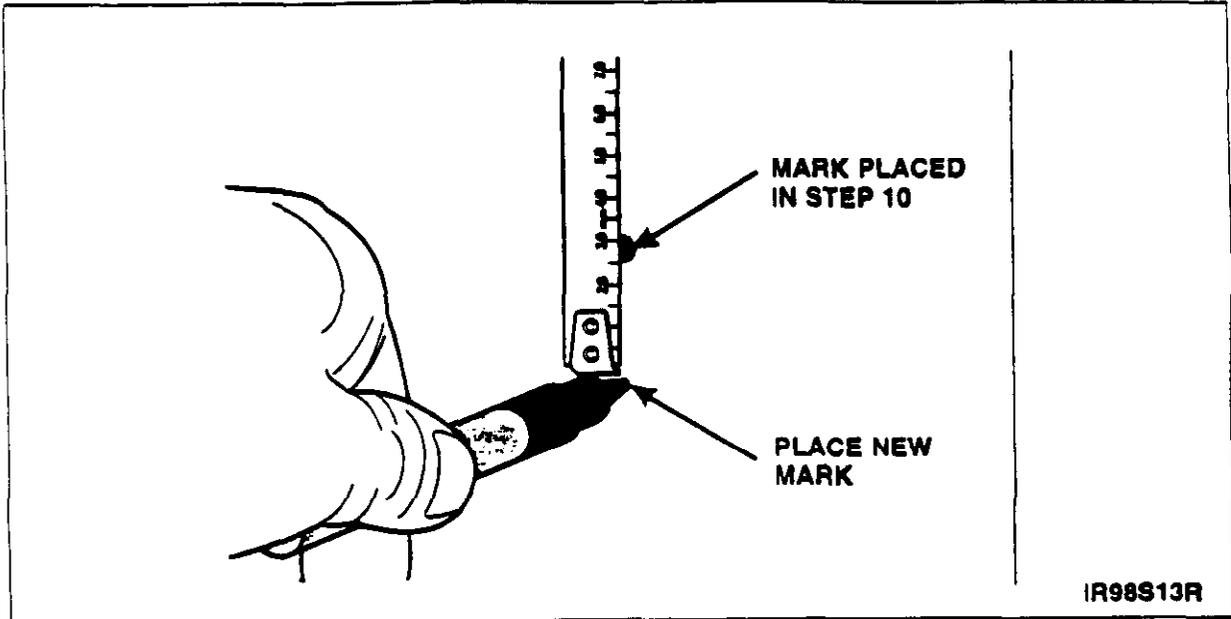


FIGURE 23

13. Using razor knife, cut a 25 mm slice across each mark placed on carpet. See Figure 24.

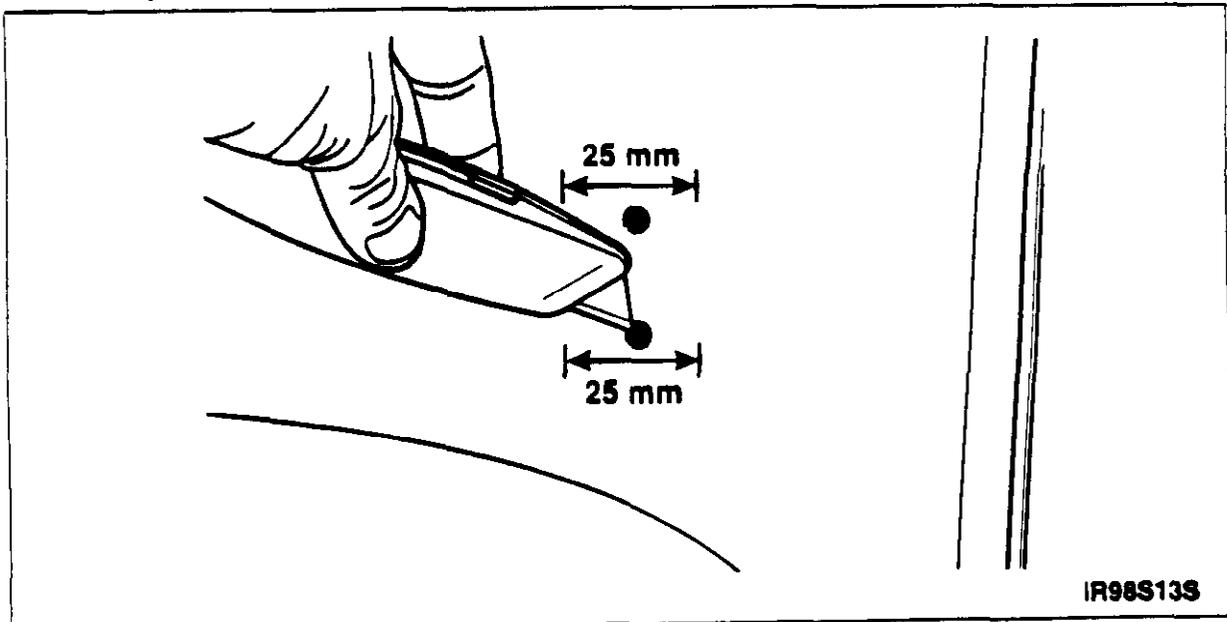
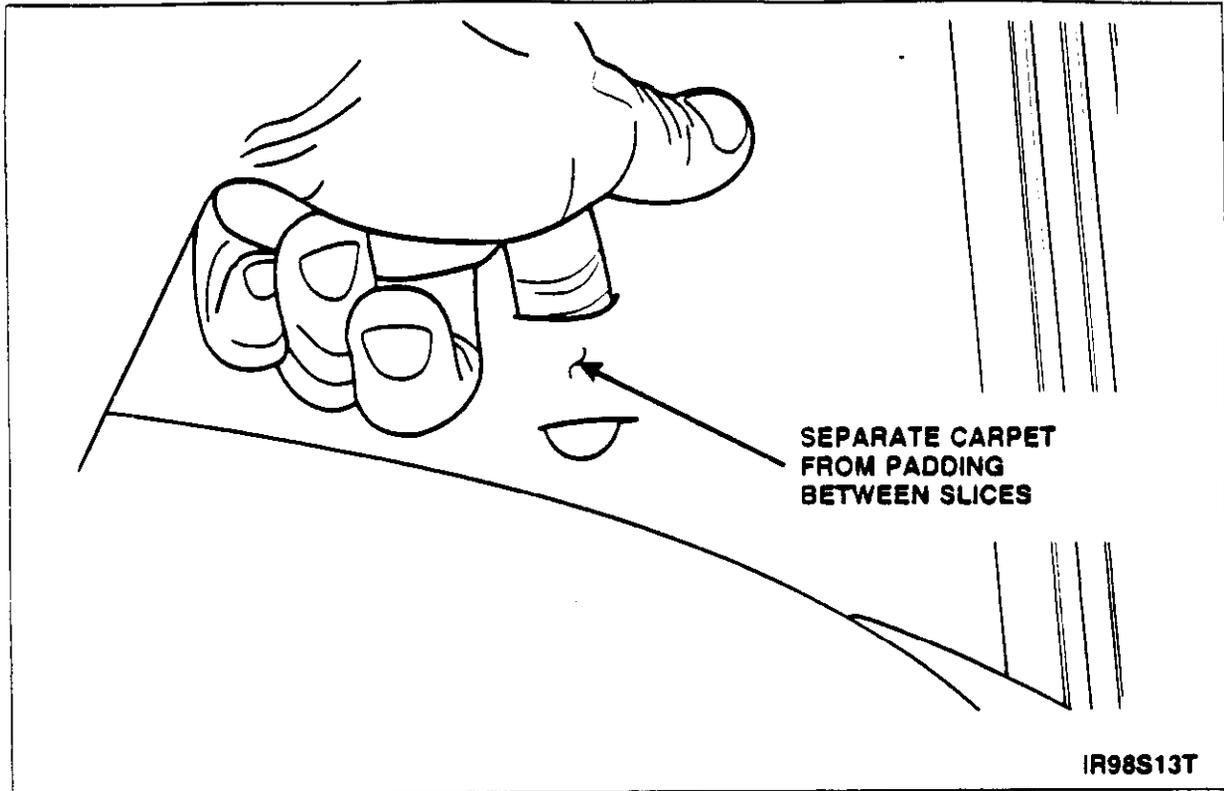


FIGURE 24



14. Using finger, separate carpet from carpet padding. See Figure 25.



**FIGURE 25**

15. Unclip rocker panel scuff plate from front of scuff plate to middle of front seat. This will allow access to bottom of carpet.



16. Insert floor mat retainer clip into cuts in carpet as shown in Figure 26. Clip must be between carpet and padding. Refer to Figure 27.

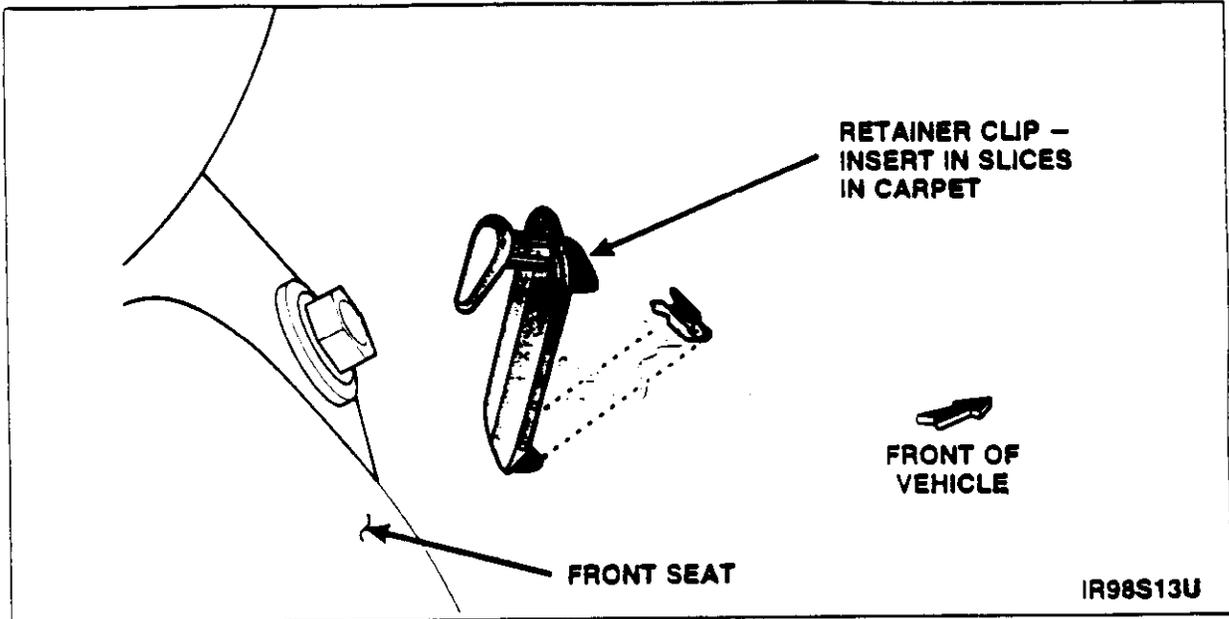


FIGURE 26

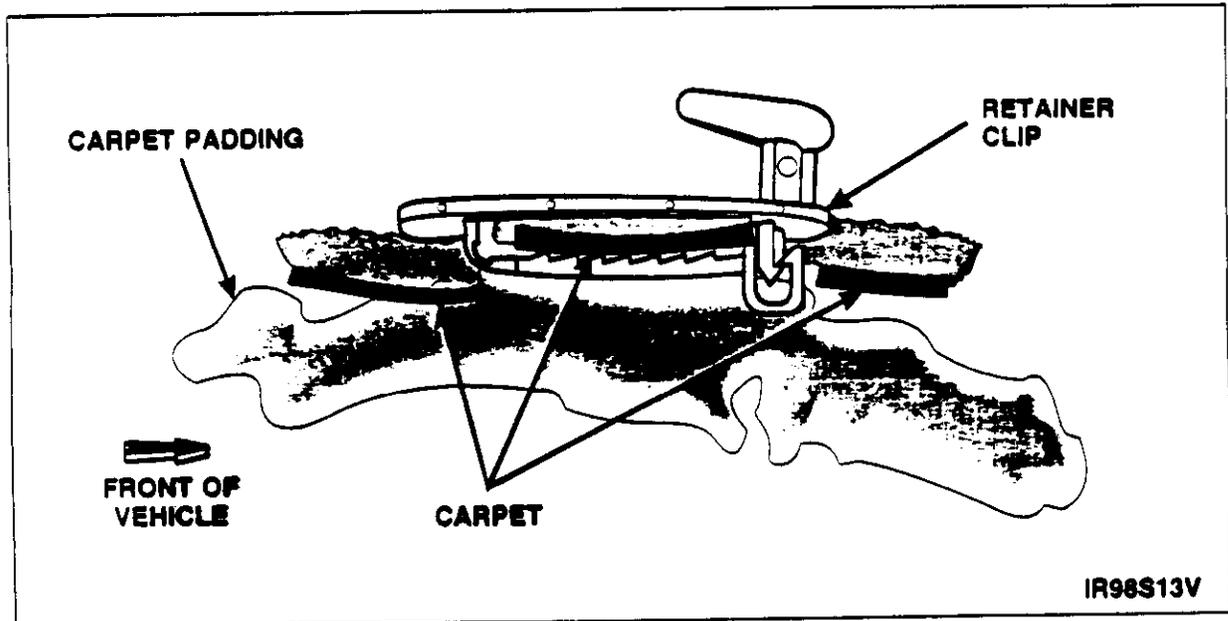


FIGURE 27



17. Slide hand under carpet, then secure upper and lower portions of clip together. See Figure 28.

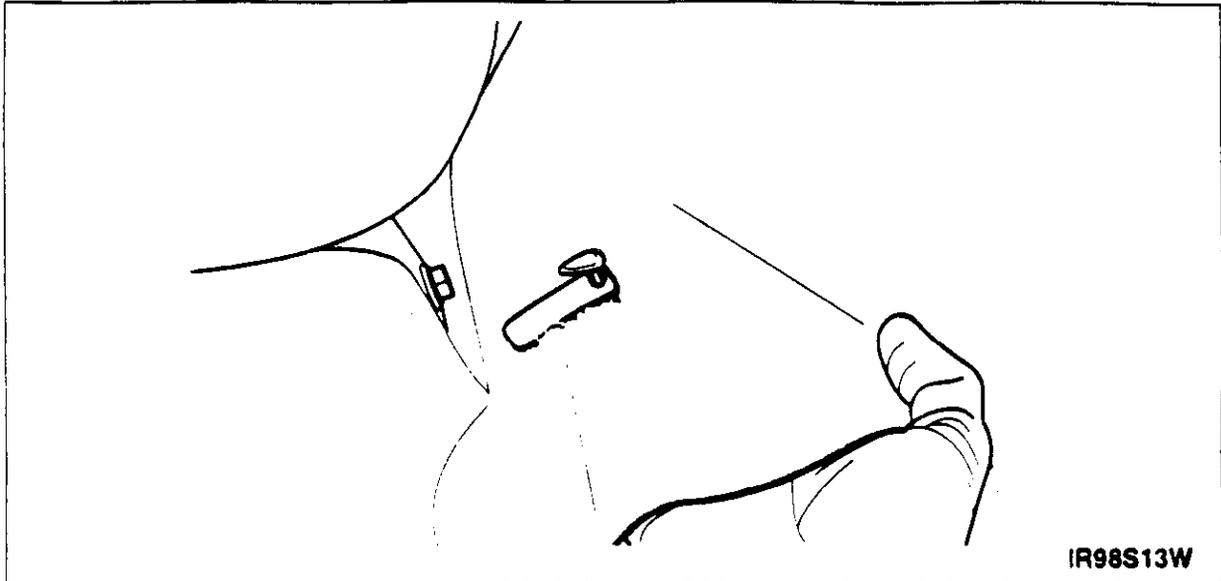


FIGURE 28

18. When clips are completely installed, they should appear as shown in Figure 29.

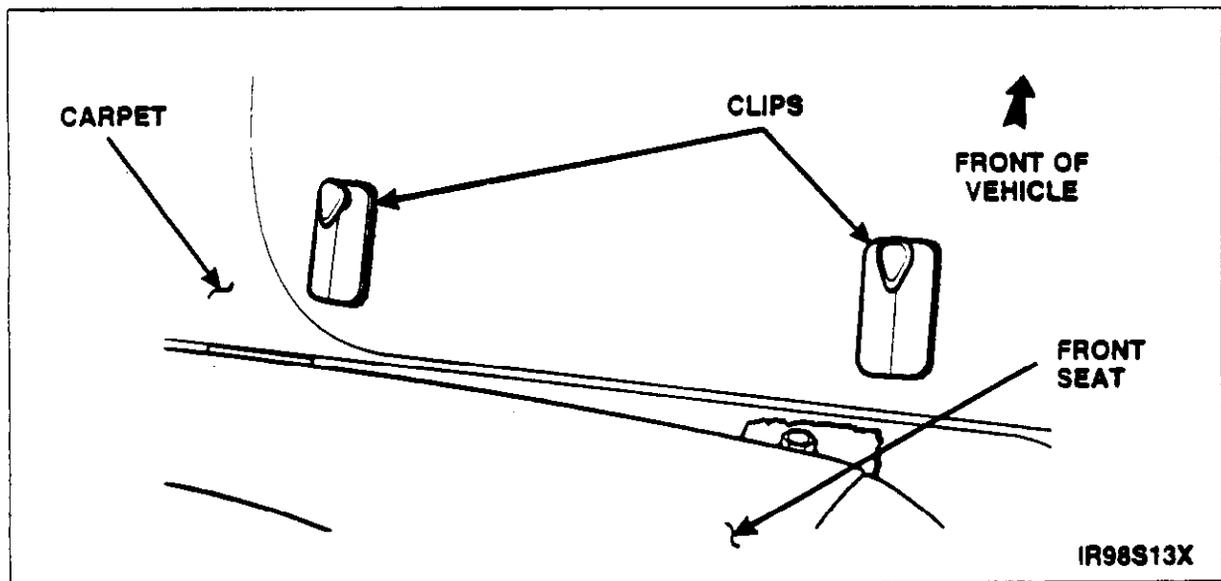


FIGURE 29

19. Install right side kick panel.
20. Install revised floor mat on clips.
21. Check operation of accelerator pedal. If satisfactory, return vehicle to customer.





A. R. Kaduk  
Manager  
Vehicle Service and Programs  
Ford Customer Service Division

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

98S13

August 1998

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial 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 on 1997 and certain 1998 Model Year Explorer Right Hand Drive (only) vehicles.

#### SAFETY DEFECT

Your Right Hand Drive Explorer may be susceptible to floor mats interfering with the accelerator pedal, which could potentially result in the engine not returning to idle.

In order to reduce the potential for floor mat interference with the accelerator pedal, the following components are affected: Floor mats (replace floor mats and install new retention clip feature); Dash Insulator (enlarge dash insulator opening); Accelerator Pedal and Cable (replace accelerator pedal and cable); Radio Antenna Lead and Rear Windshield Washer Hose (reposition and secure).

Certain 1997 4.0L SOHC vehicles may also require installation of: Throttle Body Spacer Plate; Speed Control Cable; Fan Shroud, for proper fit and function of the revised accelerator cable.

#### REPAIRS

At no charge to you, your dealer replace and reposition these components. Dealers currently have instructions and parts ordering information.

#### HOW LONG WILL IT TAKE?

The time needed for this service is approximately ¼ day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer to schedule a service date.

CALL YOUR DEALER

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 98S13.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your vehicle in, show the dealer this letter.

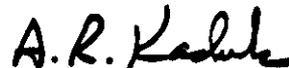
If you misplace this letter, your dealer will still do the work, free of charge.

CHANGED ADDRESS OR SOLD THE TRUCK?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the truck.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 16800 Executive Plaza Drive, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

Sincerely,



A. R. Kaduk  
Manager  
Vehicle Service and Programs



# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

September 4, 1998  
(Facsimile Sent August 28, 1998)

TO: ALL FORD OF CANADA DEALERS

**RUSH TO SALES & SERVICE MANAGERS**

Attention: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

Subject: Safety Recall 98S19  
- Certain 1996 through 1998 Model Year Windstar Vehicles  
- Front Brake Rotor and Brake Pad Replacement

---

Parts Return: Yes

**Affected Vehicles (Revised since facsimile of August 28, 1998)**

Certain 1996 through 1998 model year Windstar vehicles identified on the attached list, that were serviced for front brake rotor repairs.

**Reasons for Recall**

Due to an incorrect service part substitution at a Parts Distribution Centre, approximately 300 vehicles were repaired with incorrect front brake rotors.

Vehicles repaired with incorrect front brake rotors may exhibit wheel shudder on braking or wheel shimmy at highway speeds. If the vehicle is not serviced, or the driver does not notice either of these conditions, the wheel studs may break, potentially causing wheel separation from the vehicle.

**Service Action**

Dealers are requested to inspect the front brake rotors of the affected vehicles. If incorrect front brake rotors are found on the vehicle, dealers are directed to replace the front brake rotors and front brake pads with the correct service parts.

**NOTE: If a dealer is aware of any 1996-1998 Windstars not listed in OASIS that had the front brake rotor(s) replaced with Service Part Number F58Z-1125-A, dealers are instructed to contact the customer, provide them with a copy of the owner letter, and schedule a service appointment. For approval on 1996-1998 Windstars not listed in OASIS, dealers are instructed to contact the Warranty Hotline at 1-800-667-0088 for a prior approval code, in order to submit the claim under Program 98S19 for reimbursement.**

**Safety Recall 98S19**  
**Windstar Rotor Replacement**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**Promptly Correct**

Affected vehicles on the enclosed list.

Other eligible vehicles which are brought to your dealership.

**Claims Submission**

Enter claims using DWE. Refer to ACESII User Manual Section 5 (for on-line claims) and Section 6 (for overnight claims).

**Warranty and Policy Manual**

See Section 5 of the ACESII Manual.

**Refunds**

Refer to ACESII User Manual, Section 3-49.

**Safety Recall 98S19**

**Windstar Rotor Replacement**

**Labour Allowances**

Inspect Front Brake Rotors and Release

0.3 Hrs.

Labour Operation 98S19A

Install Two Front Brake Rotors and Brake Pad Set (Includes Inspection)

1.2 Hrs.

Labour Operation 98S19B

Administrative Allowance

0.1 Hrs.

Misc. Expense Code "ADMIN"

**Parts Requirements**

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels.

**Part Number**

**Description**

F58Z-1125-BB

Rotor, Front Brake (2 Required)

F88Z-2001-SA

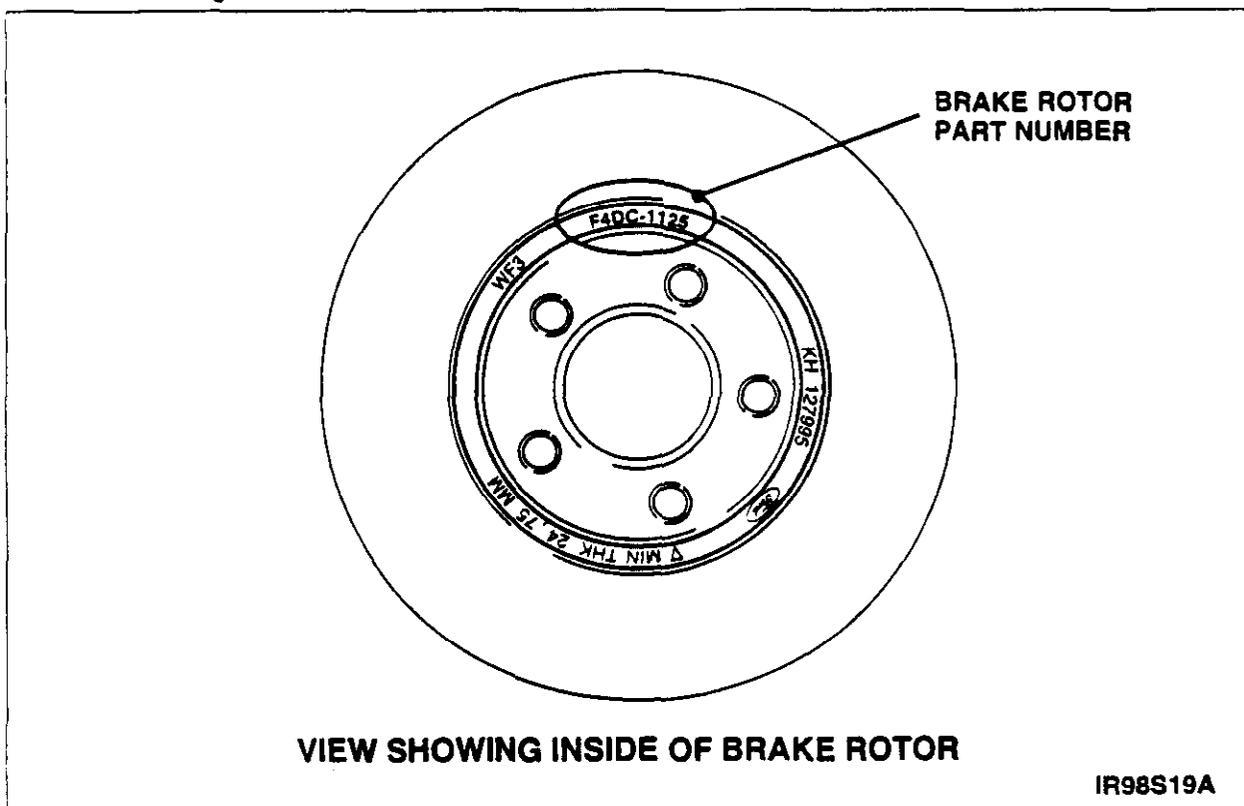
Pad Set, Front Disc Brake

## FRONT DISC BRAKE ROTOR SERVICE

**AFFECTED VEHICLES:** CERTAIN 1996 THROUGH 1998 MODEL YEAR WINDSTAR

### INSPECTION

The following inspection will check the front disc brake rotor part number, located on the inside of the rotor hub. See Figure 1.



**FIGURE 1**



3. **NOTE:** Do not use chemical cleaners of any kind as cleaners could make the part number unreadable.  
Using a wire brush or scraper, clean any loose rust from part number prefix.
4. Record the brake rotor part number prefix.
5. Repeat steps 2 through 4 on the other front brake rotor.
6. If the prefix on both front rotor part numbers is "F4DC," no service action is needed. Return the vehicle to the customer. If the prefix of either rotor part number is "F58A," replace both front brake rotors and brake pads as outlined in Section 06-03 of the appropriate service manual.



Dealer Code/VIN List

B8463	2FMDA5147TBA06051	B8030	2FMDA5146TBA48873
B8463	2FMDA5143TBB79260	B8030	2FMDA5146TBB31493
B8463	2FMDA5148TBB74023	B8024	2FMDA5148TBB39336
B8450	2FMDA5142TBB56245	B8013	2FMDA5149TBB54542
B8440	2FMDA5145TBB56692	B7234	2FMDA5148TBB51938
B8440	2FMDA5140TBB56311	B7234	2FMDA5148TBB68450
B8440	2FMDA514XTBB93169	B7217	2FMDA51U9TBA24860
B8440	2FMDA51UXTBC42564	B7216	2FMDA5149TBB35733
B8440	2FMDA5149TBB01792	B7097	2FMDA5145TBA69715
B8440	2FMDA5140TBA66284	B7034	2FMDA5140WBB78815
B8425	2FMDA5143TBA09478	B7015	2FMDA5141TBB74428
B8401	2FMDA5143WBB71776	B7012	2FMDA51U1TBA70733
B8350	2FMDA5141TBA17675	B6090	2FMDA5141TBA81781
B8333	2FMDA5142TBA67324	B6050	2FMDA51U1TBA73891
B8280	2FMDA5144TBC48263	B4091	2FMDA5141WBA62572
B8260	2FMDA514XTBB44182	B3817	2FMDA5143TBA46238
B8260	2FMDA5140TBB68510	B3805	2FMDA5143WBA40721
B8260	2FMDA514XTBA29775	B3805	2FMDA51U3TBB75547
B8223	2FMDA5143WBB82907	B3805	2FMDA51UXTBA58144
B8220	2FMDA5140TBA58847	B3308	2FMDA5147TBA95250
B8207	2FMDA5142TBC66129	B3304	2FMDA5140WBB27542
B8191	2FMDA5148TBA28527	B3303	2FMDA51U2TBA37498
B8189	2FMDA5141WBB82887	B3303	2FMDA5148TBB79139
B8169	2FMDA5142TBA19256	B3303	2FMDA5144TBC51700
B8169	2FMDA5144TBB01425	B3290	2FMDA5144TBA83766
B8158	2FMDA51U2TBA86570	B3286	2FMDA5146TBC00148
B8144	2FMDA51U5TBB79292	B3278	2FMDA5141TBB56611
B8144	2FMDA5147TBB14900	B3278	2FMDA5142WBA40595
B8127	2FMDA5142TBA93972	B3278	2FMDA5149WBB85620
B8123	2FMZA5140WBC60162	B3250	2FMDA5147WBB78455
B8123	2FMDA5141TBA43418	B3246	2FMDA51U5WBB20702
B8123	2FMDA5146TBB19585	B2900	2FMDA5145TBB13891
B8122	2FMDA5140TBA93985	B2900	2FMDA5144TBA11188
B8112	2FMDA5149TBA47605	B2900	2FMDA5145TBC04823
B8106	2FMDA5143TBA11893	B2580	2FMDA5141TBB39288
B8106	2FMDA5140TBA60615	B2565	2FMDA5140TBB79488
B8087	2FMDA5143TBB67352	B2565	2FMDA5147TBA13503
B8063	2FMDA5142TBB89925	B2565	2FMDA5144TBA76333
B8059	2FMDA5149TBA13518	B2545	2FMDA514XTBA95226
B8058	2FMDA5142WBB90707	B2539	2FMDA5141TBB32762
B8049	2FMDA514XTBC56917	B2539	2FMZA51U3WBC87243
B8049	2FMDA5146TBB33213	B2528	2FMDA5148TBA77792
B8037	2FMDA5142TBB35427	B2528	2FMDA5148TBA41343
B8037	2FMDA5147TBA62734	B2526	2FMDA5148TBA28611
B8031	2FMDA5148WBB98973	B2517	2FMDA51U3TBA59054
		B2515	2FMDA5143TBA83757

Dealer Code/VIN List

B1282	2FMDA5144TBB27233	A2039	2FMDA5141TBA95194
B1282	2FMDA5140WBB59732	A2039	2FMDA5145TBA95196
B1282	2FMDA5148TBA19228	A2023	2FMDA5149TBC54625
B1280	2FMDA514XTBA98272	A2023	2FMDA5144TBA47365
B1280	2FMDA5148TBC33104	A2023	2FMDA5146VBD24438
B1280	2FMDA5143TBB73362	A2023	2FMDA5143VBC95528
B1240	2FMDA5146TBB47726	A2023	2FMDA5143TBA90160
B1227	2FMDA51U4TBB02008	A2023	2FMDA5144TBB31430
B1227	2FMDA5149TBA77784	A2013	2FMDA5144TBB30486
B1218	2FMDA5140TBB15886	A2013	2FMDA5141VBC84883
B1130	2FMDA5142TBA07236	A2013	2FMDA5146VBC84166
B1091	2FMDA5140TBB57362	A2013	2FMDA5144WBB90207
B1091	2FMDA5148TBA12067	A2001	2FMDA5149TBB57313
B1091	2FMDA5147TBA58943	A2001	2FMDA5148TBB57321
A8320	2FMDA5149TBA36278	A2001	2FMDA51UXTBB24756
A8302	2FMDA5144TBB97038	A1327	2FMDA5146TBA66113
A8160	2FMDA5142TBA55075	A1323	2FMDA5147TBA55024
A8160	2FMDA5148TBA72916	A1307	2FMDA5147TBB01239
A8160	2FMDA5144TBA28458	A1306	2FMDA5140TBA37433
A8160	2FMDA5145TBB15074	A1234	2FMDA5145TBB74089
A8105	2FMDA5142TBA19211	A1114	2FMDA5143WBB78274
A8044	2FMZA5143WBC00134	A1100	2FMDA5147WBB84854
A8044	2FMDA5140WBB78006	A1100	2FMDA5142WBB84857
A8044	2FMDA5145TBC08211	A1096	2FMDA5146WBB90094
A8001	2FMDA5143TBA96590	A1087	2FMDA514XTBB63217
A7051	2FMDA5148TBC23995	A1082	2FMDA5142TBB13864
A3231	2FMDA5146TBB57348	A1081	2FMDA5141TBC74531
A3219	2FMDA5142TBC00051	A1078	2FMDA5147WBB77368
A3219	2FMDA5142TBC54661	A1078	2FMDA5141TBC26303
A2434	2FMDA5145TBB92141	A1059	2FMDA5143TBA11103
A2433	2FMDA5140WBB78328	A1059	2FMDA514XWBB77347
A2433	2FMDA51U1TBB30400	A1047	2FMDA5149WBB46123
A2380	2FMDA5140TBB14821	A1047	2FMDA5144TBA95156
A2333	2FMDA5143TBB13940	A1040	2FMDA5141TBB84781
A2263	2FMDA5147WBB77712	A1038	2FMDA5147TBB54426
A2207	2FMDA51UXTBB03390	A1038	2FMDA5143TBA97285
A2204	2FMDA51U8WBA95567	A1038	2FMDA5147WBA19063
A2089	2FMDA5145TBB52108		
A2083	2FMDA514XTBB51603		
A2083	2FMDA51U4TBA59029		
A2080	2FMDA5148TBC15346		
A2080	2FMDA5146VBD24472		
A2080	2FMDA514XTBA08585		
A2062	2FMDA5147TBB07476		
A2058	2FMDA5149TBB20665		
A2058	2FMDA5145TBB14040		
A2058	2FMDA5148TBA77937		
A2058	2FMDA5144TBA70855		
A2058	2FMDA5148TBB79092		
A2058	2FMDA5149TBB97827		
A2046	2FMDA5144TBC45668		



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

Mail Date, 1998

XXXXXXXXXXXXXXXXXXXXX C 98S19

Mr. John Sample  
123 Main Street  
Anywhere, Prov.  
ANA NAN

This notice is sent to you under the requirements of the Motor Vehicle Safety Act of Canada.

Ford Motor Company has determined that a defect related to motor vehicle safety exists in certain 1996 through 1998 model year Windstar vehicles. Our records show you own the vehicle with the serial number shown above your name and address.

**Safety Defect**

Our records indicate that Front Brake Service was performed on your Windstar and it may have been repaired with incorrect front brake rotors. The incorrect front brake rotors may cause the following conditions: wheel shudder on braking or wheel shimmy at highway speeds.

If the vehicle is not serviced, or you do not notice the condition, the wheel studs may break, potentially causing wheel separation from the vehicle.

**Repairs**

At no charge to you, your dealer will inspect the front brake rotors and if necessary, replace them with the correct service part. Additionally, the repair will include a new set of front brake pads. Dealers currently have instructions and parts ordering information.

**How Long Will It Take?**

The time needed for this service is one-half day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

(Date d'envoi)

XXXXXXXXXXXXXXXXXXXXX C 98S19

J. Untel  
123, rue Principale  
Touteville, Prov.  
A1A 1A1

Le présent avis vous est envoyé conformément aux exigences de la Loi canadienne sur la sécurité des véhicules automobiles.

Ford du Canada Limitée (Ford) a établi qu'un défaut relié à la sécurité automobile existe dans certains Windstar 1996-1998. Selon nos dossiers, vous êtes propriétaire du véhicule portant le numéro de série indiqué au-dessus de votre nom.

#### **Raison du rappel**

Selon nos dossiers, une intervention a été effectuée aux freins avant de votre véhicule, et les disques de freins qui ont été montés sur votre véhicule pourraient être inadéquats. Dans un tel cas, une sensation de secousse lors du freinage, ou un flottement des roues avant à vitesse routière pourraient être ressentis.

Si vous ne faites pas remédier à cette anomalie ou si vous n'avez rien noté d'anormal, les goujons de roue pourraient se casser, entraînant la perte potentielle d'une des roues avant.

#### **Intervention**

Votre concessionnaire inspectera les disques de freins avant et les remplacera, au besoin, par les disques de freins appropriés. Si les disques sont remplacés, les plaquettes le seront également. Toutes ces opérations sont gratuites. Les concessionnaires ont reçu les directives nécessaires sur la réparation et les pièces à commander.

#### **Durée de l'intervention**

Il faudra une demi-journée pour exécuter cette intervention. Cependant, compte tenu de la planification des travaux dans son atelier, le concessionnaire devra peut-être conserver votre véhicule plus longtemps.



# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

September 30, 1998

TO: ALL FORD OF CANADA DEALERS

**RUSH TO SERVICE MANAGER**

Attention: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

Subject: Safety Recall 98S19 Supplement #1  
- Certain 1996 through 1998 Model Year Windstar Vehicles  
- Front Brake Rotor and Brake Pad Replacement

---

Reference: Safety Recall 98S19, dated September 4, 1998

**Reason for Supplement**

Due to an administrative error, the service labour times in the original dealer bulletin were incorrect.

The attached "Attachment II" contains the corrected service labour times. Please replace the original Attachment II with the amended Attachment II.

Claims that have already been processed at the times indicated in the original Attachment II will not be charged back.

We regret any inconvenience this error has caused.

RECALL & OWNER NOTIFICATION DEPARTMENT

**Safety Recall 98S19  
Windstar Rotor Replacement**

**Labour Allowances**

Inspect Front Brake Rotors and Release

0.2 Hrs. \*

Labour Operation 98S19A

Install Two Front Brake Rotors and Brake Pad Set (Includes Inspection)

0.8Hrs. \*

Labour Operation 98S19B

Administrative Allowance

0.1 Hrs.

Misc. Expense Code "ADMIN"

\* revised

**Parts Requirements**

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels.

**Part Number**

**Description**

F58Z-1125-BB

Rotor, Front Brake (2 Required)

F88Z-2001-SA

Pad Set, Front Disc Brake

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

**99S07** (Mexico)  
and  
**99S07-S1** (Brazil)



Ford Motor Company  
Ford Customer Service Division  
Recall/Service Programs Department  
P.O. Box 1904  
Dearborn, MI 48121-1904

## **RECALL/SERVICE PROGRAM INFORMATION**

**March 18, 1999**

### **IMPORTANT RECALL/SERVICE PROGRAM INFORMATION**

**FROM: FORD CUSTOMER SERVICE DIVISION  
VEHICLE SERVICE AND PROGRAMS**

#### **DEMONSTRATION AND DELIVERY HOLD:**

**Safety Recall 99S07: Certain 1999 F350 Super Duty 4x2 Chassis Cab Trucks Sold in Mexico - Steering Gear Sector Shaft Fracture**

#### **VEHICLES INVOLVED**

Certain 1999 F350 Super Duty chassis cab 4x2 trucks sold in Mexico and built at the Cuautitlan Assembly Plant from June 26, 1998 through February 11, 1999.

#### **REASON FOR THIS DEMONSTRATION AND DELIVERY HOLD**

The affected trucks are equipped with bias ply tires and steering systems that do not have a steering damper. When one of the front wheels of the truck strikes a large bump while driving, the truck may develop a front wheel shimmy. Under certain conditions, this shimmy can be severe enough to fatigue and ultimately fracture the steering gear sector shaft.

#### **WHAT THE DEALER MUST DO**

Before demonstrating or delivering any of the affected trucks, the dealer must perform the following repairs:

1. Install a steering damper kit.
2. Install a new steering gear sector shaft.

Note: A Dealer Bulletin with technical instructions will be sent to all dealers when parts are available.



Ford Motor Company  
Ford Customer Service Division  
Recall/Service Programs Department  
P.O. Box 1904  
Dearborn, MI 48121-1904

## **RECALL/SERVICE PROGRAM INFORMATION**

### **PARTS AVAILABILITY**

Parts kits are currently being developed. Until the parts and technical instructions are available, do not demonstrate or deliver any of the affected trucks. We are doing everything possible to speed the delivery of parts to your dealership.

### **OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

Sincerely,

A. R. O'Neill

Director

Vehicle Service and Programs



**TO:** All FCSD Regional Managers

**cc:** All Regional Sales Managers  
Ford Division and Lincoln Mercury  
All PDC Managers

**SUBJECT:** DEMONSTRATION / DELIVERY HOLD: Safety Recall 99S07: Certain 1999 F-350 Super Duty 4x2 Chassis Cab Trucks, Sold in Mexico - Steering Gear Sector Shaft Fracture

Attached is a Dealer Bulletin for Safety Recall 99S07.

See the Dealer Bulletin for program details.

**REGIONAL/DEALER ACTION**

Federal law requires that dealer stock vehicles must be corrected before delivery.

Advise FCSD, using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Recall Questions: 1-800-325-5621

A handwritten signature in cursive script that reads "A. R. O'Neill".

A. R. O'Neill  
Director  
Vehicle Service and Programs



# Service Recall Bulletin

April, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 99S07: Certain 1999 F-350 Super Duty 4x2 Chassis Cab Trucks, Sold in Mexico - Steering Gear Sector Shaft Fracture

REFERENCE: Faxgram, Dated March 18, 1999

## AFFECTED VEHICLES

Certain 1999 F-350 Super Duty chassis cab 4x2 trucks sold in Mexico and built at the Cuautitlan Assembly Plant from June 26, 1998 through February 11, 1999.

## REASONS FOR RECALL

The affected trucks are equipped with bias ply tires and steering systems that do not have a damper. When one of the front wheels of the truck strikes a large bump while driving, the truck may develop a front wheel shimmy. Under certain conditions, this shimmy can be severe enough to fatigue and ultimately fracture the steering gear sector shaft.

## SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must replace the steering gear sector shaft (or replace the steering gear if the end of the sector shaft is broken off). In addition, all affected vehicles must have a steering damper kit installed.

## ATTACHMENTS

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

## QUESTIONS?

Claims Information: 1-800-423-8851  
Other Recall Questions: 1-800-325-5621

Sincerely,

A. R. O'Neill  
Director  
Vehicle Service and Programs

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 99S07  
Certain 1999 F-350 Super Duty 4x2 Chassis Cab Trucks, Sold in Mexico - Steering Gear Sector  
Shaft Fracture**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

Affected vehicles on the enclosed list.

Other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list.  
Give the owner a copy of the Owner Letter and schedule a service date.

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund information.

**RENTAL VEHICLES**

If the sector shaft is broken and a steering gear assembly must be ordered, Ford Motor Company will pay for a loaner or rental vehicle, except for fuel and insurance which will be at owner's expense. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area.

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 99S07**  
**Certain 1999 F-350 Super Duty 4x2 Chassis Cab Trucks, Sold in Mexico - Steering Gear Sector**  
**Shaft Fracture**

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Replace Sector Shaft and Install Damper Kit.	99S07B	1.3 Hours
Replace Steering Gear and Install Damper Kit.	99S07C	1.1 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hours

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channel as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	31 days after launch	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
F6AZ-3575-AA	Sector Shaft (if sector shaft is <u>not</u> broken)	1 per vehicle
F7UZ-3504-GARM	or Steering Gear Assembly (if sector shaft is broken)	
389442-S190	Bolt, Steering Gear	3 per vehicle
391982-S191	Washer, Steering Gear (package of 10)	3 per vehicle
F81Z-3E650-AA	Steering Damper and Bracket Kit	1 per vehicle
XT-2-QDX	Motorcraft MERCON® Multi-Purpose Automatic Transmission Fluid (ATF)	2 Quarts

**DEALER PRICE**

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

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

## STEERING GEAR SECTOR SHAFT REPLACEMENT

**AFFECTED VEHICLE:** CERTAIN 1999 F-350 SUPER DUTY 4X2 CHASSIS CAB TRUCKS  
SOLD IN MEXICO.

### TABLE OF CONTENTS

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C. SECTOR SHAFT REPLACEMENT	PAGE 4
D. STEERING GEAR AND SECTOR SHAFT ARM INSTALLATION	PAGE 7
E. POWER STEERING BLEED PROCEDURE	PAGE 8
F. STEERING DAMPER KIT INSTALLATION	PAGE 9

### A. OVERVIEW

This repair involves the removal of the steering gear assembly from the vehicle and the replacement of the sector shaft (or replacement of the steering gear assembly if the end of the sector shaft is broken off). The steering gear assembly will then be installed into the vehicle and the power steering system will be bled. In addition, all affected vehicles will have a steering damper kit installed. If the end of the sector shaft is not broken off, perform Sections A, B, C, D, E and F. If the end of the sector shaft is broken off, perform Sections A, B, D, E and F.

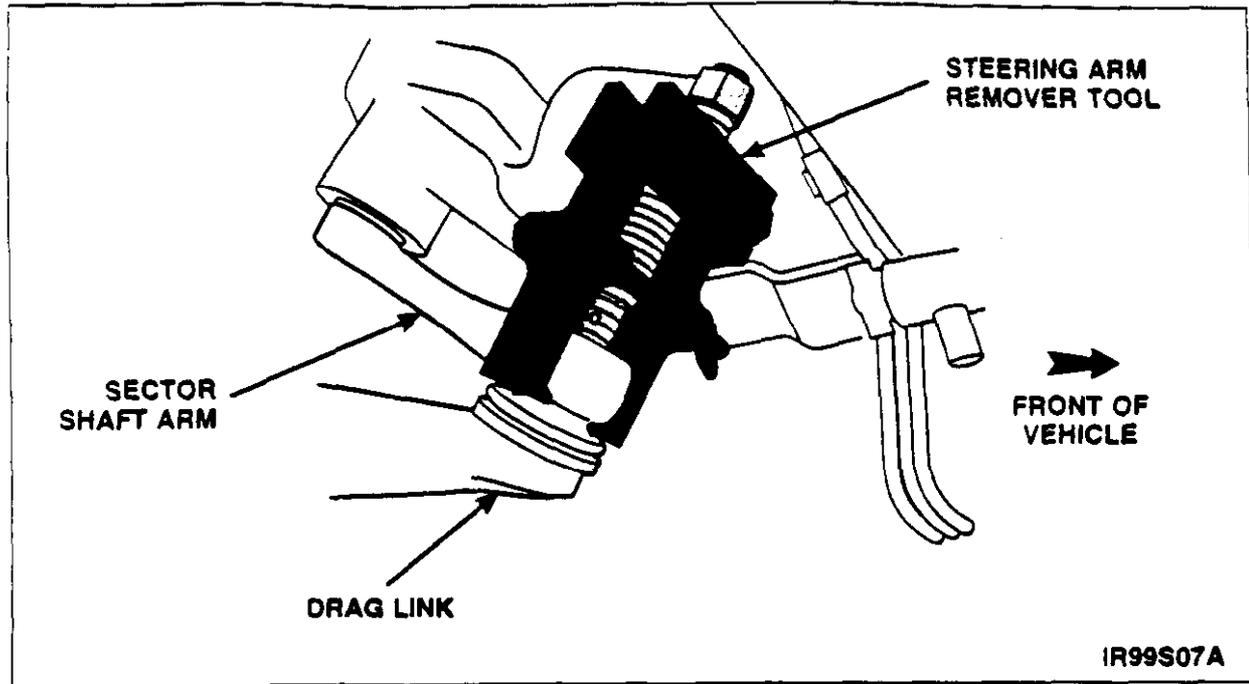
### B. STEERING GEAR AND SECTOR SHAFT ARM REMOVAL

**NOTE:** If the end of the sector shaft is broken off, do not replace the sector shaft.  
Replace the steering gear assembly.

1. Remove the air cleaner assembly.
2. Disconnect the steering coupling shield from the line fitting and slide upward on the steering shaft.
3. Remove the pinch bolt from the lower steering shaft. It may be necessary to turn the steering wheel to the straight-ahead position to access the pinch bolt.
4. Make sure the steering column is locked then disconnect the steering shaft from the gear.
5. Disconnect the power steering lines from the steering gear.
6. Raise the vehicle.
7. Remove the drag link cotter pin and the castle nut.



8. Install the Steering Arm Remover Tool (T64P-3590-F, Global Tool Number 211-003) on the sector shaft arm and separate the drag link from the sector shaft arm. See Figure 1.



**FIGURE 1**

9. Remove the steering gear retaining bolts and remove the gear. Then, discard the bolts and washers.
10. Mount the power steering gear in a vise.
11. Remove the steering gear sector shaft arm nut and washer.



12. Install the Steering Arm Remover Tool (T64P-3590-F, Global Tool Number 211-003). See Figure 2.

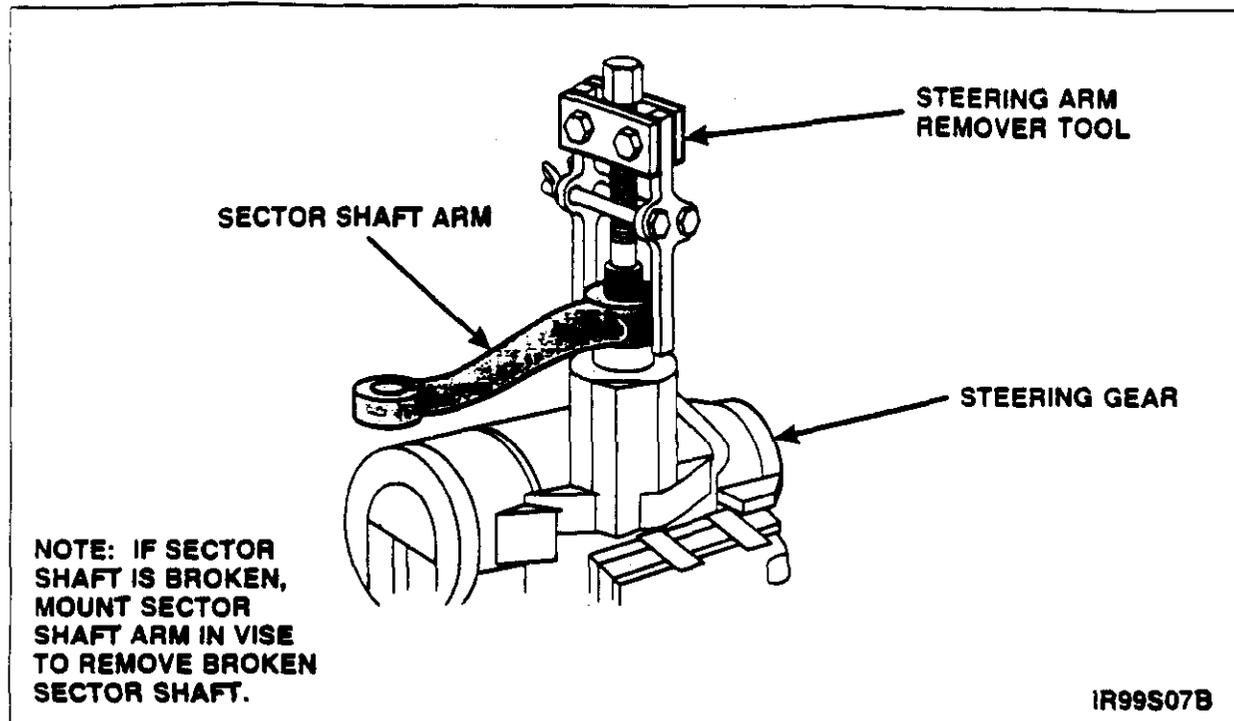


FIGURE 2

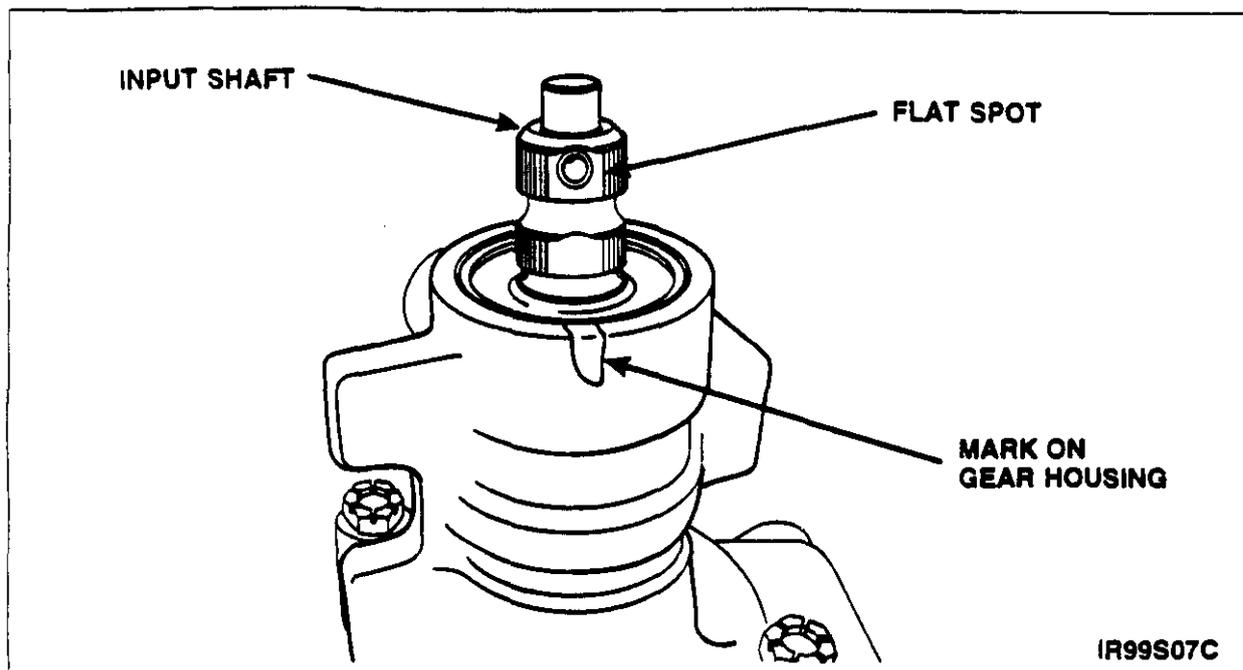
13. Remove the steering gear sector shaft arm from the power steering gear.
14. Remove the Steering Arm Remover Tool from the sector shaft arm.
15. If the end of the sector shaft is broken off, replace the steering gear assembly. Go to Steering Gear And Sector Shaft Arm Installation Section D. If the end of the sector shaft is not broken off, replace the sector shaft. Go to Sector Shaft Replacement Section C.



### C. SECTOR SHAFT REPLACEMENT

**NOTE:** If the end of the sector shaft is broken off, do not replace the sector shaft.  
Replace the steering gear assembly.

1. Secure the power steering gear in a vise with the sector shaft pointed down.
2. Center the power steering gear sector shaft.
  - Rotate the sector shaft to the left or right stop.
  - Make a mark on the gear housing so it lines up with the flat spot on the input shaft.  
See Figure 3.



**FIGURE 3**

- Rotate the sector shaft so the input shaft makes two (2) turns and the flat spot on the input shaft is aligned with the mark on the gear housing.



3. Remove the sector shaft adjusting screw lock nut. See Figure 4.
4. Remove the steering gear sector shaft housing cover bolts. See Figure 4.

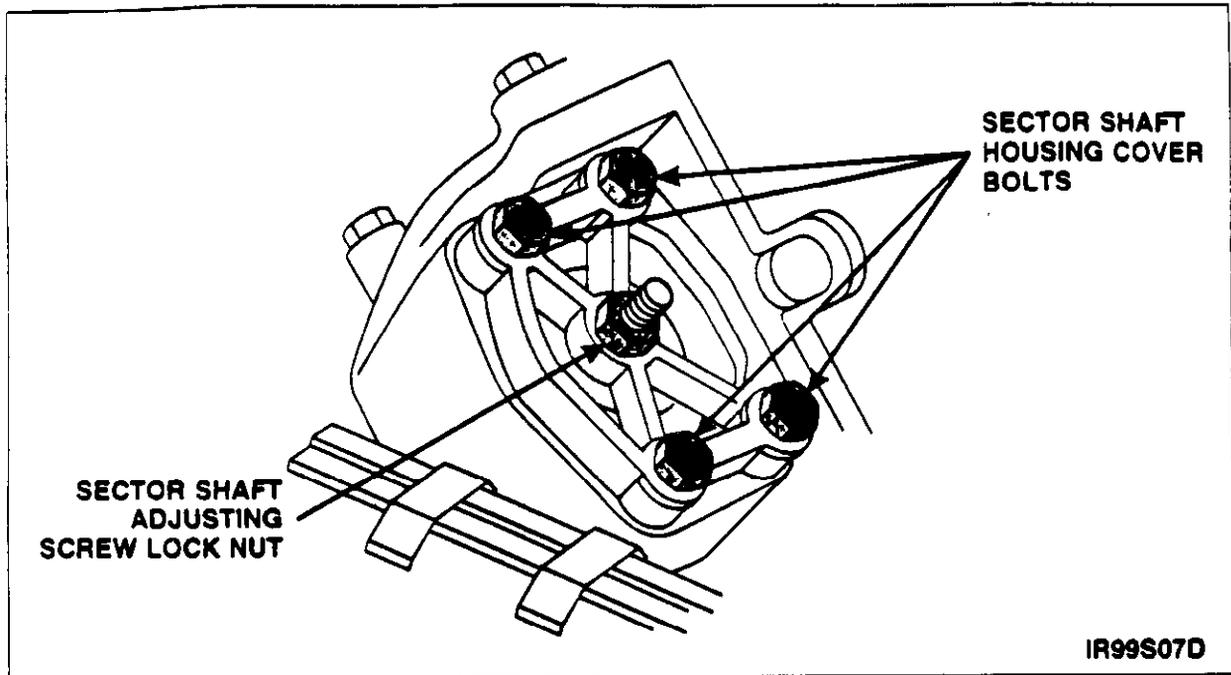


FIGURE 4

**CAUTION:** To prevent the contamination of the steering gear or damaging the sector shaft seal, thoroughly clean the sector shaft end prior to removing it from the steering gear.

5. Using a plastic hammer, tap on the lower end of the steering gear sector shaft to remove the sector shaft and housing cover assembly.
6. Remove the sector shaft housing cover from the sector shaft by rotating the cover counter-clockwise. Then, discard the sector shaft.
7. Install the sector shaft housing cover on the *new* sector shaft by rotating the cover clockwise.
8. Install the *new* sector shaft and housing cover assembly into the power steering gear. Tighten bolts to 68 Nm (50 lb-ft).

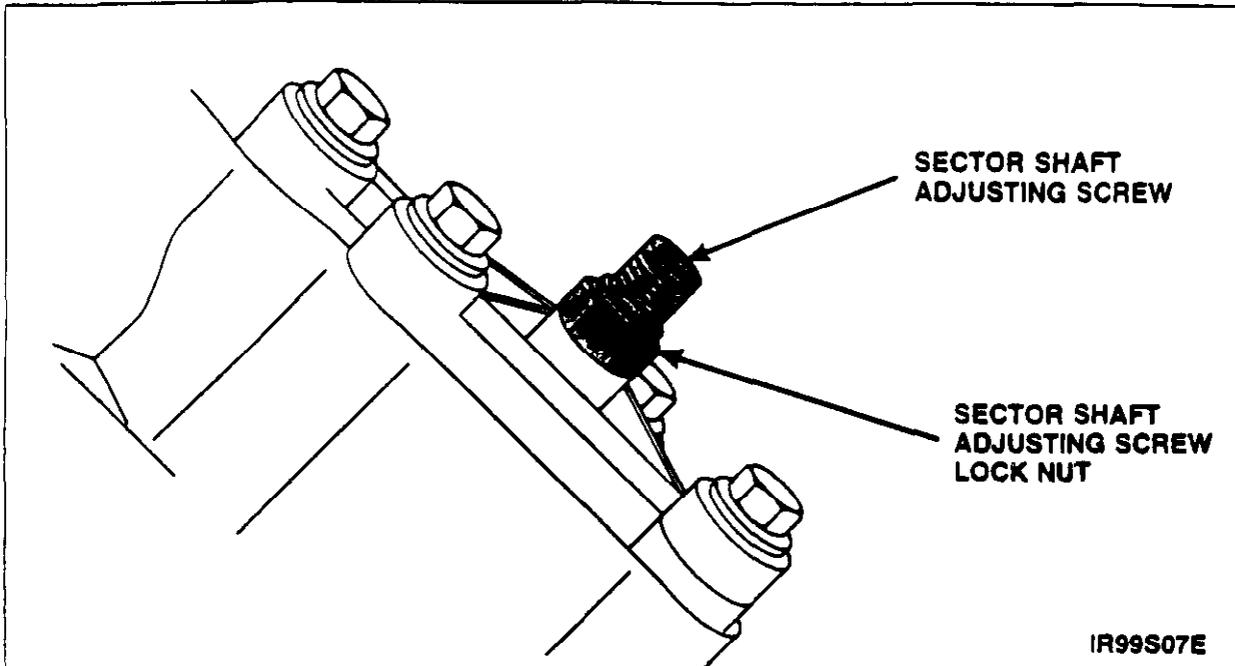
**NOTE:** The sector shaft adjusting screw lock nut will be tightened during the steering gear meshload adjustment.

9. Loosely, install the sector shaft adjusting screw lock nut.



10. Adjust the steering gear meshload.

- Using an inch-pound torque wrench, measure the torque required to rotate the input shaft 45 degrees either side of center.
- If the rotating torque is not within specification 1.4-1.7 Nm (12-15 lb-in), adjust the meshload. Turn the sector shaft adjusting screw to adjust the meshload to meet specifications. See Figure 5.



**FIGURE 5**

- Hold the sector shaft adjusting screw and tighten the lock nut to 30 Nm (22 lb-ft).
- Using an inch-pound torque wrench, measure the torque required to rotate the input shaft 45 degrees either side of center to make sure it is within specification.



## D. STEERING GEAR AND SECTOR SHAFT ARM INSTALLATION

1. Center the power steering gear sector shaft.
  - Rotate the sector shaft left or right to a stop.
  - Make a mark on the gear housing so it lines up with the flat spot on the input shaft. See Figure 3.
  - Rotate the sector shaft so the input shaft makes two (2) turns and the flat spot on the input shaft is aligned with the mark on the gear housing.
2. With the steering gear mounted with the input shaft pointing up, install the sector shaft arm so that it is pointed downward as shown. Tighten the nut to 270 Nm (199 lb-ft). See Figure 6.

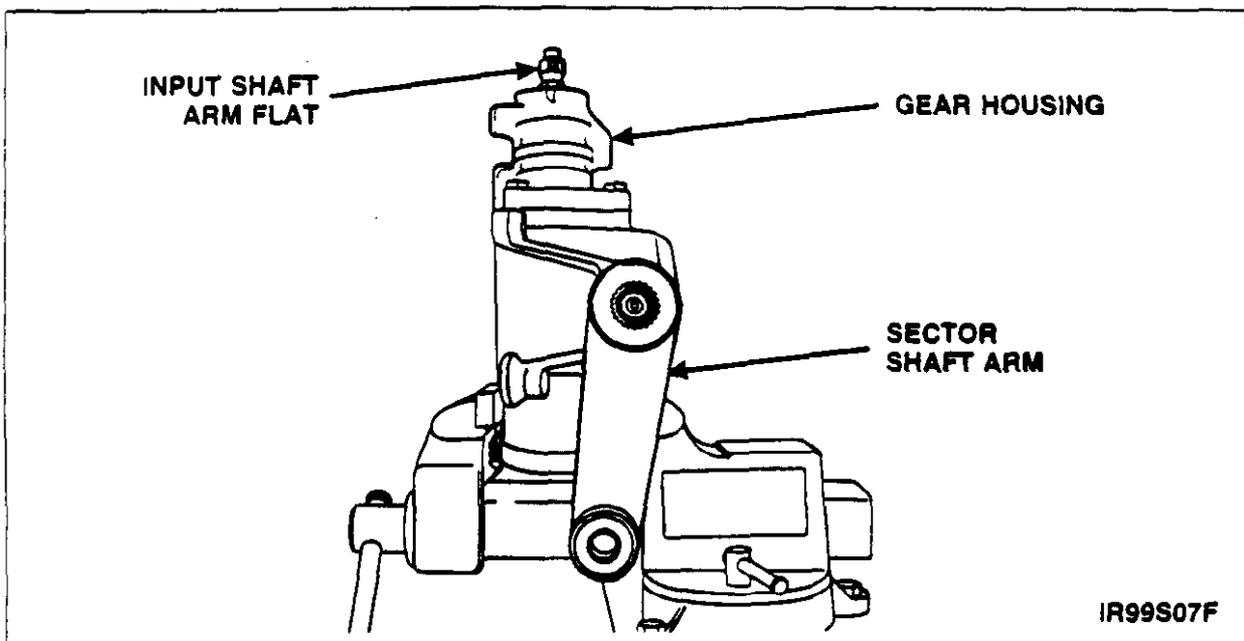


FIGURE 6

3. Install the steering gear in the vehicle using *new* bolts and washers. Tighten the bolts to 80 Nm (59 lb-ft).
4. Install the drag link into the steering sector shaft arm. Tighten the nut to 90 Nm (66 lb-ft).
5. Install the drag link nut cotter pin.
6. Lower the vehicle keeping the front tires just off the ground.
7. Inspect the O-rings on the power steering lines.
8. Connect the power steering lines. Tighten to 35 Nm (26 lb-ft).
9. Connect the steering shaft and install the pinch bolt. Tighten to 48 Nm (35 lb-ft).



10. Connect the steering coupling shield to the line fitting.
11. Install the air cleaner assembly.

#### **E. POWER STEERING BLEED PROCEDURE**

1. Fill the power steering reservoir using Motorcraft MERCON® Multi-Purpose ATF XT-2-QDX or MERCON® equivalent.
2. Remove the fuel pump fuse number 19 from the fuse junction panel under the hood to prevent engine from starting.

3. **CAUTION: Do not crank the engine for more than 15 seconds at a time. Allow the starter to cool for 1 minute before cranking again. Premature starter failure could occur.**

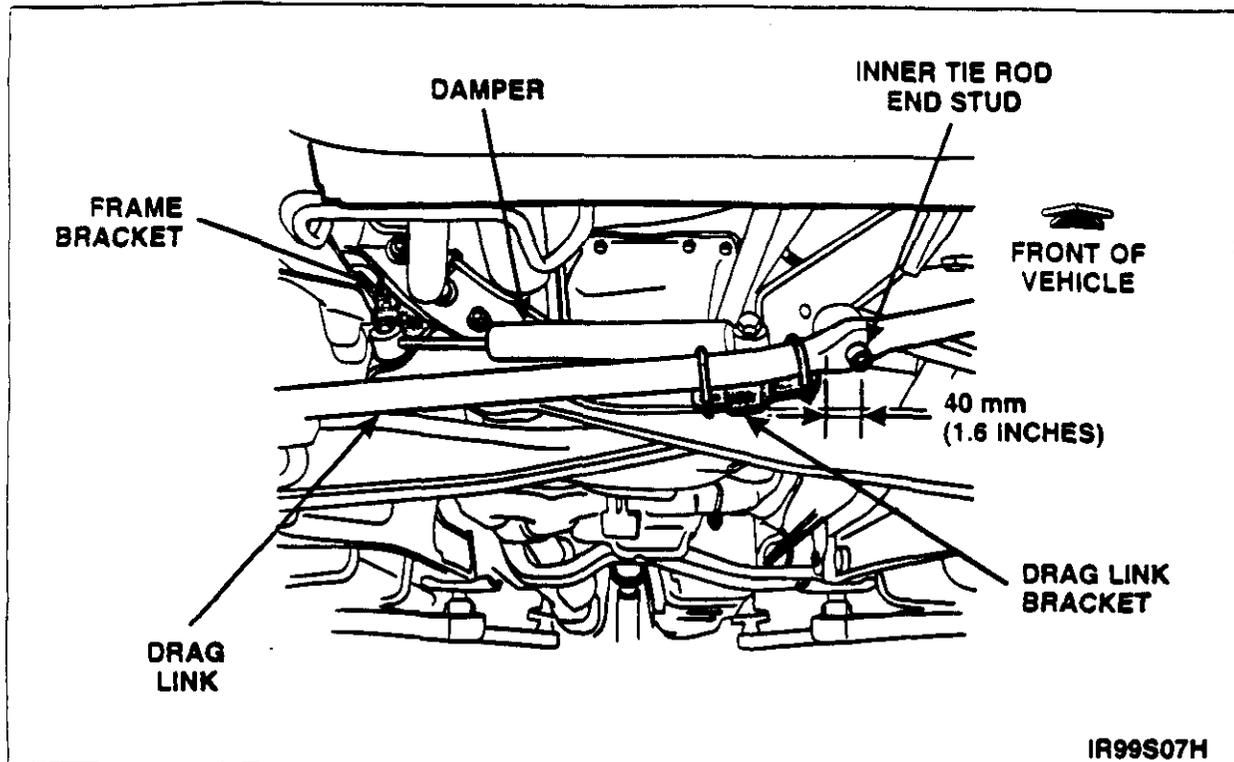
**CAUTION: Do not hold the steering wheel against the stops for more than three seconds at a time. Damage to the power steering pump could occur.**

Turn the steering wheel from stop-to-stop while cranking the engine for 15 seconds.

4. Lower the vehicle.
5. Fill the power steering reservoir using Motorcraft MERCON® Multi-Purpose ATF XT-2-QDX or MERCON® equivalent.
6. Install the fuel pump fuse.



2. Install the frame bracket on the passenger side of the frame crossmember (on the inside of the crossmember), using the bolt and retainer assembly. Tighten the frame bracket nuts to 90 Nm (66 lb-ft). See Figure 8.



**FIGURE 8**

3. Mark the drag link 40 mm (1.6 inches) from the center of the inner tie rod end stud toward the passenger side of the vehicle. See Figure 8.
4. Install the drag link bracket and the U-bolts to the drag link with the right edge of the bracket (looking from the front of the vehicle) on the mark. Make sure the bracket is parallel to the inner tie rod end stud, and the bolt hole for the damper is pointing upward. Do not completely tighten the U-bolt nuts at this time.



## F. STEERING DAMPER KIT INSTALLATION

NOTE: The steering damper kit consists of a damper mounted to the frame and drag link with brackets. See Figure 7.

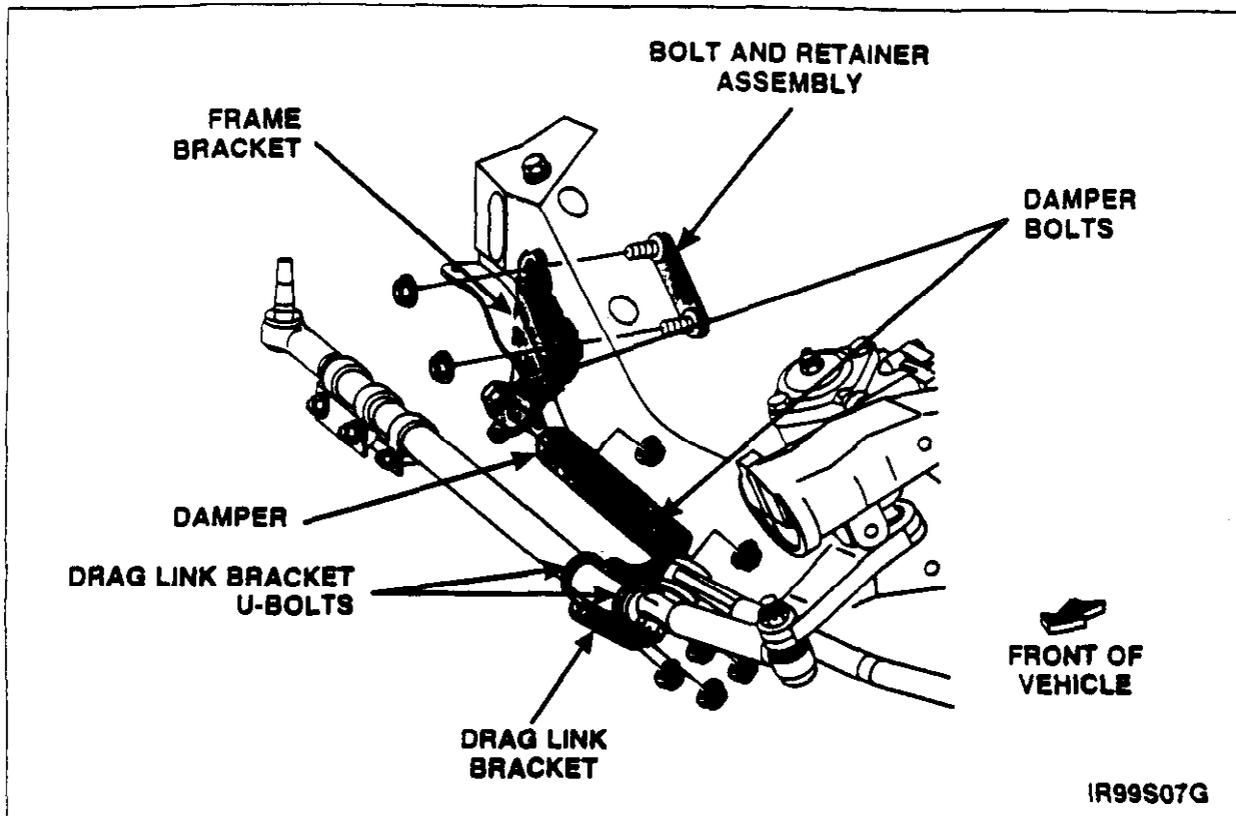
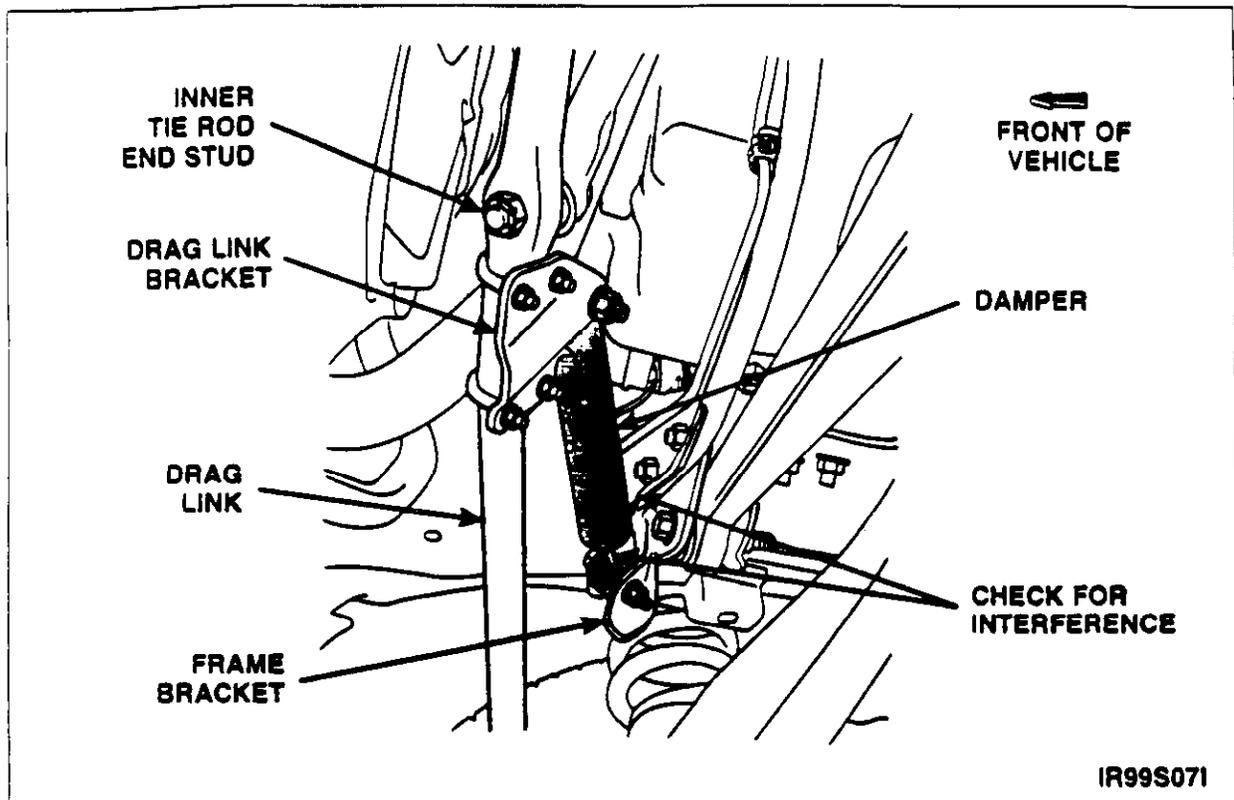


FIGURE 7

1. Unlock the steering wheel and raise the vehicle.



5. Install the damper by attaching the body end to the top side of the drag link bracket. Attach the rod end of the damper to the top side of the frame bracket. Tighten the bolts to 90 Nm (66 lb-ft). See Figure 9.



**FIGURE 9**

6. Move the steering linkage through full left wheel turn to check for interference of the damper and other components. See Figure 9.
7. Move the steering linkage through full right wheel turn to check for interference of the damper to frame and the damper body to the rod end of the damper. See Figure 9.
8. If necessary, loosen the drag link bracket and reposition to correct any interference condition.
9. Tighten the drag link bracket U-bolt nuts to 22 Nm (16 lb-ft).



A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

April, 1999

Safety Recall 99S07

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company has determined that a defect which relates to motor vehicle safety exists in certain 1999 F-350 Super Duty 4x2 Chassis Cab trucks, sold in Mexico.

#### **SAFETY DEFECT**

The affected trucks are equipped with bias ply tires and steering systems that do not have a damper. When one of the front wheels of the truck strikes a large bump while driving, the truck may develop a front wheel shimmy. Under certain conditions, this shimmy can be severe enough to fatigue and ultimately fracture the steering gear sector shaft.

#### **REPAIRS**

Your dealer will replace the steering gear sector shaft and install a steering damper kit. In rare cases, your dealer may need to replace the steering gear assembly.

#### **HOW LONG WILL IT TAKE?**

The time needed for this repair is less than one day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date. If your dealer needs to replace the steering gear assembly, parts need to be ordered.

Call your dealer without delay. Ask for a service date for Safety Recall 99S07.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

#### **RENTAL VEHICLES**

If a steering gear assembly needs to be installed in your vehicle, parts will need to be ordered. In these rare cases, your Dealer will provide a free "Loaner" vehicle (except for fuel and insurance) until repairs can be completed.

## **REFUNDS**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

## **CHANGED ADDRESS OR SOLD THE VEHICLE?**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 16800 Executive Plaza Drive, P. O. Box 6248, Dearborn, Michigan 48121.

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Sincerely,



A. R. O'Neill

Director

Vehicle Service and Programs

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

**Ford of Mexico.**

**99S10**



**TO:** All FCSD Regional Managers

**cc:** All Regional Sales Managers  
Ford Division and Lincoln Mercury  
All PDC Managers

**SUBJECT:** Safety Recall 99S10: Certain 1997 through 1999 Escort vehicles with 2.0L SPI  
Engine - Fuel Rail Replacement

Attached is a Dealer Bulletin for Safety Recall 99S10

See the Dealer Bulletin for program details.

**REGIONAL/DEALER ACTION**

Federal law requires that dealer stock vehicles must be corrected before delivery.

Advise FCSD, using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

**QUESTIONS?**

Claims Information: 1-800-423-8851

Other Recall Questions: 1-800-325-5621

A handwritten signature in black ink, appearing to read "A. R. O'Neill".

A. R. O'Neill  
Director  
Vehicle Service and Programs



# Service Recall Bulletin

June, 1999

**TO:** All Ford Dealers

**SUBJECT:** Safety Recall 99S10: Certain 1997 through 1999 Escort vehicles with 2.0L SPI Engine - Fuel Rail Replacement

## **AFFECTED VEHICLES**

Certain 1997 through 1999 Escort vehicles with 2.0L SPI Engine, and sold in Mexico - Fuel Rail Replacement

## **REASON FOR RECALL**

In some of the affected vehicles, the fuel rail bracket may fatigue after being exposed to longer than expected time at high engine speeds and driving conditions unique to Mexico. Extreme high speed climbs up mountain highways in Mexico, places the engine at the resonant frequency of the fuel rail for extended periods of time, and may cause the mounting bracket nearest the fuel pressure regulator to fracture.

This condition could potentially result in fuel leakage from the fuel injector to fuel rail connection. In the presence of an ignition source, a fuel leak of sufficient quantity could result in a fire.

## **SERVICE ACTION**

To correct this condition, dealers are to replace the fuel rail on all the affected vehicles.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information

**QUESTIONS?**

Claims Information: 1-800-423-8851  
Other Recall Questions: 1-800-325-5621

Sincerely,

A handwritten signature in black ink, appearing to read "A. R. O'Neill". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

A. R. O'Neill  
Director  
Vehicle Service and Programs

**Safety Recall 99S10**

Certain 1997 through 1999 Escort vehicles with 2.0L SPI Engine - Fuel Rail Replacement

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery. 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 \$1,100 per vehicle.

**PROMPTLY CORRECT**

Affected vehicles on the enclosed list.

Other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list.  
Give owner a copy of the Owner Letter and schedule a service date.

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor will only refund for owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund information.

**RENTAL CARS**

Ford Motor Company will pay for a loaner or rental vehicle, except for fuel and insurance which will be at owner's expense. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area.

## ATTACHMENT II

Page 1 of 1

**Safety Recall 99S10**  
Certain 1997 through 1999 Escort vehicles with 2.0L SPI Engine - Fuel Rail Replacement

### LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Fuel Rail	99S10B	0.9 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hours

### PARTS REQUIREMENTS

#### Parts Ordering Information

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	31 days after launch	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621

Part Number	Description	Quantity
F7CZ-9D280-AA	Manifold Assembly- Fuel Supply	1
FZPZ-9H529-AA	Kit - Fuel Injection (Hardware Kit)	1

### DEALER PRICE

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

### EXCESS STOCK RETURN

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

## FUEL SUPPLY MANIFOLD REPLACEMENT

AFFECTED VEHICLES: CERTAIN 2.0L ESCORT

### WARNING!

DO NOT SMOKE OR CARRY LIT TOBACCO OR AN OPEN FLAME OF ANY TYPE WHEN WORKING ON OR NEAR ANY FUEL RELATED COMPONENT. HIGHLY FLAMMABLE MIXTURES ARE ALWAYS PRESENT AND MAY BE IGNITED, RESULTING IN POSSIBLE PERSONAL INJURY.

### WARNING!

FUEL IN THE FUEL SYSTEM REMAINS UNDER HIGH PRESSURE EVEN WHEN THE ENGINE IS NOT RUNNING.

### WARNING!

BEFORE REPAIRING OR DISCONNECTING ANY OF THE FUEL LINES OR FUEL SYSTEM COMPONENTS, THE FUEL SYSTEM PRESSURE MUST BE RELIEVED.

### SERVICE PROCEDURE

1. Record the radio stations and disconnect the battery ground cable.
2. Remove the fuel pressure relief valve cap and attach Fuel Pressure Gauge T80L-9974-B. See Figure 1.

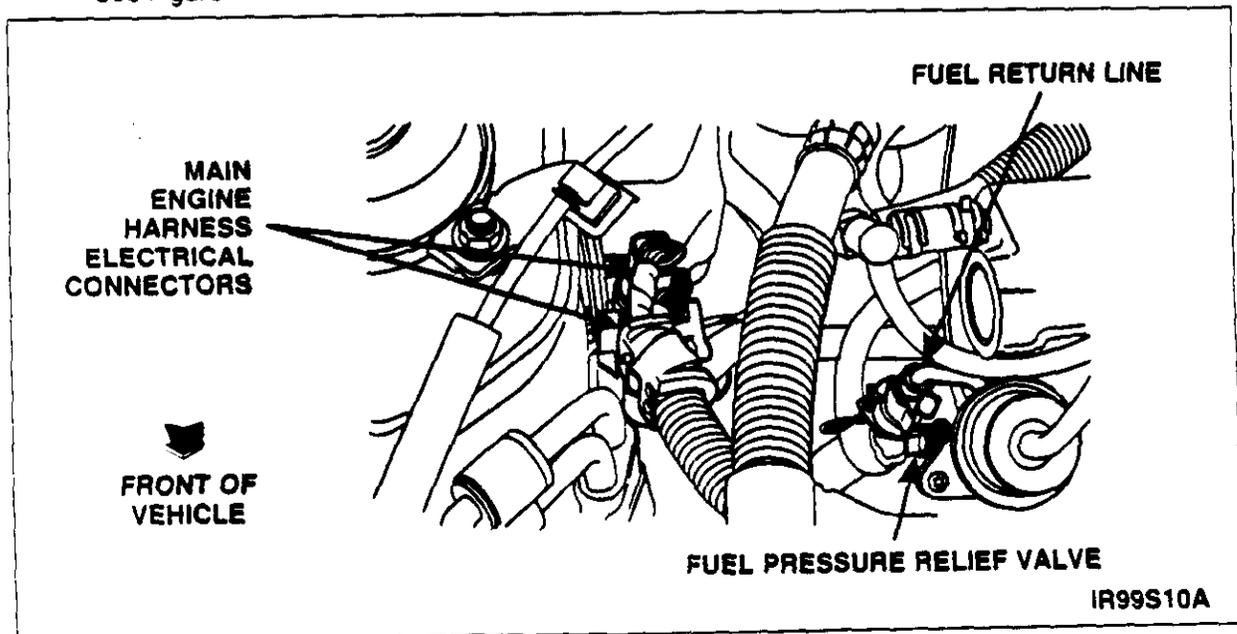
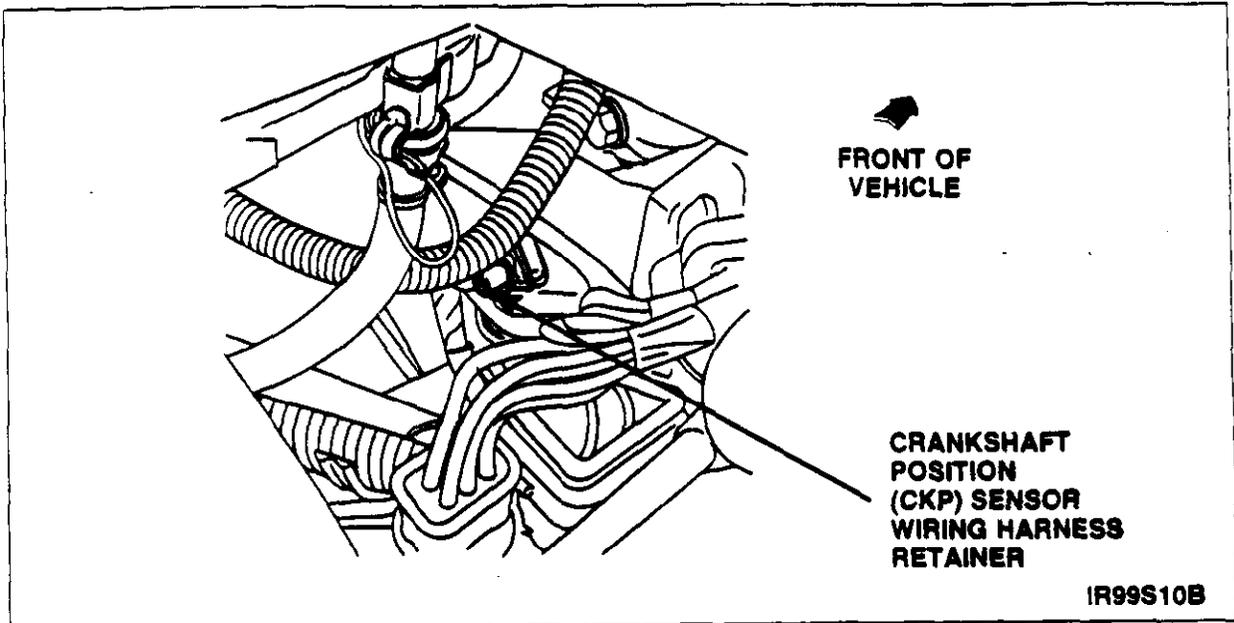


FIGURE 1



3. Slowly open the valve on the fuel pressure gauge to relieve fuel system pressure.
4. Disconnect the Crankshaft Position (CKP) sensor electrical connector.
5. Disconnect the CKP sensor wiring harness retainer from the bracket. See Figure 2.

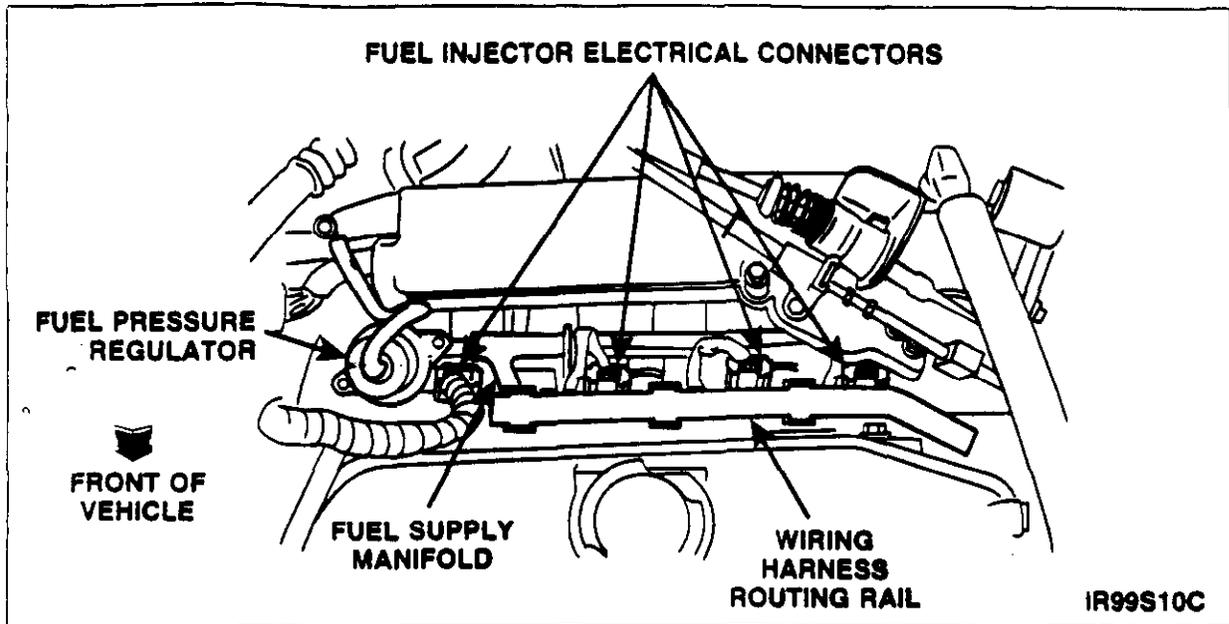


**FIGURE 2**

6. Disconnect the two main engine harness electrical connectors. See Figure 1.

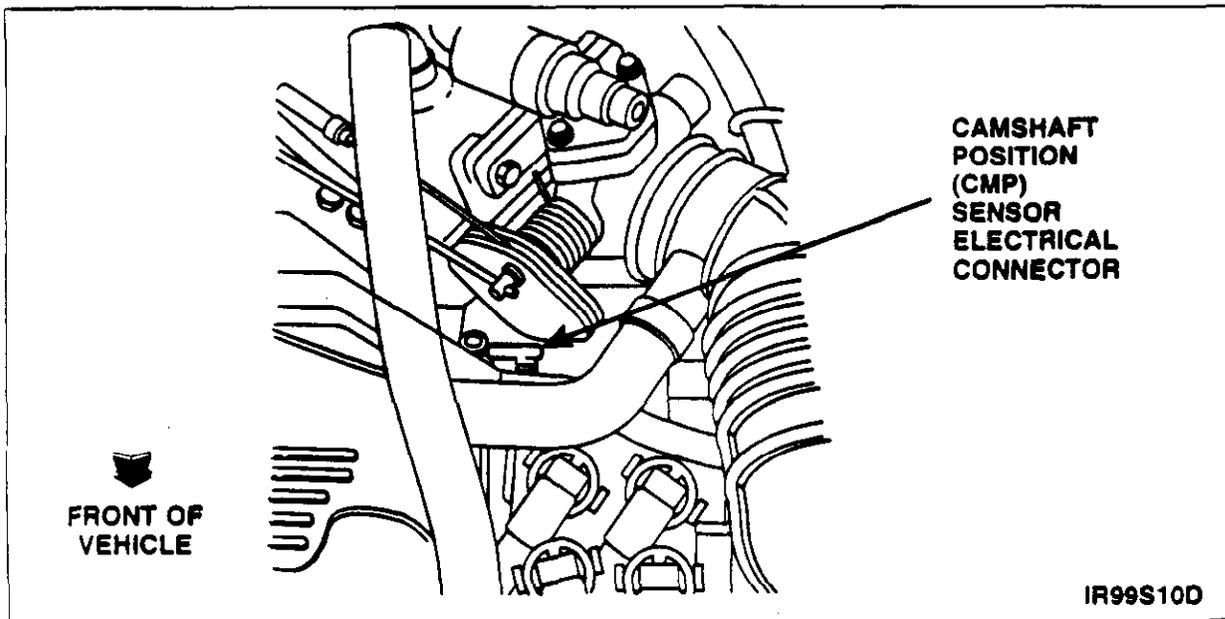


7. Disconnect the fuel injector electrical connectors. See Figure 3.



**FIGURE 3**

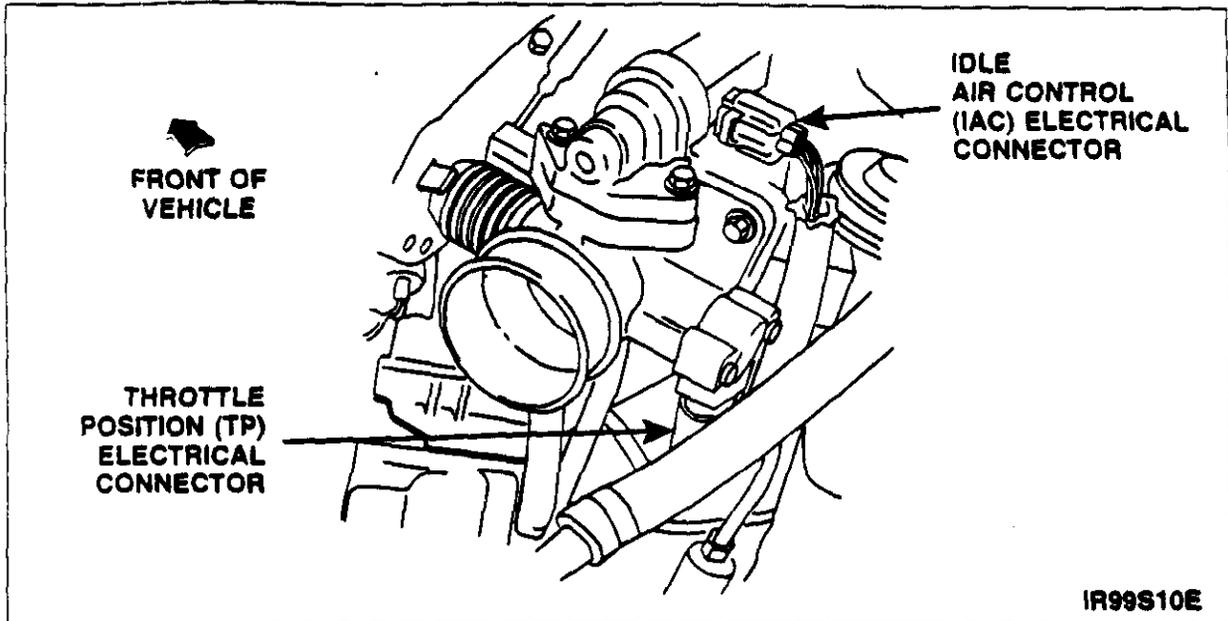
8. Remove the throttle body air intake duct.
9. Disconnect the Camshaft Position (CMP) sensor electrical connector. See Figure 4.



**FIGURE 4**



10. Disconnect the Idle Air Control (IAC) and Throttle Position (TP) sensor electrical connectors.  
See Figure 5.



**FIGURE 5**

11. Separate the plastic wiring harness routing rail from the fuel supply manifold by pulling upward. Position the rail aside. See Figure 3.
12. Disconnect the vacuum line from the fuel pressure regulator. See Figure 3.



- Using Disconnect Tool D87L-9280-B, disconnect the fuel supply line from the fuel supply manifold. See Figure 6.

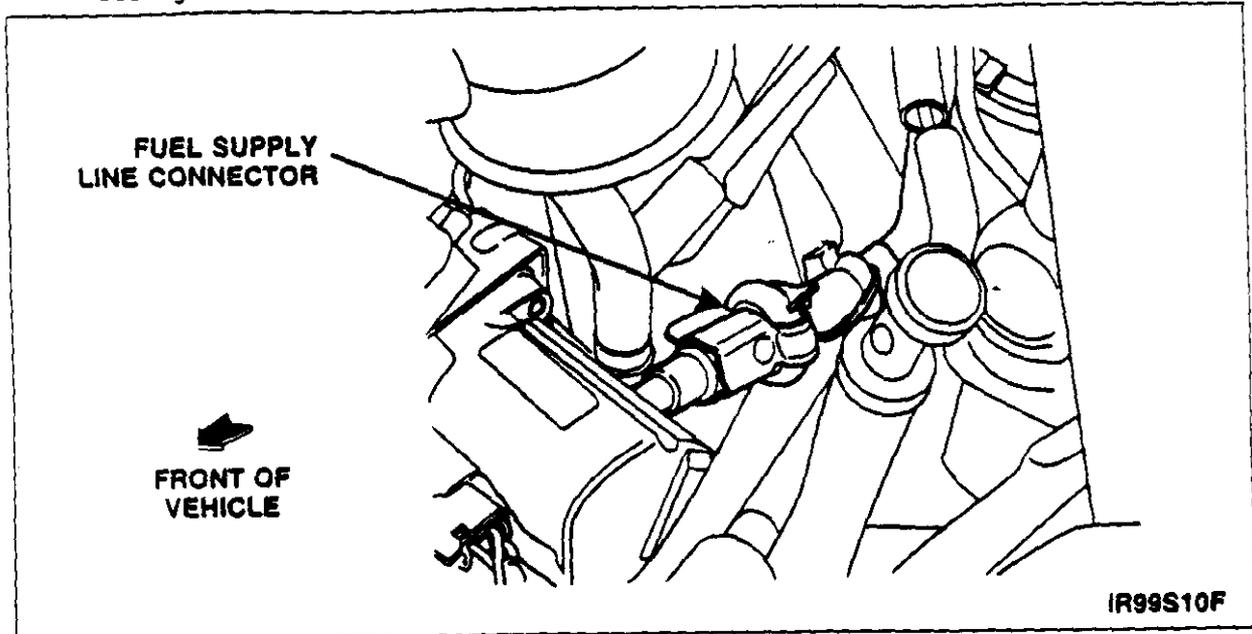


FIGURE 6

- Unclip the fuel supply line from support bracket.
- Using Disconnect Tool D87L-9280-A, disconnect the fuel return line from the fuel supply manifold. See Figure 1.
- Remove the two fuel supply manifold retaining bolts.
- Caution: The fuel injection supply manifold and the fuel injectors must be handled with extreme care to prevent damage to the sealing areas and sensitive fuel metering orifices.**  
Carefully disengage the fuel supply manifold from the injectors and remove the fuel supply manifold.
- Remove the fuel injectors from the Intake Manifold Runner Control (IMRC) assembly.
- Replace the fuel injector O-rings and lubricate with 5W-30 engine oil.
- Install the fuel injectors into the IMRC assembly.
- Remove the fuel pressure regulator from the fuel supply manifold.
- Replace the fuel pressure regulator O-ring and lubricate with 5W-30 engine oil.
- Install the fuel pressure regulator on **new** the fuel supply manifold. Tighten to 4 Nm (35 lb-in).



24. Position the fuel supply manifold on top of the fuel injectors and push down. Make sure all fuel injector O-ring seals are seated in the fuel supply manifold and IMRC assembly.
25. Install the two fuel supply manifold bolts. Tighten the bolts to 10 Nm (89 lb-in).
26. Connect the fuel return line to the fuel supply manifold.
27. Connect the fuel supply line to the fuel supply manifold and clip the fuel supply line to the support bracket.
28. Connect the vacuum line to the fuel pressure regulator.
29. Position the wiring harness and slide the wire harness routing rail onto the fuel supply manifold.
30. Connect the IAC and TP sensor electrical connectors.
31. Connect the CMP sensor electrical connector.
32. Install the throttle body air intake duct.
33. Connect the fuel injector electrical connectors.
34. Connect the two main engine harness electrical connectors.
35. Connect the CKP sensor electrical connector.
36. Connect the CKP sensor wiring harness retainer to the bracket.
37. Connect the battery ground cable.
38. Start the engine and let it run for two minutes. Turn the engine off and inspect it for fuel leaks.
39. Program the radio stations and the clock.



A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division



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

June, 1999

**Safety Recall 99S10**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Serial 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 1997 through 1999 Escort vehicles with 2.0L SPI Engine - Fuel Rail Replacement

**SAFETY DEFECT**

On your vehicle, the fuel rail bracket may fatigue after being exposed to longer than expected time at high engine speeds and driving conditions unique to Mexico. Extreme high speed climbs up mountain highways in Mexico, places the engine at the resonant frequency of the fuel rail for extended periods of time, and may cause the mounting bracket nearest the fuel pressure regulator to fracture.

This condition may cause you to experience a fuel odor, or fuel leakage from the fuel injector to fuel rail connections.

**REPAIRS**

To correct this condition dealers will replace the fuel rail on your vehicle.

**HOW LONG WILL IT TAKE?**

The time needed for this repair is less than 1/2 day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S10.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

## REFUNDS

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please show your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

## CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123). We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Sincerely,



A. R. O'Neill  
Director  
Vehicle Service and Programs



# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

October 6, 1999

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

SUBJECT: **Safety Recall 99S24: Certain 2000 Lincoln LS Vehicles Equipped with Daytime Running Lamps - Front Electronics Module (FEM) Replacement**

---

**REFERENCE:** Dealer Announcement dated 2/17/99, Lincoln Commitment Special Handling Procedure (Attachment IV)

OASIS: Yes  
OWNER LIST: Yes (to be provided shortly)  
PARTS ORDERING: Normal (MOQ)  
PARTS RETURN: Yes  
PROGRAM TERMS: No limitations

## AFFECTED VEHICLES

Certain 2000 Lincoln LS vehicles built at the Wixom Assembly Plant from Job 1 through July 22, 1999 equipped with Daytime Running Lamps (DRL).

There are 497 vehicles affected in Canada.

## REASON FOR RECALL

The Daytime Running Lamps (DRL) on the affected vehicles have a lamp output that exceeds the requirements as set out in the Canadian Motor Vehicle Safety Standards.

## SERVICE ACTION

The dealer will replace the Front Electronic Module (FEM) with a revised FEM which will reduce the brightness of the Daytime Running Lamps on all affected vehicles, at no charge to the owner.

**Safety Recall 99S24**  
Certain 2000 Lincoln LS Vehicles Equipped with Canadian Daytime Running Lamps  
Front Electronics Module Replacement

---

**Administrative Information**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

Promptly correct affected vehicles on the list to be provided shortly and other eligible vehicles which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

**Note:** Lincoln LS owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Lincoln LS owners, review Attachment IV to familiarize yourself with this special handling procedure.

**OWNER REFUNDS**

See ACES II Manual, Section 3-49 for submission procedures.

**CLAIMS**

Enter claims using ACES II. Refer to ACES II User Manual, Sections 5 and 6.

To claim for the "Lincoln Commitment Special Handling", follow the instructions on page two of Attachment IV.

**Safety Recall 99S24**  
 Certain 2000 Lincoln LS Vehicles Equipped with Canadian Daytime Running Lamps  
 Front Electronics Module Replacement

---

**LABOUR ALLOWANCES**

<u>Description</u>	<u>Labour Operation</u>	<u>Labour Time</u>
Replace Front Electronics Module (FEM)	99S24B	0.6 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
Lincoln Commitment Special Handling:*	Misc. Expense Code "LCHP"	See Attachment IV

\* Lincoln Commitment Special Handling does not apply to vehicles in dealer stock.

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct-shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

<u>PART NUMBER</u>	<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>MOQ</u>
YW4Z-14B205-CA	Front Electronics Module (FEM)	1	2

## FRONT ELECTRONIC MODULE (FEM) REPLACEMENT

AFFECTED VEHICLES: 2000 LINCOLN LS

### TABLE OF CONTENTS

UPLOADING MODULE CONFIGURATION DATA .....	Page 1
FRONT ELECTRONIC MODULE REPLACEMENT .....	Page 2
DOWNLOADING MODULE CONFIGURATION DATA .....	Page 4

### UPLOADING MODULE CONFIGURATION DATA

Upload configuration data from the old FEM using Ford Service Function Card and the NGS Tester.

1. Insert the service function card into the NGS tester.
2. Connect the NGS tester to the DLC.
3. After the "System Check" screen, the NGS tester will display:

**Service Bay Functions**  
**Programmable Module Installation**  
**View Recorder Areas**  
**New Generation Star Setup**  
**Internal System Tests**

### NGS SCREEN 1

4. Using the selector knob on the NGS tester, select "PROGRAMMABLE MODULE INSTALLATION."
5. Press the trigger button on the NGS tester.
6. Using the selector knob on the NGS tester, scroll highlight bar until "GEM -GENERIC ELECTRONIC MODULE" is highlighted.
7. Press the trigger button on the NGS tester.
8. With the ignition in the ON position, press the trigger button again.



9. After the "GEM PROTOCOL" screen, the NGS tester will display:

**Retrieve Module Config – Old ECU  
Restore Module Config – New ECU  
Retrieve Backup Data**

#### **NGS SCREEN 2**

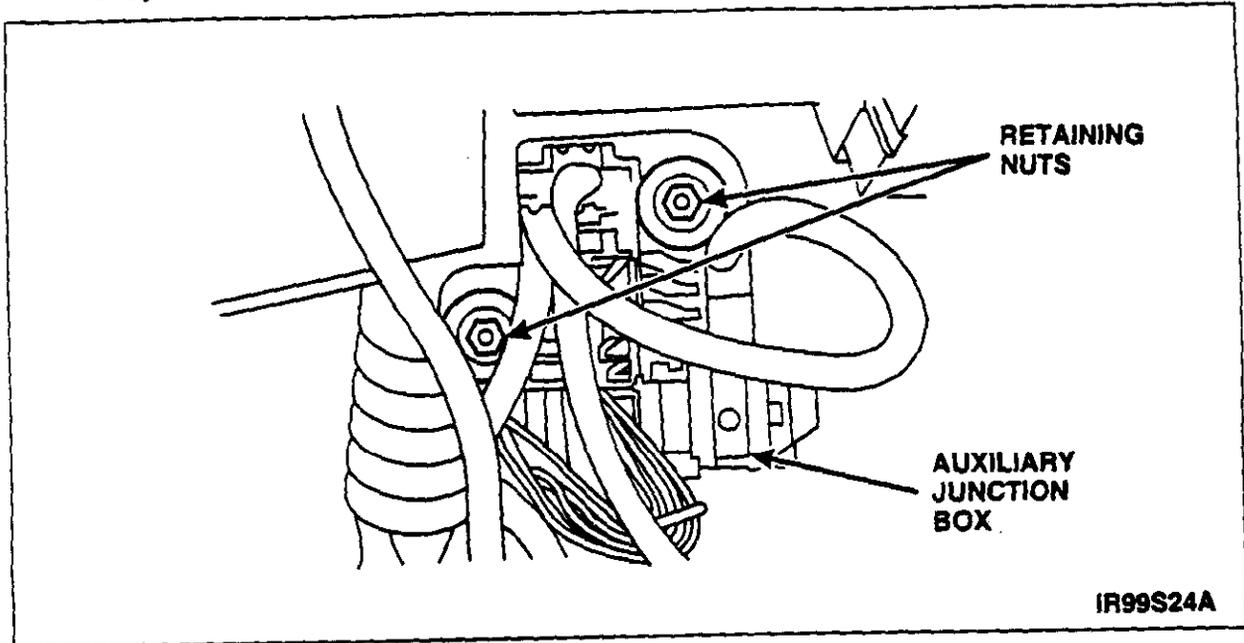
10. Using the selector knob on the NGS tester, select "RETRIEVE MODULE CONFIG -OLD ECU."
11. Press the trigger button on the NGS tester twice.
12. The NGS tester will run a self-test on the original FEM. Then it will upload the module configuration data.
13. Disconnect the NGS tester from the DLC.
14. Proceed to "Front Electronic Module Replacement."

#### **FRONT ELECTRONIC MODULE REPLACEMENT**

1. Install the memory saver. Then disconnect the battery negative cable.
2. Remove the driver-side scuff plate.
3. Remove the sound deadener panel from the underside of the instrument panel.
4. Remove the driver-side A-pillar lower trim panel.
5. Position the driver-side carpet away from lower A-pillar area.



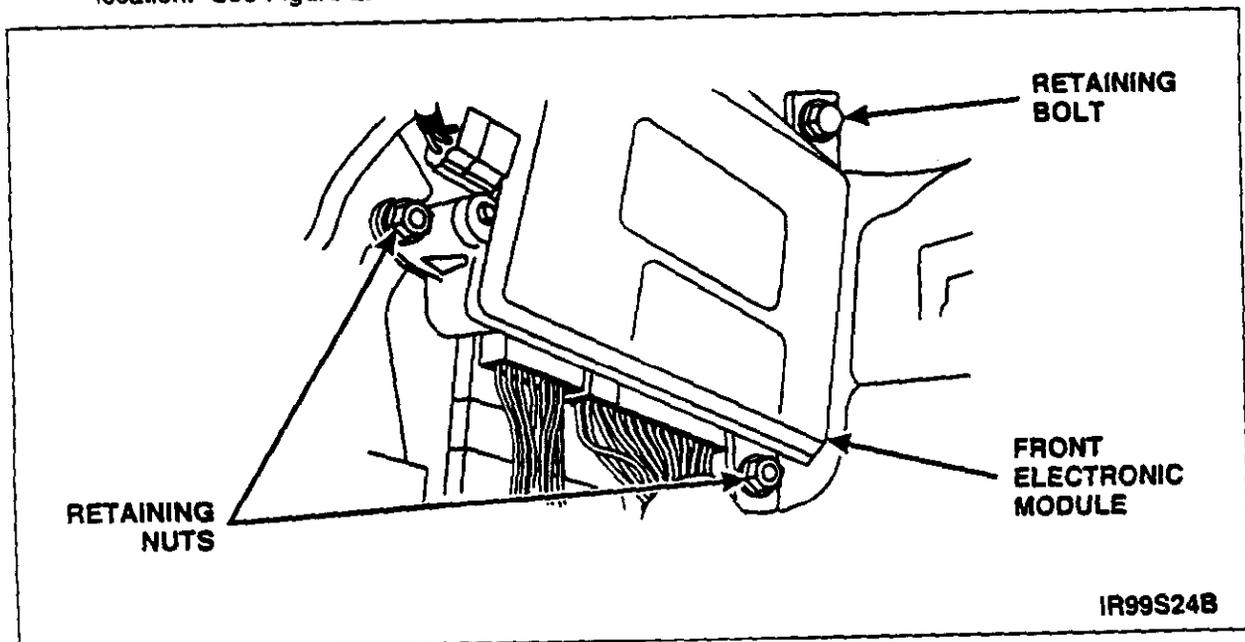
6. Remove the retaining nuts from the interior auxiliary junction box. Then position the junction box away from the FEM. See Figure 1.



IR99S24A

FIGURE 1

7. Remove the retaining bolt and nuts from the FEM. Then position the FEM in a more accessible location. See Figure 2.



IR99S24B

FIGURE 2



8. Disconnect the electrical connectors from the FEM.
9. Remove the FEM.
10. Position the new FEM close to the installed position.
11. Connect the electrical connectors to the new FEM.
12. Position the FEM in the installed position. Tighten the retaining bolt to 9 Nm (80 lb-in). Tighten the retaining nuts to 4 Nm (35 lb-in).
13. Position the interior auxiliary junction box in the installed position. Tighten the retaining nuts securely.
14. Position back the driver-side carpet to original position.
15. Install the driver-side A-pillar lower trim panel.
16. Install the sound deadener panel.
17. Install the driver-side scuff plate.
18. Connect the battery negative cable, then remove the memory saver.
19. Proceed to "Downloading Module Configuration Data."

### DOWNLOADING MODULE CONFIGURATION DATA

1. Connect the NGS tester to the DLC.
2. After the "System Check" screen, the NGS tester will display:

**Service Bay Functions**  
**Programmable Module Installation**  
**View Recorder Areas**  
**New Generation Star Setup**  
**Internal System Tests**

### NGS SCREEN 3

3. Using the selector knob on the NGS tester, select "PROGRAMMABLE MODULE INSTALLATION."
4. Press the trigger button on the NGS tester.
5. Using the selector knob on the NGS tester, scroll highlight bar until "GEM -GENERIC ELECTRONIC MODULE" is highlighted.
6. Press the trigger button on the NGS tester.
7. With the ignition in the ON position, press the trigger button again.



8. After the "GEM PROTOCAL" screen, the NGS tester will display:

**Retrieve Module Config – Old ECU  
Restore Module Config – New ECU  
Retrieve Backup Data**

**NGS SCREEN 4**

9. Using the selector knob on the NGS tester, select "RESTORE MODULE CONFIG -NEW ECU."  
10. Press the trigger button on the NGS tester.  
11. The NGS tester will now download the stored configuration data into the new FEM.  
A confirmation screen will be displayed when module data is successfully downloaded.





# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

November 17, 1999

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

SUBJECT: **Safety Recall 99S28: Certain 2000 Model Year Ranger and Explorer with Daytime Running Lamps (DRL) and Fog Lamps - Fog Lamp Relay Jumper Harness Installation**

OASIS: Yes  
OWNER LIST: Yes (not included with this bulletin)  
PARTS ORDERING: Normal  
PARTS RETURN: No  
PROGRAM TERMS: No limitations

## AFFECTED VEHICLES

Certain 2000 MODEL YEAR Ford Ranger and Explorer vehicles equipped with optional fog lamps and built at the Louisville, St. Louis, Edison and Twin Cities assembly plants during the time periods shown below:

<u>Explorer:</u>	St. Louis Assembly Plant	(Plant Code=Z)	August 10 through August 31, 1999
	Louisville Assembly Plant	(Plant Code=U)	August 4 through September 7, 1999
<u>Ranger:</u>	Edison Assembly Plant	(Plant Code=T)	July 31 through August 27, 1999
	Twin Cities Assembly Plant	(Plant Code=P)	August 16 through August 27, 1999

There are 1,164 vehicles affected in Canada.

## REASON FOR RECALL

The fog lamps on affected vehicles may be activated with the headlamp switch in the OFF position and the tail lamps, side marker lamps, parking lamps and license plate lamps not illuminated. Therefore, the operation of the fog lamp system does not conform to the requirements specified in the Canadian Motor Vehicle Safety Standards.

T.G. Williams  
Vehicle Safety & Emissions  
COB 204

.....2

**SERVICE ACTION**

- **Explorer:** Dealers will inspect the affected Explorer vehicles for proper fog lamp operation and install a fog lamp relay and jumper harness on all vehicles that fail the inspection.
- **Ranger:** Affected Ranger vehicles **do not** require an inspection. These vehicles require the installation of a fog lamp relay and jumper harness.

**ATTACHMENTS**

- Attachment I Administrative Information
- Attachment II Labour Allowances  
Parts Ordering Information
- Attachment III Technical Instructions
- Attachment IV Owner Letter

**COMPANY CONTACTS:** (For Dealer use only)

Technical Questions 1-800-325-5621  
Claiming Questions 1-800-667-0088  
Owner Concerns 1-800-565-3673  
General Recall Questions Recall Department  
Dealer E-Mail: SHORNER  
VHARTLEI

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



Director, Customer Satisfaction

JAVernile  
Attachments/99S28

**Safety Recall 99S28**  
Certain 2000 Model Year Ranger and Explorer with DRL and Fog Lamps  
Fog Lamp Relay Jumper Harness Installation

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**Administrative Information**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

Promptly correct all effected vehicles on the list to be provide shortly and other eligible vehicles which are brought to your dealership.

**OWNER REFUNDS**

Ford will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer).

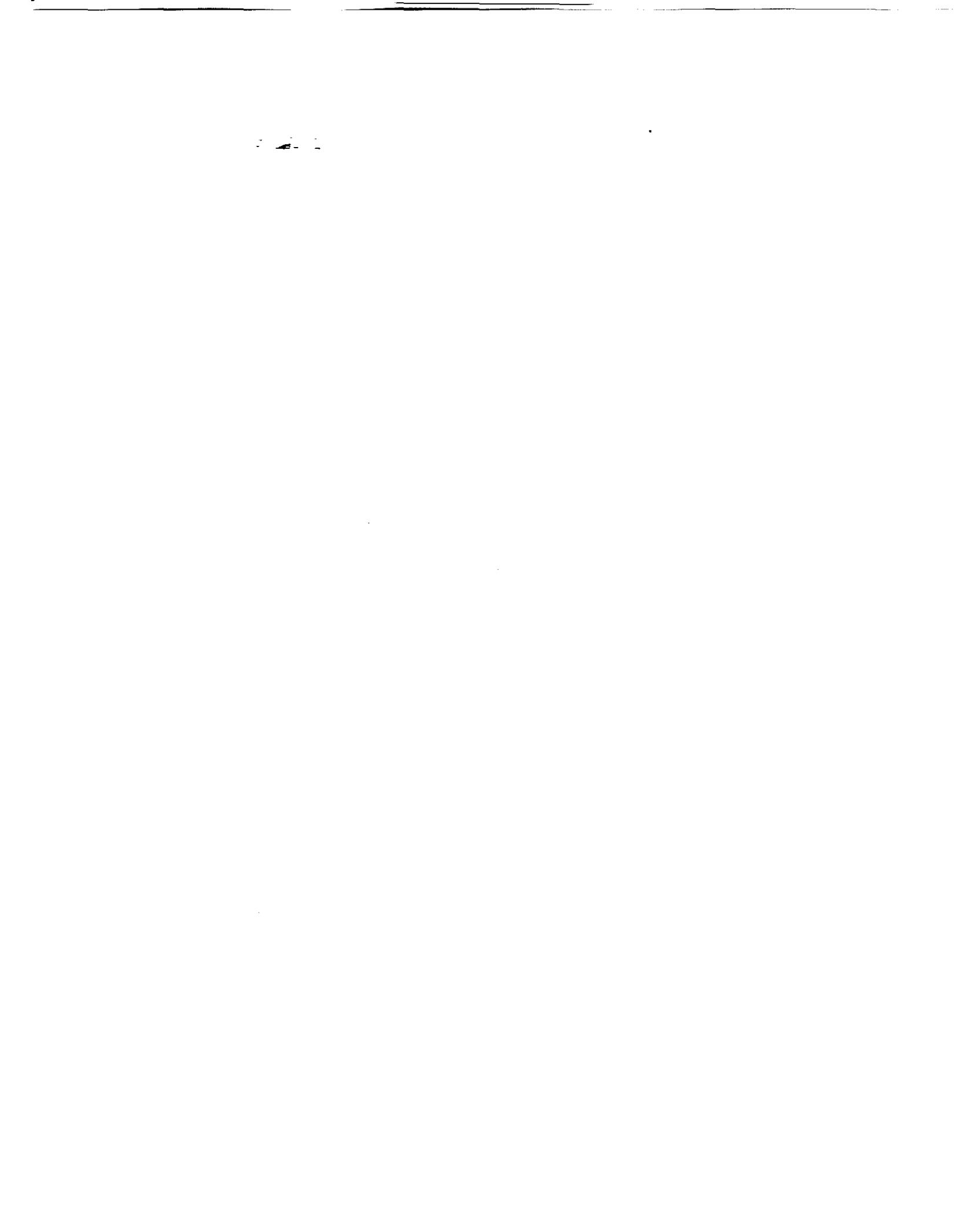
See ACES II Manual, Section 3-49 for submission procedures.

**CLAIMS**

Enter claims using ACES II. Refer to ACES II User Manual, Sections 5 and 6.

**RENTAL CARS**

Rental cars are not available for this Recall Program.



**Safety Recall 99S28**  
 Certain 2000 Model Year Ranger and Explorer with DRL and Fog Lamps  
 Fog Lamp Relay Jumper Harness Installation

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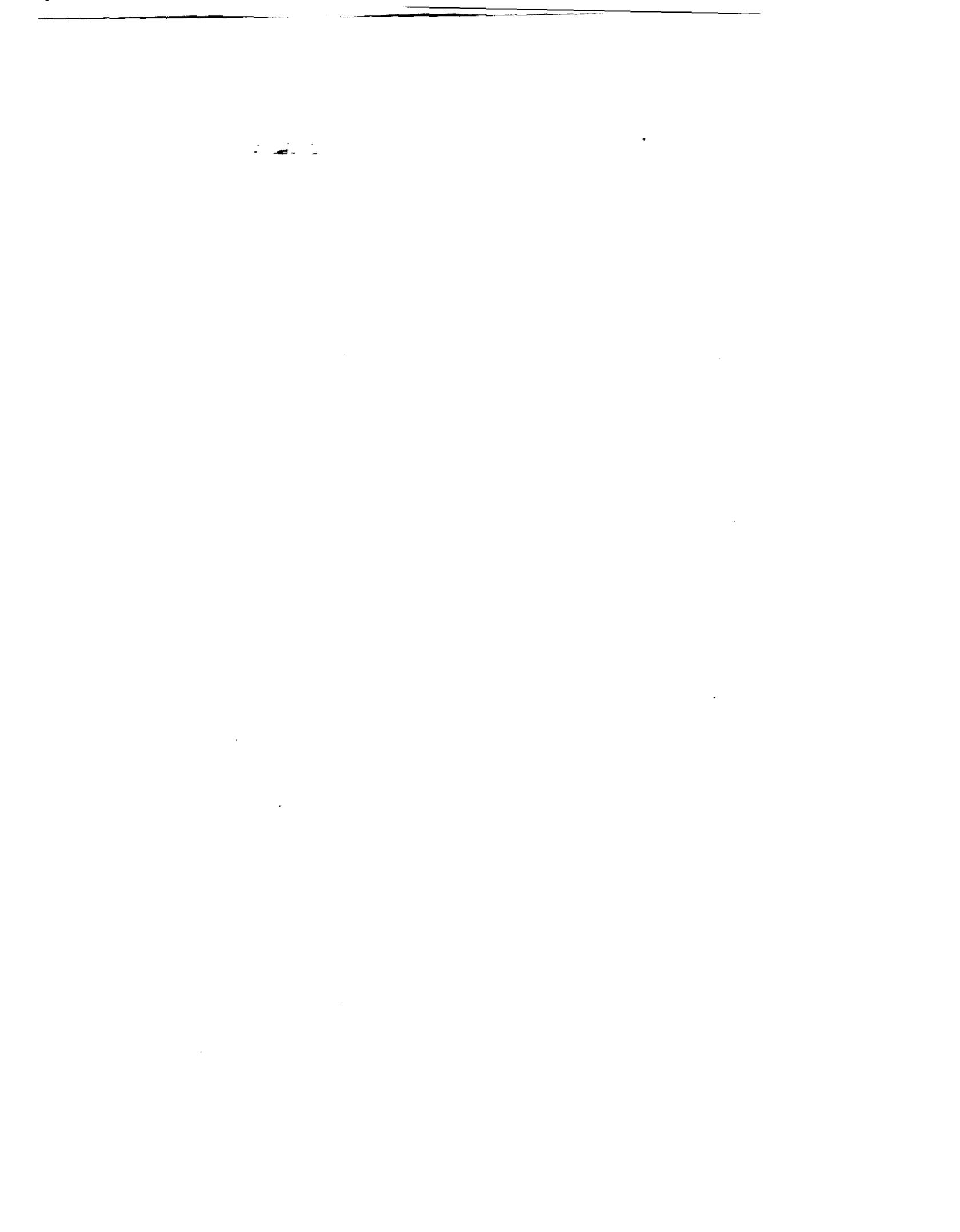
**LABOUR ALLOWANCES**

<u>Description</u>	<u>Labour Operation</u>	<u>Labour Time</u>
Inspect Fog Lamps for Proper Operation - <b>EXPLORER ONLY</b>	99S28A	0.2 hr.
Inspect Fog Lamps for Proper Operation and Install Fog Lamp Relay Jumper Harness - <b>EXPLORER</b>	99S28B	0.7 hr.
Install Fog Lamp Relay Jumper Harness - <b>RANGER</b>	99S28C	0.8 hr.
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 hr.

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct-shipped for this recall. Order parts requirements through normal order processing channels.

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
YL5Z-14A303-AA	Fog Lamp Jumper Harness Kit - <b>RANGER</b>	1
YL2Z-15K607-AA	Fog Lamp Jumper Harness Kit - <b>EXPLORER</b>	1



**FOG LAMP ISOLATION RELAY JUMPER HARNESS**

**AFFECTED VEHICLES: CERTAIN 2000 RANGER AND EXPLORER**

**TABLE OF CONTENTS**

OVERVIEW ..... PAGE 2  
 INSPECTION-EXPLORER ONLY ..... PAGE 2  
 RELAY JUMPER HARNESS INSTALLATION  
 RANGER ..... PAGE 3  
 EXPLORER ..... PAGE 12

**RANGER KIT**

**SERVICE PART NUMBER: YL5Z-14A303-AA**

**KIT CONTENTS**

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
-14B192-	Relay Assembly	1
-14A303-	Relay Jumper Harness	1
-14A468-	Spacer, Wire Connector	1
-14A624-	Connector, 2 Way	1
95875-S100	4" Tie Strap	3
NPN	2" Heat Shrink Tubing	1
SKYL54-14290-AA	Instruction Sheet	1

**EXPLORER KIT**

**SERVICE PART NUMBER: YL2Z-15K607-AA**

**KIT CONTENTS**

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
-14B192-	Relay Assembly	1
-14A303-	Relay Jumper Harness	1
-14488-	18 Gauge Wire Connector	2
-14488-	14 Gauge Wire Connector	1
95875-S100	4" Tie Strap	2
NPN	2" Heat Shrink Tubing	1
SKYL54-14290-AA	Instruction Sheet	1



## OVERVIEW

The following service procedure involves the installation of a "Fog Lamp Isolation Relay" in the power distribution box or auxiliary relay box and connecting a jumper harness between the distribution/relay box and the parking/headlamp circuits. When installed properly, the fog lamps should function only when the park lamps or low beam headlamps are activated. On Explorer models only, an inspection must be performed to determine if the relay jumper harness installation is required. The inspection process will determine if the fog lamps operate under the proper conditions. The service procedures vary greatly between the Ranger and the Explorer.

## INSPECTION – EXPLORER ONLY

1. NOTE: Do not perform the fog lamp test with the parking brake applied. On vehicles equipped with daytime running lights (DRL), the fog lamps will not operate with the parking brake applied.

Inspect the fog lamps for proper operation as follows:

- Fog lamps should function only when the park lamps or low beam headlamps are activated.
  - Fog lamps should not function with the high beam headlamps, flash to pass, or the DRL.
2. If the fog lamps operate properly, the vehicle does not require the relay jumper harness. If the fog lamps do not operate properly, proceed with the relay jumper harness installation.



### RELAY JUMPER HARNESS INSTALLATION – RANGER

1. This diagram is supplied to aid in the identification of components and circuits during the relay jumper harness installation. See Figure 1.

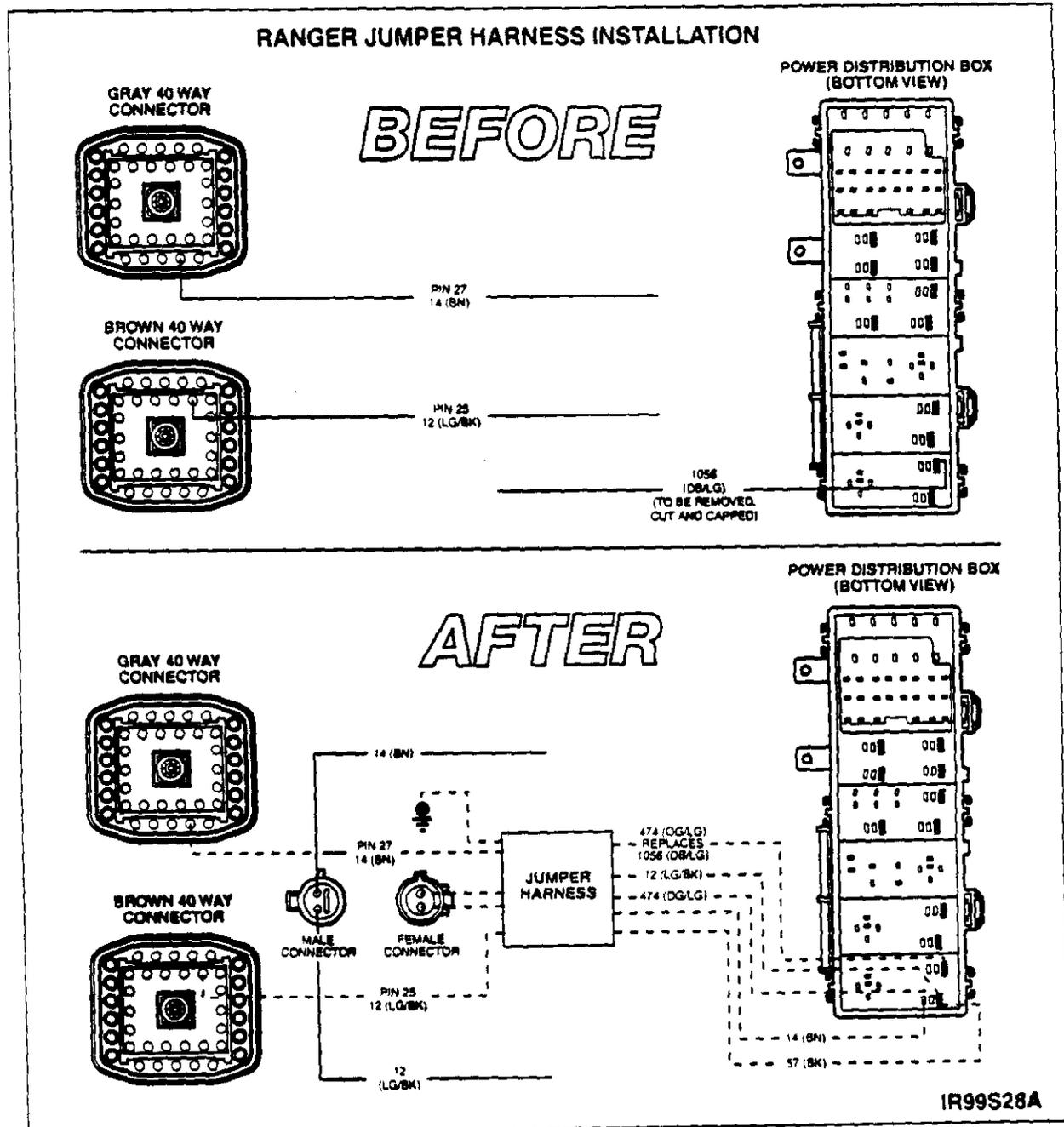


FIGURE 1



2. Record the radio stations, then disconnect the battery negative cable.
3. **CAUTION: The mega fuse must be removed to properly service the power distribution box.**  
Open the mega fuse cover located on the side of the power distribution box, then remove the mega fuse. See Figure 2.
4. Unclip the power distribution box from its mounting bracket and position it aside. See Figure 2.

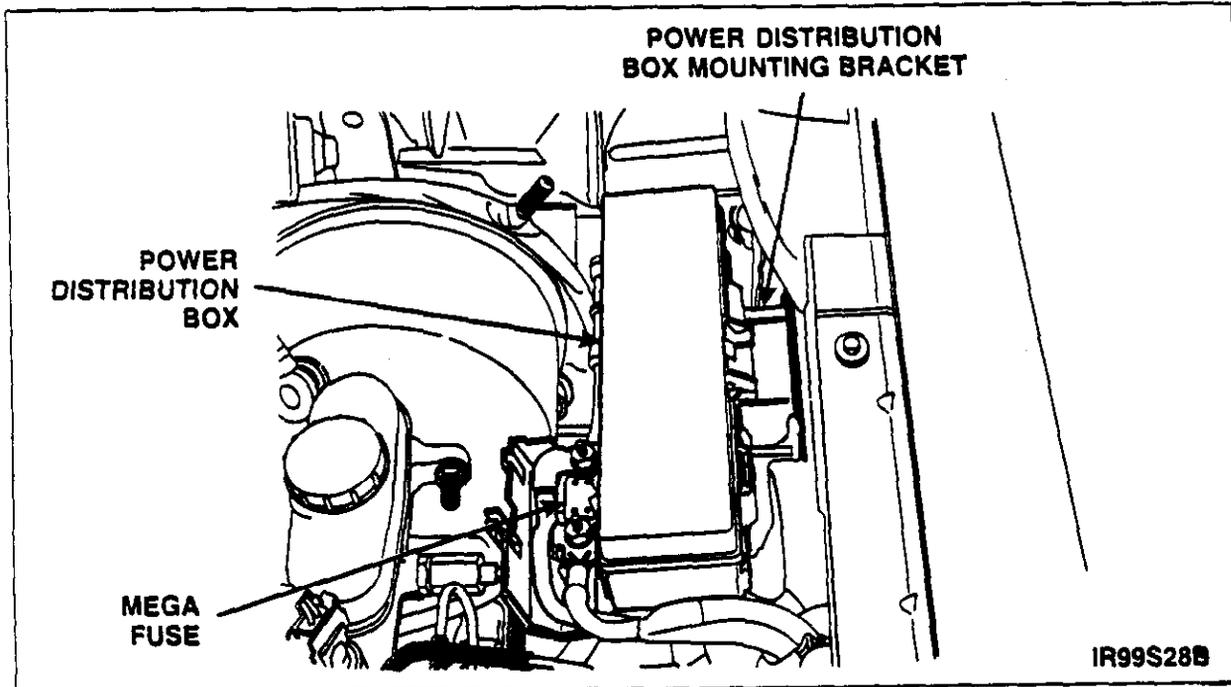


FIGURE 2



5. Remove the power distribution box mounting bracket. See Figure 3.
6. Disconnect the brown and the gray 40-way connectors. See Figure 3.

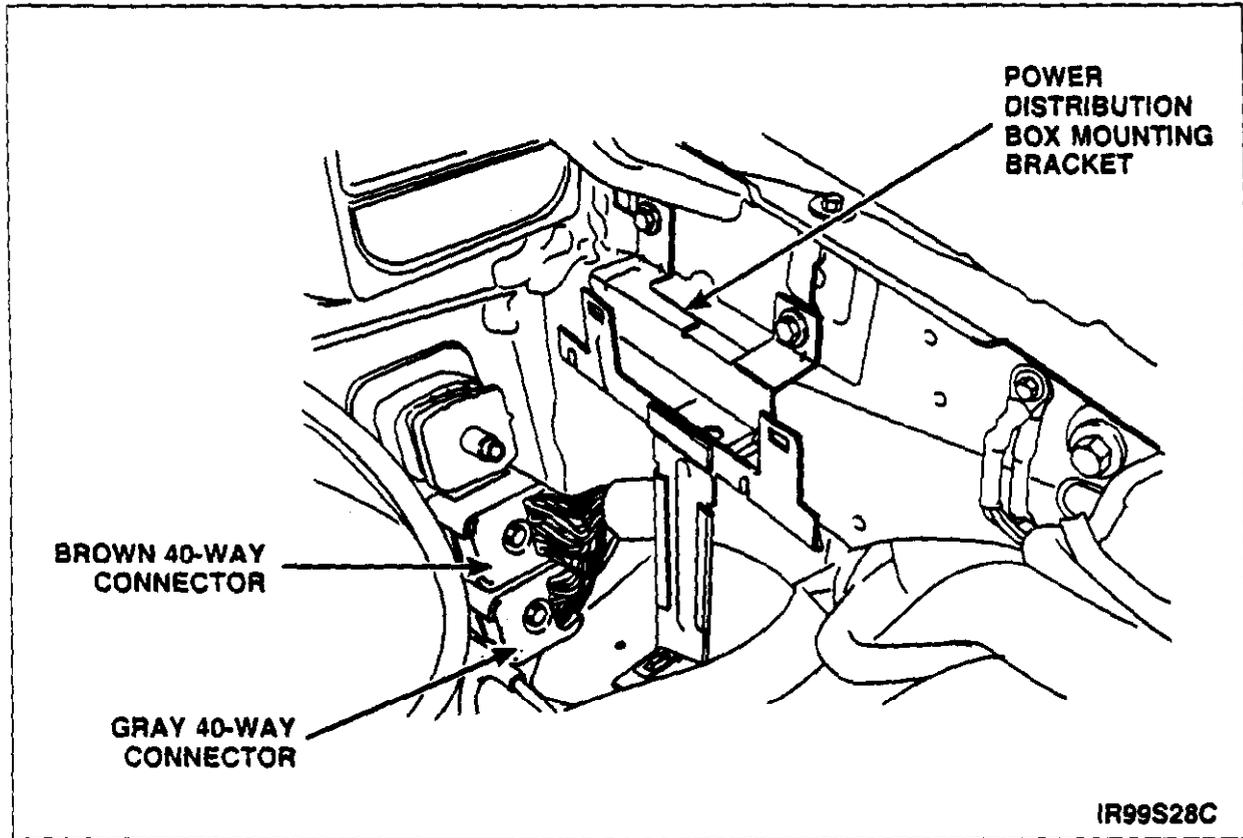


FIGURE 3



7. Remove the rear cover of the gray 40-way connector by rotating the cover a quarter turn.
8. Remove the white locking wedge from the gray 40-way connector. Release pin 27 on the connector and slide the circuit 14 (BN) wire out of the back of the connector. See Figure 4.
9. Insert the circuit 14 (BN) wire of the *new* relay jumper harness into the back of the gray 40-way connector at pin position 27. Install the locking wedge into the connector. See Figure 4.
10. Install the rear cover of the gray 40-way connector by rotating the cover a quarter turn.
11. Remove the rear cover of the brown 40-way connector by rotating the cover a quarter turn.
12. Remove the white locking wedge from the brown 40-way connector. Release pin 25 on the connector and slide the circuit 12 (LG/BK) wire out of the back of the connector. See Figure 4.
13. Insert the circuit 12 (LG/BK) wire of the *new* relay jumper harness into the back of the brown 40-way connector at pin position 25. Install the locking wedge into the connector. See Figure 4.
14. Install the rear cover of the brown 40-way connector by rotating the cover a quarter turn.

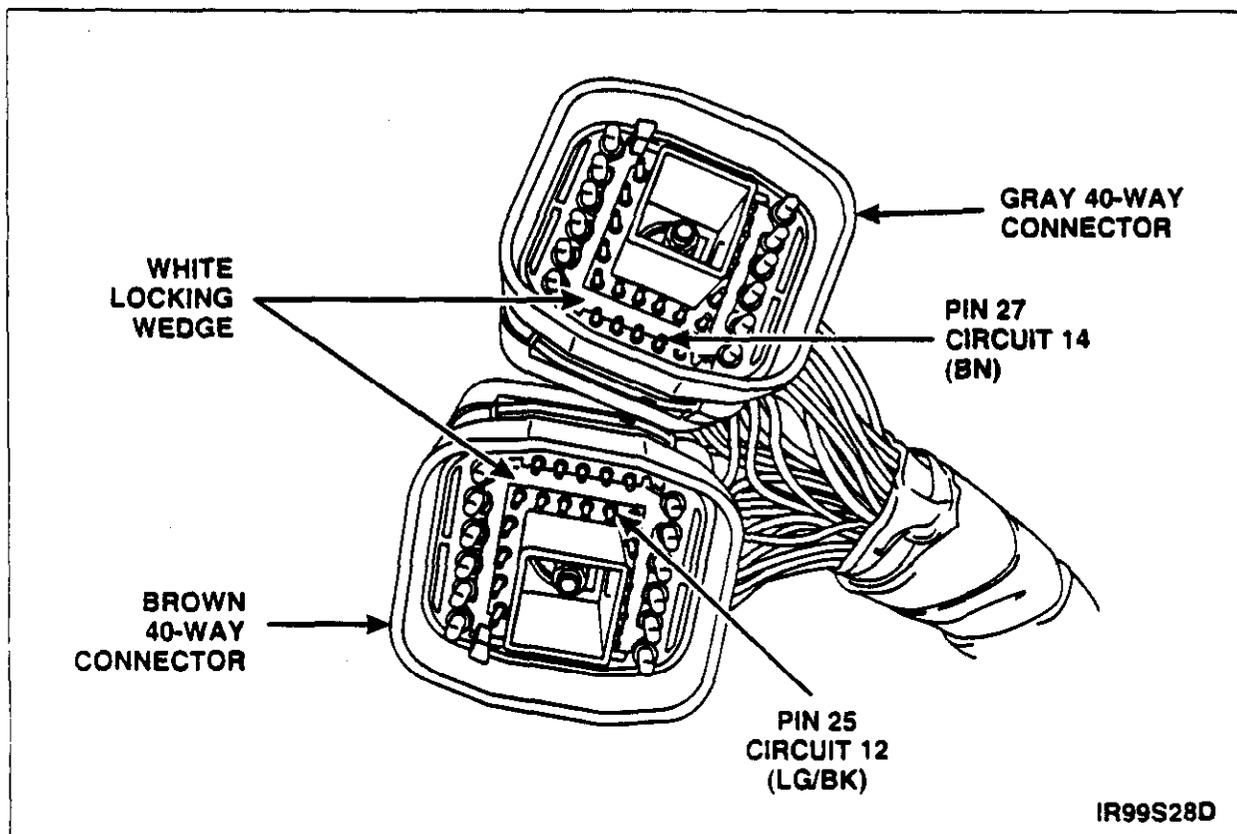


FIGURE 4



15. Insert circuit 12 (LG/BK) and 14 (BN) wires, which were removed from the 40-way connectors, into the male connector provided in the kit as indicated by the illustration. See Figure 5.

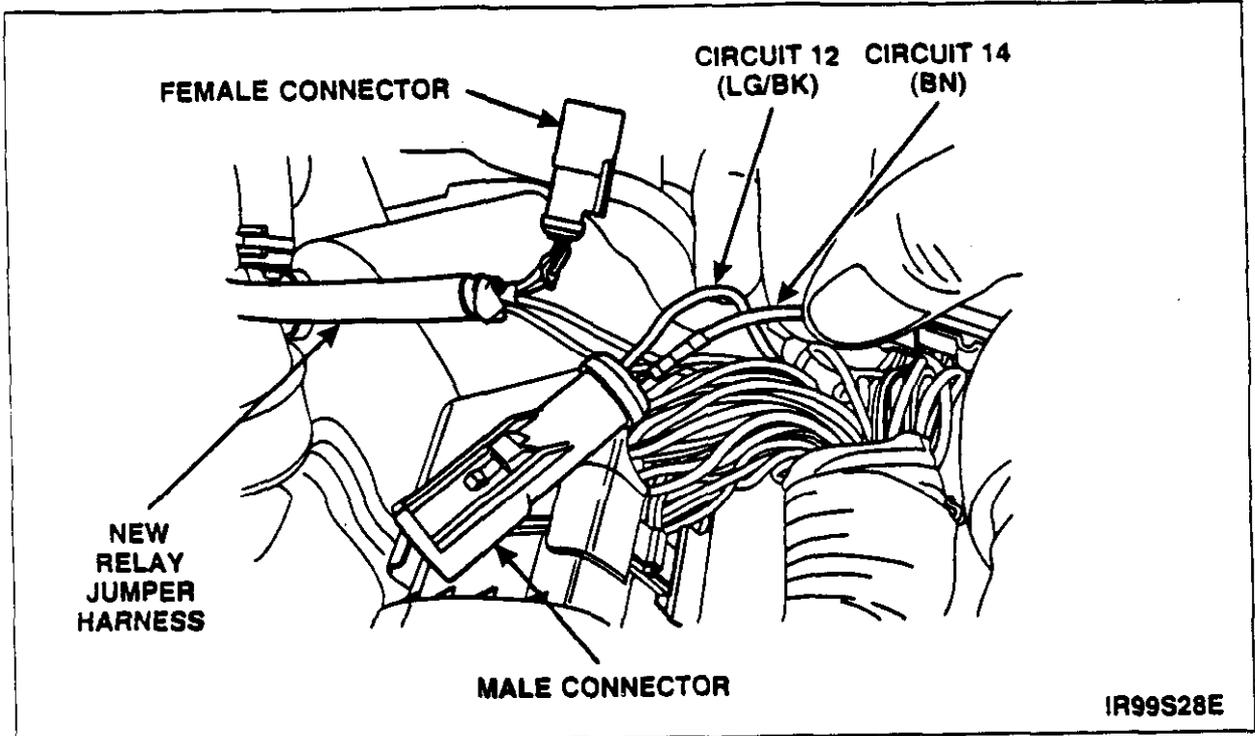


FIGURE 5



16. Install the locking wedge provided in the kit, and connect the male connector to the *new* relay jumper harness female connector.
17. Install the brown and the gray 40-way connectors. Tighten to 5 Nm (44 lb-in).
18. Remove the tape securing the power distribution harness to the bottom of the power distribution box. Remove the bottom cover from the power distribution box.
19. Open the power distribution box. Remove the fog lamp control and blower motor relays from the power distribution box, then remove the yellow locking wedge. See Figure 6.

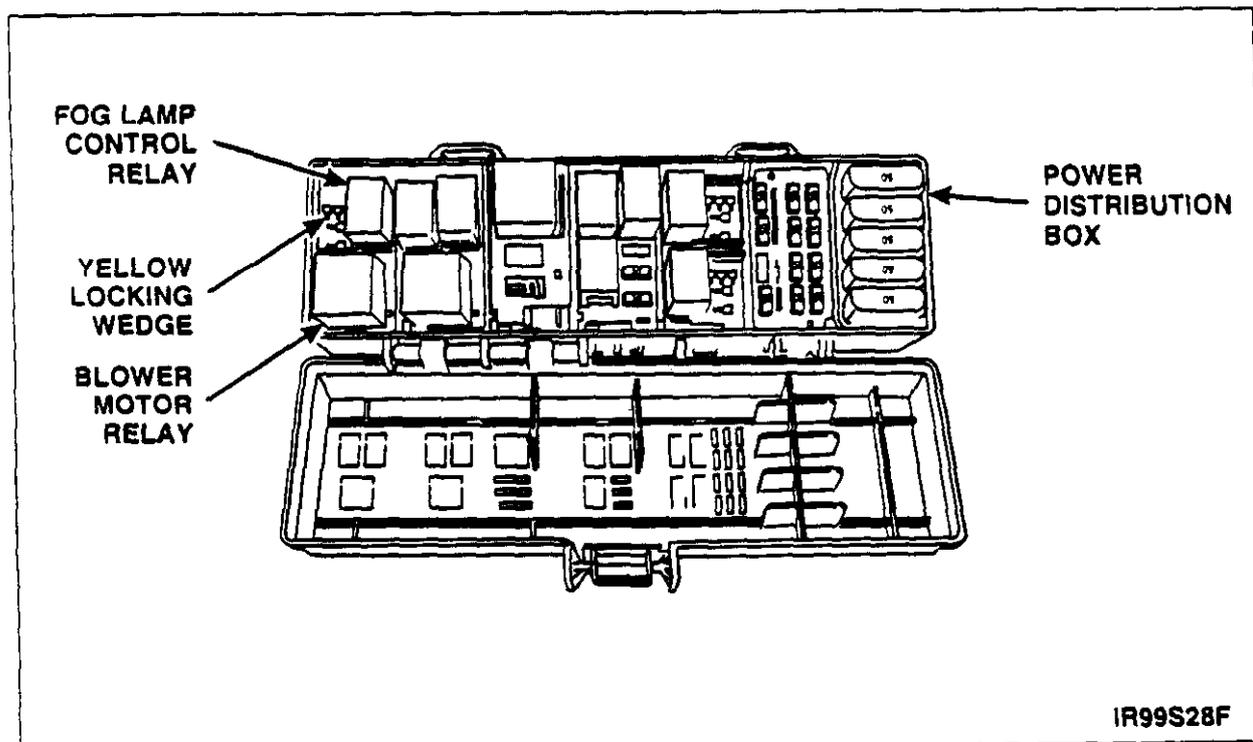


FIGURE 6



20. Locate and remove the circuit 1056 (DB/LG) wire from the bottom of the power distribution box. See Figure 7.
21. **CAUTION: Circuit 1056 (DB/LG) will not be reconnected. Install heat shrink tubing to insulate the wire.**  
Cut the terminal off the end of the circuit 1056 (DB/LG) wire, then install heat shrink tubing to the end of the wire.
22. Insert a single circuit 474 (OG/LG) wire, of the relay jumper harness, into the circuit 1056 cavity in the bottom of the power distribution box. See Figure 7.
23. Insert circuit 12 (LG/BK), 14 (BN), 57 (BK) and the remaining 474 (OG/LG) wires from the *new* relay jumper harness into the proper cavities in the bottom of the power distribution box as indicated in the illustration. See Figure 7.

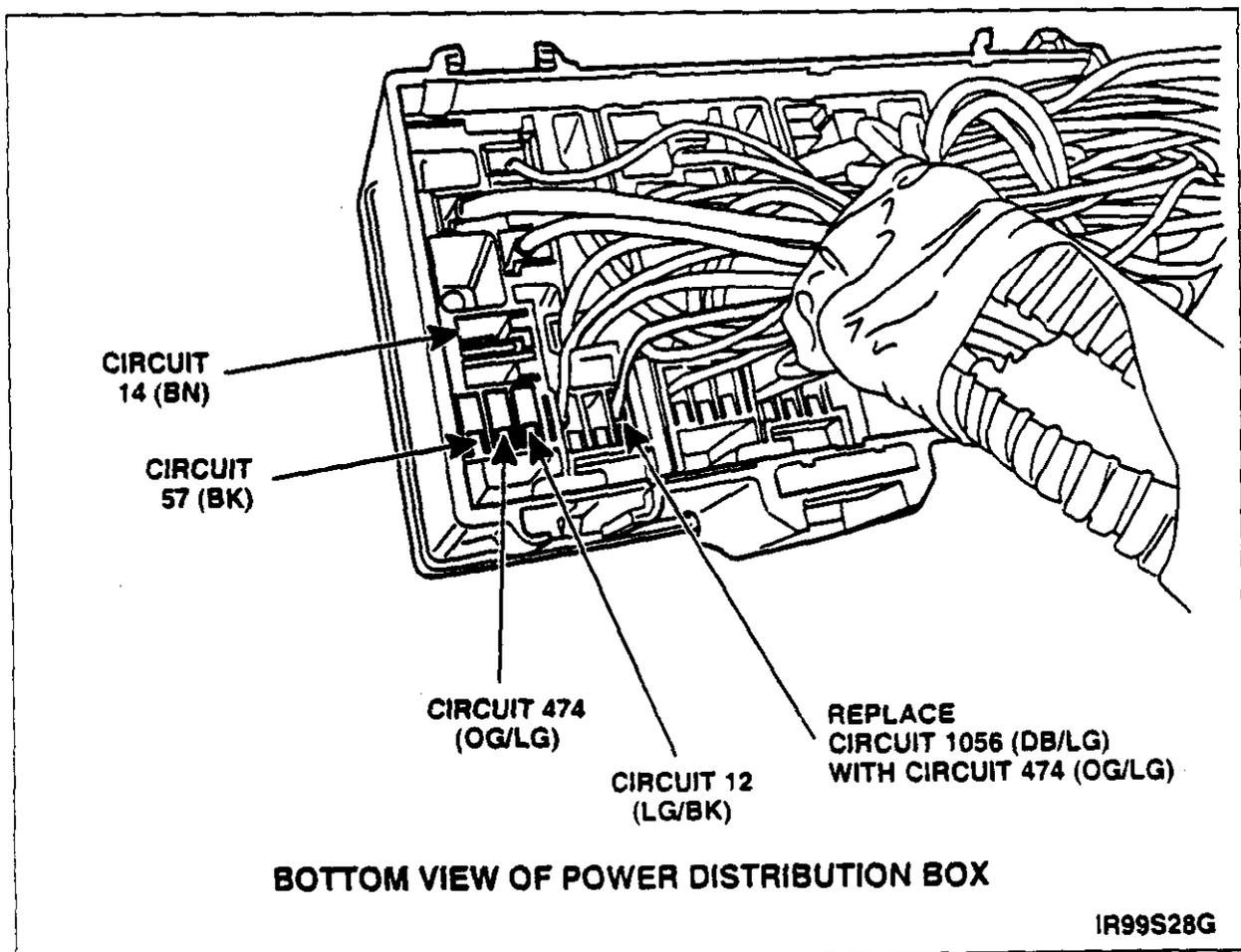
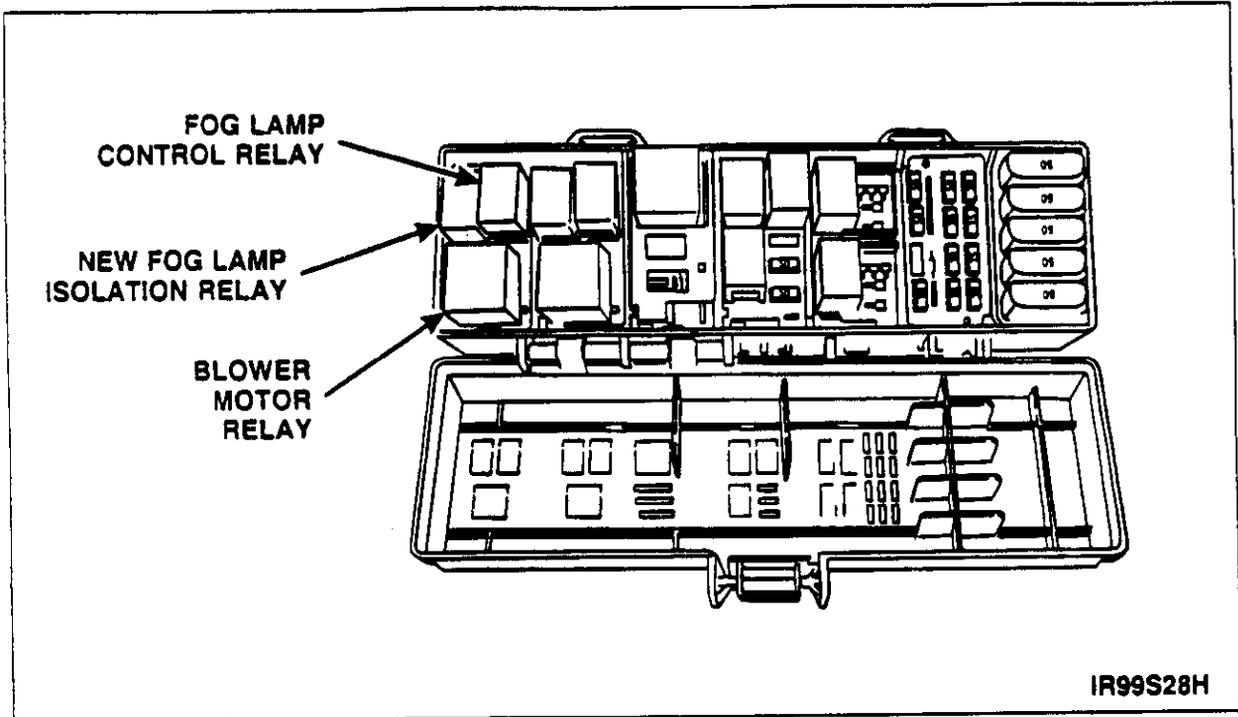


FIGURE 7



24. Install the yellow locking wedge, then install the fog lamp control and blower motor relays. Install the *new* fog lamp isolation relay provided in the kit. Close the power distribution box. See Figure 8.



**FIGURE 8**

25. Install the bottom cover onto the power distribution box. Secure the power distribution harness to the bottom of the power distribution box with electrical tape.



26. Remove the ground screw from the LH inner fender. Install the *new* relay jumper harness ground eyelet terminal. Tighten the screw to 8 Nm (71 lb-in). See Figure 9.
27. NOTE: The 2-way connector and harness must be secured to eliminate any noise concerns. Secure the 2-way connector to the power distribution harness with one (1) tie strap. Secure the *new* relay jumper harness to the power distribution harness with two (2) tie straps. See Figure 9.

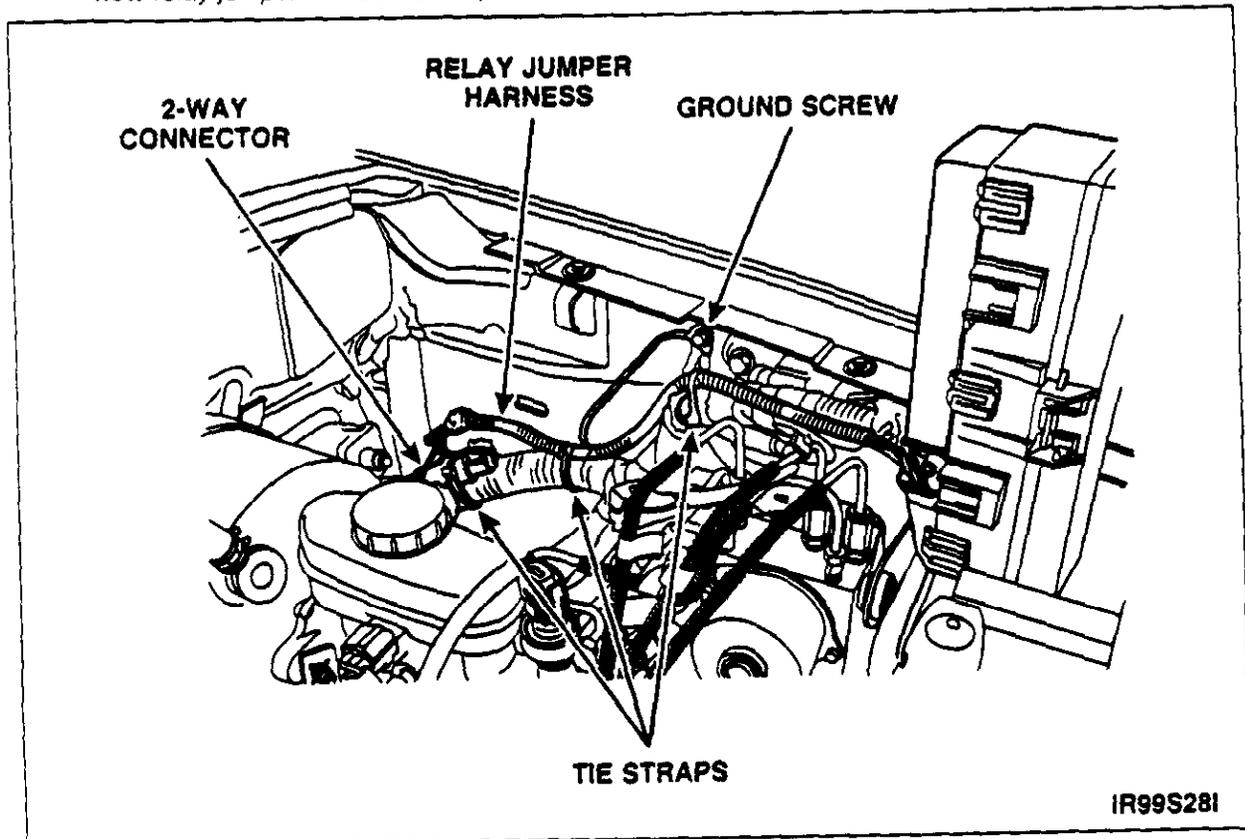


FIGURE 9

28. NOTE: The power distribution harness and the *new* relay jumper harness must be routed between the bracket and the inner fender. Install the power distribution box mounting bracket. Tighten the retainers to 8 Nm (71 lb-in).
29. Attach the power distribution box to its mounting bracket.
30. Install the mega fuse. Tighten the nuts to 12 Nm (9 lb-ft). Close the mega fuse cover.
31. Connect the battery negative cable, then reprogram the radio stations.
32. Inspect the fog lamps for proper operation.
- Fog lamps should function only when the park lamps or low beam headlamps are activated.
  - Fog lamps should not function with high beam headlamps, flash to pass, or the DRL.



### RELAY JUMPER HARNESS INSTALLATION – EXPLORER

1. This diagram is supplied to aid in the identification of components and circuits during the relay jumper harness installation. See Figure 10.

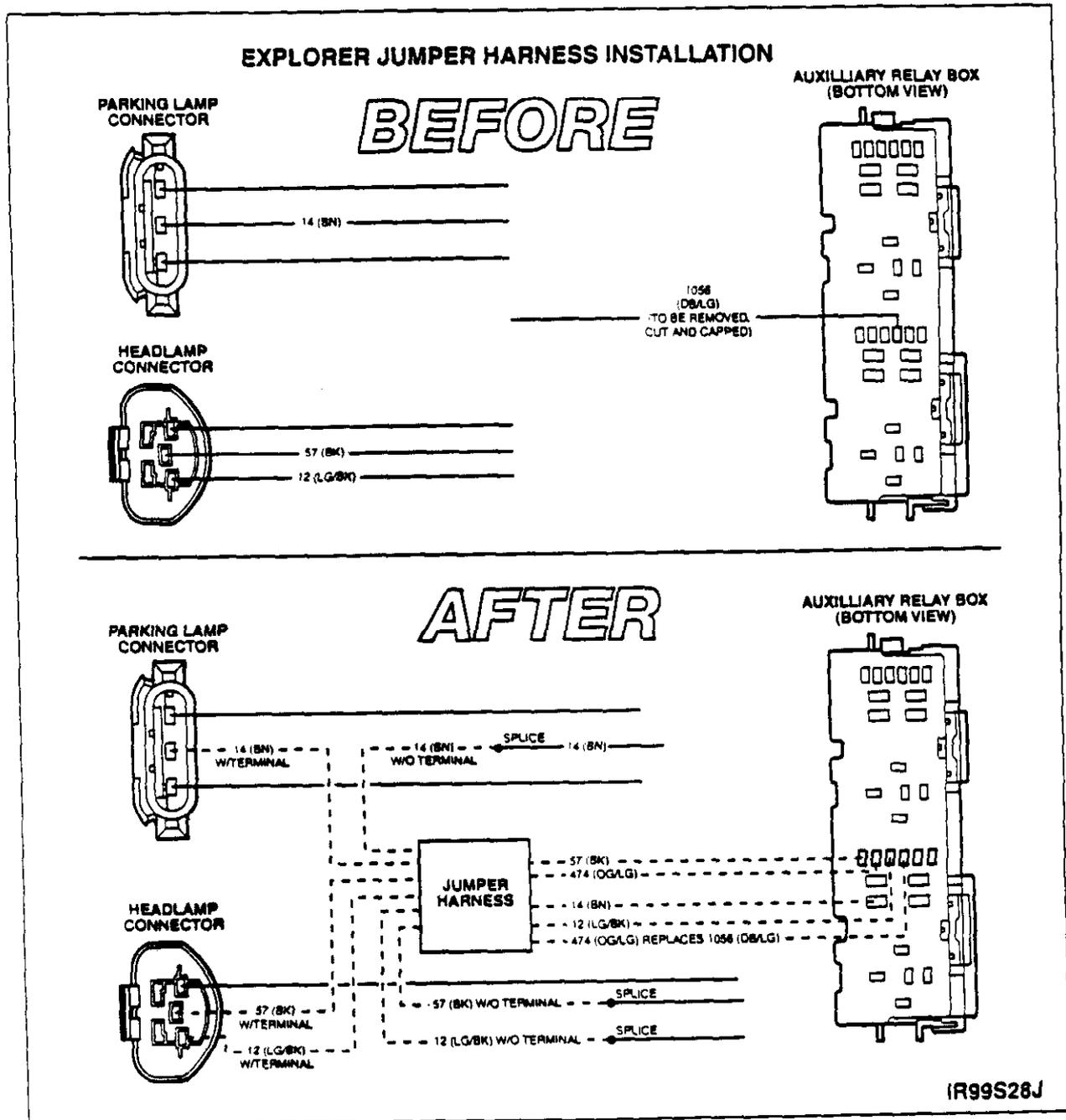


FIGURE 10



2. Record the radio stations, then disconnect the battery negative cable.
3. Disconnect the mass air flow (MAF) sensor.
4. Remove the air cleaner assembly cover.
5. Remove the air cleaner element and the air cleaner box.
6. Unclip the auxiliary relay box from the air cleaner mounting bracket. See Figure 11.

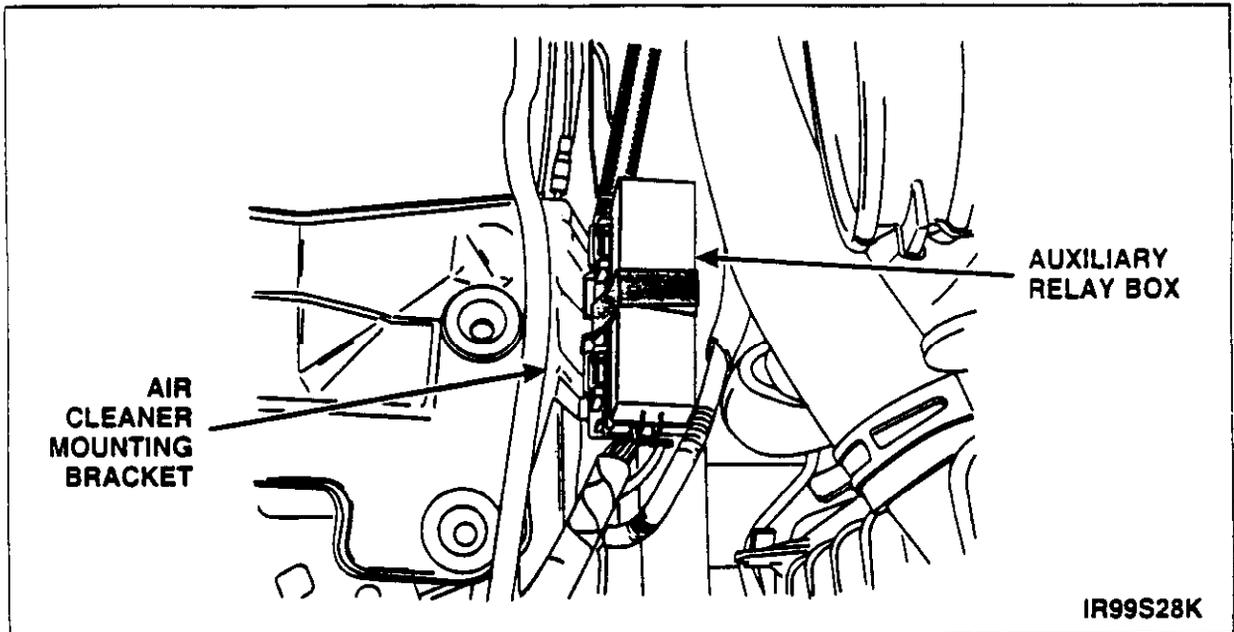


FIGURE 11



7. NOTE: On some vehicles, the tape may not be present.  
Remove the tape that wraps the auxiliary relay box. See Figure 12.
8. Remove the top cover from the auxiliary relay box, then remove the lower cover. See Figure 12.

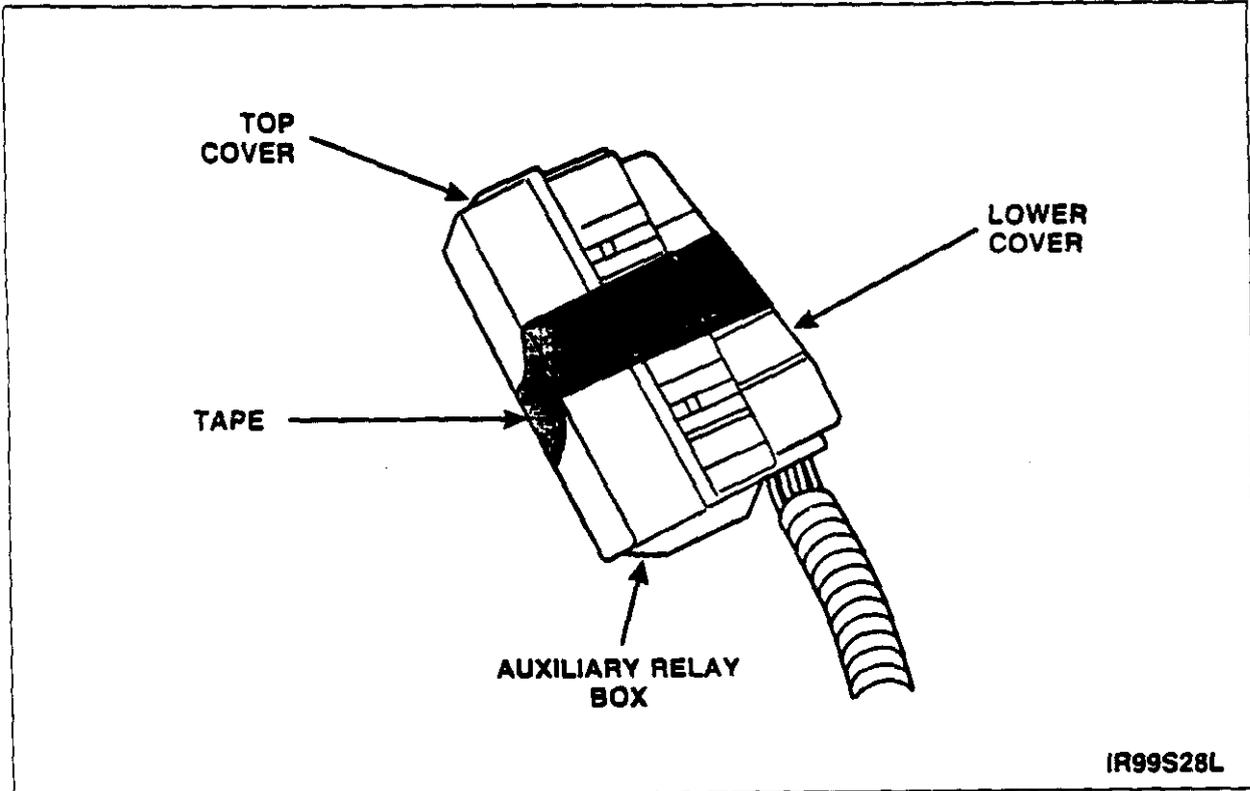
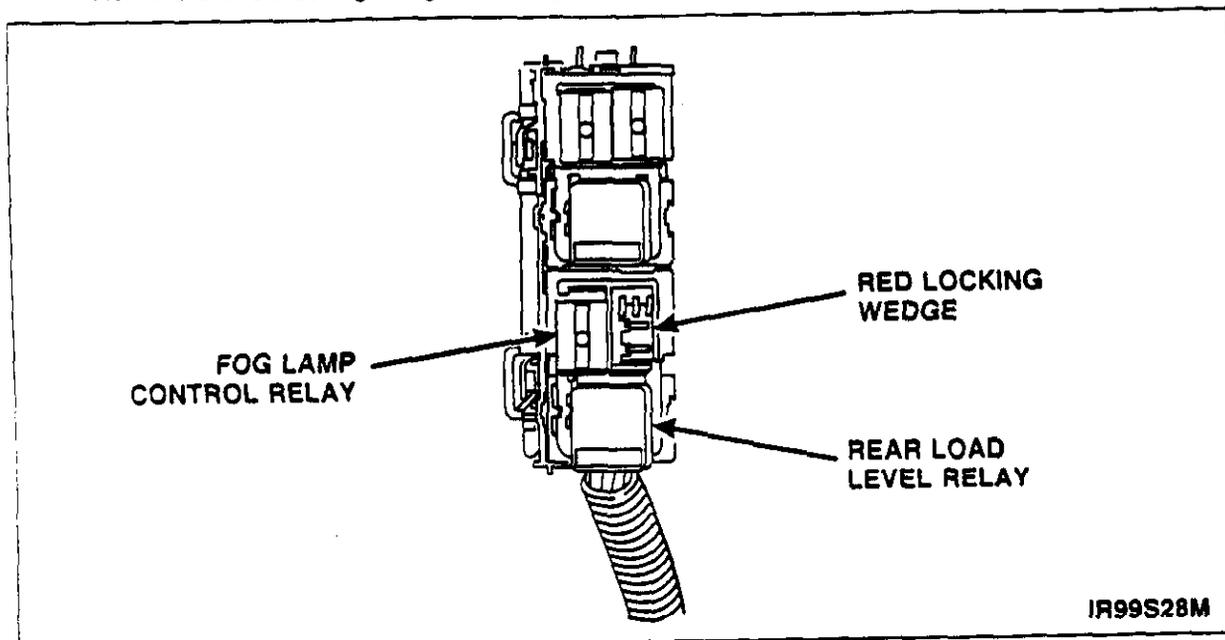


FIGURE 12



9. Remove the fog lamp control relay and the rear load level relay from the auxiliary relay box. Remove the red locking wedge. See Figure 13.



IR99S28M

FIGURE 13



10. Locate and remove the circuit 1056 (DB/LG) wire from the bottom of the auxiliary relay box. See Figure 14.
11. **CAUTION: Circuit 1056 (DB/LG) will not be reconnected. Install heat shrink tubing to insulate the wire.**  
Cut the terminal off the end of the circuit 1056 (DB/LG) wire, then install heat shrink tubing to the end of the wire.
12. **NOTE: There are two (2) circuit 474 (OG/LG) wires on the *new* relay jumper harness. They are interchangeable.**  
Insert a single circuit 474 (OG/LG) wire, of the *new* relay jumper harness, into the circuit 1056 cavity in the bottom of the auxiliary relay box as indicated in the illustration. See Figure 14.
13. Insert circuit 12 (LG/BK), 14 (BN), 57 (BK) and the remaining 474 (OG/LG) wires of the *new* relay jumper harness into the proper cavities in the bottom of the auxiliary relay box as indicated in the illustration. See Figure 14.

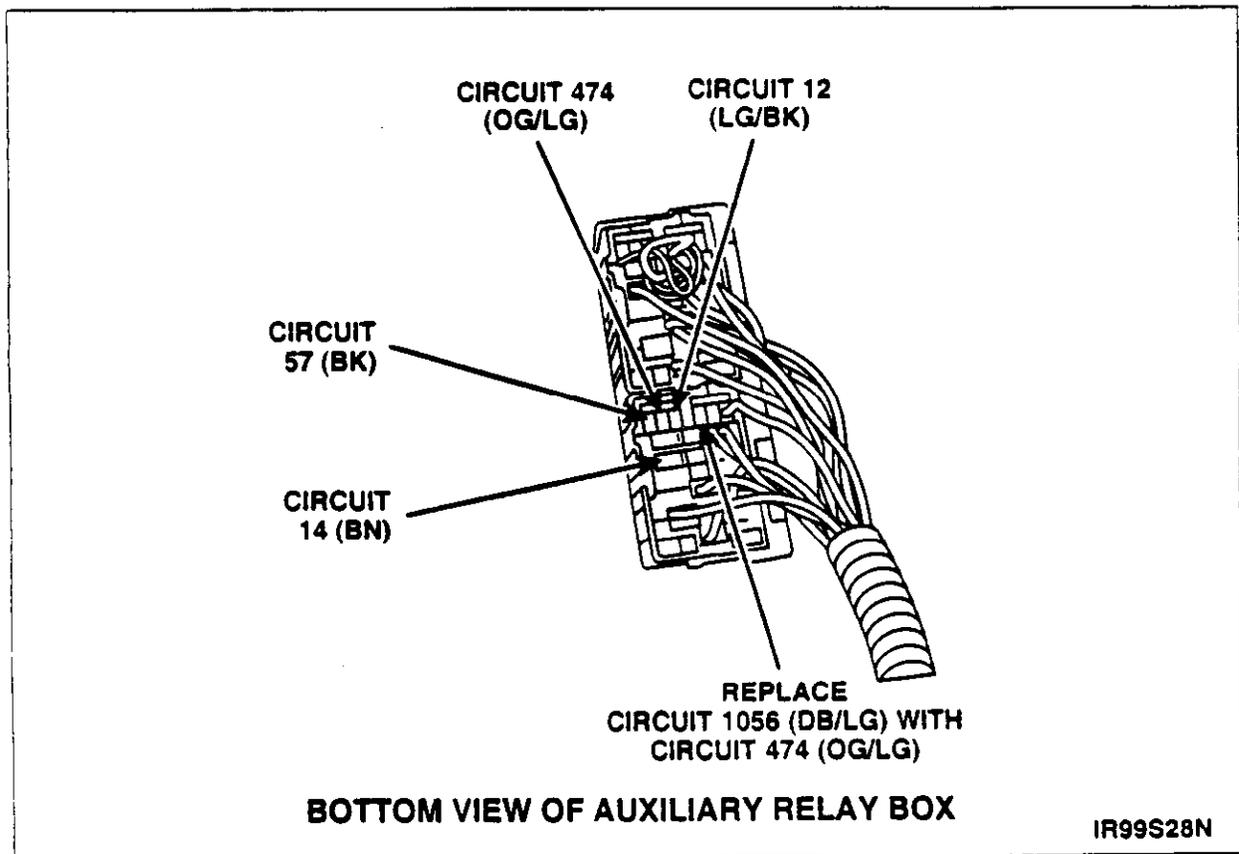


FIGURE 14



14. Install the red locking wedge, then install the fog lamp control relay and the rear load level relay. Install the *new* fog lamp isolation relay provided in the kit. See Figure 15.

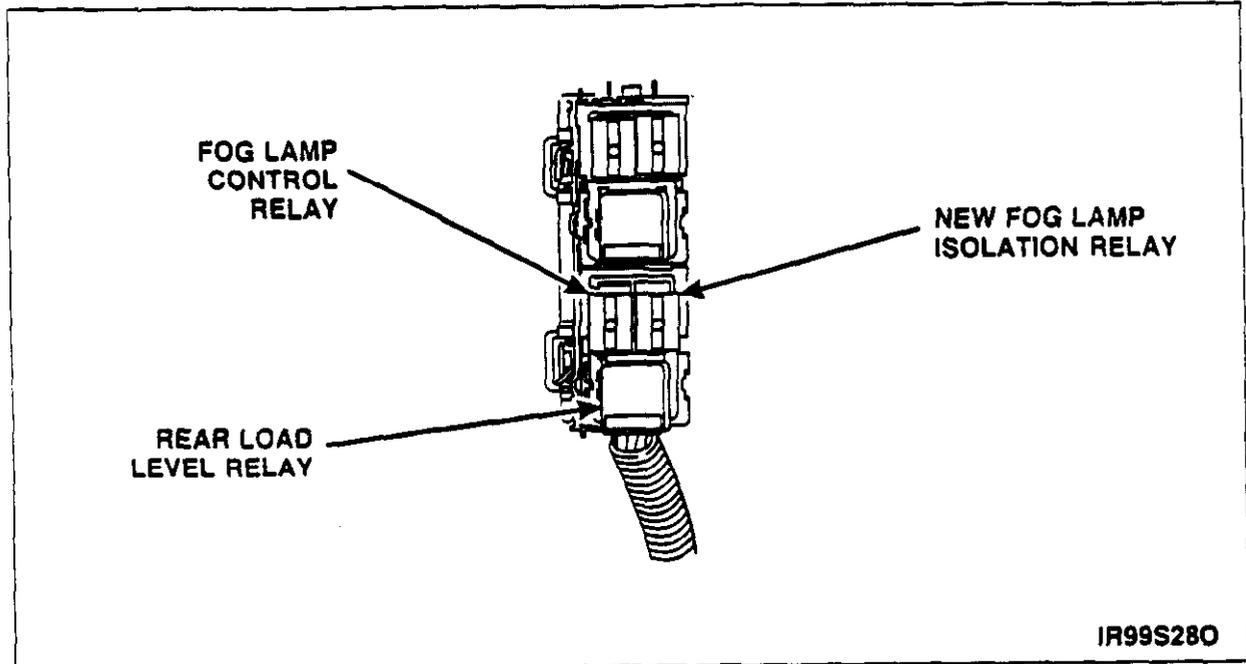


FIGURE 15

15. Install the top cover onto the auxiliary relay box, then install the lower cover.
16. Wrap the auxiliary relay box with electrical tape.
17. Secure the auxiliary relay box to its bracket.
18. **CAUTION:** Do not pry on the grille when removing the parking lamp assembly. Remove the front RH parking lamp assembly retaining screws and slide the lamp out of the grille.



19. **CAUTION:** To avoid damage to the painted surfaces of the vehicle, do not let the parking lamp hang from the harness.

NOTE: The outboard parking lamp connector will be modified with the *new* relay jumper harness. Disconnect the parking lamp connectors, then remove the parking lamp assembly. See Figure 16.

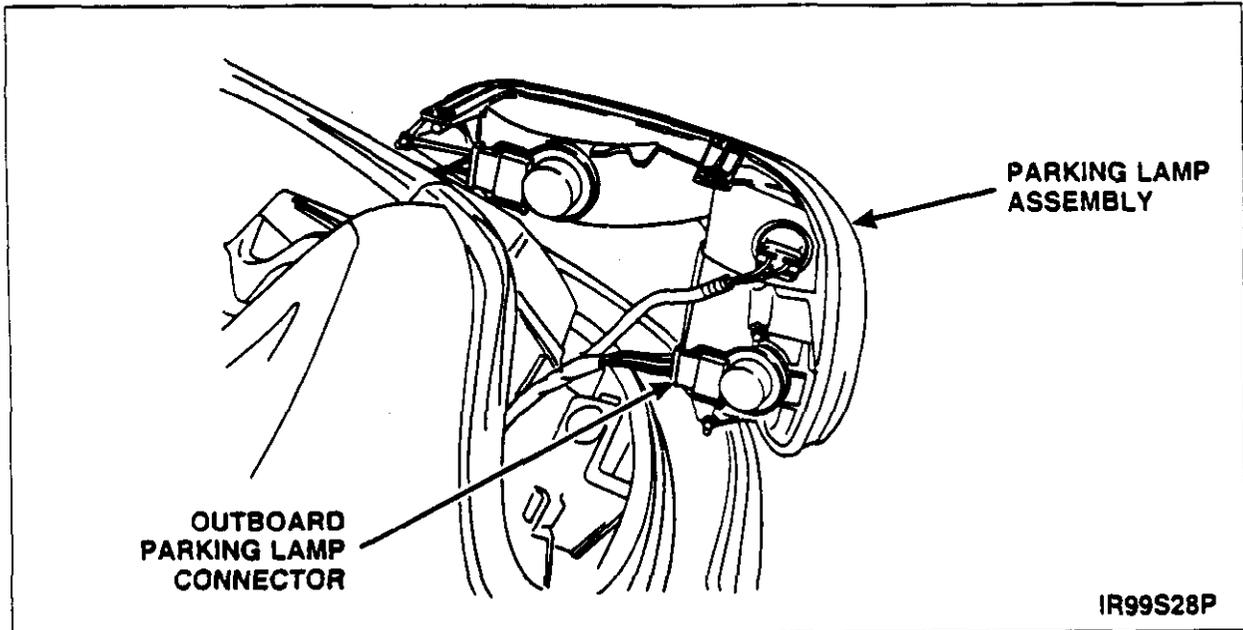


FIGURE 16

20. To gain working clearance, route the parking lamp harness through the radiator support into the engine compartment.
21. Remove the yellow locking wedge from the outboard parking lamp connector.



22. NOTE: The *new* relay jumper harness has two circuit 14 (BN) wires, one with a terminal end installed, and one without.

Remove the circuit 14 (BN) wire from the outboard parking lamp connector, then cut the terminal off the end of the wire. Then, in its place, install the circuit 14 (BN) wire with the terminal end, from the *new* relay jumper harness. See Figure 17.

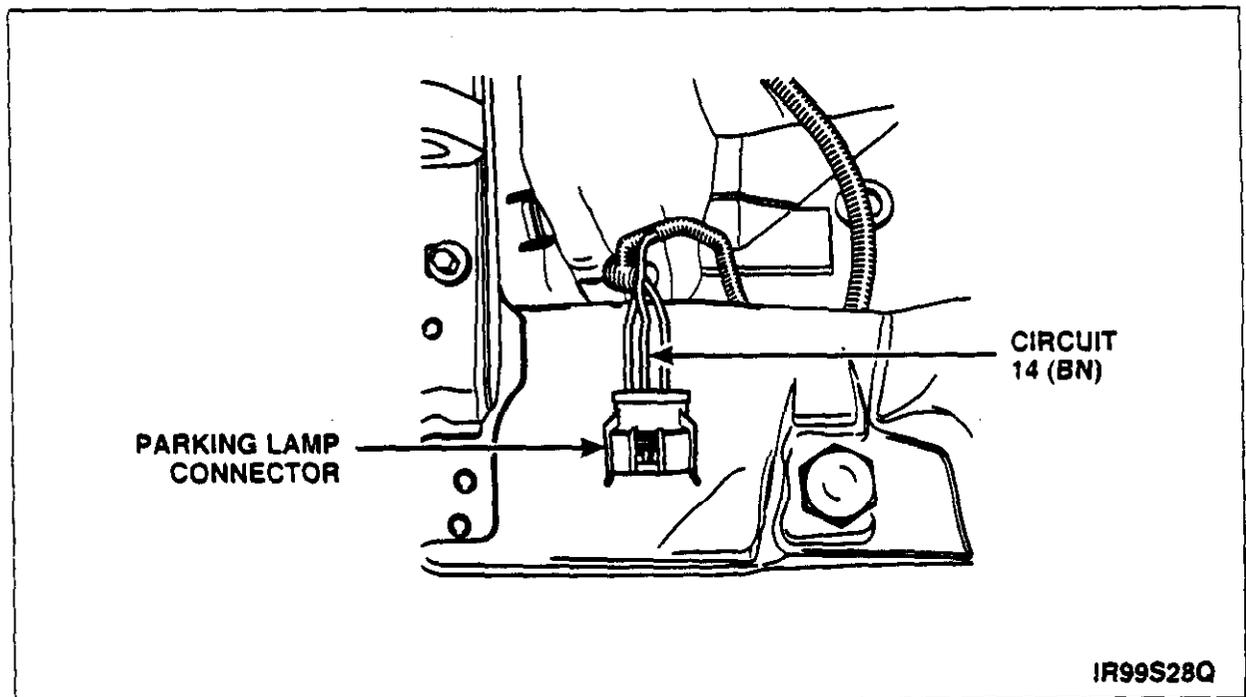


FIGURE 17

23. Install the yellow locking wedge into the outboard parking lamp connector.

24. NOTE: Circuit 14 (BN) requires one (1) 18 gauge wire connector.

Using the wire connectors provided in the kit, splice the circuit 14 (BN) wire, which was previously removed from the parking lamp connector, to the circuit 14 (BN) wire without a terminal end, from the *new* relay jumper harness. Then, seal the splice with a heat gun.

25. Disconnect the RH headlamp connector, then remove the red locking wedge from the connector.



26. NOTE: The **new** relay jumper harness has two circuit 57 (BK) wires, one with a terminal end installed and one without.

Remove the circuit 57 (BK) wire from the RH headlamp connector, then cut the terminal off the end of the wire. Then, in its place, install the circuit 57 (BK) wire with the terminal end, from the **new** relay jumper harness. See Figure 18.

27. NOTE: The **new** relay jumper harness has two circuit 12 (LG/BK) wires, one with a terminal end installed and one without.

Remove the circuit 12 (LG/BK) wire from the RH headlamp connector, then cut the terminal off the end of the wire. Then, in its place, install the circuit 12 (LG/BK) wire with the terminal end, from the **new** relay jumper harness. See Figure 18.

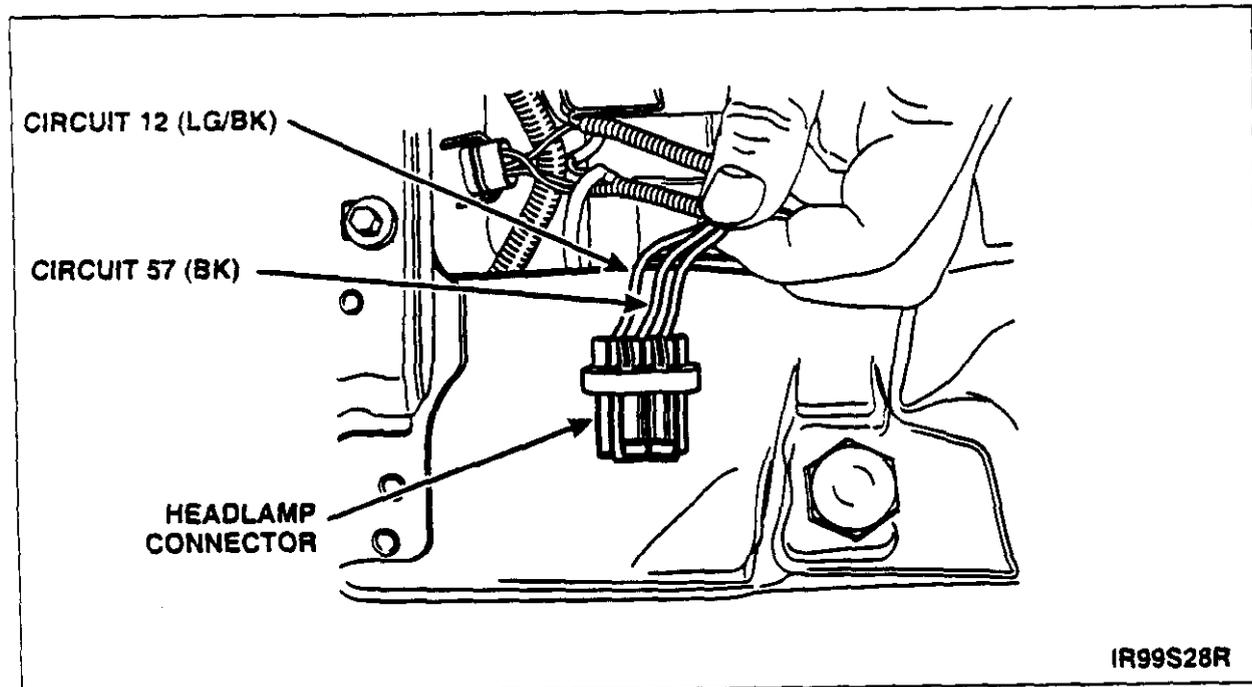


FIGURE 18

28. Install the red locking wedge into the headlamp connector.
29. NOTE: Circuit 57 (BK) requires one (1) 14 gauge wire connector, and circuit 12 (LG/BK) requires one (1) 18 gauge wire connector.
- Using the wire connectors provided in the kit, splice the circuit 57 (BK) and 12 (LG/BK) wires, which were previously removed from the headlamp connector, to the corresponding wires on the **new** relay jumper harness. Then, seal the splice with a heat gun.
30. Connect the RH headlamp connector.



31. Route the parking lamp harness back through the radiator support. Secure the *new* relay jumper harness to the parking lamp harness with electrical tape. See Figure 19.

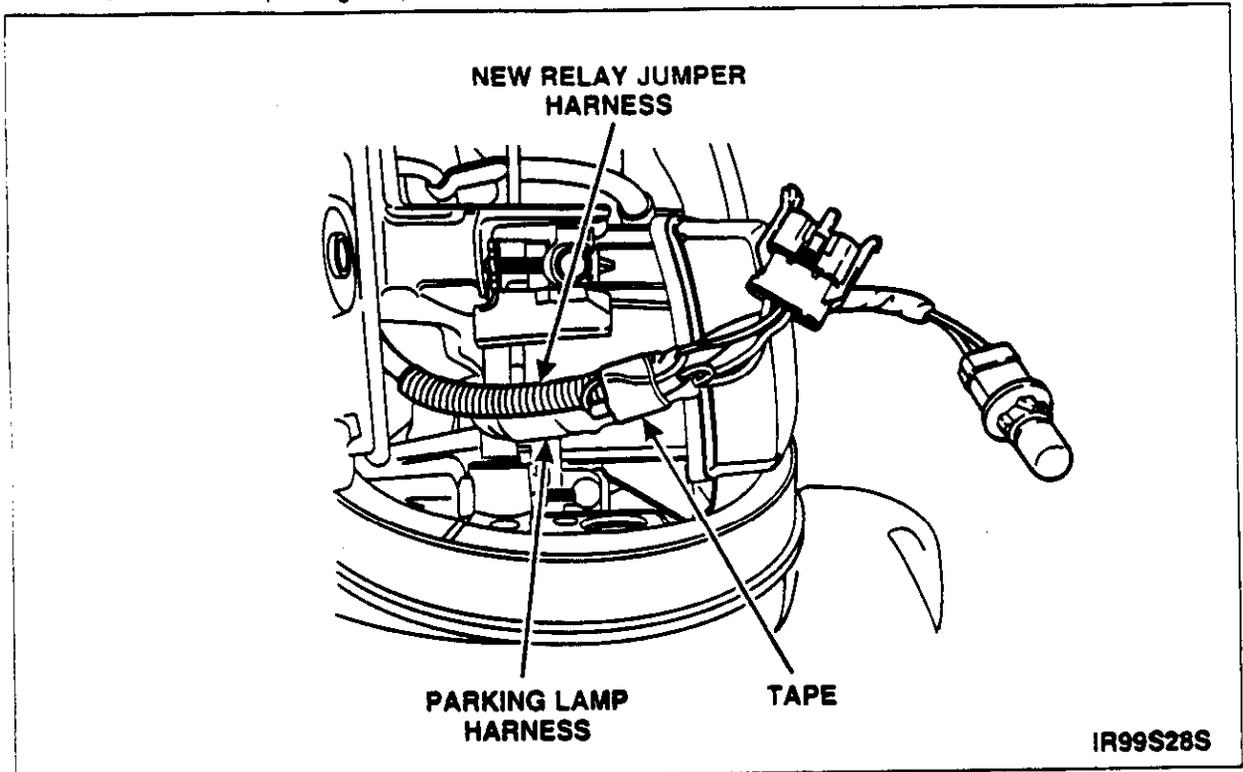


FIGURE 19



32. Secure the *new* relay jumper harness to the auxiliary relay box harness with one (1) tie strap.  
See Figure 20.

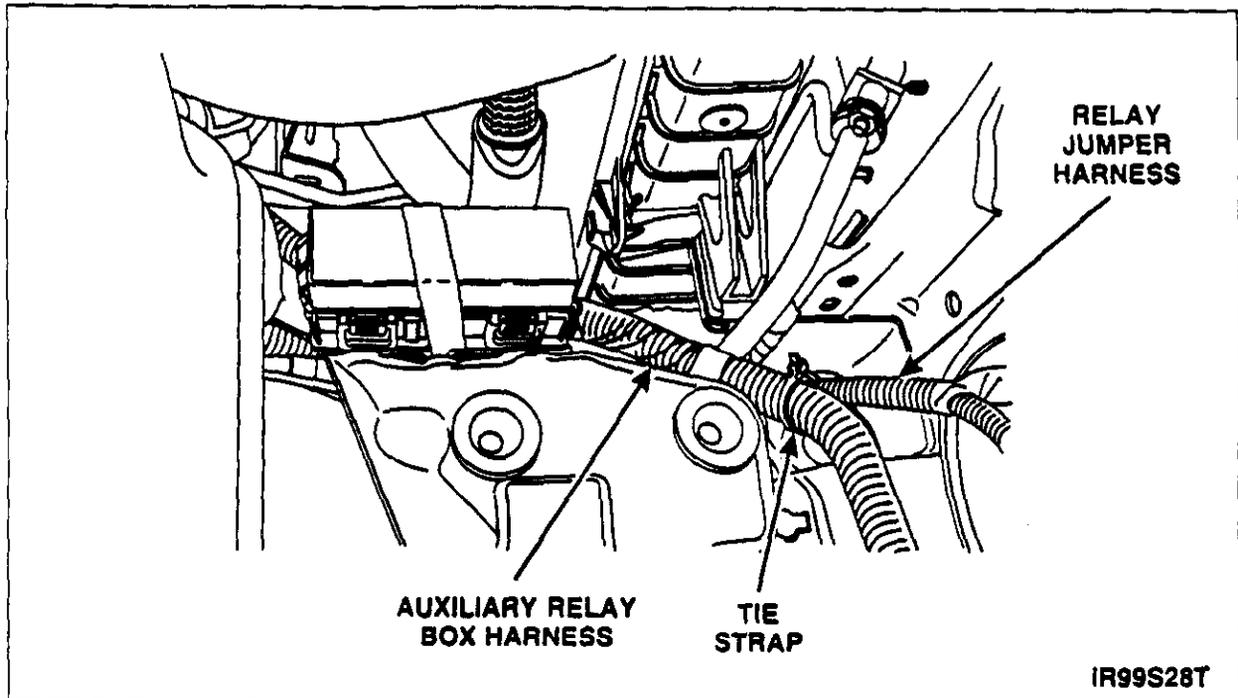


FIGURE 20

33. Connect and install the parking lamp assembly. Tighten the screws to 2 Nm (18 lb-in).
34. Install the air cleaner box and the air filter.
35. Install the air cleaner assembly cover. Tighten the clamp to 3 Nm (27 lb-in).
36. Connect the MAF sensor.
37. Connect the battery negative cable, then reprogram the radio stations.
38. NOTE: Do not perform fog lamp test with the parking brake applied. On vehicles equipped with DRL, the fog lamps will not operate with the parking brake applied.  
Inspect the fog lamps for proper operation.
- Fog lamps should function only when the park lamps or low beam headlamps are activated.
  - Fog lamps should not function with high beam headlamps, flash to pass, or the DRL.





Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

**ATTACHMENT IV**

MAIL DATE

XXXXXXXXXXXXXXXXXXXX C 99S28 (EXPLORER ONLY)

J. Sample  
123 Main Street  
Anywhere, Prov ANA NAN

This notice is sent to you under the requirements of the Motor Vehicle Safety Act of Canada.

Ford Motor Company of Canada, Limited (Ford) has determined that certain 2000 Model Year Ranger and Explorer fail to conform to the requirements specified in the Canadian Motor Vehicle Safety Standard.

Our records show you own the vehicle with the serial number shown above your name and address.

**NON-COMPLIANCE**

The fog lamps on affected vehicles may be activated with the headlamp switch in the OFF position and the tail lamps, side marker lamps, parking lamps and license plate lamps not illuminated. Therefore, the operation of the fog lamp system does not conform to the requirements specified in the Canadian Motor Vehicle Safety Standards.

**REPAIRS**

At no cost to you, your dealer will inspect your vehicle for proper operation of the fog lamp system. If required, your dealer will install a fog lamp relay jumper harness on your vehicle.

**HOW LONG WILL IT TAKE?**

The time needed for this repair is less than one-half day; however, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**CALL YOUR DEALER**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S28.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**REFUNDS**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford of Canada dealer. To avoid delays, do not send receipts to Ford Motor Company.

**CHANGED YOUR ADDRESS OR SOLD THE VEHICLE**

If you have changed your address or have sold the vehicle, please complete the enclosed prepaid postcard, sign and date it and mail the card to Ford.

If you have leased this vehicle to another person or organization, please immediately notify the lessee of this recall.

If you require any further assistance, write to the Ford "Customer Assistance Centre" at the address in the letterhead of this letter and be sure to include your vehicle's serial number. If you prefer, call 1-800-565-3673. Please have your vehicle's serial number ready for our representative when you call.

We regret the inconvenience this service may cause you. We want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



Director, Customer Satisfaction

J. A. Vernile  
Enclosure



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

**ATTACHMENT IV**

MAIL DATE

XXXXXXXXXXXXXXXXXXXX C 99S28 (RANGER ONLY)

J. Sample  
123 Main Street  
Anywhere, Prov ANA NAN

This notice is sent to you under the requirements of the Motor Vehicle Safety Act of Canada.

Ford Motor Company of Canada, Limited (Ford) has determined that certain 2000 Model Year Ranger and Explorer fail to conform to the requirements specified in the Canadian Motor Vehicle Safety Standard.

Our records show you own the vehicle with the serial number shown above your name and address.

**NON-COMPLIANCE**

The fog lamps on affected vehicles may be activated with the headlamp switch in the OFF position and the tail lamps, side marker lamps, parking lamps and license plate lamps not illuminated. Therefore, the operation of the fog lamp system does not conform to the requirements specified in the Canadian Motor Vehicle Safety Standards.

**REPAIRS**

At no cost to you, your dealer will install a fog lamp relay and jumper harness on your vehicle.

**HOW LONG WILL IT TAKE?**

The time needed for this repair is less than one-half day; however, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**CALL YOUR DEALER**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 99S28.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**REFUNDS**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford of Canada dealer. To avoid delays, do not send receipts to Ford Motor Company.

**CHANGED YOUR ADDRESS OR SOLD THE VEHICLE**

If you have changed your address or have sold the vehicle, please complete the enclosed prepaid postcard, sign and date it and mail the card to Ford.

If you have leased this vehicle to another person or organization, please immediately notify the lessee of this recall.

If you require any further assistance, write to the Ford "Customer Assistance Centre" at the address in the letterhead of this letter and be sure to include your vehicle's serial number. If you prefer, call 1-800-565-3673. Please have your vehicle's serial number ready for our representative when you call.

We regret the inconvenience this service may cause you. We want you to have the work done for your safety and satisfaction with your Ford-built vehicle.

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



Director, Customer Satisfaction

J. A. Vernile  
Enclosure



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

(Date d'envoi)

XXXXXXXXXXXXXXXXXXXX C 99S28 (EXPLORER SEULEMENT)

J. Untel  
123, rue Principale  
Touteville, Prov.  
A1A 1A1

Le présent avis vous est envoyé conformément aux exigences de la Loi canadienne sur la sécurité automobile.

Ford du Canada Limitée (Ford) a établi que certains Ranger et Explorer 2000 ne sont pas conformes à certaines exigences du *Règlement sur la sécurité des véhicules automobiles du Canada*.

Selon nos dossiers, vous êtes propriétaire du véhicule portant le numéro de série indiqué au-dessus de votre nom.

#### **Non-conformité**

Les phares antibrouillards des véhicules visés pourraient s'allumer alors que le commutateur d'éclairage est en position d'arrêt et que les feux arrière, les feux de position latéraux, les feux de stationnement et les lampes des plaques d'immatriculation sont éteints. Par conséquent, le fonctionnement des antibrouillards de ces véhicules n'est pas conforme aux exigences du *Règlement sur la sécurité des véhicules automobiles du Canada*.

#### **Réparation**

Votre concessionnaire inspectera votre véhicule pour s'assurer que ses antibrouillards fonctionnent comme il faut et, si nécessaire, il posera un relais d'antibrouillards et un faisceau de raccordement, le tout gratuitement.

#### **Durée de l'intervention**

Il faudra moins d'une demi-journée pour exécuter cette intervention. Cependant, compte tenu de la planification des travaux dans son atelier, le concessionnaire devra peut-être conserver votre véhicule plus longtemps.

### **Appelez votre concessionnaire**

Appelez immédiatement votre concessionnaire pour prendre rendez-vous et demandez-lui s'il a les pièces pour le rappel de sécurité 99S28 en stock. S'il ne les a pas, il les commandera avant de vous fixer rendez-vous et elles devraient lui parvenir dans un délai d'une semaine.

Lorsque vous amènerez votre véhicule au concessionnaire, montrez-lui la présente. Si vous avez égaré cette lettre, le concessionnaire exécutera malgré tout l'intervention gratuitement.

### **Remboursement**

Si vous avez dû faire exécuter cette intervention, avant réception de notre lettre, Ford vous accordera un remboursement intégral. Pour l'obtenir, veuillez présenter à votre concessionnaire Ford l'original de votre reçu pour cette intervention. Afin d'accélérer le processus, veuillez ne pas envoyer le reçu à Ford Canada.

### **Déménagé ou vendu le véhicule ?**

Si vous avez déménagé ou vendu le véhicule, veuillez remplir, signer et dater la carte-réponse affranchie ci-jointe et l'envoyer à Ford.

Si vous avez loué ce véhicule à une autre personne ou société, veuillez informer le preneur à bail sur-le-champ de ce rappel.

Dans le cas où vous auriez besoin d'aide, communiquez avec le Centre d'assistance-clientèle, à l'adresse indiquée dans l'en-tête de la présente. Dans toute correspondance, veuillez mentionner le numéro de série de votre véhicule. Ou, si vous le préférez, vous pouvez appeler le 1-800-565-3673. Avant d'appeler, assurez-vous d'avoir le numéro de série de votre véhicule à portée de la main, pour pouvoir le donner au représentant.

Nous regrettons les inconvénients que cette intervention pourrait vous causer, mais c'est par souci de votre sécurité et de votre satisfaction que nous vous demandons de la faire exécuter.

Veuillez agréer l'expression de mes sentiments les meilleurs.

Le directeur, Satisfaction de la clientèle



J.A. Vernile



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

(Date d'envoi)

XXXXXXXXXXXXXXXXXXXX C 99S28 (RANGER SEULEMENT)

J. Untel  
123, rue Principale  
Touteville, Prov.  
A1A 1A1

Le présent avis vous est envoyé conformément aux exigences de la Loi canadienne sur la sécurité automobile.

Ford du Canada Limitée (Ford) a établi que certains Ranger et Explorer 2000 ne sont pas conformes à certaines exigences du *Règlement sur la sécurité des véhicules automobiles du Canada*.

Selon nos dossiers, vous êtes propriétaire du véhicule portant le numéro de série indiqué au-dessus de votre nom.

#### **Non-conformité**

Les phares antibrouillards des véhicules visés pourraient s'allumer alors que le commutateur d'éclairage est en position d'arrêt et que les feux arrière, les feux de position latéraux, les feux de stationnement et les lampes des plaques d'immatriculation sont éteints. Par conséquent, le fonctionnement des antibrouillards de ces véhicules n'est pas conforme aux exigences du *Règlement sur la sécurité des véhicules automobiles du Canada*.

#### **Réparation**

Votre concessionnaire posera gratuitement un relais d'antibrouillards et un faisceau de raccordement pour corriger le défaut de conformité décrit ci-dessus.

#### **Durée de l'intervention**

Il faudra moins d'une demi-journée pour exécuter cette intervention. Cependant, compte tenu de la planification des travaux dans son atelier, le concessionnaire devra peut-être conserver votre véhicule plus longtemps.

**Appelez votre concessionnaire**

Appelez immédiatement votre concessionnaire pour prendre rendez-vous et demandez-lui s'il a les pièces pour le rappel de sécurité 99S28 en stock. S'il ne les a pas, il les commandera avant de vous fixer rendez-vous et elles devraient lui parvenir dans un délai d'une semaine.

Lorsque vous amènerez votre véhicule au concessionnaire, montrez-lui la présente. Si vous avez égaré cette lettre, le concessionnaire exécutera malgré tout l'intervention gratuitement.

**Remboursement**

Si vous avez dû faire exécuter cette intervention, avant réception de notre lettre, Ford vous accordera un remboursement intégral. Pour l'obtenir, veuillez présenter à votre concessionnaire Ford l'original de votre reçu pour cette intervention. Afin d'accélérer le processus, veuillez ne pas envoyer le reçu à Ford Canada.

**Déménagé ou vendu le véhicule ?**

Si vous avez déménagé ou vendu le véhicule, veuillez remplir, signer et dater la carte-réponse affranchie ci-jointe et l'envoyer à Ford.

Si vous avez loué ce véhicule à une autre personne ou société, veuillez informer le preneur à bail sur-le-champ de ce rappel.

Dans le cas où vous auriez besoin d'aide, communiquez avec le Centre d'assistance-clientèle, à l'adresse indiquée dans l'en-tête de la présente. Dans toute correspondance, veuillez mentionner le numéro de série de votre véhicule. Ou, si vous le préférez, vous pouvez appeler le 1-800-565-3673. Avant d'appeler, assurez-vous d'avoir le numéro de série de votre véhicule à portée de la main, pour pouvoir le donner au représentant.

Nous regrettons les inconvénients que cette intervention pourrait vous causer, mais c'est par souci de votre sécurité et de votre satisfaction que nous vous demandons de la faire exécuter.

Veuillez agréer l'expression de mes sentiments les meilleurs.

Le directeur, Satisfaction de la clientèle



J.A. Vernile



# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

December 2, 1999

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Service Manager  
Parts Manager  
Warranty Administrator

**SUBJECT: Recall/ONP Administrative Updates/Clarifications**

1. **99S28 - Certain 2000 Model Year Ranger and Explorer vehicles with DRLs and Fog Lamps**
  - Correction to Technical Instructions for Ranger

Reference: Dealer Bulletin dated November 17, 1999

- Please see attached revised page and substitute into your Bulletin

Correction: The orientation of the male connector within Figure 5 (page 7 of 22) shows Circuit 12 (LG/BK) and Circuit 14 (BN) -- the position of these wires must be reversed.

2. **Q. What is meant by Job #1?**

- A. Several weeks before the official new model launch date (Job#1), a few new model vehicles are phased into production along with the current model year vehicles. This means that a few new model year vehicles are manufactured with a build date prior to the official launch date of the new vehicle. In order to capture all early build new model vehicles in a campaign, the term "Job 1" is used rather than a specific date.

For example: "All 1999 Contour/Mystique built from Job #1 through November 10, 1998 indicates the affected vehicle population includes all salable units built from the first salable until November 10, 1998. In this example, all affected vehicles would have an "X" (indicating 1999) in the 10<sup>th</sup> position in the VIN.

RECALLS AND OWNER NOTIFICATION DEPARTMENT

15. Insert circuit 12 (LG/BK) and 14 (BN) wires, which were removed from the 40-way connectors, into the male connector provided in the kit as indicated by the illustration. See Figure 5.

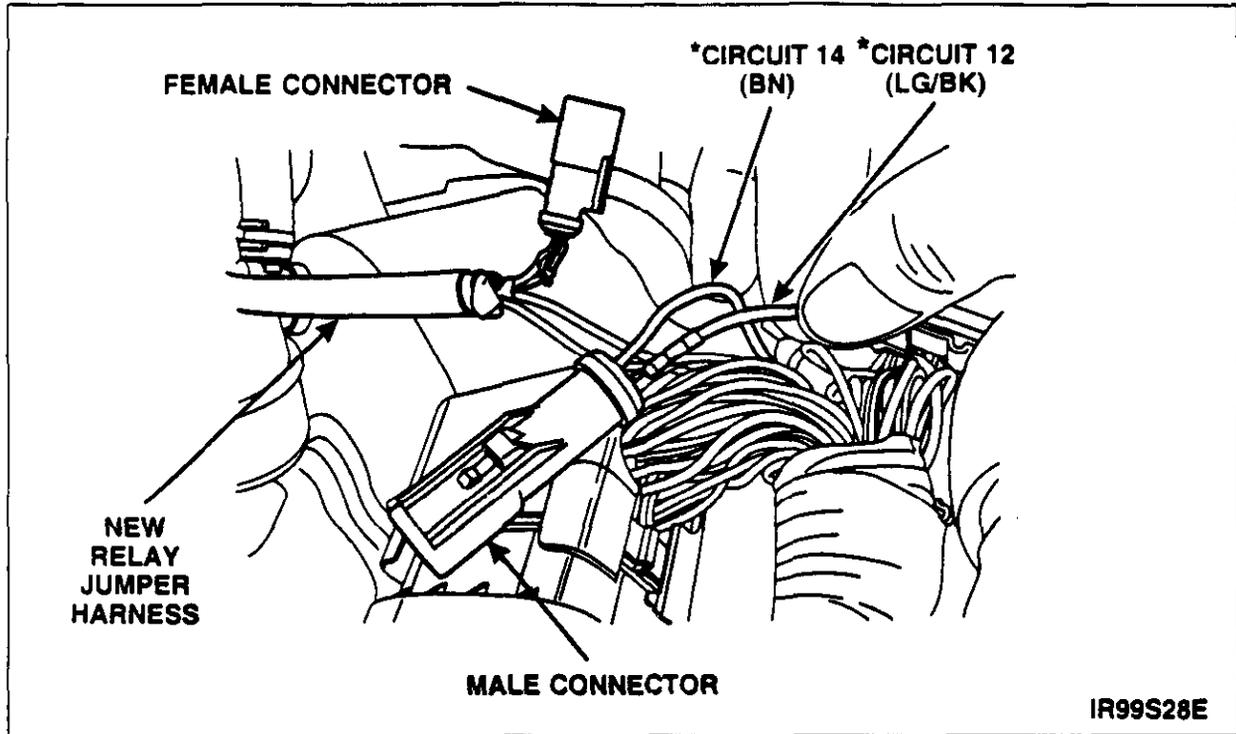


FIGURE 5

\*REVISED 12/02/99





# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

## \*\*\*\*\*IMPORTANT RECALL INFORMATION\*\*\*\*\*

March 24, 2000

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

**RUSH TO SERVICE MANAGER**

**SUBJECT: Safety Recall 99S28 - Foglamp Relay Jumper Harness Defective Part:  
YL5Z-14A303-AA (For Ranger Vehicles)**

We have been advised by our Technical Hotline through dealer input that some of the above parts received by dealerships are incorrectly configured.

These defective parts are easily identified and will prevent the recall from being completed.

### IDENTIFICATION

At the end of the harness are 5 wires that plug into the power distribution box.

- If the connector on the end of the brown wire is the same size as the connectors on the end of the other wires, the part is defective – the brown wire will not properly connect to the power distribution box.
- A "good part" is identifiable by a noticeably larger connector on the brown wire as compared to the other wires.
- If you have these parts in stock, please examine; if you identify a defective part, please file a "Defective Parts in Stock 562-2 Claim" and return the part and claim to your local PDC where the part will be scrapped.
- PDCs will have new stock shortly.

We sincerely apologize for the inconvenience this may have caused you and your customers.

PARTS SUPPLY DEPARTMENT  
RECALL AND OWNER NOTIFICATION DEPARTMENT

The following is **NOT** a copy of the "Final" bulletin distributed to the local market. It is a U.S. version distributed to the local market for translation and revision to local market language and regulatory requirements.

**Outside North America / Fed. Territories**

**00S10**



## Service Recall Bulletin

June 2000

**TO:** All Ford and Lincoln Mercury Dealers Outside the U.S., U.S. Territories, Mexico and Canada

**SUBJECT:** **Safety Recall 00S10:** Certain 2000 Model Year Lincoln LS Vehicles with 5R55N Select Shift Transmission (Excluding Vehicles Located in the U.S., U.S. Territories, Mexico and Canada) - PCM Reprogram

### AFFECTED VEHICLES

Certain 2000 model year Lincoln LS vehicles with 5R55N Select Shift Transmission (SST) built at the Wixom Assembly Plant through December 15, 1999.

### SAFETY CONCERN

Some of the affected vehicles were built with a Powertrain Control Module (PCM) calibration strategy that may allow an un-commanded transmission downshift to 1st gear while the driver is operating the vehicle in SST mode. Depending on road conditions and vehicle speed, the un-commanded downshift could potentially cause the rear wheels to lose traction, which could result in loss of vehicle control and possibly personal injury.

Additionally, some of the affected vehicles were built with PCM calibration strategy features that may cause the vehicle to exhibit one or more of the following non-safety related engine or transmission symptoms:

- Harsh engagement (automatic transmission vehicles only)
- Harsh or delayed shifts (automatic transmission vehicles only)
- Occasional hesitation or stumble during tip-in acceleration
- Spark knock during tip-in acceleration (3.0L V6 engine only)

### SERVICE ACTION

The vehicle's PCM must be reprogrammed using the Worldwide Diagnostic System (WDS) or the New Generation Star Tester (NGS).

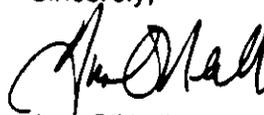
**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

**QUESTIONS?**

Claims Information:.....1-800-423-8851  
Other (Dealer Only) Recall Questions:.....1-800-325-5621

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**Safety Recall 00S10**  
**Certain 2000 Model Year Lincoln LS Vehicles with 5R55N Select Shift Transmission**  
**(Excluding Vehicles Located in the U.S., U.S. Territories, Mexico and Canada)**  
**PCM Reprogram**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery. 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 \$1,100 per vehicle.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on the VIN list provided in the Ford Dealership Consolidated Communicator (FDCC) and other eligible vehicles, which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the owner letter and schedule a service date.

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

**RENTAL CARS**

Ford will pay for a loaner or rental vehicle except for fuel which will be at the owner's expense. Rentals should be provided only while the vehicle is at the dealership for PCM reprogramming. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area of the claim.

**PARTS RETENTION**

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

**Safety Recall 00S10**  
Certain 2000 Model Year Lincoln LS Vehicles with 5R55N Select Shift Transmission  
(Excluding Vehicles Located in the U.S., U.S. Territories, Mexico and Canada)  
PCM Reprogram

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Unable to Reprogram Powertrain Control Module Calibration Level (Latest Level Already Installed)	00S10A	0.3 Hours
Reprogram Powertrain Control Module	00S10B	0.4 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

**PARTS REQUIREMENTS**

No parts required for this program.

## POWERTRAIN CONTROL MODULE REPROGRAMMING

**AFFECTED VEHICLES:** CERTAIN 2000 MODEL YEAR LINCOLN LS VEHICLES WITH SELECT SHIFT TRANSMISSION (EXCLUDING VEHICLES LOCATED IN THE U.S., U.S. TERRITORIES, MEXICO AND CANADA)

**NOTE:**

**SOME VEHICLES MAY HAVE HAD THE PCM REPROGRAMMED PREVIOUSLY. ON THESE VEHICLES, VERIFY CALIBRATION USING APPROPRIATE DIAGNOSTIC TOOL.**

### SERVICE PROCEDURE

1. Reprogram the Powertrain Control Module (PCM) to the latest calibration listed in the table below (only one of these calibrations will be selectable for each vehicle), using one of the following two (2) methods:
  - Worldwide Diagnostic system (WDS). Use B7 CD-ROM or later.
  - New Generation STAR (NGS) Tester with Rotunda flash cable (007-00531) and Rotunda flash card (007-00532).

PCM REPROGRAMMING INFORMATION			
Market	Application	Tear Tag Number *	Qualifier *
Japan	3.0L Lincoln LS	FULx	9LDA-JAx CALIBRATION
Korea	3.0L Lincoln LS	CBAx	9LDA-KSx CALIBRATION
Singapore & Hong Kong	3.0L Lincoln LS	ETQx	9LDA-ESx CALIBRATION
Japan	3.9L Lincoln LS	SLTx	9WHA-JAx CALIBRATION
GCC	3.9L Lincoln LS	RUAx	9WHA-GAx CALIBRATION
Singapore & Hong Kong	3.9L Lincoln LS	PXLx	9WHA-EAx CALIBRATION

- \* The lower case "x" after each number is a variable digit or letter that can range from 0 to 9 or A to Z.





# LINCOLN

Lincoln Mercury  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-521-4140  
[www.ownerconnection.com](http://www.ownerconnection.com)

June 2000

00S10

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 that relates to motor vehicle safety exists in certain 2000 model year Lincoln LS vehicles with 5R55N Select Shift Transmission (SST) and Non-North American powertrain calibrations.

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 possible.

**What the safety issue is...**

Some of the affected vehicles were built with a Powertrain Control Module (PCM) calibration strategy that may allow an un-commanded transmission downshift to 1st gear while the driver is operating the vehicle in SST mode. Depending on road conditions and vehicle speed, the un-commanded downshift could potentially cause the rear wheels to lose traction, which could result in loss of vehicle control and possibly personal injury.

Additionally, some of the affected vehicles were built with PCM calibration strategy features that may cause the vehicle to exhibit one or more of the following non-safety related engine or transmission symptoms:

- Harsh engagement (automatic transmission vehicles only)
- Harsh or delayed shifts (automatic transmission vehicles only)
- Occasional hesitation or stumble during acceleration
- Spark knock during acceleration (3.0L V6 engine only)

**What Lincoln and your dealer will do...**

Lincoln will repair your vehicle free of charge. Owners who are affected by this recall are requested to return their vehicle to their dealer. Your dealer will check your vehicle's PCM calibration and reprogram the PCM, if necessary, to correct this condition.

**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 we are asking you to do...**

Call your dealer without delay. Ask for a service date for Safety Recall 00S10

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**If you need a loaner vehicle...**

Your dealer is authorized to provide a free loaner vehicle (except for fuel) while your vehicle is at the dealership for the PCM reprogramming.

**If you've changed address or sold the vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have concerns...**

If you have concerns, please call the Lincoln Customer Assistance Center and one of our representatives will be happy to assist you:

CALL: (800) 521-4140  
(800) 232-5952 (TDD for the Hearing Impaired)

**Office Hours: 8am - 11pm (Monday-Friday) ET**

**9am - 6pm (Saturday) ET.**

You may also contact us through the internet at [www.ownerconnection.com](http://www.ownerconnection.com). Our current response time to internet inquiries is approximately three business days.

You also may send a complaint to 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 1-800-424-9393.

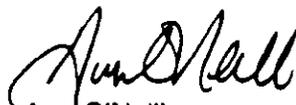
**Quality Care service is there for you all year round.**

**QualityCare**  
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

Lincoln is conducting this action as part of our ongoing efforts to exceed owner expectations and maintain consumer confidence in our products. We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention in this important matter. And once again, we thank you for choosing the Lincoln LS.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann O'Neill". The signature is fluid and cursive, with the first name "Ann" and last name "O'Neill" clearly distinguishable.

Ann O'Neill

Director

Vehicle Service and Programs

# RECALLS/RAPPELS

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée  
The Canadian Road  
Oakville, Ontario L6J 5E4

ACTION REQUIRED  
DONNER SUITE

December 15, 2000

TO: ALL FORD OF CANADA DEALERS

ATTENTION: Dealer Principal  
Service Manager  
Parts Manager  
Warranty Administrator

SUBJECT: **Safety Recall 00S29:** Certain 1999, 2000, and 2001 Model Year  
F-150, F-250, Expedition, and Navigator Vehicles  
– DRL Resistor Assembly Replacement

---

OASIS: Yes  
OWNER LIST: Yes (to be provided shortly)  
PARTS RETURN: No – Follow the provisions of the Warranty and Policy Manual for  
Parts Retention and Return procedures  
PARTS ORDERING: See Attachment II, ( MOQ = 5 )  
RECALL TIME LIMITATION: NONE

## AFFECTED VEHICLES

Certain 1999, 2000 and 2001 model year Canadian sold:

- Expedition and Navigator built from August 16, 1998 through August 28, 2000 at the Michigan Truck assembly plant
- F-150 and F-250 LD built from March 23, 1998 through September 1, 2000 at the Ontario Truck Plant and Kansas City Assembly Plant.

There are 114,958 affected vehicles in Canada

## SAFETY CONCERN

The daytime running lamp circuit contains a resistor that is corroding, and when this occurs, the resistive element can open, resulting in a loss of daytime running lamp function. If daytime running lamp function is lost, the vehicle may be less visible in certain circumstances, which could increase the risk of a vehicle accident.

## SERVICE ACTION

The dealer will install a new DRL resistor assembly which has improved sealing to prevent water entry and corrosion.

**ATTACHMENTS**

- Attachment I - Administrative Information
- Claim Information
- Attachment II - Labour Allowances
- Parts Ordering Information
- Attachment III - Technical Information
- Attachment IV - Owner Letter

**COMPANY CONTACTS:** (for dealer use only)

Recall Questions                    1-800-344-5621  
Claiming Questions                1-800-667-0088  
Owner Concerns                    1-800-565-3673  
Recall Department Contacts Dealer E-Mail: GSTEWAR7 OR SHORNER@FORD.COM

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited



JAVernile  
Attachment/00S29

Director, Customer Satisfaction

**Safety Recall 00S29**

Certain 1999, 2000, and 2001 Model Year F-150, F-250, Expedition, and Navigator Vehicles  
DRL Resistor Assembly Replacement

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all vehicles in stock before delivery.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on your dealer VIN list which you will receive shortly. Also, correct other eligible vehicles, which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor Company of Canada Ltd will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to ACESII manual for refund information.

PROGRAM CODE: 00S29

MISC EXPENSE: REFUND

MISC EXPENSE: ADMIN

MISC EXPENSE: 0.2 hour

See ACESII manual, section 3-49 for submission procedures.

**RENTAL CARS**

Rental vehicles are not provided under this program.

**Safety Recall 00S29**

Certain 1999, 2000, and 2001 Model Year F-150, F-250, Expedition, and Navigator Vehicles  
DRL Resistor Assembly Replacement

**LABOUR ALLOWANCES**

Description	Labour Operation	Labour Time
Replace DRL Resistor Assembly	00S29B	0.3 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

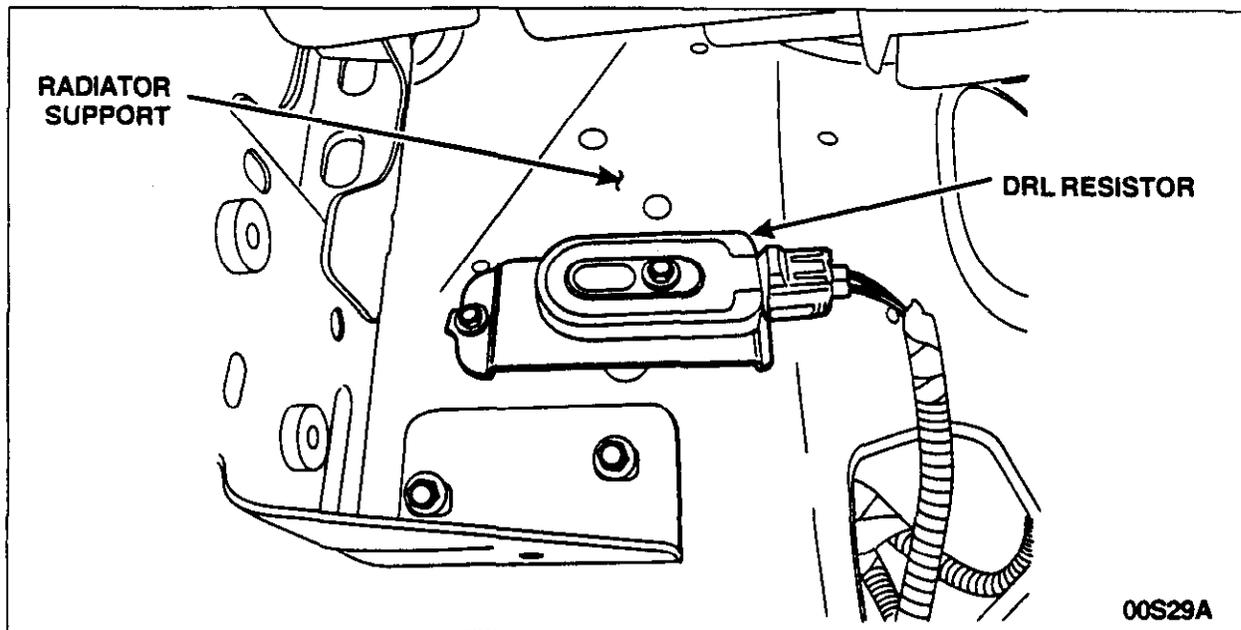
Part Number	Description	Quantity	MOQ
1L3Z-14A601-AB	DRL Resistor Assembly	1	5

## DAYTIME RUNNING LAMP (DRL) RESISTOR ASSEMBLY REPLACEMENT

**AFFECTED VEHICLES:** CERTAIN 1999 - 2001 F-SERIES, EXPEDITION AND NAVIGATOR MODELS EQUIPPED WITH DAYTIME RUNNING LAMPS

**NOTE:** The DRL resistor assembly is located on the lower radiator support below the left headlamp. Access to the resistor can be achieved from beneath the bumper without having to remove any other components.

1. Turn the air suspension switch off, if equipped, then raise the vehicle on a hoist.
2. Remove and disconnect the DRL resistor and bracket assembly. See Figure 1.



**FIGURE 1**

3. Install and connect the **new** DRL resistor and bracket assembly. Tighten the bolt to 12 Nm (106 lb-in).
4. Lower the hoist. Turn the air suspension switch on, if equipped.



Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

XXXXXXXXXXXXXXXXXXXX C 00S29

J. SAMPLE  
123 MAIN STREET  
ANYCITY, ON A1A 1A1

MAIL DATE

This notice is sent to you under the requirements of the Motor Vehicle Safety Act of Canada.

Ford Motor Company of Canada, Limited (Ford) has determined that a defect which relates to motor vehicle safety exists in certain 1999, 2000, and 2001 Model Year F-150, F-250, Expedition, and Navigator Vehicles sold in Canada.

Our records show you own the vehicle with the vehicle identification number shown above your name and address.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your Ford Dealer, is to provide you with the highest level of service and support possible.

**What the safety issue is ...**

The daytime running lamp circuit contains a resistor that is corroding, and when this occurs, the resistive element can open, resulting in a loss of daytime running lamp function. If daytime running lamp function is lost, the vehicle may be less visible in certain circumstances, which could increase the risk of a vehicle accident.

**What Ford Motor Company of Canada Ltd and your Dealer are asking you to do...**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S29.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**If you've already paid for this service ...** If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford.

**Changed address or sold the vehicle?** If you have changed address, or have sold the vehicle, please complete the enclosed prepaid postcard, sign and date it and mail the card to Ford Motor Company of Canada Limited.

If you have leased this vehicle to another person or organization, please immediately notify the lessee of this recall.

If you require any further assistance, write to the Ford "Customer Relationship Centre" at the address in the letterhead of this letter and be sure to include your vehicle's serial number. If you prefer, call 1-800-565-3673. Please have your vehicle's serial number ready for our representative when you call.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program confirms our commitment to your satisfaction.

Yours very truly,

FORD MOTOR COMPANY OF CANADA, Limited

A handwritten signature in black ink, appearing to read "J.A. Vernile". The signature is stylized with a large, looping initial "J" and a trailing flourish.

Director, Customer Satisfaction

J.A. Vernile  
Enclosure

Ford Motor Company of Canada, Limited  
Ford du Canada Limitée

The Canadian Road  
P.O. Box 2000  
Oakville, Ontario  
L6J 5E4

XXXXXXXXXXXXXXXXXXXX C 00S29

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A1A 1A1

DATE D'ENVOI

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Seion nos dossiers, vous êtes propriétaire du véhicule dont le numéro de série est indiqué au-dessus de votre nom.

Nous regrettons cette situation et vous assurons que nous allons y remédier avec votre collaboration. L'engagement que nous avons pris de concert avec les concessionnaires Ford vise à vous offrir un service et un soutien hors pair.

**Défaut relié à la sécurité...**

La résistance des feux de jour peut se corroder et son élément s'ouvrir, entraînant la perte de fonction des feux de jour. Si les feux de jour ne fonctionnent pas, il se peut que le véhicule soit moins visible dans certaines circonstances, ce qui pourrait accroître le risque d'un accident.

**Voici ce que Ford du Canada Limitée et votre concessionnaire vous demandent de faire...**

Appelez immédiatement votre concessionnaire pour prendre rendez-vous et demandez-lui s'il a les pièces en stock pour le rappel de sécurité 00S29. S'il ne les a pas, il les commandera avant de vous fixer rendez-vous et elles devraient lui parvenir dans un délai d'une semaine.

Lorsque vous amènerez votre véhicule au concessionnaire, montrez-lui la présente. Si vous avez égaré cette lettre, le concessionnaire exécutera malgré tout l'intervention gratuitement.

**Temps requis...**

Il faudra moins d'une demi-journée pour exécuter cette intervention; cependant, compte tenu de la planification des travaux dans son atelier, le concessionnaire devra peut-être conserver votre véhicule plus longtemps.

**Si vous avez déjà fait exécuter la réparation à vos frais...**

Si vous avez dû faire exécuter cette réparation à vos frais avant réception de notre lettre, Ford vous accordera un remboursement intégral. Pour obtenir le remboursement, vous devez remettre à votre concessionnaire Ford l'original du reçu. Pour ne pas retarder le paiement, n'envoyez pas les reçus à Ford du Canada Limitée.

**Déménagé ou vendu le véhicule?**

Si vous avez déménagé ou vendu le véhicule, veuillez remplir, signer et dater la carte-réponse affranchie ci-jointe et l'envoyer à Ford du Canada Limitée.

Si vous avez loué ce véhicule à une autre personne ou société, veuillez informer le preneur à bail de ce rappel sur-le-champ.

Dans le cas où vous auriez besoin d'aide, écrivez au Centre de relations avec la clientèle de Ford, à l'adresse indiquée dans l'en-tête de la présente, en prenant soin de mentionner le numéro de série de votre véhicule. Ou, si vous le préférez, vous pouvez appeler le 1 800 565-3673. Avant d'appeler, assurez-vous d'avoir le numéro de série de votre véhicule à portée de la main.

Nous prenons ces mesures dans le cadre des efforts incessants que nous déployons afin de conserver votre confiance en nos produits. Nous espérons que ce programme après-vente contribuera à nous assurer votre entière satisfaction.

Veuillez agréer l'expression de mes sentiments les meilleurs.

Le directeur, Satisfaction de la clientèle,



J.A. Vernile

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00S29O-af