



97V-074

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Director
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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98R03

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Mr. John Sample
123 Main Street
Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company conducted a Safety Recall of certain 1996 and 1997 model year Explorer/Mountaineer vehicles equipped with the 5.0L engine that operate in certain extreme cold weather, northern-climate states: Alaska, Idaho, Iowa, Maine, Michigan (Upper Peninsula Only), Minnesota, Montana, Nebraska, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, Wyoming and all Provinces of Canada.

REASON FOR THIS NOTICE

During vehicle operation at highway speeds for extended intervals, under cold, northern-climate winter driving conditions in the states listed above, ice may form in the throttle body of certain 1996 and 1997 model year Explorer/Mountaineer vehicles equipped with the 5.0L engine. This may cause the throttle plate to remain in the highway cruising position. Should this condition occur, the vehicle may not slow down or stop as promptly as expected. An accident could potentially result.

This notice is to inform you of this condition and to notify you that if you anticipate operating your vehicle in the states listed above during cold, northern-climate winter driving conditions, your vehicle may also be serviced free of charge under this program.

WHAT WE WILL DO

At no charge to you, your dealer will modify the Positive Crankcase Ventilation (PCV) system. Dealers currently have instructions and parts ordering information.

WHAT YOU SHOULD DO

Please keep this letter as a reminder. It should also be provided to the next owner of your vehicle (placed in the glove box) if you should sell your vehicle. If you operate your vehicle in similar climatic conditions, or if you move into Canada or one of the involved states covered by this recall, you should have the repair service performed.

WHAT YOU SHOULD DO cont'd

If you should lose this letter, the dealer will still honor the provisions of this coverage.

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.

REFUNDS

If you paid to have the PCV system modified to correct the described condition prior to 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 the receipts to Ford Motor Company.

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 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. 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 hope this program will confirm your continued satisfaction with your Ford or Mercury built vehicle.

Sincerely,

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