

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



December 2000

Safety Recall 00S48

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 and 2000 model Super Duty Motorhome Stripped Chassis (Model Code F-63), F-650, and F-750 trucks and chassis cabs equipped with size 20 EDL TRW tie rod and drag link ball sockets.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

What the issue is...

Certain vehicles were built with tie rod ends and, in the F-Super Duty Motorhome Chassis, drag links that may prematurely wear out. This could potentially result in a separation of the ball stud from the socket reducing the driver's steering control.

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

Ford Motor Company will repair your vehicle free of charge (parts and labor). The dealer will inspect the date code on the drag link assembly and tie rod ends on your vehicle. If one or both of the tie rod ends fails the inspection, the dealer will replace both tie rod ball ends. If the drag link fails the inspection, the drag link assembly will be replaced. Please note that on F-650 and F-750 vehicles, only the tie rod ends are affected. The drag link assembly on F-650 and F-750 vehicles is not affected by this recall.

Dealers currently have repair instructions and parts ordering information.

What we are asking you to do...

Contact your dealer right away to schedule a service appointment. Your dealer will need to inspect your vehicle to determine if parts are required. If parts are required, they may need to be ordered before repairs can be completed.

If you've already paid for this service...

If you have already paid to have this service performed prior to the date of this letter, Ford Motor Company will provide you a full refund. Please provide your original receipt to your Ford dealer for refund processing.

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 North American Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: 1-800-392-3673

Office Hours: 8am - 8pm (Monday-Friday) ET

9am - 8pm (Saturday) ET

Or contact us through the Internet at: www.ownerconnection.com

Current response time is three business days.

Motorhome: If your vehicle is a motorhome and you have trouble getting your vehicle repaired promptly and without charge, please call the Motorhome Customer Assistance Center toll free at 1-800-444-3311 and one of our representatives will be happy to assist you.

You may also 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 1-800-424-9383.

Quality Care service is there for you all year round.

QualityCare
ALL YEAR SERVICE

Quality Care is the commitment of Ford Motor Company and Ford and Lincoln Mercury dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this recall notification, we stand committed with our Ford and Lincoln Mercury 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,



Ann O'Neill

Director

Vehicle Service and Programs