

Ford Motor Company

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

August 2001

01S24

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2000 and 2001 model year cars and trucks.

What the safety issue is ...

In some of the affected vehicles the wiper motor park switch (located in the wiper motor) may malfunction and cause one of the following conditions:

- Loss of wiper intermittent park function (low and high speeds still operate)
- Complete loss of all wiper function
- Complete or partial loss of wiper function, and the melting of the plastic wiper motor cover, potentially resulting in smoke and/or localized fire.

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

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer for replacement of the wiper motor cover assembly, if inspection of the wiper motor build data code determines that it was built within the suspect period.

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.

What we are asking you to do ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 01S24.

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.

Important: Before repairs are made, you may reduce the likelihood for this condition to occur by not using the intermittent function of the wiper system, and by clearing the windshield (during winter months) of packed snow or ice.

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 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 still have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call: (866) 438-7332

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 9am - 6pm

Hearing impaired call (800) 232-5962
TDD for the hearing impaired.

Or you may contact us through the internet at ...

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired and without charge, you may write 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 1-888-327-4236 or 1-800-424-9393.

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

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.

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

Sincerely,



**Ann O'Neill
Director
Vehicle Service and Programs**