

Ford Motor Company

James P. Vondra, Director
Automotive Safety Office
Environmental & Safety Engineering

August 15, 2001

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

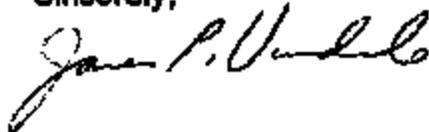
Dear Mr. Weinstein:

**Subject: Safety Recall 01V-258 NSA-11paw
(Ford Number 01S24)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations – Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2000 and 2001 model year Continental, Expedition, Excursion, F-150 through F-750, Focus, Navigator, Taurus, Sable and Town Car vehicles. Specific details were submitted to you in a letter dated August 3, 2001. Owner notification letters will be mailed on August 20, 2001.

Sincerely,



01S24 Dealer-Owner
Enclosures



Ford Motor Company

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

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

August 2001

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 01S24: Certain 2000 and 2001 Model Year Cars and Trucks –
Wiper Motor Gear Cover Replacement

AFFECTED VEHICLES

Certain 2000 and 2001 model year:

- Focus vehicles built at:
 - Wayne Assembly Plant from February 28, 2000 through August 15, 2000
 - Hermosillo Assembly Plant from February 28, 2000 through July 25, 2000
- Taurus/Sable vehicles built at:
 - Atlanta Assembly Plant from February 11, 2000 through July 31, 2000
 - Chicago Assembly Plant from February 14, 2000 through August 4, 2000
- F-150 vehicles built at:
 - Ontario Truck Plant from February 17, 2000 through August 3, 2000
 - Norfolk Assembly Plant from February 21, 2000 through July 27, 2000
 - Kansas City Assembly Plant from February 28, 2000 through September 4, 2000
 - Cuautitlan Assembly Plant from March 3, 2000 through August 7, 2000
- F-250/350/450/550 vehicles built at:
 - Cuautitlan Assembly Plant from February 25, 2000 through August 2, 2000
 - Kentucky Truck Assembly Plant from February 18, 2000 through August 31, 2000
- Expedition and Navigator built at:
 - Michigan Truck Plant from February 23, 2000 through August 3, 2000
- F-650/F750 Series vehicles built at:
 - Cuautitlan Assembly Plant from February 25, 2000 through August 2, 2000
- Continental vehicles built at the Wixom Assembly Plant from March 9, 2000 through August 8, 2000
- Town Car vehicles built at the Wixom Assembly Plant from February 15, 2000 through July 20, 2000
- Excursion vehicles built at:
 - Kentucky Truck Assembly Plant from February 18, 2000 through August 31, 2000

Safety Recall D1S24
Certain 2000 and 2001 Model Year Cars and Trucks
Wiper Motor Gear Cover Replacement

LABOR ALLOWANCES

Inspect for wiper motor build date code.	Labor Operation	Labor Time
Focus	01S24A	0.3 Hours
Taurus/Sable, and Continental	01S24K	0.4 Hours
F-150, Expedition and Navigator	01S24L	0.5 Hours
Town Car, Excursion, F-250 through F-550	01S24M	0.6 Hours
F-650 and F-750	01S24N	0.7 Hours

Replace wiper motor gear cover (includes inspection).	Labor Operation	Labor Time
Taurus/Sable and Continental	01S24B	0.6 Hours
Focus, F-150, Expedition and Navigator	01S24C	0.7 Hours
Town Car, Excursion, and F-250 through F-550	01S24D	0.8 Hours
F-650 and F-750	01S24E	0.9 Hours

Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
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**Safety Recall 01924
Certain 2000 and 2001 Model Year Cars and Trucks
Wiper Motor Gear Cover Replacement**

PARTS REQUIREMENTS FOR ALL INVOLVED VEHICLES EXCEPT FOCUS**Parts Ordering Information**

Parts will be seed stocked for this recall the week following the publication of this bulletin. Stock orders for initial quantities will be 18 to 72 pieces, based on dealer size. Order additional quantities of wiper motor covers after utilization of seed stock, through normal order processing channels as noted below.

Stock & Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5821
Emergency Orders	31 days after launch	Normal order process

Part Number	Description	Availability	Quantity
1F2Z-17D532-CA	Wiper Motor Gear Cover - All <u>except</u> Focus	ALL PDCs NOW	1

PARTS REQUIREMENTS FOR FOCUS**Parts Ordering Information**

Parts will be seed stocked for this recall beginning September 14. Stock orders for initial quantities will be 2 to 10 pieces, based on dealer size. Order additional quantities of wiper motor covers after utilization of seed stock, through normal order processing channels as noted below.

Stock & Interim Orders	Effective 9/14/01	Normal order process
Emergency Orders	9/14/01 to 10/14/01	Call 1-800-325-5821
Emergency Orders	After 10/15/01	Normal order process

Part Number	Description	Availability	Quantity
XS4Z-17D532-BA	Wiper Motor Gear Cover - Focus vehicles	9-14-2001	1

ORDER INFORMATION

DOR/COR number 50253 identifies parts ordered for this campaign.

DEALER PRICE

For latest prices, refer to DOES II or your 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.

SAFETY CONCERN

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 or 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.

SERVICE ACTION

Dealers will inspect the wiper motor build data following instructions in Attachment III. If the wiper motor fails inspection, a new wiper motor gear cover assembly will be installed.

FORDSTAR BROADCAST

Ford Motor Company will be providing dealers with a special Fordstar Broadcast that explains this repair in detail. The broadcast will air three times per week, once per day, for four weeks, starting on August 16, 2001. Since the schedule is not published in the Star Guide, please refer to the on-line Campaign Connection Newsletter for specific broadcast times and dates.

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 \$5,000 per vehicle.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Customer 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 01524
Certain 2000 and 2001 Model Year Cars and Trucks
Wiper Motor Gear Cover Replacement

OASIS

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

PROMPTLY CORRECT

Promptly correct all affected vehicles on your dealer on-line Involved Unit Listings available on QCDealer.com. 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.

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 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.

RENTAL CARS

Rental cars are not authorized for this program.

WIPER MOTOR INSPECTION/ GEAR COVER REPLACEMENT

AFFECTED VEHICLES: 2000-2001 MODEL YEAR

**TAURUS, SABLE, CONTINENTAL, TOWN CAR, FOCUS,
EXPEDITION, NAVIGATOR, F-150, EXCURSION AND
F-250 THROUGH F-750**

AFFECTED WIPER MOTORS:

VEHICLE	WIPER MOTOR BUILD DATES AFFECTED
Taurus, Sable, Continental, Town Car, Focus, Expedition, Navigator, F-150, Excursion, F-250 through F-750	02/10/00 - 06/26/00

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02/01

OVERVIEW

This procedure gives the detail for the inspection of the wiper motor and the installation of the wiper motor gear cover. For all applications, the wiper motor will require an inspection of the build date code information to determine if a new gear cover must be installed. Due to variations in wiper systems, the affected vehicles will require different levels of disassembly to access the build date code information and to install a new cover.

I. PRE-REPAIR INSPECTION

1. Before performing any repairs, verify that the wiper system is operational on low and high-speed settings, then turn off the wiper system and ensure that the wiper blades travel to the park position.
2. If the motor does not function, perform standard pinpoint diagnostic procedures and repair the system accordingly.

CAUTION: Wiper system must be parked prior to completing the gear cover replacement procedure to ensure that the internal gear will be in the correct position.

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II. DETERMINE IF WIPER MOTOR GEAR COVER MUST BE REPLACED

F-150, EXPEDITION, NAVIGATOR, CONTINENTAL, TAURUS, SABLE and FOCUS

1. Remove the cowl panel grille. Refer to the service procedure in Section 501-02 of the appropriate Workshop Manual.
2. Locate the wiper motor build date. See Figures 1 and 2. The build date is etched into the outer case of the wiper motor. An adhesive label may be covering the information. This label does not contain the proper information and must be peeled back to read the build code information.
3. Use the motor build date to determine if gear cover replacement is required:

MOTOR BUILD DATE	ACTION REQUIRED
02/10/00 - 08/26/00 (through and including)	Replace motor gear cover. Proceed to Section III and perform Wiper Motor Gear Cover Replacement procedure.
Before 02/10/00 or after 08/26/00	No repair is required. Install the cowl panel grille. Release vehicle to customer.
Not present or cannot be read	Replace motor gear cover. Proceed to Section III and perform Wiper Motor Gear Cover Replacement procedure.

EXCURSION, F-250 THROUGH F-750 and TOWN CAR

1. Remove the wiper module (motor and linkage assembly) from the vehicle and place it on a bench with the back of the wiper motor facing upward. Refer to the service procedures in Section 501-16 of the appropriate Workshop Manual.
2. Locate the wiper motor build date. See Figures 1 and 2. The build date is etched into the outer case of the wiper motor. An adhesive label may be covering the information. This label does not contain the proper information and must be peeled back to read the build code information.
3. Use the motor build date to determine if gear cover replacement is required:

MOTOR BUILD DATE	ACTION REQUIRED
02/10/00 - 08/26/00 (through and including)	Replace motor gear cover. Proceed to Section III and perform Wiper Motor Gear Cover Replacement procedure.
Before 02/10/00 or after 08/26/00	No repair is required. Install the wiper module and cowl panel grille. Verify wiper system function and release vehicle to customer.
Not present or cannot be read	Replace motor gear cover. Proceed to Section III and perform Wiper Motor Gear Cover Replacement procedure.

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08/01

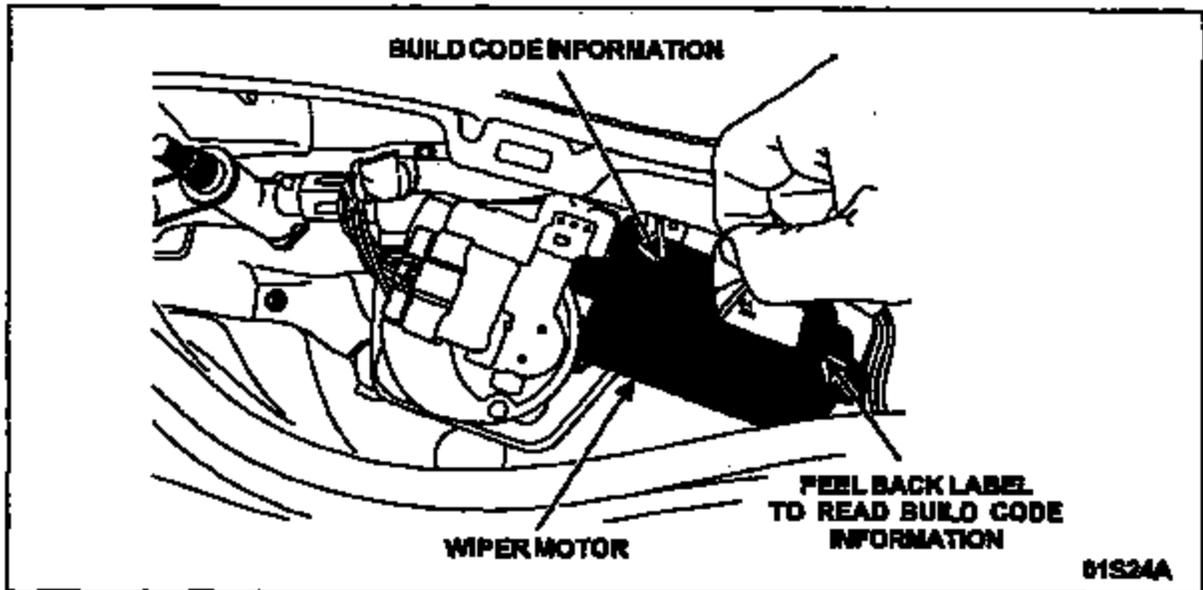


FIGURE 1

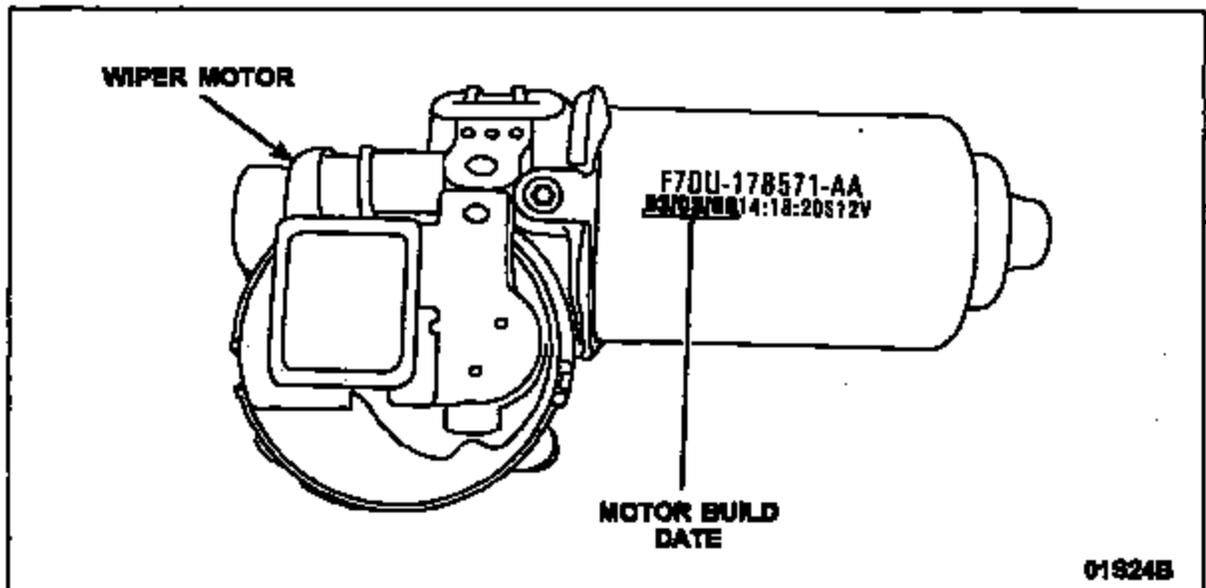


FIGURE 2

III. WIPER MOTOR GEAR COVER REPLACEMENT

REMOVE WIPER MOTOR GEAR COVER

VEHICLE	ACTION REQUIRED
F-150, Expedition, Navigator, Continental, Taurus and Sable	The gear cover can be replaced without removing the wiper module (motor and linkage assembly) from the vehicle.
F-250 through F-750, Excursion and Town Car	The gear cover must be replaced with the wiper module (motor and linkage assembly) removed from the vehicle. The module was removed during the inspection on these vehicles.
Focus	The gear cover must be replaced with the wiper module (motor and linkage assembly) removed from the vehicle. Remove the wiper module and place it on a bench with the back of the wiper motor facing upwards. Refer to the service procedure in Section 501-16 of the appropriate Workshop Manual.

- Using a screwdriver, bend the five gear cover plastic lock tabs away from the motor housing. See Figure 3.
- CAUTION:** The gear cover must be squarely lifted off of the motor housing. Any rocking or sideways motion may bend the three internal electrical connector clips. Pry up around the perimeter of the gear cover to break the sealant from the cover.
Once the sealant has been broken loose, squarely lift the gear cover off of the motor housing. Discard the gear cover.
- Inspect the inside of the wiper motor housing for corrosion.
 - If there are no signs of corrosion inside the housing, continue with this procedure.
 - If the inside of the housing is corroded, water has entered the wiper motor. Contact the Special Service Support Center at 1-800-325-5621 for further instruction.

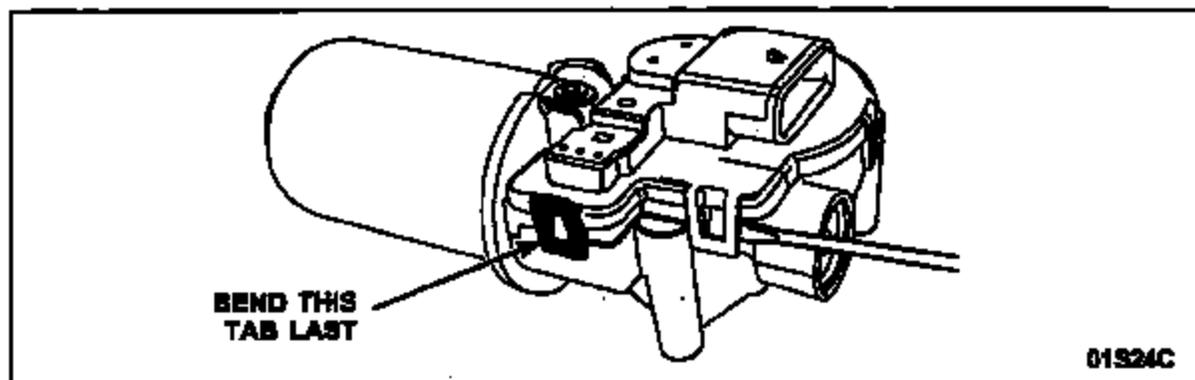


FIGURE 3

REMOVE SEALANT

CAUTION: Do not use solvents or compressed air to remove the sealant from the motor gear housing. Any solvent entering the gear cavity may damage the motor. Also, remove all large pieces of sealant that enter the gear housing cavity during cleaning. Small particles of sealant left in the cavity are acceptable.

NOTE: It is not necessary to remove the existing sealant attached to the vertical surfaces inside the gear housing.

1. Remove the existing sealant from the top surface of the gear housing and around each of the five mounting lug areas. To avoid damaging the motor, extra care must be taken when removing sealant from the area around the internal electrical connector clips. See Figure 4.

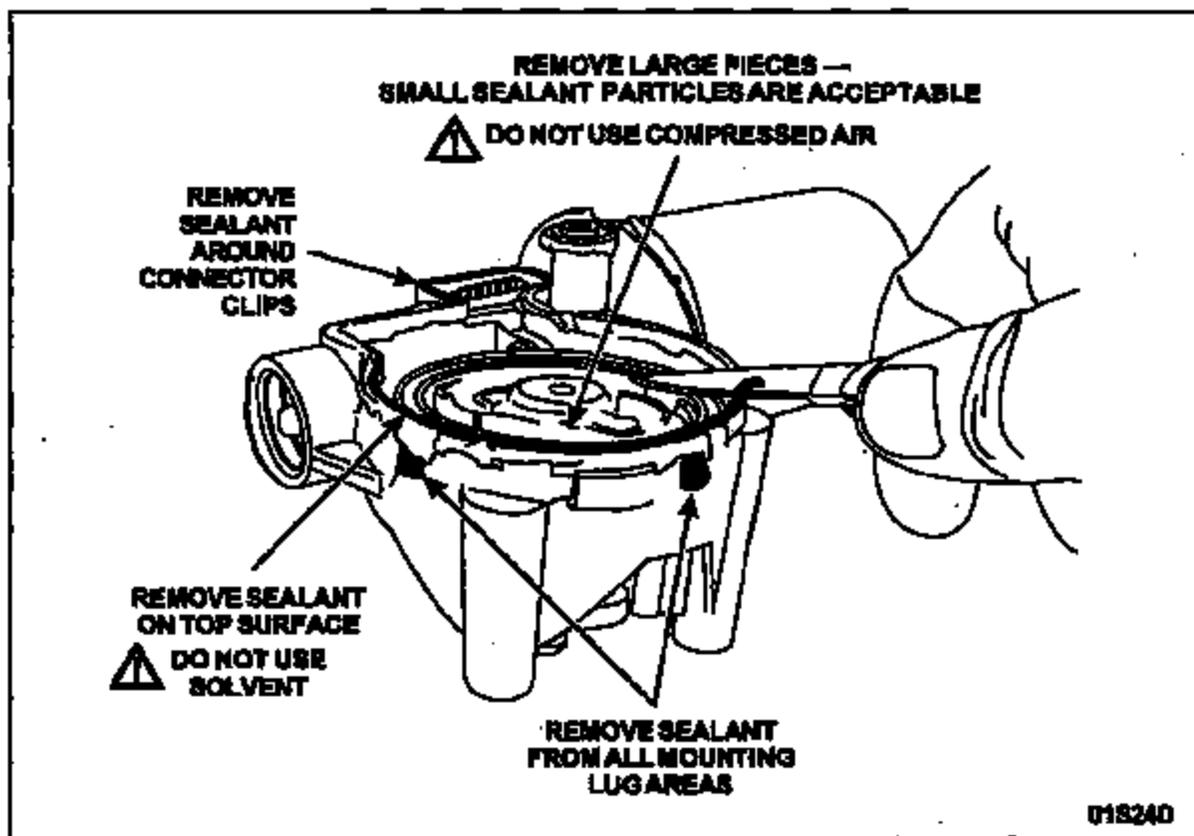


FIGURE 4

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0901

INSPECT MOTOR ELECTRICAL CONNECTOR CLIPS

1. Inspect the three (3) internal electrical connector clips. All three clips **MUST** be aligned against the plastic terminal holder. If any of the clips are misaligned or touching the motor housing, they must be straightened and positioned as shown in the illustration. See Figure 5.

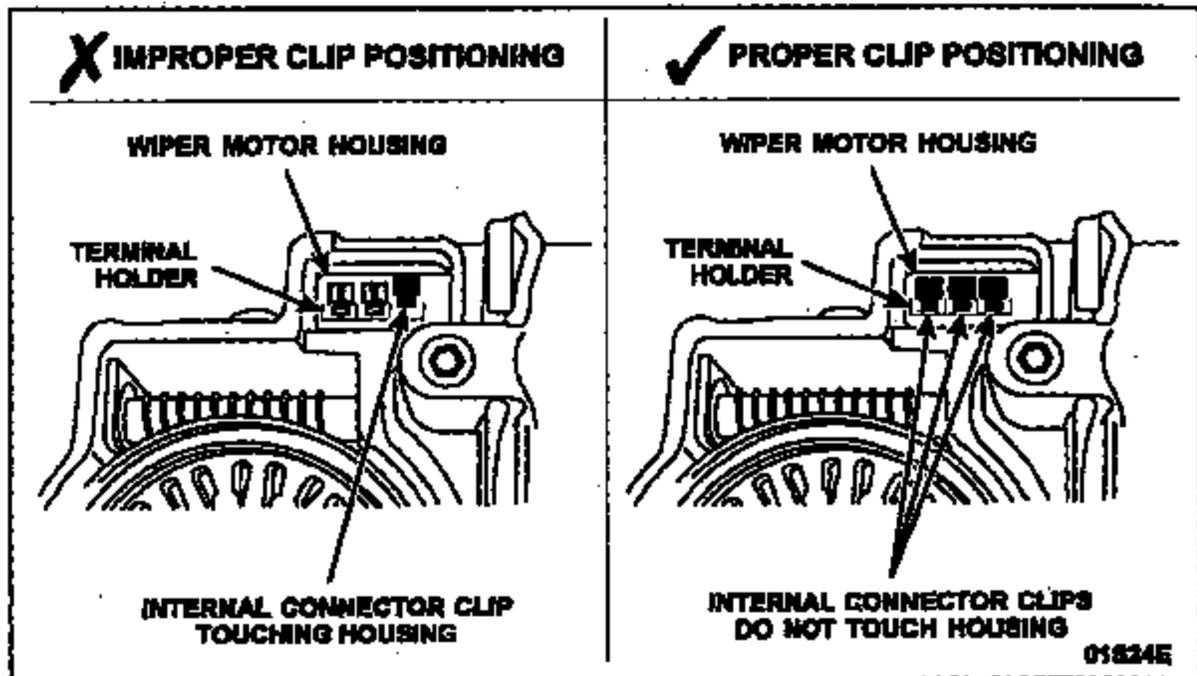


FIGURE 5

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PREPARE REPLACEMENT COVER

1. **IMPORTANT:** Using your thumb, bend locking tab "E" approximately 90-90 degrees inward (see Figure 6) then bend it back approximately to the position illustrated in Figure 7. This will improve the engagement of the locking tab with the motor gear housing.

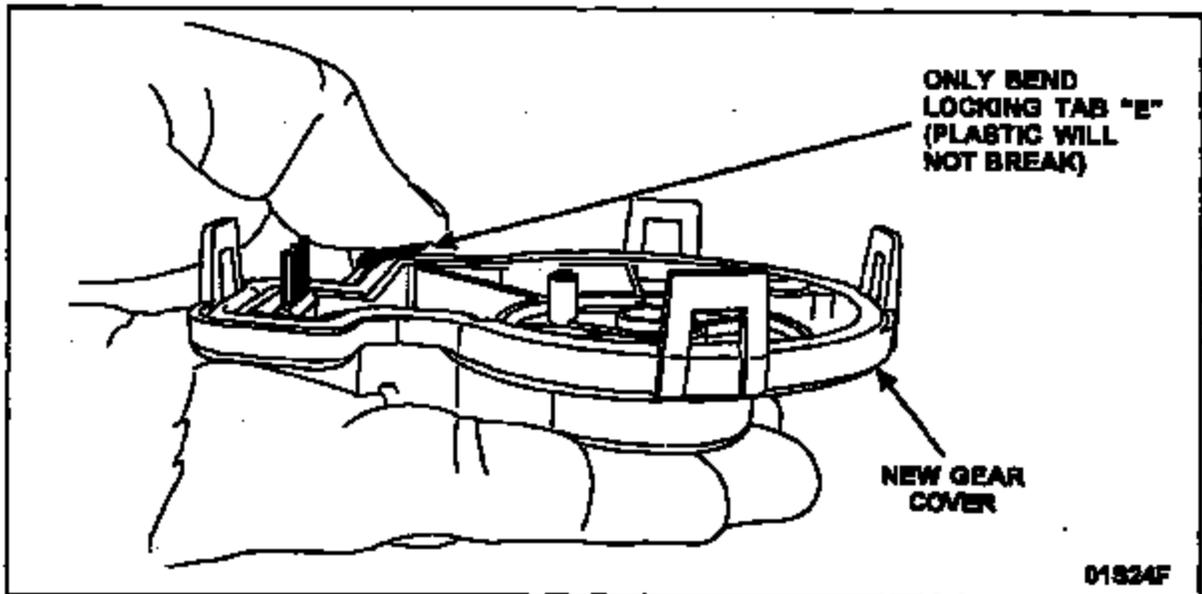


FIGURE 6

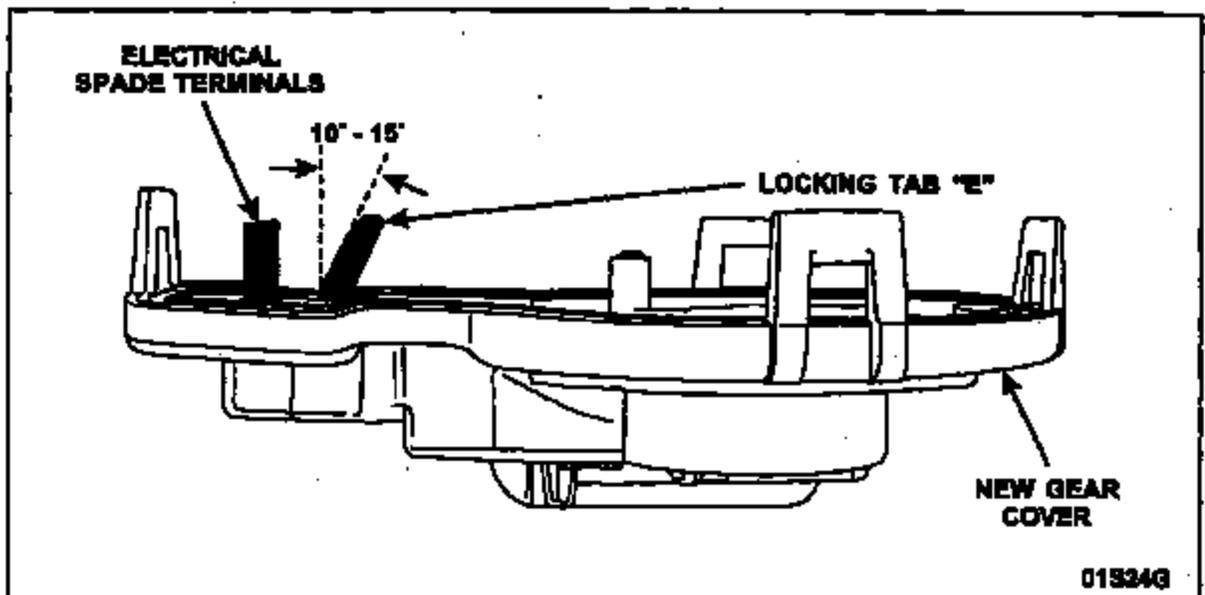


FIGURE 7

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09/01

2. Verify that the three (3) electrical spade terminals are not bent. If necessary, straighten them so that they are perpendicular to the cover as illustrated in Figure 8.
3. Make sure that the foam gasket is properly seated in the new cover as shown in Figure 8.
4. Make sure that the white cam follower arm is positioned as shown in Figure 8.

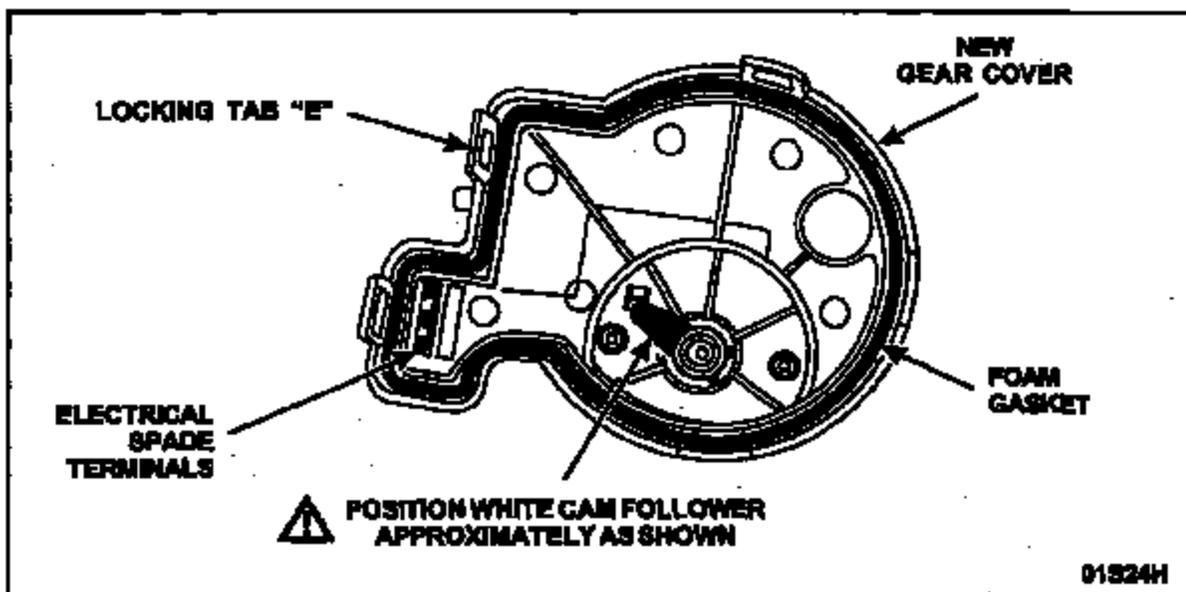


FIGURE 8

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03/01

INSTALL REPLACEMENT COVER

1. **IMPORTANT:** Position cover on gear housing so that each plastic locking tab is outside of the gear housing cavity and is resting over the mounting lugs. Ensure that the electrical spade terminals are lined up with the connector clips. See Figure 9.
2. Using two hands, push the gear cover downward onto the gear housing uniformly, to ensure that the electrical terminals remain in alignment. Push down firmly until all five locking tabs are latched correctly. See Figure 10.
3. **CAUTION:** If any of the locking tabs cannot be correctly latched as shown in Figure 11, replace the complete motor assembly. **DO NOT** attempt to remove the cover and reinstall it.

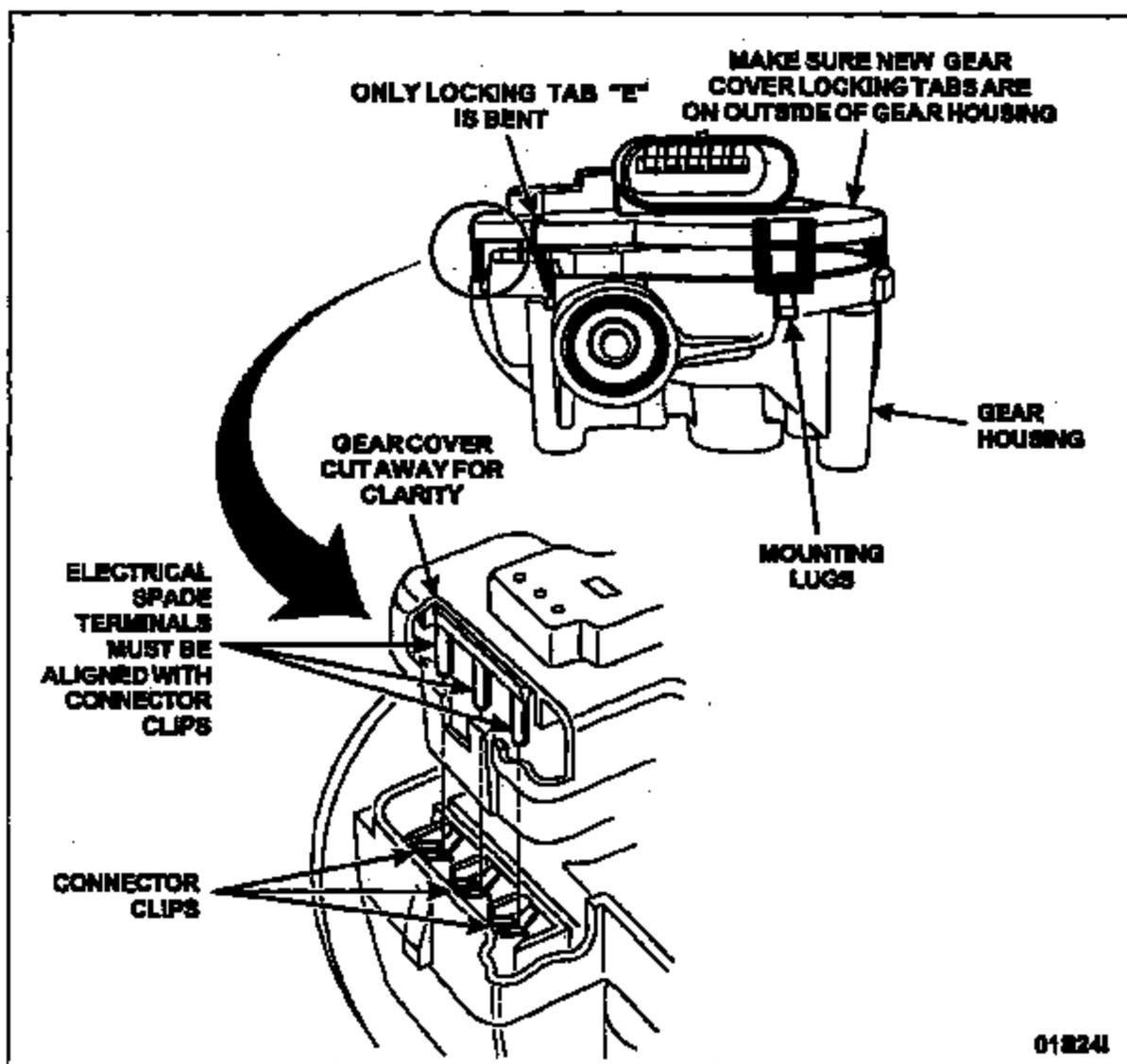


FIGURE 9

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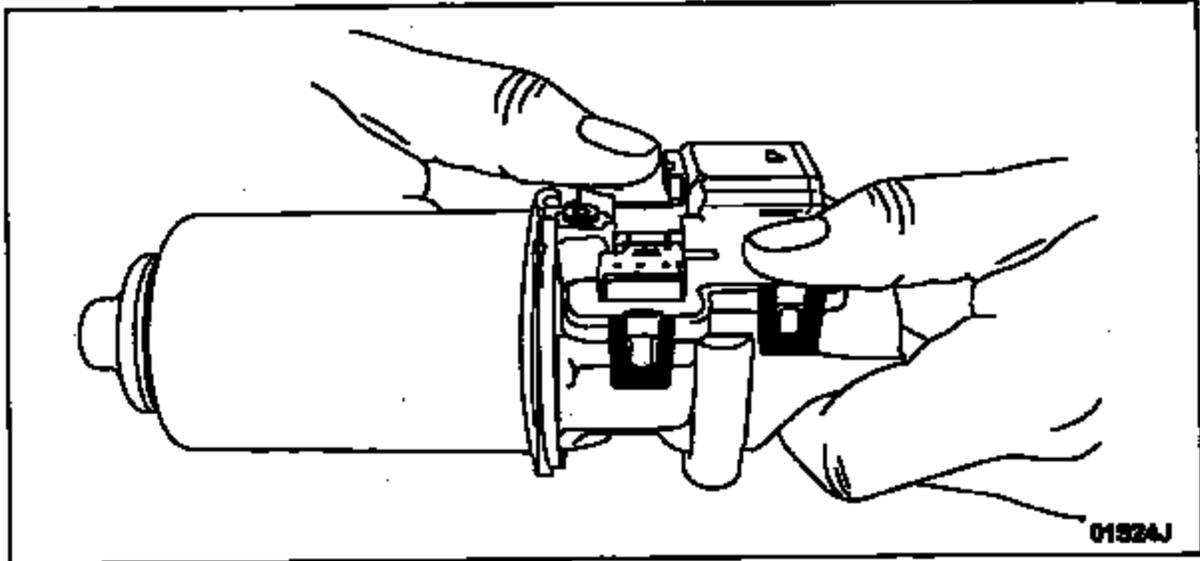


FIGURE 10

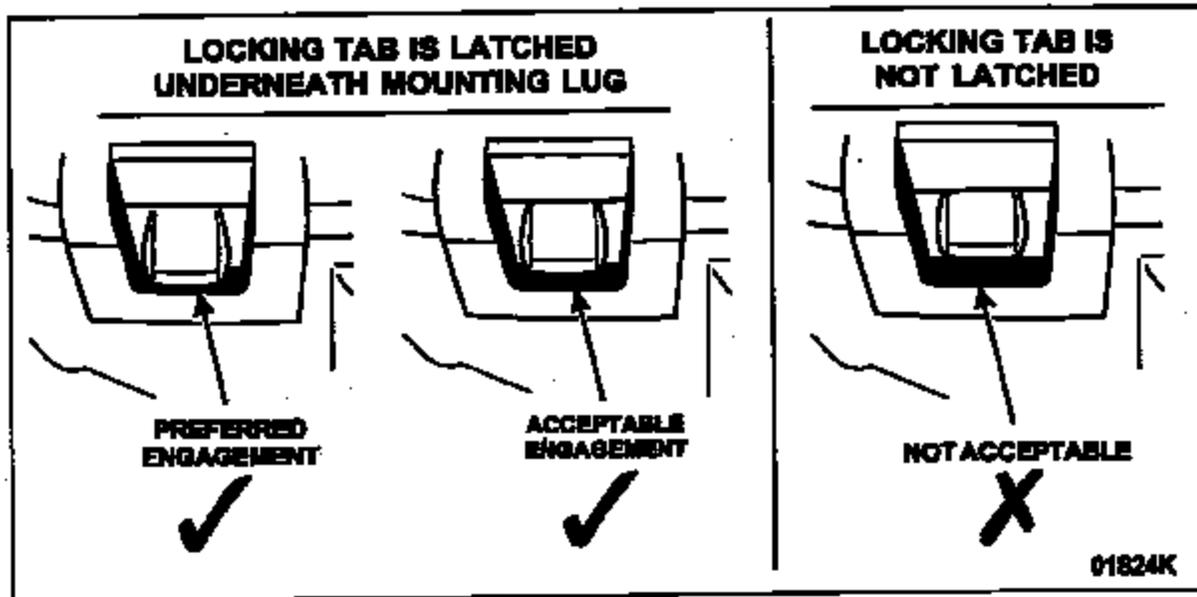


FIGURE 11

IV. VERIFY WIPER MOTOR OPERATION

1. If removed, install the wiper module and/or the cowli panel grille. Refer to the procedures in Sections 501-02 and 501-16 of the appropriate Workshop Manual.
2. Check the operation of the wiper motor (high speed, low speed and park).

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08/01

Ford Motor Company

Ford Motor Company
P. O. Box 1804
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 - 8pm

Hearing impaired call (800) 232-5952
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.

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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**