June 14, 2005

2005 JUN 28 AM 9:40

U S Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-
400 7th Street, SW
Washington, DC 20590

Old #
10113057

RE: 1998 FORD EXPLORER RECALL

There was a letter to all Ford and Mercury dealers from Ford Motor Company regarding the 1997 and 1998 Ford Explorer overhead cam engine problem with front cam chain guide assembly. If it was important enough for Ford notify the dealers calling it a 'campaign' instead of a recall, why weren't the customers notified? There was a sample letter on the internet that seems intended to be sent to all Explorer owners.

We were never notified that there was a problem until after we had spent hundreds of dollars. Our mechanic (not being aware that there was a defect) decided to go to the website of Ford to see if there was any information. He informed us this should be covered by Ford Motor Company and to notify our dealership.

I contacted the dealership regarding this matter and was informed I had gone over the mileage that was allowed for this problem and they would not replace the motor. When the problem first started, I was within their 1,000,000 mile guidelines and am still within the 7 years required. I asked why we had not been notified that there was a problem and I received contradictory responses. First they said that it was not there problem if we did not receive the notice in the mail. The next time I called, they explained they were not required to notify us as it was not considered a recall but a campaign and there had been no notice initiated. Had I been made aware that there was a problem, I would have taken the vehicle in for service and would still have a functional vehicle.

The Explorer was my wife's vehicle. She has cancer and was in danger of vehicle failure at any time due to their lack of concern for her safety.

I would appreciate any and all help you will provide to make Ford accept their responsibility and replace the motor in our car as well as the expense we have been out so far. I am attaching copies of all internet information downloaded from Ford's website as well as copies and quotes from the mechanic we have been dealing with. Should you have any further information, please do not hesitate to call or write.

Thank you for your assistance in this matter.

Sincerely,

[redacted]
Quinlan, TX [redacted]
Home [redacted]

Mevin 6/30/05

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received	Repository ☐
25-FEB-2005	Reference No. 10113057

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City QUINLAN | State TX | Zip Code [redacted]

Daytime Telephone Number [redacted] | E-mail Address —

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [redacted] Date 3/4/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

PLEASE [RPVODE
1FMZU32E1WE[redacted]

Make	Model	Model Year
~~POLARIS~~ FORD	EXPLORER	1998

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
4-98	214-361-8100 LEADERSHIP FORD	6	Gas

Original Owner	Dealer's City	State	Zip Code
☑	DALLAS	TX	

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	REAR WHEEL DRIVE	061000 ENGINE AND ENGINE COOLING:ENGINE Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
14-JUN-2004	~~98000~~ 133000 98000	12/4/04 - 99000 12/7/05 133000 2/11/04 - 98000

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMALSABCD36)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

THE VEHICLE STARTED TO MAKE A NOISE, WHEN THE CONSUMER WAS DRIVING. THE DEALER STATED THE UPPER CAMSHAFT SENSOR HAD BROKEN. THEN A MONTH LATER THE LOWER CAMSHAFT SENSOR BROKE. THE MANUFACTURE STATED THE WARRANTY DOES NOT APPLY AFTER MILEAGE HAS BECOME TO HIGH. *NM

Check engine light began flashing in June 04
No recall to customer. (Called a campaign) NOV-00
People at Ford in Detroit said can't help.
Thomas, Leto, Anthony and supervisor Jacqueline.
Jacqueline failed to return call.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received	Repository ☐
25-FEB-2005	Reference No. 10113057

OWNER INFORMATION (Type or Print)

Name			
Address [redacted]		Daytime Telephone Number [redacted]	E-mail Address —
City QUINLAN	State TX	Zip Code [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [redacted] Date 3/16/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)	Make	Model	Model Year
PLEASE [RPVODE 1FMZU32E1WE[redacted]	POLARIS FORD	EXPLORER	1998

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
4-98	214-361-8100 LEADERSHIP FORD		No. Cylinders 6	Gas
Original Owner ☑	Dealer's City DALLAS	State TX / Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	REAR WHEEL DRIVE	061000 ENGINE AND ENGINE COOLING:ENGINE
			Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
14-JUN-2004	133000 98000	12/4/04 - 99000 12/7/05 133000 2/11/04 - 98000

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMA(9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE VEHICLE STARTED TO MAKE A NOISE, WHEN THE CONSUMER WAS DRIVING. THE DEALER STATED THE UPPER CAMSHAFT SENSOR HAD BROKEN. THEN A MONTH LATER THE LOWER CAMSHAFT SENSOR BROKE. THE MANUFACTURE STATED THE WARRANTY DOES NOT APPLY AFTER MILEAGE HAS BECOME TO HIGH. *NM

Check engine light began flashing in Jan 04
No recall & customer called a company) Nov-00
People at Ford in Detroit said can't help.
Former Pres, Anthony and supervisor Jacqueline.
Daughter called & customer call.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet

BUCKLE UP

NHTSA
People Saving People

DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

To Report Unsafe Products, or for Product Safety Information Call the U.S. Consumer Product Safety Commission Hotline toll-free at:

1-800-638-CPSC

1-800-638-2772

Spanish-speaking staff is available (Personal en español disponible)

A teletypewriter for the hearing or speaking impaired is available at 1-800-638-8270

Receive recall information via Internet gopher services at cpsc.gov or report product hazards to info@cpsc.gov

U.S. Consumer Product Safety Commission • Washington, DC 20207

★U.S. GOVERNMENT PRINTING OFFICE: 1994-0-533-695

Vehicle: [redacted]
Dealer Letter

attach #1

Ford Motor Company

A.R. O'Neill
Director
Vehicle Service and Programs
48121
Ford Customer Service Division

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

July 2001

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Owner Notification Program 01M01 Supplement #2: Revised Technical Instructions and New Labor Operations (See Attachment II and III)

REFERENCE: Owner Notification Program 01M01: All 1997 and 1998 Model Year Explorer and Mountaineer Vehicles built with 4.0L Single Overhead Cam Engine – Additional Coverage Program for Front Cam Chain Guide Assembly

REASON FOR THIS SUPPLEMENT

Original Instructions: At the time of publication, engine oil pressure test was used to identify engine bearing damage related to cam chain guide failures. Based on extensive testing of returned engines, we have learned that cam chain guide failures do not cause bearing damage. In addition, the oil pressure specification listed in the original bulletin and in the Workshop Manual was listed incorrectly and is being corrected.

Revised Instructions: On engines with severe cam chain guide damage, the revised instructions require visual inspection of the cam and cam followers for damage caused by lack of lubrication. On engines that are running rough, the cylinder leak-down test will still be used to identify bent valves.

NOTE: Evaluation of returned engines will continue. We will continue using the green 01M01 Engine Tag. It will be revised to reflect the new service procedure. This tag must be attached to each returned engine.

New Labor Operations: The Labor Operations listed in Attachment II have been completely revised. Effective immediately, these labor operations must be used when submitting a claim.

2nd Gen OS

PROGRAM TERMS

This additional coverage program will be in effect for 7 years from vehicle warranty start date or 100,000 miles, whichever occurs first.

VEHICLES COVERED BY THIS PROGRAM

All 1997 and 1998 model year Explorer and Mountaineer vehicles with 4.0L Single Overhead Cam (SOHC) engines built at the Louisville Assembly Plant from July 29, 1996 through October 20, 1998 and at the St. Louis Assembly Plant from May 29, 1996 through September 18, 1998.

VIN # 1FMZU32E1WZ[redacted]

Made In ST Louis

133,000

REASON FOR PROVIDING ADDITIONAL COVERAGE

On some of the affected vehicles, the front cam chain guide assembly may wear or break and cause excessive cam chain noise that does not go away after five minutes of engine operation.

SERVICE ACTION

If the cam chain guide assembly is worn or broken, install a new cam chain guide assembly. If it has broken and fragments have entered the engine oil pan, clean the block of all debris, replace the engine oil pick-up and filter assembly, and install new oil and filter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Q & A Sheet
Owner Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center: 1-800-325-5621

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

RENTAL CARS

Ford Motor Company will pay for a rental vehicle for up to two (2) days while a customer's vehicle is out of service for front cam chain guide repairs. If related damage is involved, Ford Motor Company will pay for a rental vehicle for up to seven (7) days while the vehicle is out of service or while waiting for parts. Fuel usage will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental vehicle dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area. Parts must be ordered so that they will be received in the quickest possible manner while the customer is using a rental vehicle.

If a rental vehicle is needed for more than two (2) days for normal timing chain guide repairs or longer than seven (7) days for related damage repairs, contact the Special Service Support Center at 1-800-325-5621 for direction.

Attachment II - Parts and Labor

DESCRIPTION	LABOR OPERATION	LABOR TIME
TYPICAL REPAIR --Cassette **NOT** Broken-Up (Valve Train Inspection and Cyl. Leakage OK)		
Verify Noise, Inspect Valve Train, and Replace Cassette	01M01M	7.5 Hours
Verify Noise, Inspect Valve Train, Check Cylinder Leak-Down, and Replace Cassette	01M01N	8.0 Hours
OCCASIONAL REPAIR - Cassette Broken Up (Valve Train Inspection and Cyl. Leakage OK)		
Verify Noise, Inspect Valve Train, Replace Cassette, Clean Oil Pan and Replace Oil Pick-up and Filter Assembly	01M01P	7.8 Hours
Verify Noise, Inspect Valve Train, Check Cylinder Leak-Down, Replace Cassette, Clean Oil Pan and Replace Oil Pick-up and Filter Assembly	01M01Q	8.3 Hours
RELATED DAMAGE REPAIR -- (Fails Valve Train Inspection or Cylinder Leakage Test) Note: The following labor operations include time to re-assemble the engine.		
Verify Noise, Inspect One or Both Valve Train Assemblies for Lubrication Damage and Call Special Service Support Center	01M01R*	2.0 Hours
Verify Noise, Inspect One or Both Valve Train Assemblies for Lubrication Damage, Check Cylinder Leakage and Call Special Service Support Center	01M01S*	3.2 Hours
Verify Noise, Inspect Left Valve Train Assembly for Lubrication Damage and Call Special Service Support Center	01M01T*	2.6 Hours

* Labor Operations 01M01R, 01M01S and 01M01T are used in conjunction with related damage. See Warranty and Policy manual for related damage documentation requirements.

LABOR ALLOWANCES

Part Number	Description	Quantity
XL2Z-6M288-AA	CASSETTE TIMING CHAIN	1

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:

Vehicle: Recalls
Owner Letter -

Ford Motor Company

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

Your Vehicle Identification Number: 12345678901234567

May 2001

[redacted]

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Ford Motor Company is providing an additional coverage program to owners of certain 1997 and 1998 Explorer and Mountaineer vehicles with 4.0L Single Overhead Cam Engines. This additional coverage is for the engine front cam chain guide assembly.

This additional coverage program will be in effect for 7 years from the warranty start date of your vehicle or 100,000 miles, whichever occurs first.

This is the Existing Timeline over 100,000

Reason For This Additional Coverage Program...

On your vehicle, there is a possibility that the front cam chain guide assembly may prematurely wear or break. Should this occur, the most noticeable symptom is a cam chain noise that can be heard while the engine is running.

What Does Cam Chain Noise Sound Like?

The noise is best described as a "metallic rattling" sound that lasts longer than five minutes, specifically coming from the front (and not the rear) cam chain guide. The sound can be heard at all speeds, but is much more pronounced when the vehicle is parked and the engine is at idle. Do not attempt to judge engine sound while the SUV is in motion.

If the front cam chain guide is not working properly, it could eventually lead to engine damage.

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

If the engine in your vehicle should develop a timing chain noise that is caused by a worn or broken timing chain guide, your dealer will replace the guide, free of charge.

How long will it take...

The time needed for this repair is approximately one day. However, due to service scheduling issues 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.

What we are asking you to do...

PLEASE KEEP THIS LETTER. If your vehicle should exhibit the condition described above within the indicated time/mileage limitations, contact your dealer. Show the dealer this letter.

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

Need a rental?...

Your dealer is authorized to provide a rental vehicle at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs.

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

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a 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 so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this additional coverage program.

If you 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 have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (866) 436-7332 ...

Office Hours: (Eastern Standard Time)
Monday-Friday: 8AM – 11PM
Saturday: 9AM – 6PM

Hearing impaired, call (800) 232-6[illegible]...

TDD for the hearing impaired.

Or you may contact us through the Internet

www.ownerconnection.com
Our current response time to Internet inquiries is three business days.

Quality Care service is there for you all year round.

QualityCare

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. 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. Thank you for your attention to this important matter and remember to save this letter just in case you need to take advantage of this additional coverage program.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

OASIS RESULT:
1FMZU32E1W[redacted]

See bottom of the OASIS result for contact ID 12/06/2004 10:40:37

VEHICLE INFORMATION

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
1998 EXPLORER	4 DR MPV 4X2	4.0L EFI SOHC
TRANSMISSION	**AXLE CODE**	**ENGINE CALIBRATION**
5 SPD AUTO - 5R44/55E	45	858CR10A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
04/02/1998	03/05/1998	07369

WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING 5.0L CATALYTIC CONVERTER (-5E212-) SEE TSB 04-07-05
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

00M12

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER.FOR PROGRAM COVERAGE CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 6 YEARS OR 72,000 MILES FROM THE WARRANTY START DATE, WHICHEVER OCCURS FIRST

01M01

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE FRONT CAM CHAIN GUIDE ASSEMBLY - ADDITIONAL COVERAGE TO 7 YEARS FROM VEHICLE WARRANTY START DATE OR 100,000 MILES, WHICHEVER OCCURS FIRST

03S04

DRIVER SEAT RECLINER BOLT

99M02

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE THROTTLE BODY PLATE STICKING CLOSED

EXTENDED COVERAGES

0706 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: CHARLES NELSON
OPTIONS:
EXPIRATION DATE: 04/02/2002
DISTANCE: 60,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 50 USD
CONTRACT SOLD BY: USA 02490
ESP CONTRACT START DATE: 04/02/1998

D&L AUTO CARE 1500 E.Quinlan Pkwy. Quinlan TX.75474

[redacted]:

All Recall on This Vehicle Campaigns are not sent to customer, only to dealer.

Recalls:

Number	Date	Name
00B33	Mar 00	Recall - Airbag Deactivation Shunt Replacement
00L09	Sep 00	Campaign - Supplemental Tire Inflation Label
00M12	Nov 00	Campaign - Camshaft Chain Tensioner & Intake Gasket
00S14	Jul 00	Recall - Daytime Running Lamp Non-Compliance
00S58	Dec 00	Recall - Throttle Body Replacement
01B77	Oct 01	Recall - Firestone Tire Recall Supplement
01[redacted]	Jul 01	Campaign - Cam Chain Guide Additional Warranty Coverage 7 yrs
[redacted]	Apr 01	Campaign - Front Cam Chain Guide Extended Coverage 7 yr
03S04	Aug 03	Recall - Seat Back Recliner Bolt Defect
97S93	Dec 97	Recall - Warning Chime Inadequate Ground
99M02	Jan 99	Campaign - Throttle Body Plate Sticks Closed
99S09	Mar 99	Recall - Speed Control Cable Replacement
99S18	Jul 99	Recall - Secondary Hood Latch Replacement
FIRESTONE	Sep 00	Recall - Firestone Tire Recall
NHTSA00V168000	Jun 00	Recall 00V168000: Daytime Running Lights Too Bright
NHTSA00V422000	Dec 00	Recall 00V422000: Throttle Body Sticking
NHTSA97V215000	Dec 97	Recall 97V215000: Warning Chime Inoperative
NHTSA98V060000	Apr 98	Recall 98V060000: Fuel Line Leakage
NHTSA98V060000	Mar 98	Recall 98V060000: Fuel Line Leakage Hazard
NHTSA98V095000	May 98	Recall 98V095000: Lug Nut Defect
NHTSA99V062000	Mar 99	Recall 99V062000: Sticking Cruise Control Cable
NHTSA99V062001	Mar 99	Recall 99V062001: Cruise Control Cables, Binding
NHTSA99V164000	Jun 00	Recall 99V164000: Secondary Hood Latch, Corrosion

D&L AUTO CARE 1500 E.Quinlan Pkwy. Quinlan TX.75474

Technical Service Bulletins

Generals:

Number	Date	Name
00L09	Sep 00	Campaign - Supplemental Tire Inflation Label
00M12	Nov 00	Campaign - Camshaft Chain Tensioner & Intake Gasket
01M01	Jul 01	Campaign - Cam Chain Guide Additional Warranty Coverage
01M01	Apr 01	Campaign - Front Cam Chain Guide Extended Coverage
99M02	Jan 99	Campaign - Throttle Body Plate Sticks Closed

Vehicle: Recalls

Campaign - Camshaft Chain Tensioner & Intake Gasket

00M12

OWNER NOTIFICATION PROGRAM

Certain 1997 through 2000 Explorer/Mountaineer and 2001 Explorer Sport/Sport-Trac Vehicles Equipped with 4.0L SOHC Engines - Camshaft Chain Tensioner and Lower Intake Manifold Gasket Additional Coverage

- Dealer Letter
- Attachment I
  - Administrative Information
  - Refund Codes
- Attachment II
  - Labor Allowances
  - Parts Ordering Information
- Attachment III
  - Technical Information
- Attachment IV
  - Questions & Answer Sheet
- Customer Notification Letter

Technical Service Bulletin # **00M12** Date: **001101**

Campaign - Camshaft Chain Tensioner & Intake Gasket

00M12

OWNER NOTIFICATION PROGRAM

Certain 1997 through 2000 Explorer/Mountaineer and 2001 Explorer Sport/Sport-Trac Vehicles Equipped with 4.0L SOHC Engines - Camshaft Chain Tensioner and Lower Intake Manifold Gasket Additional Coverage

- Dealer Letter
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  - Questions & Answer Sheet
- Customer Notification Letter

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

November 2000

To:
All Ford and Lincoln Mercury Dealers

Subject:
Owner Notification Program 00M12 - Certain 1997 through 2000 Explorer/Mountaineer and 2001 Explorer Sport/Sport-Trac Vehicles Equipped with 4.0L SOHC Engines - Camshaft Chain Tensioner and Lower Intake Manifold Gasket Additional Coverage

OASIS:
Yes

OWNER LIST:
Yes

PARTS RETURN:
No

PROGRAM TERMS:
On the affected vehicles, this program extends the coverage for the 4.0L SOHC camshaft chain tensioner and lower intake manifold gasket to 6 years or 72,000 miles from the vehicle's warranty start date, whichever occurs first. This coverage will automatically transfer to subsequent owners. If the vehicle already has more than 72,000 miles, this coverage will last until April 30, 2001.

AFFECTED VEHICLES

- Certain 1997 through 2000 Explorer and Mountaineer vehicles equipped with 4.0L SOHC engines built at the Louisville Assembly Plant and St. Louis Assembly Plants from Job #1, 1997 through April 7, 2000.
- Certain 2001 Explorer Sport and Sport-Trac vehicles equipped with 4.0L SOHC engines built at the Louisville Assembly Plant from Job #1 through April 7, 2000.

SERVICE ACTION

- Owners of affected vehicles are being notified that Ford Motor Company is providing additional

↑ this never happened because customer not aware of possible problem.

coverage for the affected engine camshaft chain tensioner and lower intake manifold gaskets.

- If either the camshaft chain tensioner or lower intake manifold gasket should require replacement, dealers are instructed to install both of these upgraded parts at the same time, at no charge to the customer.

- The no charge coverage for this condition is available for 6 years or 72,000 miles from the vehicle's warranty start date, whichever occurs first, and will automatically transfer to subsequent owners. If the vehicle already has more than 72,000 miles, this coverage will last until April 30, 2001.

- Please read Attachment IV (Question & Answer Sheet) for more details.

REASONS FOR THIS PROGRAM
We have incorporated enhancements into newly produced Explorer 4.0L SOHC engines. The long-term benefits of these improvements are being offered to prior customers.

The need to install a replacement camshaft chain tensioner is typically indicated by an engine rattling noise that occurs just after cold engine start up and goes away within a few minutes after the engine is running. Rough idle and low idle are symptoms which may, in some cases, indicate an intake manifold leak.

The condition of either or both of these components will not cause engine damage or failure, but may decrease the customer's satisfaction with their vehicle.

Attachments

- **Attachment I**
  - Administrative Information
  - Refund Codes
- **Attachment II**
  - Labor Allowances
  - Parts Ordering Information
- **Attachment III**
  - Technical Information
- **Attachment IV**
  - Questions & Answer Sheet

QUESTIONS?
Claims Information:.....1-800-423-6851
Other (Dealer Only) Recall Questions:.....1-800-325-5821

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

Attachment I - Administrative Information

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

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 for the camshaft chain tensioner and/or lower intake manifold gaskets 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).

To qualify for the refund, the camshaft chain tensioner and/or lower intake manifold gasket must have been the causal part for the repair. All supporting documentation must be retained in accordance with the Warranty and Policy Manual.

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

Program Code: 00M12
Misc. Expense: REFUND
Misc. Expense: ADMIN
Misc. Expense: 0.2 Hr.

Attachment II - Labor and Parts Information

Operation Description	Labor Allowances	Labor Operation
Replace Camshaft Chain Tensioner & Lower Intake Manifold Gaskets at the Same Time	1.6 Hours	00M12B

*Labor Time: When replacing the camshaft chain tensioner, the upper intake manifold must be removed. To replace the lower intake manifold gaskets, the only additional steps are to remove the lower intake manifold bolts and replace the gaskets.

LABOR ALLOWANCES

Stock Orders	Effective Immediately	Normal order process
Interim Orders	Effective Immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-8621
Emergency Orders	31 days after launch	Normal order process

Part Number	Description	Quantity
YL2Z-9Z473-AA	Intake Manifold Gasket and Camshaft Chain Tensioner Kit	1 kit per vehicle

PARTS REQUIREMENTS

Parts Ordering Information

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

DOR/COR NUMBER
DOR/COR for this program is 50196

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.

Attachment III - Technical Information

OVERVIEW
While performing this procedure the technician will install a:

^ New upper and lower intake manifold gaskets.

^ New cam chain tensioner and washer.

^ Volume reduction plug into the left cylinder head oil galley.

^ New oil galley plug.

IMPORTANT TIME SAVING REPAIR TIPS

^ Always use a hand impact driver with a short extension when loosening the oil galley plug. Be sure the T-30 Torx(R) bit is in good condition, and that there is no foreign material inside the plug which would prevent the bit from fully seating. The plug may be seized on some higher mileage vehicles, and not seating the bit may cause the bit to damage the plug.

^ Before removing the engine coolant temperature sensor, relieve any residual cooling system pressure by removing the radiator cap and then reinstalling it. Doing this will allow you to remove the sensor without having to drain the cooling system.

^ During assembly, DO NOT use any silicone products as they may cause damage to the oxygen sensors.

^ Allow the engine and cooling system to cool down prior to beginning this repair.

Question – Are these procedures the same as related procedures found in TSBs or in the Workshop Manual?

Answer – No. If you follow the procedures in this set of instructions, you will not need to disconnect the battery or install a memory saver, or drain and refill the cooling system. Also, this procedure involves removal of the upper and lower intake manifolds to replace the gaskets. Once the manifolds and the ECT are removed, the oil galley plug and the cam tensioner are easily accessed.

LOWER INTAKE MANIFOLD REMOVAL

1. Remove the accelerator control splash shield.
2. Disconnect the speed control and accelerator cables from the throttle body control lever and the upper intake manifold.
3. Disconnect the intake air temperature (IAT) sensor.
4. Disconnect the fresh air tubes from the air cleaner outlet tube, then remove the air cleaner outlet tube.

5. Disconnect the idle air control (IAC) valve and the throttle position (TP) sensor.

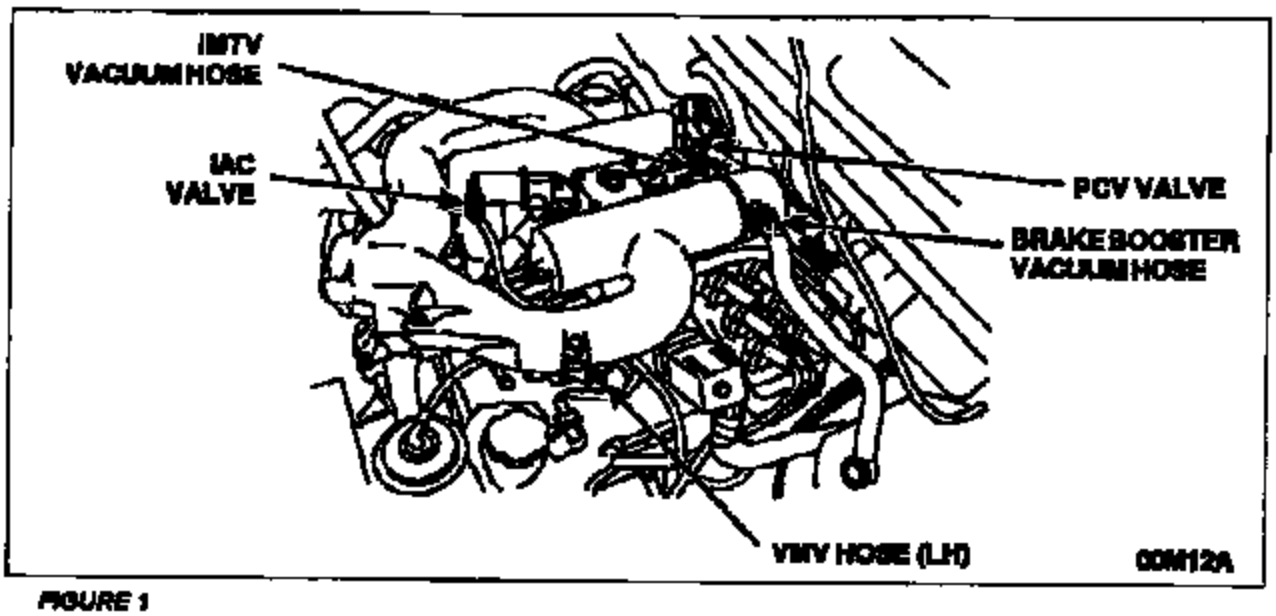

FIGURE 1

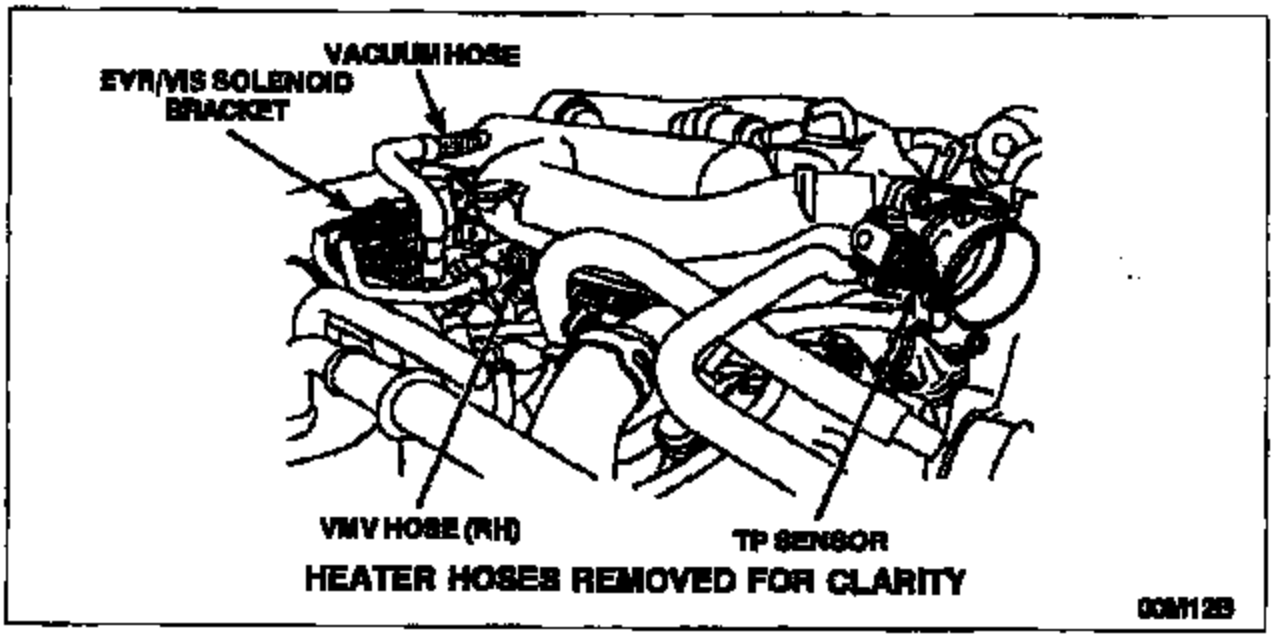

FIGURE 2

6. Disconnect the following vacuum hoses: See Figures 1 and 2.
   - Brake booster.
   - Intake manifold tuning valve (IMTV) servo, if equipped.
   - Right side upper intake vacuum supply (two hoses).
   - PCV valve.
7. Remove the fasteners securing the EVR/VIS solenoid bracket. It is not necessary to disconnect the solenoids. Refer to Figure 2.
8. Remove the upper intake manifold screws.

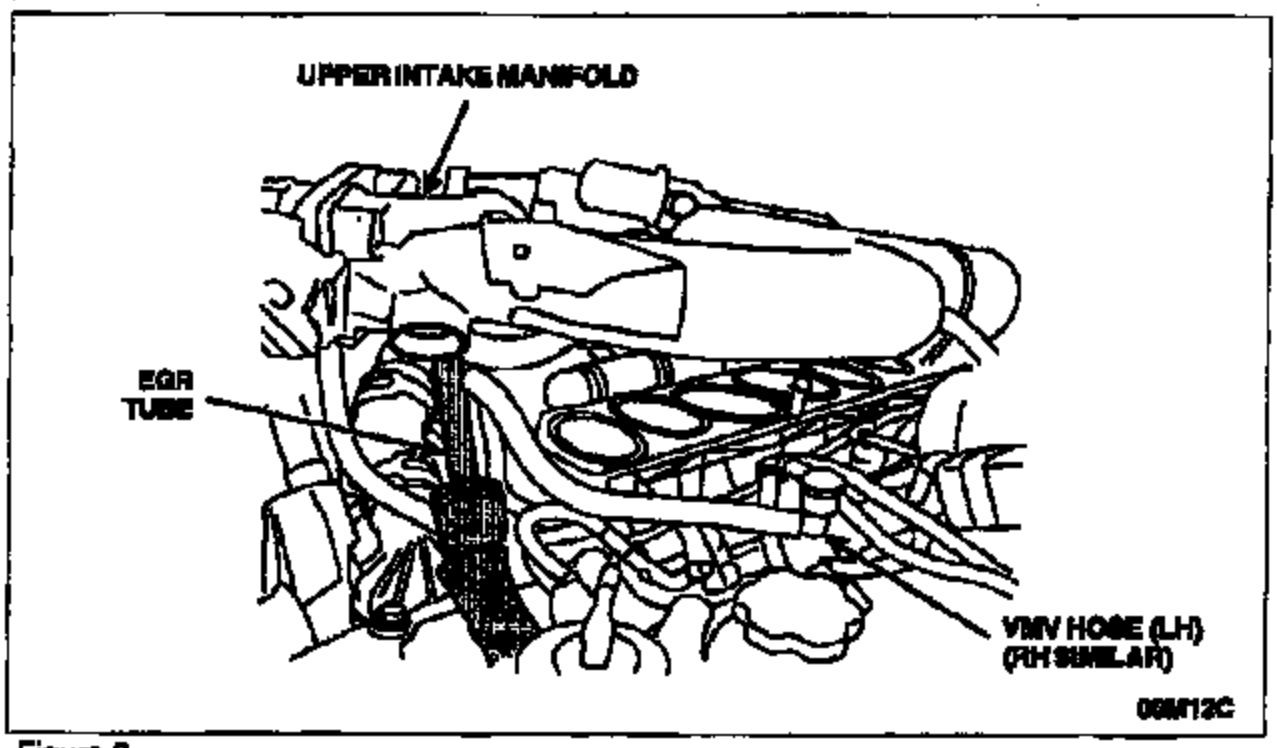

Figure 3

9. Lift up the upper intake manifold to access the vapor management valve (VMV) hoses. Remove the locking clips and disconnect the right and left VMV hoses. See Figure 3.

10. Remove the upper intake manifold by carefully sliding the manifold off of the exhaust gas recirculation (EGR) tube. See Figure 3.

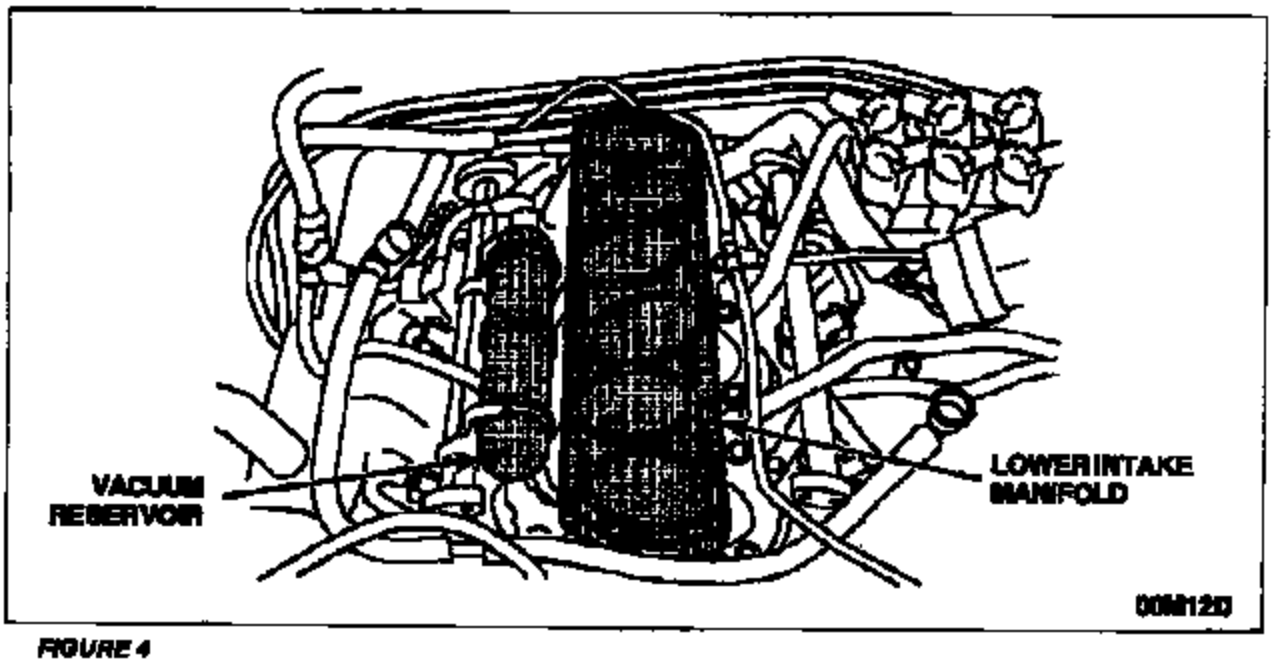

FIGURE 4

11. If equipped, position the engine vacuum reservoir aside. See Figure 4.

12. Remove the lower intake manifold. See Figure 4.

CAUTION:
The intake ports of the cylinder heads must be covered to avoid any foreign material from entering the engine.

13. Clean all foreign material from the intake manifold/cylinder head area, then cover the cylinder head ports with clean shop towels.

VOLUME REDUCTION PLUG AND CAM CHAIN TENSIONER REPLACEMENT

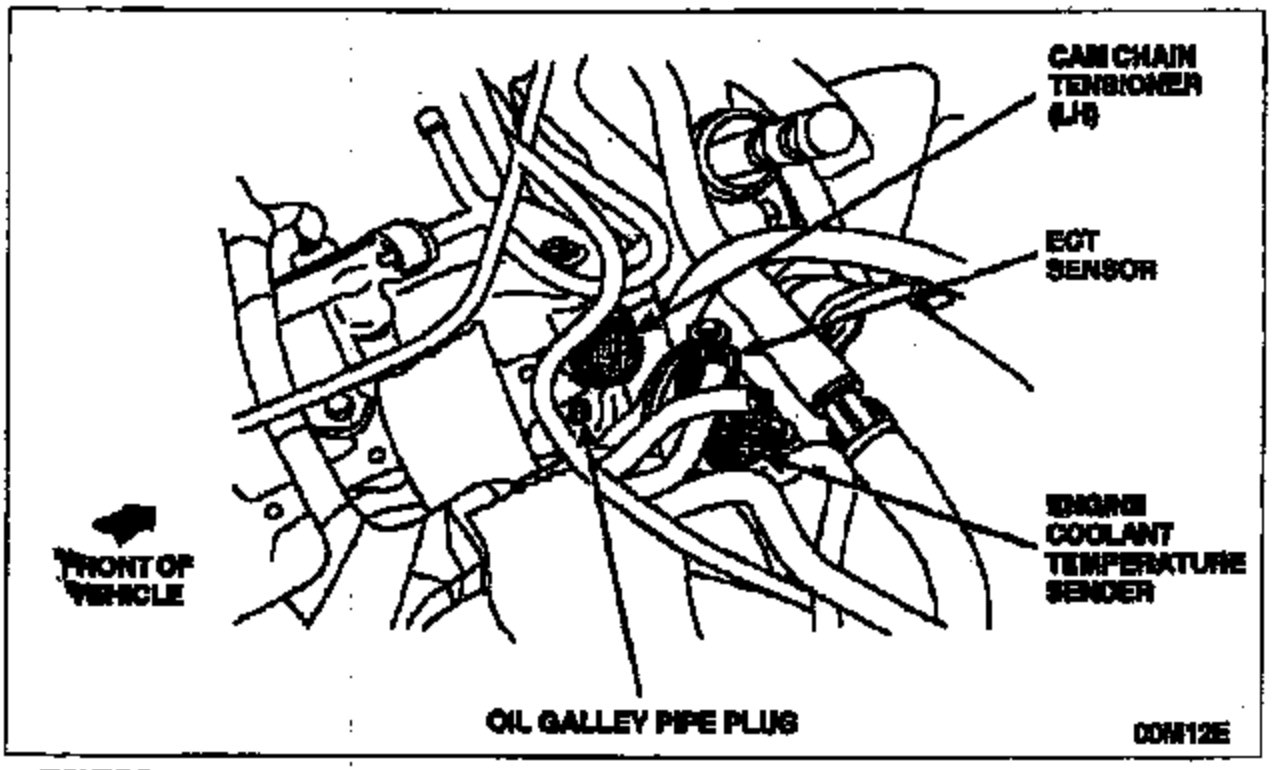

FIGURE 5

1. Disconnect the engine coolant temperature (ECT) sensor and the engine coolant temperature sender. Position the wiring harness connectors away from the oil galley plug area. See Figure 5.

CAUTION:
Damage to the oil galley plug will occur if the Torx(R) bit is not fully seated. Use a hand impact driver and an extension, striking the driver firmly, to loosen the plug.

2. Remove the oil galley plug. See Figure 5.

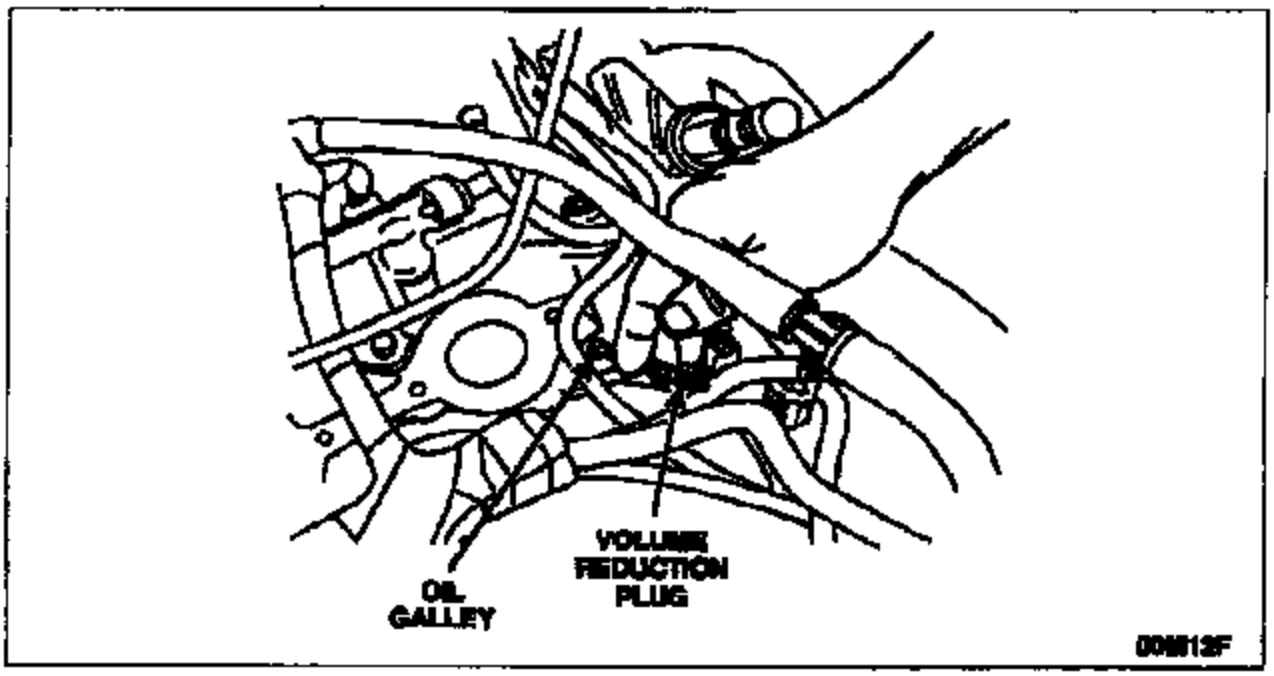

FIGURE 6

3. Install the volume reduction plug into the oil galley. See Figure 6.

CAUTION:
The new oil galley plug comes pre-encapsulated with sealant. Do not apply additional sealant to the plug.

4. Install the new oil galley plug. Tighten the plug until it is flush with the face of the cylinder head.

NOTE:
Failure to remove then reinstall the radiator cap may result in coolant draining when the engine coolant temperature (ECT) sensor is removed.

5. Remove, then reinstall, the radiator cap.

6. Remove the ECT sensor only. See Figure 5.

7. Remove and discard the left cam chain tensioner and washer. See Figure 5.

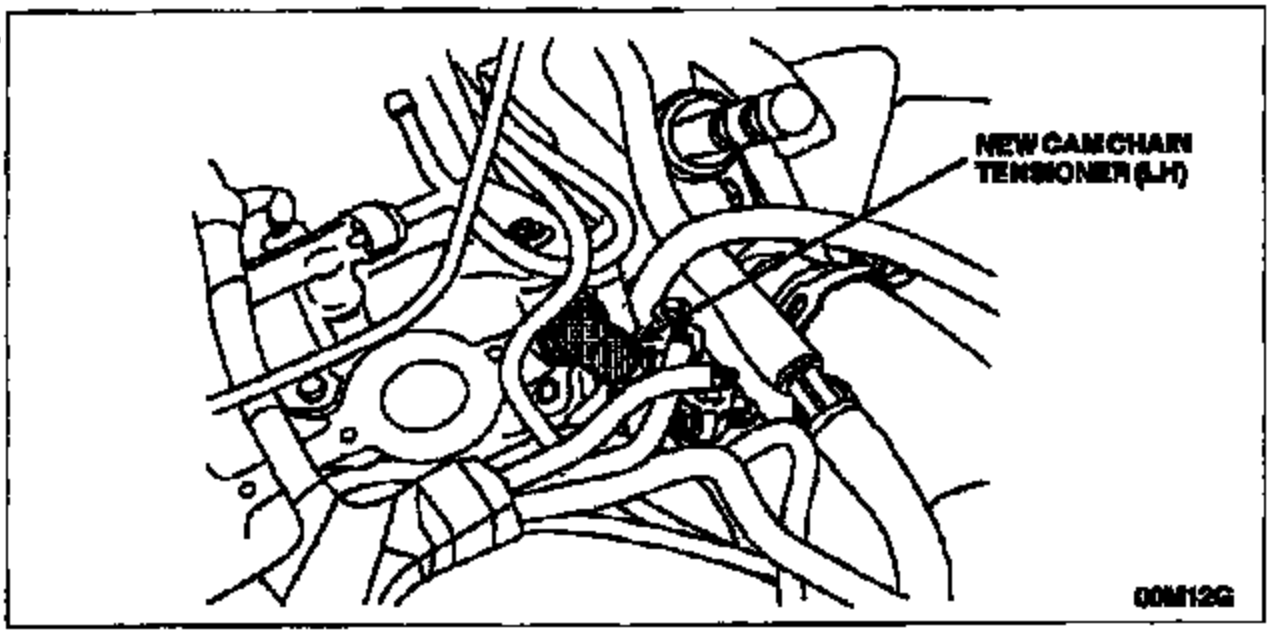

FIGURE 7

8. Install the new cam chain tensioner and washer. Tighten the tensioner to 44 Nm (32 lb-ft). See Figure 7.

9. Install and connect the ECT sensor. Tighten the sensor to 15 Nm (132 lb-in).

10. Connect the coolant temperature sender.

LOWER INTAKE MANIFOLD – INSTALLATION

1. Remove the old gaskets from the lower intake manifold. Clean the manifold gasket mating surfaces. Remove the shop towels from the cylinder heads and clean the gasket mating surfaces.

2. Install new lower intake manifold gaskets, making sure they are correctly seated.

3. Install the lower intake manifold. Tighten the bolts to 18 Nm (13 lb-ft).

4. Install the engine vacuum reservoir, if equipped.

5. Install the locking clips onto the right and left VMV hose connectors.

6. Install the new upper intake manifold gaskets.

CAUTION:
When installing the upper intake manifold, be sure that all vacuum lines are positioned back to avoid pinching them under the manifold.

CAUTION:
DO Not use any silicone-based lubricants on the EGR tube O-ring.

NOTE:
Using Penetrating and Lock Lubricant, E8AZ-19A501-B or equivalent non-silicone-based lubricant, lightly lubricate the EGR tube O-ring to allow for easier installation of the upper intake manifold.

7. Position the upper intake manifold carefully, slide the manifold onto the EGR tube and connect both right and left VMV hoses. Also, be sure to route the IAC valve connector into position.

8. Install the upper intake manifold screws. Tighten the screws to 7 Nm (62 lb-in).

9. Connect the IAC valve and TPS connector.

10. Install the EVR/VIS solenoid bracket. Tighten the screws to 3 Nm (26 lb-in).

11. Connect the following vacuum hoses:
    - Brake booster.
    - Intake manifold tuning valve (IMTV) servo, if equipped.
    - Right side upper intake vacuum supply (two hoses).
    - PCV valve.
12. Install the air cleaner outlet tube, and connect the fresh air tubes and IAT sensor.
13. Correctly route and secure the accelerator and speed control cables. Tighten the screws to 3 Nm (26 lb-in).
14. Install the accelerator control splash shield.
15. Start the engine and check for correct operation. Check and top off the cooling system as needed.

OASIS RESULT:
1FMZU32E1WZ[redacted]

See bottom of the OASIS result for contact ID

12/17/2004 09:29:18

VEHICLE INFORMATION

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
1998 EXPLORER	4 DR MPV 4X2	4.0L EFI SOHC
TRANSMISSION	**AXLE CODE**	**ENGINE CALIBRATION**
5 SPD AUTO - 5R44/55E	45	858CR10A

GENERAL WARRANTY INFORMATION

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
04/02/1998	03/05/1998	07369

WARNING MESSAGES

ATTENTION TECHNICIANS AND SERVICE MANAGERS:
BEFORE REPLACING 5.0L CATALYTIC CONVERTER (-5E212-) SEE TSB 04-07-05
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

---

*THIS VEHICLE HAD A CUDL CONTACT CLOSED

OUTSTANDING FIELD SERVICE ACTIONS

04M12
CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE CAMSHAFT CHAIN TENSIONER AND LOWER INTAKE MANIFOLD GASKET - ADDITIONAL COVERAGE TO 6 YEARS OR 72,000 MILES FROM THE WARRANTY START DATE, WHICHEVER OCCURS FIRST

01M01
CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE FRONT CAM CHAIN GUIDE ASSEMBLY - ADDITIONAL COVERAGE TO 7 YEARS FROM VEHICLE WARRANTY START DATE OR 100,000 MILES, WHICHEVER OCCURS FIRST

03S04
DRIVER SEAT RECLINER BOLT

99M02
CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE THROTTLE BODY PLATE STICKING CLOSED

EXTENDED COVERAGES

0706 - EXPIRED
STANDARD DEDUCTIBLE: 100 USD
OWNER NAME: CHARLES NELSON
OPTIONS:
EXPIRATION DATE: 04/02/2002
DISTANCE: 60,000
RENTAL: 28 UP TO 5 DAYS
TOWING: 50 USD
CONTRACT SOLD BY: USA 02490
ESP CONTRACT START DATE: 04/02/1998

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR **1FMZU32E1WZ[redacted]**

[redacted]

Attachment I - Administrative Information

OASIS

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

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.

[redacted]: 01M9I

Misc. Expense: REFUND

Misc. Expense: ADMIN

Misc. Expense: 0.2 Hr.

Refer to ACESII manual for refund information.

TOWING

In rare cases, an affected vehicle may lose proper valve timing. This may prevent the vehicle from being driven to the dealership for repairs. Under these circumstances, Ford Motor Company will pay for the cost of towing. For towing, enter the word "TOW" in the Miscellaneous Expense area of the claim form.

RENTAL CARS

Ford Motor Company will pay for a rental vehicle for up to two (2) days while a customer's vehicle is out of service for [redacted] repairs. If related damage is involved, Ford Motor Company will pay for a rental vehicle for up to seven (7) days while the vehicle is out of service or while waiting for parts. Fuel usage will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental vehicle dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area. Parts must be ordered so that they will be received in the quickest possible manner while the customer is using a rental vehicle.

If a rental vehicle is needed for more than two (2) days for normal timing chain guide repairs or longer than seven (7) days for related damage repairs, contact the Special Service Support Center at 1-800-325-5621 for direction.

Vehicle: Recalls
Dealer Letter

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

April 2001

To:
All Ford and Lincoln Mercury Dealers

Subject:
Owner Notification Program 01M01: All 1997 and 1998 Model Year Explorer and Mountaineer Vehicles built with 4.0L Single Overhead Cam Engine – Additional Coverage Program for Front Cam Chain Guide Assembly

PROGRAM TERMS
This additional coverage program will be in effect for 7 years from vehicle warranty start date or 100,000 miles, whichever occurs first.

VEHICLES COVERED BY THIS PROGRAM
All 1997 and 1998 model year Explorer and Mountaineer vehicles with 4.0L Single Overhead Cam (SOHC) engines built at the Louisville Assembly Plant from July 29, 1996 through October 20, 1998 and at the St. Louis Assembly Plant from May 29, 1996 through September 18, 1998.

REASON FOR PROVIDING ADDITIONAL COVERAGE
On some of the affected vehicles, the front cam chain guide assembly may wear or break and cause excessive cam chain noise that does not go away after five minutes of engine operation.

SERVICE ACTION
If the cam chain guide assembly is worn or broken, install a new cam chain guide assembly. If it has broken and fragments have entered the engine oil pan, clean the block of all debris, replace the engine oil pick-up and filter assembly, and install new oil and filter.

Attachments

- **Attachment I**
  - Administrative Information
- **Attachment II**
  - Labor Allowances
  - Parts Ordering Information
- **Attachment III**
  - Technical Information
- **Attachment IV**

19 Jan 04

Vehicle: Recalls

Attachment I - Administrative Information

OASIS

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

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: 01M01
Misc. Expense: REFUND
Misc. Expense: ADMIN
Misc. Expense: 0.2 Hr.

Refer to ACESII manual for refund information.

TOWING

In rare cases, an affected vehicle may lose proper valve timing. This may prevent the vehicle from being driven to the dealership for repairs. Under these circumstances, Ford Motor Company will pay for the cost of towing. For towing, enter the word "TOW" in the Miscellaneous Expense area of the claim form.

RENTAL CARS

Ford Motor Company will pay for a rental vehicle for up to two (2) days while a customer's vehicle is out of service for front cam chain guide repairs. If related damage is involved, Ford Motor Company will pay for a rental vehicle for up to seven (7) days while the vehicle is out of service or while waiting for parts. Fuel usage will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental vehicle dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area. Parts must be ordered so that they will be received in the quickest possible manner while the customer is using a rental vehicle.

If a rental vehicle is needed for more than two (2) days for normal timing chain guide repairs or longer than seven (7) days for related damage repairs, contact the Special Service Support Center at 1-800-325-5621 for direction.

Technical Service Bulletin # 01M01 Date: 010401

Information

01M01

OWNER NOTIFICATION PROGRAM

Owner Notification Program 01M01 which will provide additional coverage on the front cam chain guide assembly on 1997 and 1998 Explorer and Mountaineer vehicles with 4.0L Single Overhead Cam (SOHC) engine.

April 2001

All 1997 and 1998 Model Year Explorer and Mountaineer Vehicles built with 4.0L Single Overhead Cam Engine - Additional Coverage Program for Front Cam Chain Guide Assembly

Dealer Letter

Attachment I
^ Administrative Information

Attachment II
^ Labor Allowances
^ Parts Ordering Information

Attachment III
^ Technical Information

Attachment IV
^ Q & A Sheet

Customer Notification Letter not Applicable

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

April 2001

To:
All Ford and Lincoln Mercury Dealers

Subject:
Owner Notification Program 01M01: All 1997 and 1998 Model Year Explorer and Mountaineer Vehicles built with 4.0L Single Overhead Cam Engine – Additional Coverage Program for Front Cam Chain Guide Assembly

PROGRAM TERMS
This additional coverage program will be in effect for 7 years from vehicle warranty start date or 100,000 miles, whichever occurs first.

VEHICLES COVERED BY THIS PROGRAM
All 1997 and 1998 model year Explorer and Mountaineer vehicles with 4.0L Single Overhead Cam (SOHC) engines built at the Louisville Assembly Plant from July 29, 1996 through October 20, 1998 and at the St. Louis Assembly Plant from May 29, 1996 through September 18, 1998.

REASON FOR PROVIDING ADDITIONAL COVERAGE
On some of the affected vehicles, the front cam chain guide assembly may wear or break and cause excessive cam chain noise that does not go away after five minutes of engine operation.

SERVICE ACTION
If the cam chain guide assembly is worn or broken, install a new cam chain guide assembly. If it has broken and fragments have entered the engine oil pan, clean the block of all debris, replace the engine oil pick-up and filter assembly, and install new oil and filter.

Attachments

- **Attachment I**
  - Administrative Information
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  - Labor Allowances
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- **Attachment III**
  - Technical Information
- **Attachment IV**

- Q & A Sheet

Owner Notification Letter

QUESTIONS?
Claims Information: 1-800-423-8651
Special Service Support Center: 1-800-325-5621

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

Attachment I - Administrative Information

OASIS

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

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: 01M01
Misc. Expense: REFUND
Misc. Expense: ADMIN
Misc. Expense: 0.2 Hr.

Refer to ACESII manual for refund information.

TOWING

In rare cases, an affected vehicle may lose proper valve timing. This may prevent the vehicle from being driven to the dealership for repairs. Under these circumstances, Ford Motor Company will pay for the cost of towing. For towing, enter the word "TOW" in the Miscellaneous Expense area of the claim form.

RENTAL CARS

Ford Motor Company will pay for a rental vehicle for up to two (2) days while a customer's vehicle is out of service for front cam chain guide repairs. If related damage is involved, Ford Motor Company will pay for a rental vehicle for up to seven (7) days while the vehicle is out of service or while waiting for parts. Fuel usage will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental vehicle dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area. Parts must be ordered so that they will be received in the quickest possible manner while the customer is using a rental vehicle.

If a rental vehicle is needed for more than two (2) days for normal timing chain guide repairs or longer than seven (7) days for related damage repairs, contact the Special Service Support Center at 1-800-325-5621 for direction.

Attachment II - Labor and Parts Information

Operation Description	Labor Allowances	Labor Operation
TYPICAL REPAIR - Cassette NOT Broken-Up (Oil Leakage OK)		
Verify Noise, Check Engine Oil Pressure, and Replace Cassette	7.6 Hours	01M01B
Verify Noise, Check Engine Oil Pressure, Perform Leakdown Test, and Replace Cassette	8.2 Hours	01M01C
OCCASIONAL REPAIR - Cassette Broken Up (Oil Leakage OK)		
Verify Noise, Check Engine Oil Pressure, Install New Cassette, Clean Oil Pan and Replace Oil Pick-up and Filter Assembly	8.0 Hours	01M01D
Verify Noise, Check Engine Oil Pressure, Perform Leakdown Test, Install New Cassette, Clean Oil Pan and Replace Oil Pick-up and Filter Assembly	8.5 Hours	01M01E
RELATED DAMAGE REPAIR - Fails Engine Oil Pressure		
Verify Noise, Check Engine Oil Pressure (oil pressure is less than 40 PSI at 2,000 RPM), and Call Special Service Support Center.	0.6 Hours	01M01F*
Verify Noise, Check Engine Oil Pressure, Perform Leak Test (Leakage is greater than 50%), and Call Special Service Support Center. Note: This includes time to re-assemble the engine.	3.1 Hours	01M01G*

* Labor Operations 01M01F and 01M01G are used in conjunction with related damage. See Warranty and Policy manual for related damage documentation requirements.

LABOR ALLOWANCES

PARTS REQUIREMENTS

Parts Ordering Information

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-9621
Emergency Orders	31 days after launch	Normal order process

Part Number	Description	Quantity
XL2Z-6N289-AA	CASSETTE TIMING CHAIN	1

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

ORDER INFORMATION

DOR/COR number 50212 identifies parts ordered for this campaign.

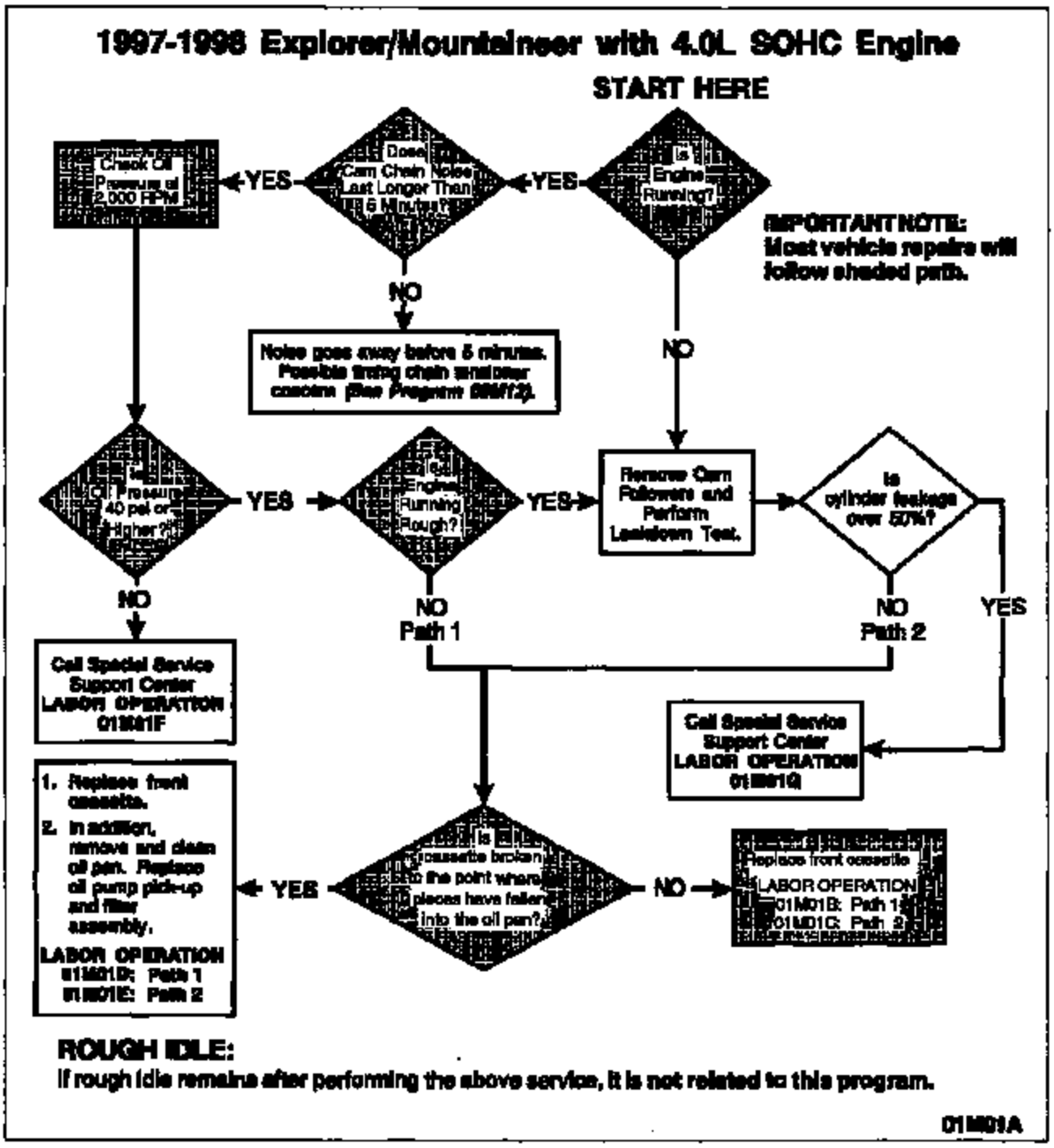
DEALER PRICE

For latest prices, check DOES II or 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.

Overview



NOTE:
This flow chart applies if engine is making timing chain noise (engine will run) or valves are mistimed (engine will not run).

This program involves 1997 and 1998 Explorer and Mountaineer vehicles equipped with 4.0L SOHC engines that have excessive and constant cam chain noise caused by the front cam chain guide assembly (cassette).

The repair procedure requires the technician to measure and record engine oil pressure on all vehicles before replacing the cassette. This is a check to make sure that there are no problems with the engine bearings before replacing the cassette.

Also, in some cases, a broken cassette may have affected the cam timing and caused mechanical damage to the engine valve(s). This would cause the engine to run rough (similar to a fouled spark plug or an open ignition wire). Therefore, on engines that have a rough idle, the technician will perform a cylinder leak down test on the left cylinder bank to verify that the valves are functioning correctly.

Finally, some vehicles may have cassettes that are broken into small enough pieces to cause potential problems with the oil pick-up and lubrication system. On these vehicles, the technician must replace the oil pick-up and filter assembly when a new cassette is installed. This will ensure that the engine repair will be long lasting.

Inspection

1. Is engine running?

   ^ Yes, continue to step 2.

   ^ No, go to step 6.

2. Check the engine oil level before performing the inspection, add oil if necessary.

   NOTE:
   The engine should be cold.

3. Start engine and listen for excessive cam chain noise at the front (left) cam chain.

   ^ If noise goes away within five minutes, check OASIS and perform 00M12 if appropriate.

   ^ If noise persists, continue with the inspection procedure.

4. Perform an oil pressure test as follows.

   ^ Raise the vehicle.

   ^ Remove the LH inner fender well splash shield.

   ^ Disconnect and remove the oil pressure sensor from the engine.

   ^ Connect the Engine Oil Pressure Gauge, T73L-6600-A or equivalent, to the oil pressure sensor oil galley.

   ^ Run the engine until normal operating temperature is reached.

   ^ Run the engine at 2000 RPM and record the gauge reading.

   ^ Remove the Engine Oil Pressure Gauge and install the oil pressure sensor. Tighten the sensor to 14 Nm (10 lb-ft).

5. The oil pressure gauge reading should be at least 276 kPa (40 psi).

   ^ If the gauge reading is below 276 kPa (40 psi), contact the Special Service Support Center at 1-800-325-5621.

   ^ If the gauge reading is 276 kPa (40 psi) or higher AND the engine exhibits a rough idle, continue the inspection procedure, step 6.

   ^ If the gauge reading is 276 kPa (40 psi) or higher AND the engine exhibits a smooth idle, proceed to CAMSHAFT CASSETTE REPLACEMENT.

6. If the engine is running rough or not running, perform a cylinder leakage test on the left cylinder bank as follows.

   a. Remove the camshaft roller followers from the left side of the engine. Refer to the Roller Followers in Section 303-01B in the appropriate Workshop Manual.

   b. Remove the spark plugs from the left side of the engine.

   c. For each cylinder, install the Rotunda Engine Cylinder Leak Detector/Air Pressurization kit, 014-00708 or equivalent, into the spark plug hole.

   NOTE:
   Since the cam followers have been removed, all the valves on the left cylinder bank will be closed. Therefore, it is not necessary to bring the pistons to top dead center during the leakdown test.

d. Pressurize each cylinder with compressed air and read the cylinder leakage gauge.

^ If any cylinder has a reading in excess of 50 percent, contact the Special Service Support Center at 1-800-325-5621.

^ If all of the cylinders have a reading of 50 percent or less, perform Camshaft Cassette Replacement.

Removal

NOTE:
The LH camshaft roller followers were removed previously if a cylinder leakage test was performed.

1. Remove the LH and RH camshaft roller followers. Refer to Roller Followers in Section 303-01B in the appropriate Workshop Manual.
2. Disconnect and remove the engine coolant temperature sensor.
3. Remove the radiator. Refer to the service procedure in Section 303-03 in the appropriate Workshop Manual.
4. Remove the engine front cover. Refer to Engine Front Cover in Section 303-01B in the 2001 Workshop Manual.

CAUTION
You must retime the LH and RH camshafts when either camshaft is disturbed.

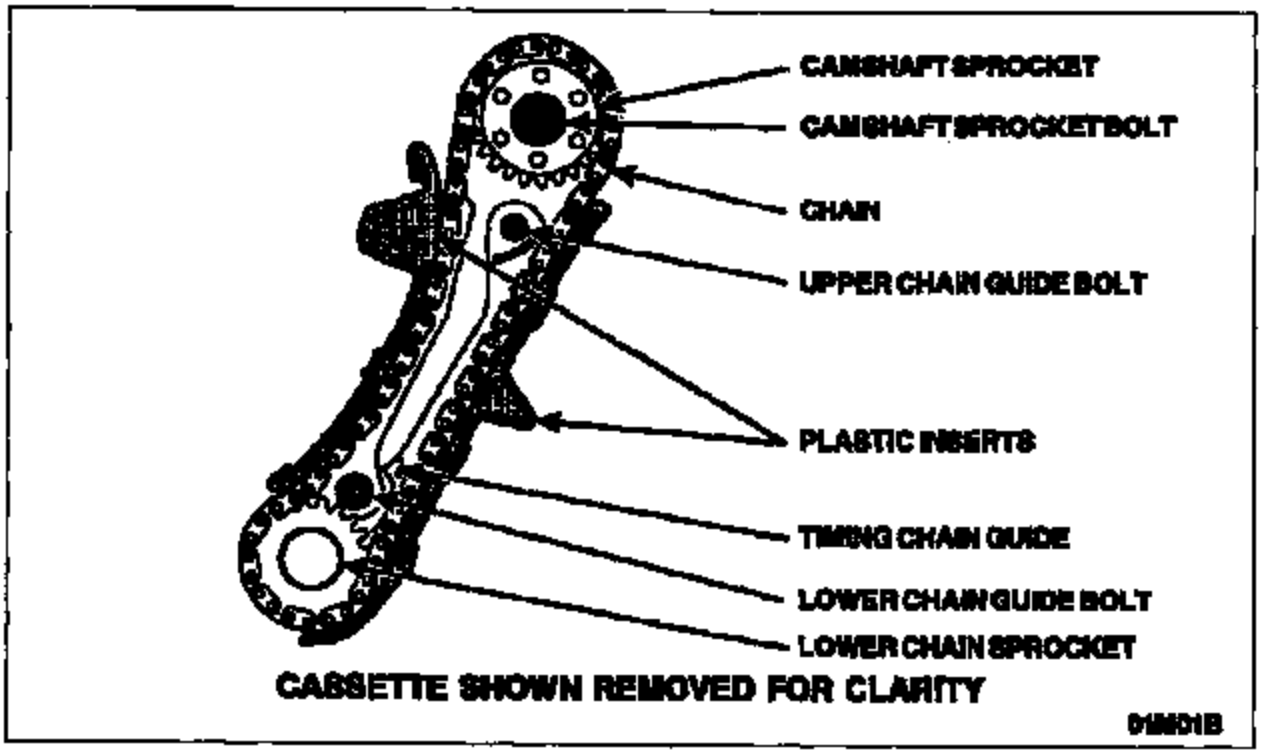


FIGURE 1

5. Inspect the LH camshaft cassette for damage to the plastic inserts of the chain guide; look for any cracks, broken or missing pieces. See Figure 1.

^ If the cassette is not damaged, continue the procedure.

^ If the cassette is damaged, continue the procedure AND perform the Oil Pump Pickup Tube Replacement. DO NOT drain the engine oil until Oil Pump Pickup Tube Replacement is performed.

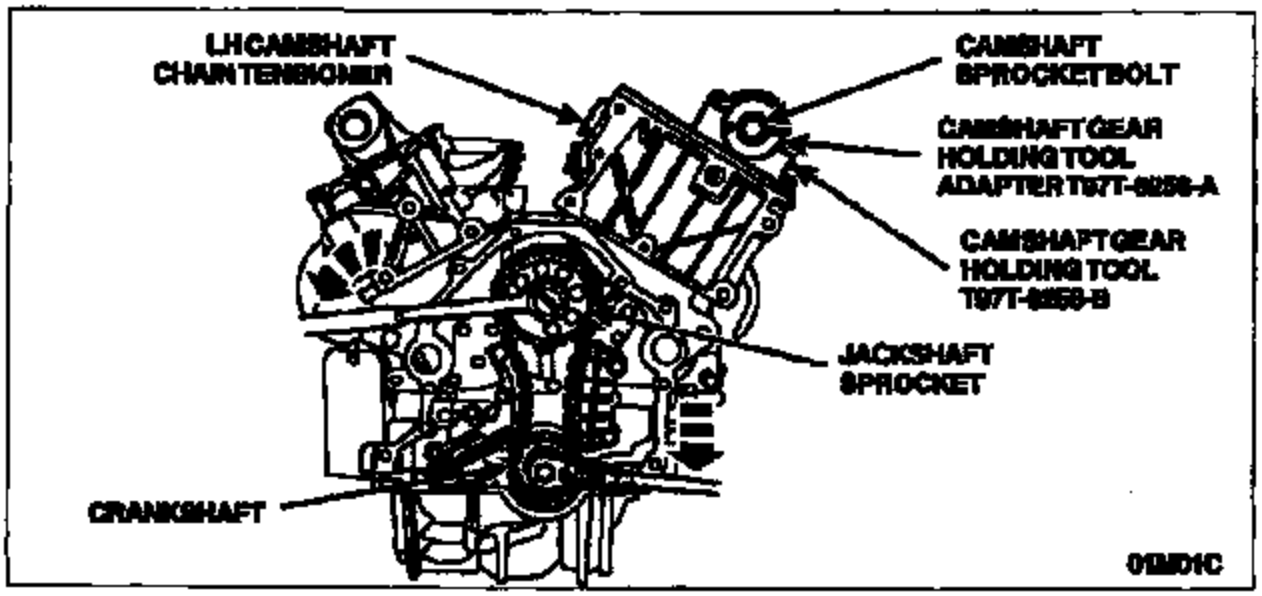


FIGURE 2

6. Remove the LH camshaft chain tensioner. See Figure 2.

NOTE:
The camshaft must be held in place to loosen the sprocket bolt.

7. Install Camshaft Gear Holding Tool T97T-6256-B and Adapter T97T-6256-A onto the camshaft sprocket. Loosen, but DO NOT remove, the camshaft sprocket bolt. See

8. Remove the special tools and sprocket bolt.

9. Hold the crankshaft from turning with special tool 303-674 and loosen the jackshaft sprocket bolt. See Figure 2.

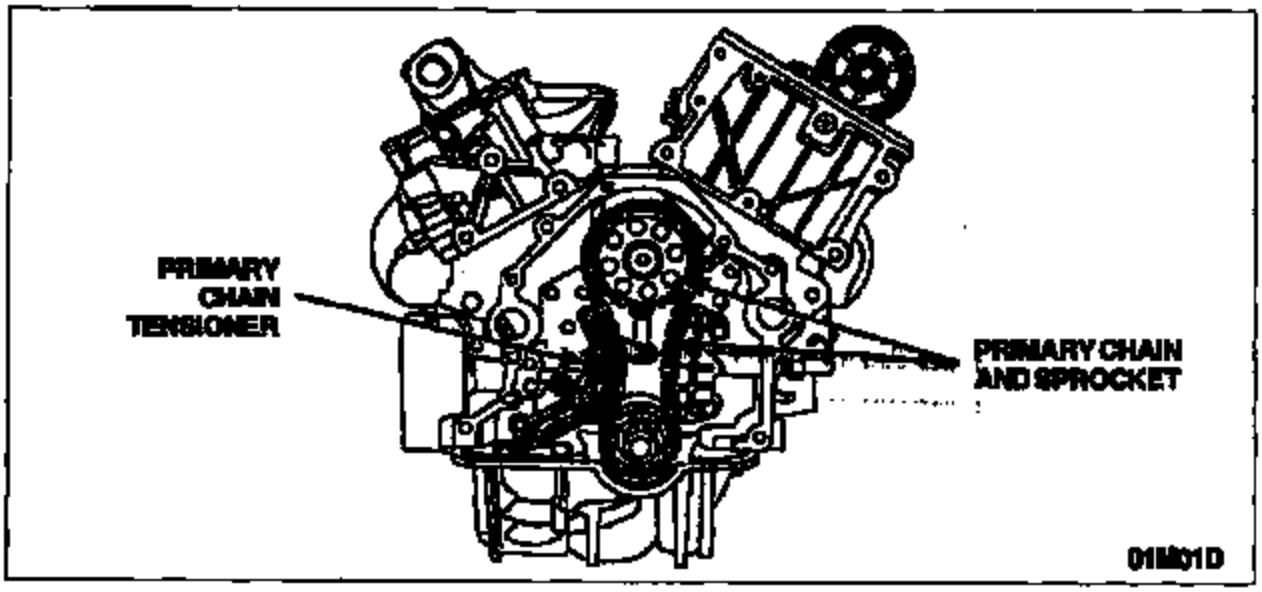


FIGURE 3

10. Remove the primary chain tensioner. See Figure 3.

11. Remove the primary chain, jackshaft sprocket and crankshaft sprocket. See Figure 3.

12. Remove the camshaft drive cassette. See Figure 4.

^ Remove the upper and lower chain guide bolts.

^ Remove the sprockets and chain.

^ Lift the chain guide up and out of the cylinder head.

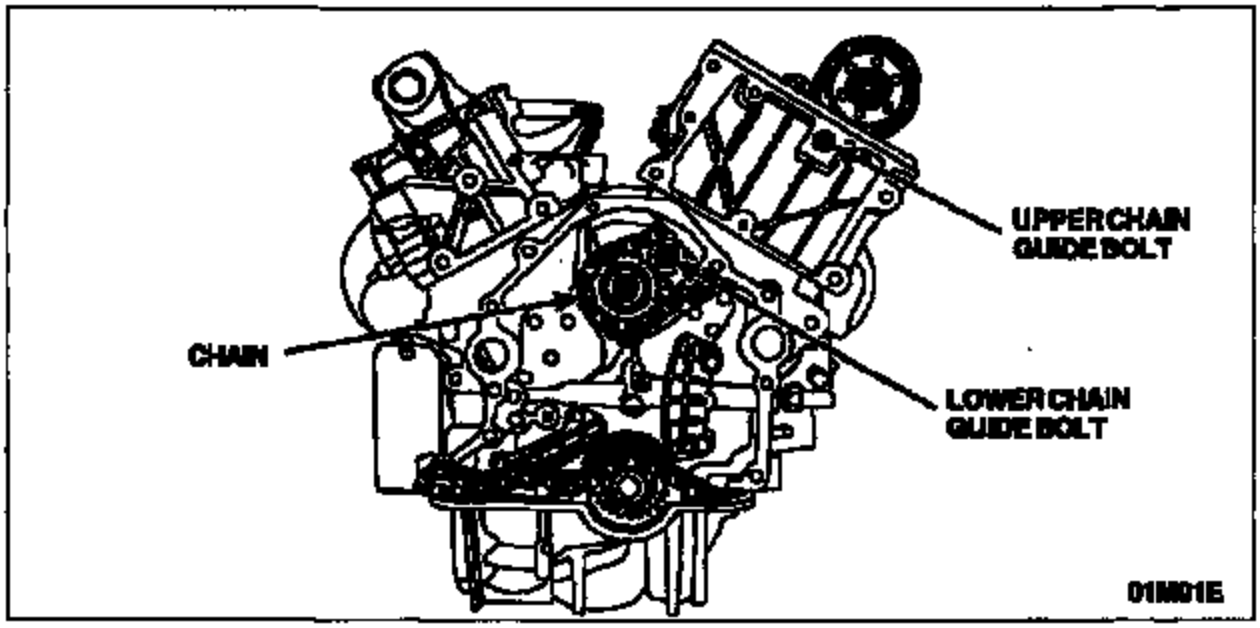


FIGURE 4

CAUTION
When cleaning sealing surfaces, be sure to cover the opening to the oil pan area with clean shop cloths to ensure that no gasket material falls into the oil pan area.

13. Using clean shop cloths, block all openings that may allow dirt to enter the oil pan.

14. Clean all surfaces. Clean all debris from the engine.

15. Remove all shop cloths placed in the engine.

Installation

NOTE:
The camshaft cassette comes assembled, but must be disassembled and the individual components installed separately.

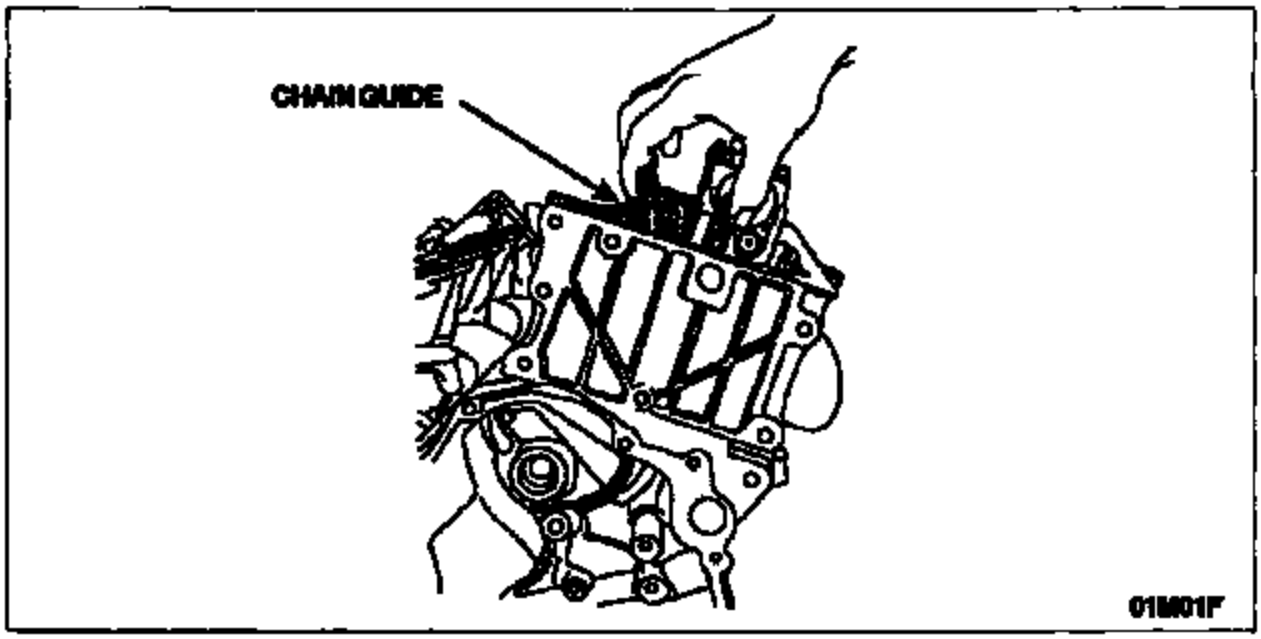


FIGURE 5

1. Install the new chain guide through the cylinder head. See Figure 5.
2. Install the new chain.
3. Install the new chain guide bolts. Tighten the upper bolt to 12 Nm (9 lb-ft) and the lower bolt to 19 Nm (14 lb-ft).

NOTE:
The camshaft sprockets must be oriented correctly.

4. Install the new lower chain sprocket on the jackshaft and the new upper chain sprocket on the camshaft.
5. Install, but DO NOT tighten, the camshaft sprocket bolt.
6. Install the primary chain, crankshaft sprocket, jackshaft sprocket and the new jackshaft sprocket bolt.
7. Install the primary drive chain tensioner. Tighten bolts to 9 Nm (80 lb-in).
8. Hold the crankshaft from turning with special tool 303-674 and tighten the new jackshaft sprocket bolt in two stages.
   - Stage 1: Tighten the bolt to 45 Nm (33 lb-ft).
   - Stage 2: Tighten the bolt an additional 90 degrees.

NOTE:
When performing engine front cover installation, omit step 15 - installing accessory bracket. This will be performed later in the procedure.

9. Install the engine front cover with the new crank seal, crankshaft pulley and damper. Refer to Engine Front Cover in Section 303-01B in the 2001 Workshop Manual.

The following camshaft timing procedure must be read thoroughly and performed exactly as written.

The procedure includes information that has been updated from Workshop Manual. Do NOT follow Workshop Manual procedures for cam timing on this engine.

NOTE:
The special tool must be installed on the damper and should contact the engine block. This positions the engine at TDC.

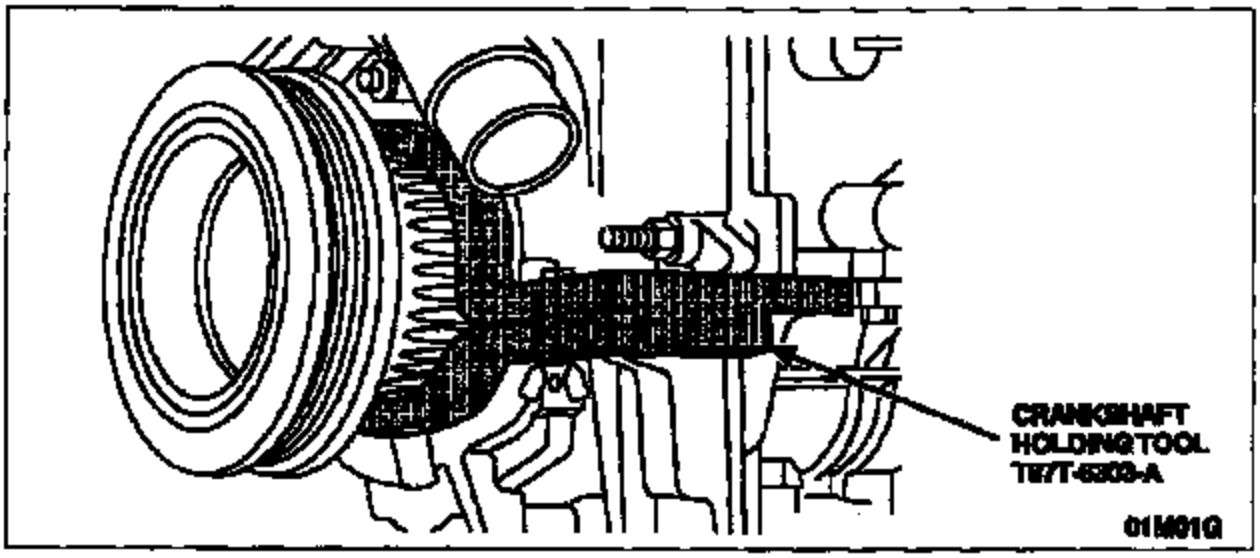


FIGURE 6

10. Turn the crankshaft clockwise to position the number one cylinder at TDC and install Crankshaft Holding Tool T97T-6303-A to hold the crankshaft in position. This will prepare the engine for cam timing. See Figure 6.

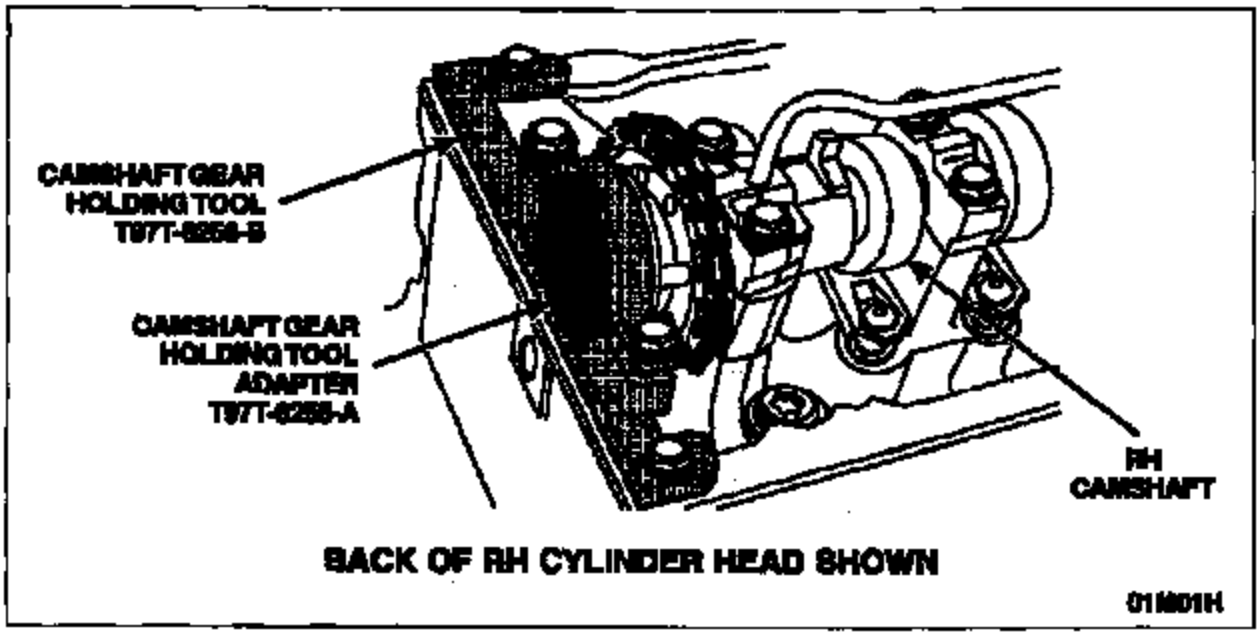


FIGURE 7

11. Install Camshaft Gear Holding Tool T97T-6256-B and Adapter T97T-6256-A onto the RH camshaft sprocket and tighten the top two clamp bolts of the Camshaft Gear Holding Tool T97T-6256-B to 10 Nm (89 lb-in). See Figure 7.

CAUTION

The RH camshaft sprocket bolt is a left-hand threaded bolt.

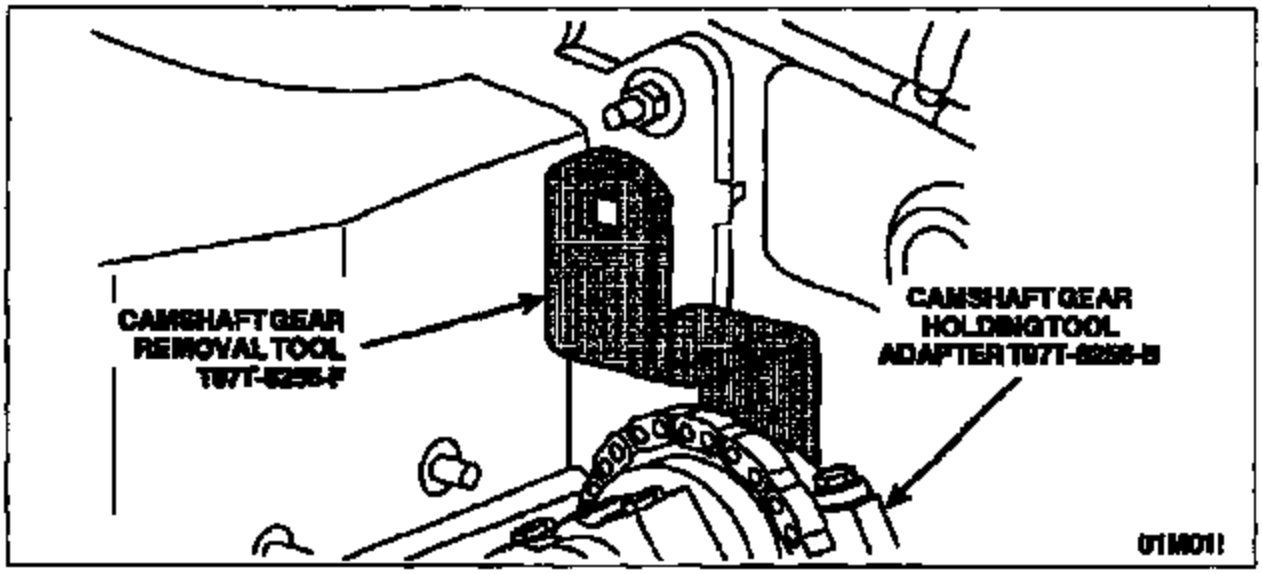


FIGURE 8

12. Using Camshaft Gear Removal Tool T97T-6256-F, loosen the RH camshaft sprocket bolt. Loosen the top bolts of Camshaft Gear Holding Tool T97T-6256-B. See Figure 8.

NOTE:
The camshaft timing slots are off center.

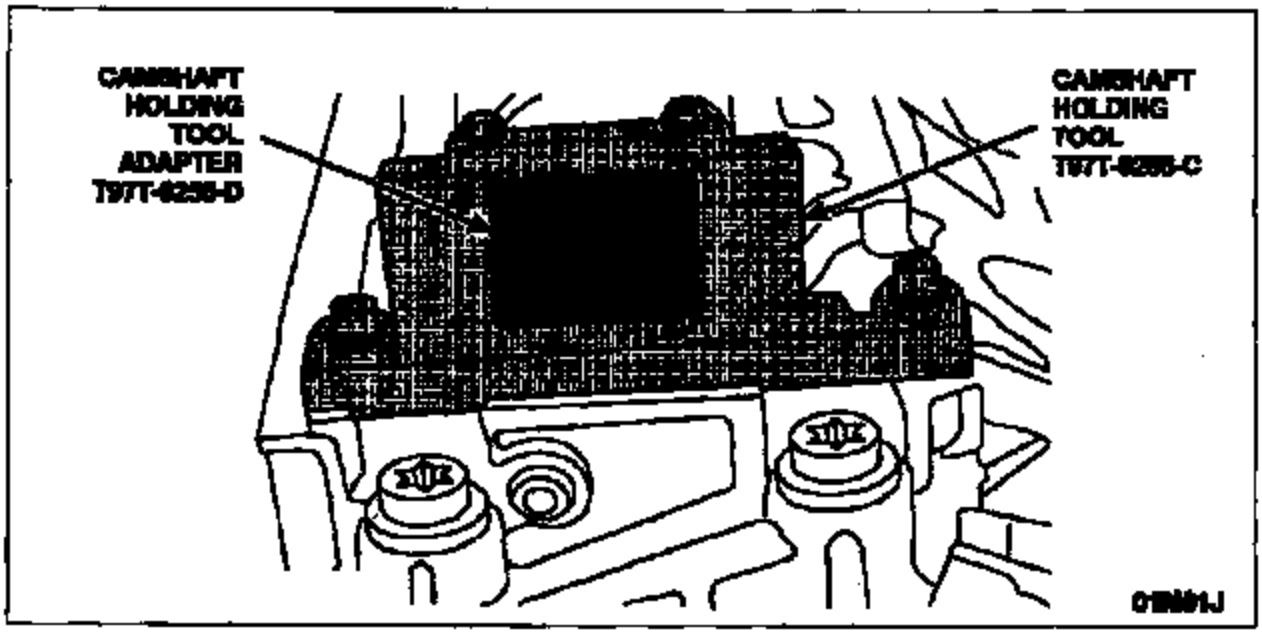


FIGURE 9

13. Position the camshaft timing slots below the centerline of the camshaft to allow proper installation of Camshaft Holding Tool T97T-6256-C and Adapter T97T-6256-D onto the cylinder head. Then install both tools onto the cylinder head. See Figure 9.

14. Raise and support the vehicle.

15. Remove the RH wheel and tire.

16. Remove the lower splash shield.

Vehicle: Recalls
Attachment IV - Q & A Sheet

ATTACHMENT IV
Owner Notification Program 01M01

All 1997 and 1998 Model Year Explorer and Mountaineer Vehicles Built with 4.0L Single Overhead Cam Engine Additional Coverage Program for Front Cam Chain Guide Assembly

QUESTION AND ANSWER SHEET

ADMINISTRATIVE SECTION

Q1: What is the difference between 00M12 and 01M01?

ANSWER: 00M12 provides additional coverage on the lower intake manifold gasket and front cam chain tensioner. The tensioner causes a start up timing chain noise that lasts less than five minutes.

01M01 provides additional coverage on the front cam chain guide assembly (also called a cassette). A cracked or broken cassette causes a timing chain noise that lasts longer than five minutes.

Also, there are differences in the vehicle population covered in each program:

- 00M12 covers certain 1997 - 2000 Explorer and Mountaineer vehicles built from Job #1, 1997 through April 7, 2000 and certain 2001 Explorer Sport and Sport-Trac vehicles built from Job #1 through April 7, 2000.
- 01M01 covers all 1997 and 1998 model year Explorer and Mountaineer vehicles built at the Louisville Assembly Plant from July 29, 1996 through October 20, 1998 and the St. Louis Assembly Plant from May 29, 1996 through September 18, 1998.

Q2: Why doesn't 01M01 cover 1999 and later model year vehicles?

ANSWER: All 1999 and later model year vehicles have a cam chain guide that is made of metal instead of plastic and, therefore, not subject to cracking or breaking. (NOTE: Old parts have been purged from the parts system.)

Q3: Please explain the "Rental" and claiming procedures for 01M01.

ANSWER: Labor Operations 01M01B through 01M01E are considered "typical" or "occasional" type repairs. They involve some diagnosis and replacement of the cassette and the repair requires approximately one day to complete. Therefore, we have authorized a two-day rental to accommodate the repair and the vehicle owner's schedule. Prior approval for "normal" repairs are required if rental vehicle usage exceeds 2 days

Labor Operations 01M01F and 01M01G are considered "related damage" type repairs. These repairs may involve a variety of related damage repairs that could include engine replacement. Therefore, for "related damage" repairs, we have authorized up to 7 days for rental vehicles. Prior approval for "related damage" repairs are required if rental vehicle usage exceeds 7 days.

Q4: Labor Operations F and G ("Related Damage Repair") only include time for bringing in the vehicle and performing the diagnosis. How do I claim for the actual repair(s)?

ANSWER: Labor Operations F and G are specifically reserved for major related damage repairs. Since it is impossible for us to know the extent of the related damage, dealers must call the Special Service Support Center to obtain approval for a specific related damage repair(s). After receiving the approval, you may submit

the claim normally as you would for any other related damage claim.

(Also see Q10: 01M01 Engine Tracking Tag for Engine Replacement Approvals)

Q5: A customer comes in with an engine noise with the expectation that it will be repaired free of charge under this program. But, the noise turns out to be something else. How do we avoid upsetting the customer?

ANSWER: The nature of the symptom (engine noise) may cause some concern to owners who visit your dealership with unrelated noises. There are three important things you can do to improve customer satisfaction:

#1 Understand what we told the customer. Here is what the owner letter said: "What Does Cam Chain Noise Sound Like? ... A 'metallic rattling sound' is typical of a timing chain noise. This noise can be heard at all engine speeds and is most noticeable at the front of the engine. The noise is best identified with the hood open and the engine at idle. Also, the noise doesn't go away after five minutes of operation."

#2 Service Advisors Should Learn to Recognize the Symptom. Cam chain noise is very distinctive. Once you know what it sounds like, you will be able to quickly identify excessive cam chain noise. (Service Advisors not familiar with timing chain noise may wish to consult an Engine Technician from the Service Area.)

#3 Validate each customer noise concern as quickly as possible! If possible, Service Advisors should try to perform an "on the spot" evaluation of the noise. Inform the customer immediately if the noise is not related to the front timing chain. (i.e.: water pump bearing, alternator, etc.) A quick evaluation can save everyone time and improve the customer's perception of your service.

Q6: When will vehicle owners be notified of the additional coverage program?

ANSWER: Owner Notification Letters will be mailed as soon as sufficient parts are available to support this program. We anticipate Owner Letters will be mailed in early May 2001.

TECHNICAL SECTION

Q7: Can a broken cam chain guide cause engine damage?

ANSWER: In most vehicles, a worn or broken timing chain guide does not cause any engine damage. However, in rare cases, engine damage may occur. It depends on how the chain guide failed. There are three scenarios:

Scenario #1: Chain guide is cracked or broken but basically remains intact. Chain will be loose and cause engine noise but not engine damage.

Scenario #2: Chain guide is broken and the timing chain has "jumped a tooth" causing incorrect valve timing. This may have also bent the valves causing the engine to run rough.

Scenario #3: Chain guide is broken into small pieces. These small pieces have entered the engine oil pan. Risks include:

A. oil pump may cavitate and lose engine lubrication (pick up screen plugged).

B. particles entering the oil system and restricting proper lubrication of engine bearings.

Q8: Scenario #2 and #3 could cause related damage to the engine. What is the process for checking related damage?

ANSWER: We are using an oil pressure test to check the condition of the engine bearings and a cylinder leak-down test to check for bent valves. (A valve that is just slightly open will show 100% leakage.) The Technical Instructions (Attachment III) has a detailed explanation of each step of the process, including diagnosis.

Q9: Have any provisions been made for diagnostic time?

ANSWER: Yes. Diagnostic time (oil pressure test and cylinder leakage test) is included in all of the labor operations.

Q10: What if an engine fails either the cylinder leakage or oil pressure test?

ANSWER: Call the Special Service Support Center at 1-800-325-5521 if an engine fails either test. The Special Service Support Center will record vehicle information along with the results of your engine tests. If an engine replacement is approved, the Special Service Support Center will provide the dealer with an authorization number. Also, the Special Service Support Center will mail a large green "01M01 Engine Tracking Tag" to the dealer. This tag will include the VIN of the vehicle along with the test results that were reported to the Special Service Support Center. This green tag must be attached to the engine core with the same VIN before it is returned. (Be sure VIN on the tag matches the VIN written on the green Tracking Tag.)

Q11: What is the purpose of the green "01M01 Engine Tracking Tag"?

ANSWER: The green "01M01 Engine Tracking Tag" will identify these engines to the remanufacturer as part of the 01M01 Program. Upon receipt of these engines, the engine remanufacturer will verify and record cylinder leakage and engine oil pressure. Test results will be forwarded to engineering.

The results of the engine tests that you recorded on the green tag should correlate with the tests performed by the remanufacturer. Engines with no defects or engines that have damage not related to program 01M01 are subject to "charge-back".

Q12: Since the engine remanufacturer will also be testing the engine, how can I be sure that our test results will match with those taken by the engine remanufacturer?

ANSWER: Due to the large number of engine tests performed by the remanufacturer, we are confident that we can differentiate between a good engine and one that has related damage. These tests will compensate for reasonable variability caused by test equipment and human factors. However, to avoid unnecessary replacement of good engines, dealers must use test equipment that is accurate.

To avoid replacing good engines, observe the following guidelines:

1. Verify that your oil pressure test gauge is reasonably accurate (plus or minus 5%).
2. Follow instructions on the Leak-Down Tester
3. Before performing a Leak-Down Test, remember to remove the cam followers on the cylinders being tested. Only test cylinders of left bank.

NOTE:
For the purposes of this program, the ONLY reason we are performing a leak-down test is to determine if any of the valves have been bent on the left bank. This can only be caused by a timing chain that was loose enough to jump a tooth. A valve that is slightly bent and not closing properly will cause a 100% leakage and the engine will run rough.

We are only using a 50% leak-down specification to avoid "splitting hairs". We only need to establish if the valves are bent or if there is a hole in the top of the piston. It is a "yes" or "no" situation. Either the valves are

or are not bent.

Q13: When replacing the cam chain guide (01M01), is it acceptable to follow the Workshop Manual instead of the Technical Instructions (Attachment III)?

ANSWER: No. In order to perform the 01M01 repair correctly, you must follow the Technical Instructions found in Attachment III. These instructions are specific to program 01M01 and contain updated procedures for correctly performing engine valve timing.

Vehicle Recalls Information

FRONT CAM CHAIN GUIDE ASSEMBLY WARRANTY EXTENSION - SUPPLEMENT 2

AFFECTED VEHICLES:
CERTAIN 1997-1998 MODEL YEAR EXPLORER/MOUNTAINEER EQUIPPED WITH 4.0L SOHC ENGINES

NOTE:
This supplement provides revised instructions for diagnosing cam chain noise and eliminates the oil pressure test.

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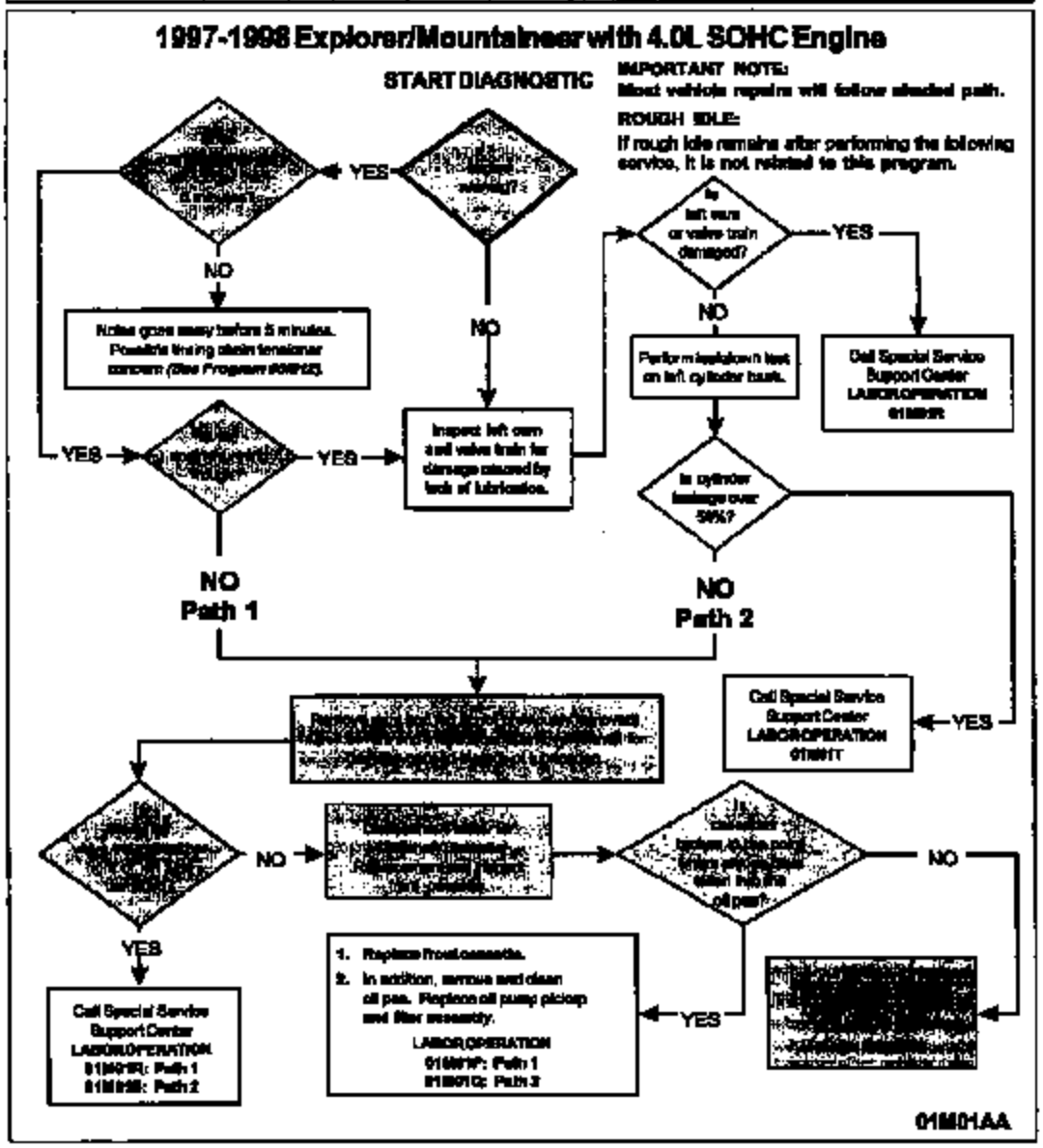
NOTE!

This program extends the coverage on the left (front) camshaft cassette.



OVERVIEW

This program involves 1997 and 1998 Explorer and Mountaineer vehicles equipped with 4.0L SOHC engines that have excessive and constant cam chain noise caused by the front cam chain guide assembly (cassette).

The repair procedure requires the technician to inspect the cams and valve train on all vehicles before replacing the cassette.

Also, in some cases, a broken cassette may have affected the cam timing and caused mechanical damage to the engine valve(s). This would cause the engine to run rough (similar to a fouled spark plug or an open ignition wire). Therefore, on engines that have a rough idle, the technician will perform a cylinder leak down test on the left cylinder bank to verify that the valves are functioning correctly.

Finally, some vehicles may have cassettes that are broken into pieces small enough to cause potential problems with the oil pickup and lubrication system. On these vehicles, the technician must replace the oil pickup and filter assembly when a new cassette is installed. This will ensure that the engine repair will be long lasting.

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

Ford Motor Company

December 2000

00M12 (gasket and tensioner)

Never Rec'd This letter

Mr. John Sample
123 Main Street
Anywhere, New Mexico 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, we are constantly working to improve our products. The reason for this letter is to tell you about a no charge coverage program.

What is the no charge coverage program?
Two internal components in newly produced Ford Explorer and Mercury Mountaineer 4.0L SOHC engines were recently enhanced to improve customer satisfaction. Ford would like to extend the long-term benefits of those two improvements to you by providing a no charge warranty extension, program number 00M12.

What parts of your vehicle are covered?...
Specifically, this program extends the warranty on the camshaft chain tensioner and the lower intake manifold gasket in certain 1997 to 2000 model Explorer and Mountaineer vehicles and 2001 Explorer Sport and Sport-Trac vehicles with 4.0L SOHC engines to a total of 8 years or 72,000 miles from the vehicle's warranty start date, whichever comes first. During this period, should either of these components require replacement, your Ford or Lincoln Mercury dealer is authorized to replace both at the same time at no charge to you. If your vehicle already has more than 72,000 miles, this coverage will last until April 30, 2001.

Refunds ...
If the camshaft chain tensioner or lower intake manifold gasket was the cause of a repair which occurred 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.

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.

Quality Care service is there for you all year round.
Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. 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 hope this no charge coverage confirms our commitment to your satisfaction. We pride ourselves on becoming the world's leading consumer company for automotive products and services.

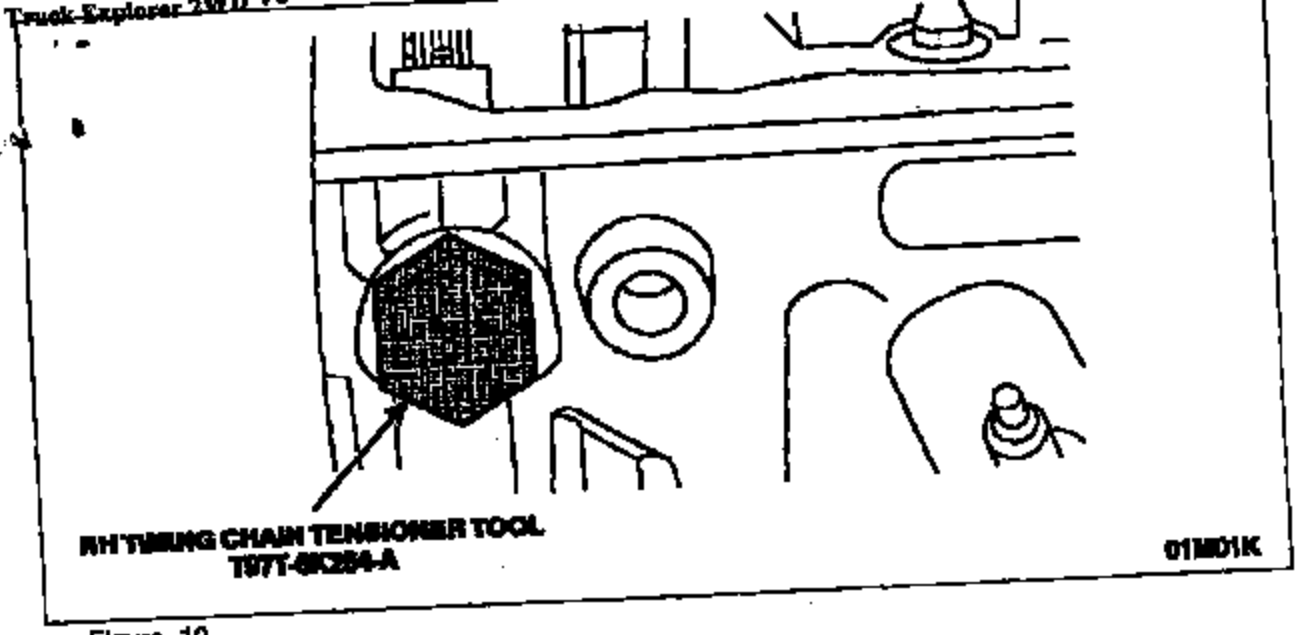


Figure 10

17. Remove the RH camshaft tensioner and install Timing Chain Tensioner Tool T97T-6K254-A. See Figure 10.

18. Remove vehicle supports and lower the vehicle.

CAUTION
The RH camshaft sprocket bolt is a left-hand threaded bolt.

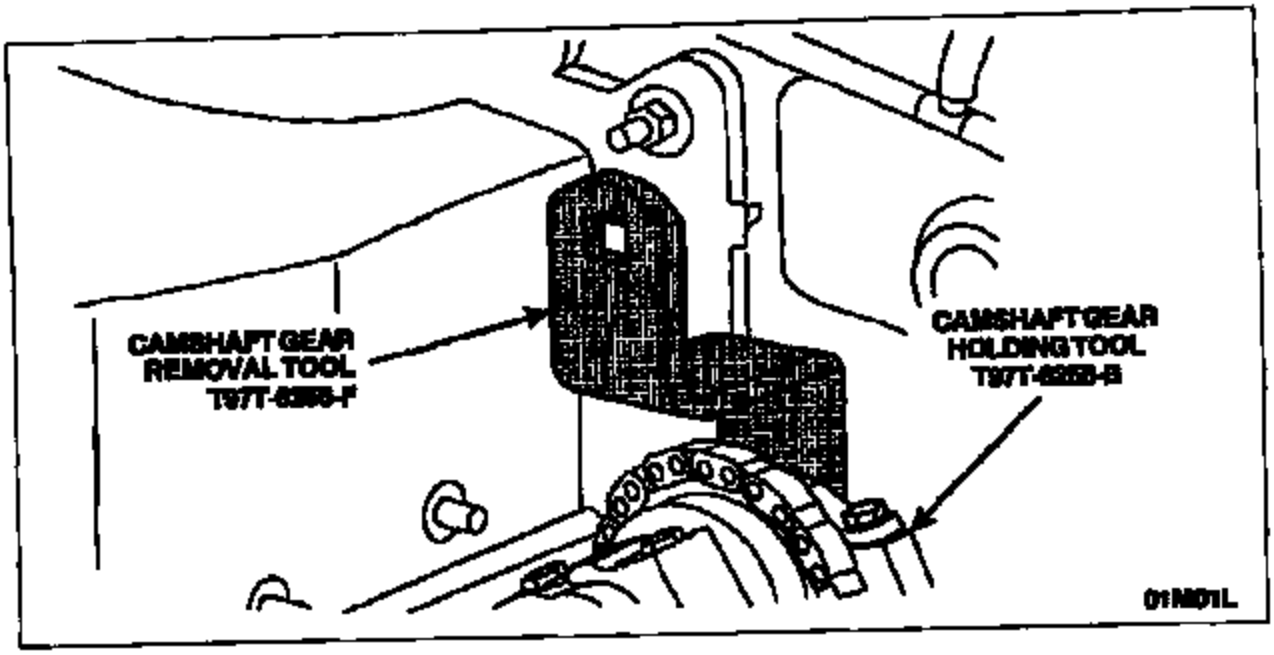


FIGURE 11

NOTE:
If Camshaft Gear Removal Tool T97T-6256-F is being used with the torque wrench, keep the torque wrench IN-LINE with the tool and tighten the camshaft sprocket to 61 Nm (45 lb-ft). (This tool will amplify the torque). Otherwise, tighten the camshaft sprocket to 85 Nm (63 lb-ft). See Figure 11.

19. Tighten the top two clamp bolts on Camshaft Gear Holding Tool T97T-6256-B to 10 Nm (89 lb-in) and then tighten the camshaft sprocket bolt to 85 Nm (63 lb-ft). See Figure 11.

- Q & A Sheet

Owner Notification Letter

QUESTIONS?
Claims Information: 1-800-423-8851
Special Service Support Center: 1-800-325-5621

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs