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November 17, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD

Safety Recall 97S88 - *Supplement #2*

All 1994-1996 Model Year Mustang and 1995-1996 Model Year Windstar Vehicles with Sheet Molded Compound (SMC) hoods built prior to 12/31/95
Hood Separation

REF: Safety Recall 97S88 – Supplement #1
Revised Hood Inspection and Adhesive Cure Time
Dated December 1997

New! REASON FOR THIS SUPPLEMENT

- ***Parts List Update:*** *Parts list has been updated to provide options for locally obtained adhesives.*
- ***Labor Allowances Update:*** *Labor codes have been updated to provide codes for photo submission on hood replacements and for inspection of collision damage and/or modifications.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	1994-1996	Flat Rock	through Dec 31, 1995
Windstar	1995-1996	Oakville	through Dec 31, 1995

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, there may not be an adequate adhesive bond between the upper and lower hood panels. This may lead to the upper and lower hood panels separating from each other.

SERVICE ACTION

Dealers are to inspect the hood for proper adhesive bond and replace the hood on vehicles where the bond is not sufficient. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: This FSA does NOT cover the replacement of hoods that have been damaged due to a front end collision. Before performing the FSA, consult the customer and inspect for front end collision damage. If the hood damage is related to a front end collision, then the cost of the hood replacement is the responsibility of the customer.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed in November 1997. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this 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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

Stacy L. Balzer

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Certain 1994-1996 Model Year Mustang and 1995-1996 Model Year Windstar Vehicles
Hood Panel Delamination

OASIS ACTIVATION

OASIS was activated in November 1997.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

- Ford is authorizing a one day loaner rental vehicle to allow dealers to keep vehicles overnight to cure in a heated area. This applies to Labor Operations 97S88B and 98S88C only.
- On vehicles requiring hood replacement, Ford will authorize a four day loaner or rental vehicle.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

New! CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 97S88 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
- **IMPORTANT:** Click the Related Damage Indicator radio button.
- ***Provision for Locally Obtained Supplies:*** Includes Lord Fusor 147 or 3M Universal adhesive 08223. This provision is for the amount of supplies used for one vehicle repair. Submit on the same repair line on which the FSA is claimed.
Program Code: 97S88 Misc. Expense: OTHER Misc. Expense - Claim actual cost up to \$75.00.

NOTE: This FSA does NOT cover the replacement of hoods that have been damaged due to a front end collision or modifications. Before performing the FSA, consult the customer and inspect for front end collision damage and/or modifications. If the hood is modified or damage is related to a front end collision, then the cost of the hood replacement is the responsibility of the customer.

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New! LABOR ALLOWANCES

Normal Cure based on product specifications

Description	Labor Operation	Labor Time
<i>Inspect for hood separation: PASS (closes FSA)</i>	<i>97S88A</i>	<i>0.3 Hours</i>
<i>Inspect for hood separation and collision damage/modifications: Damage/modifications present – requires hood replacement by customer (FSA remains Open)</i>	<i>97S88AA</i>	<i>0.3 Hours</i>
Inspect for hood separation and apply reinforcement: Mustang	97S88B	0.6 Hours
Inspect for hood separation and apply reinforcement: Windstar	97S88C	0.4 Hours
<i>Time allowed to submit photos for hood replacement request only.</i>	<i>97S88ZZ</i>	<i>0.2 Hours</i>

NOTE: To improve shop workflow, a procedure to reduce cure time using heat lamps was developed. The following labor operations and allowances have been adjusted to include the set-up and removal of heat lamps.

Accelerated Cure using heat lamps (30 minute cure time)

Description	Labor Operation	Labor Time
Inspect for hood separation and apply reinforcement, cure with heat lamps: Mustang	97S88D	0.7 Hours
Inspect for hood separation and apply reinforcement, cure with heat lamps: Windstar	97S88E	0.5 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
<i>Obtain Locally</i>	<i>Fusor 147 Plastic Bonding Adhesive or 3M Universal Adhesive Black - 08223</i>		<i>Claim as Misc. OTHER</i>

PARTS RETENTION, RETURN AND SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

SAFETY RECALL 97S88

REVISED HOOD INSPECTION AND ADHESIVE CURE TIME

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Revised Hood Separation Inspection Procedure

PURPOSE:

The purpose of this inspection is to determine if there is an adhesive bond between the upper and lower hood panels. In cases where there is no adhesive bond, very little effort will be required to separate the hood panels.

NOTE: The inspection procedure using the putty knife as described below is the only way to determine hood separation.

PROCEDURE:

1. Obtain a putty knife with a thin flexible blade that is 1" wide. Note that the blade must be thin and flexible to prevent excessive force while inspecting for hood separation.
2. **DO NOT** force the blade between the panels if the gap is filled with adhesive. Only check in areas where there is sufficient room to insert the blade of the putty knife.

Starting at one side of the leading edge of the hood, insert the blade of the putty knife between the upper and lower halves of the hood panel. Refer to Figure 1.

3. **CAUTION: DO NOT use excessive force. Excessive force can cause fiber tear between the adhesive and SMC hood panels.**

Lift up on the handle of the putty knife to apply a moderate separating force to the hood panels. Note that the blade of the putty knife will flex as force is applied. See Figure 1.



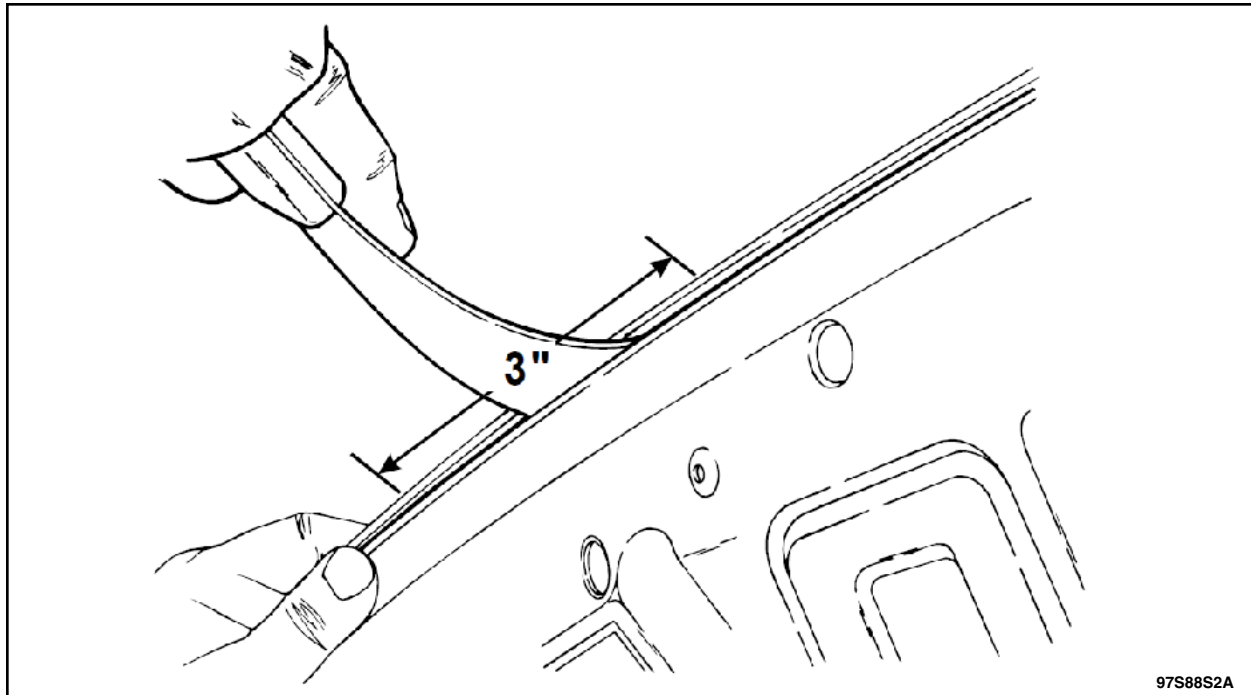


FIGURE 1

4. While applying force with the putty knife, if separation occurs more than one inch on each side of the putty knife contact the SSSC for further repair directions.

IMPORTANT SPECIFICATIONS:

- A. There is a one inch area in the center of the hood where there is no adhesive. This is normal and does not warrant hood replacement.
- B. Do not inspect the first three (3) inches from the corners of the hood. Any movement between panels at these points does not warrant hood replacement.



Adhesive Application and Gap Fill

In a normal repair, dowel pins are used to separate the hood panels before the adhesive is applied. On some vehicles, the distance between the hood panels may be too wide to hold either of the dowel pins. If you run into this condition, follow this procedure:

1. Check for front end collision and hood damage. This recall will not cover the cost of hood replacement if there is hood damage caused by a collision. See Attachment I.
2. If there is no collision damage, measure the gap between the upper and lower hood panels where the adhesive should be applied.
 - If gap (where adhesive should be applied) is $\frac{1}{4}$ inch or more without the dowel pins installed, contact the SSSC for hood replacement approval. See Figure 2.
 - If gap is less than $\frac{1}{4}$ inch, perform the repairs as described in the repair procedure. Make sure that the adhesive makes a good contact with the upper and lower hood panels. See Figure 3.

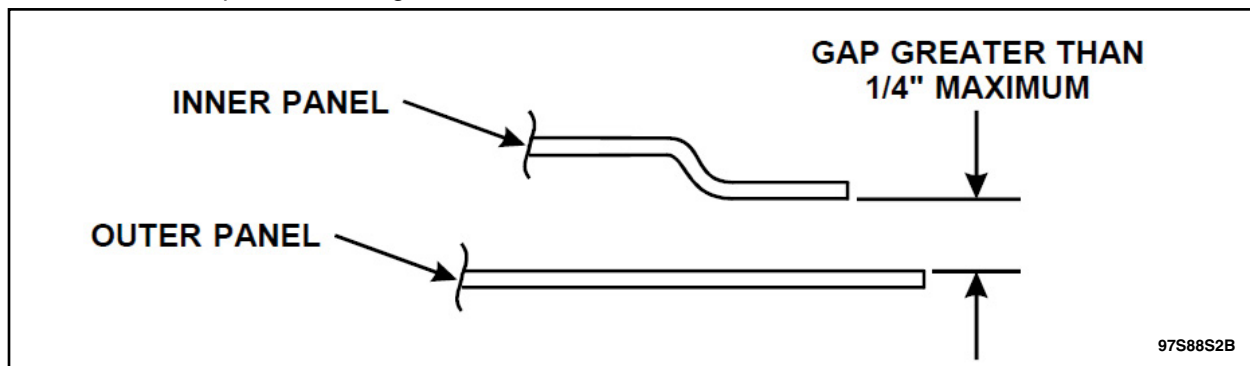


FIGURE 2

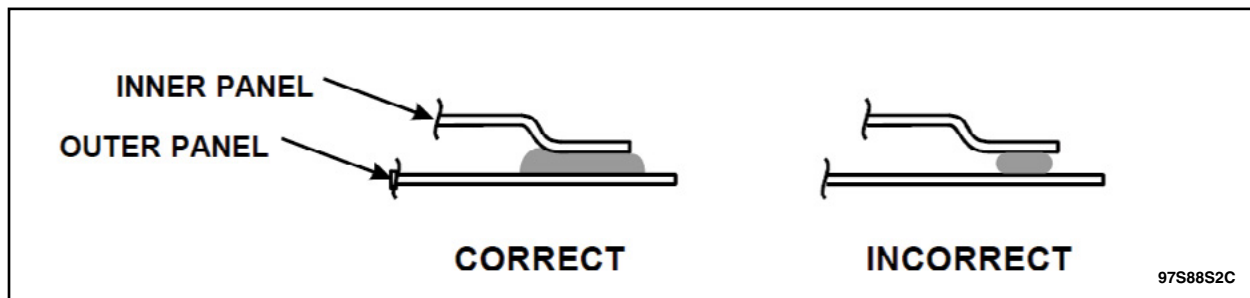


FIGURE 3

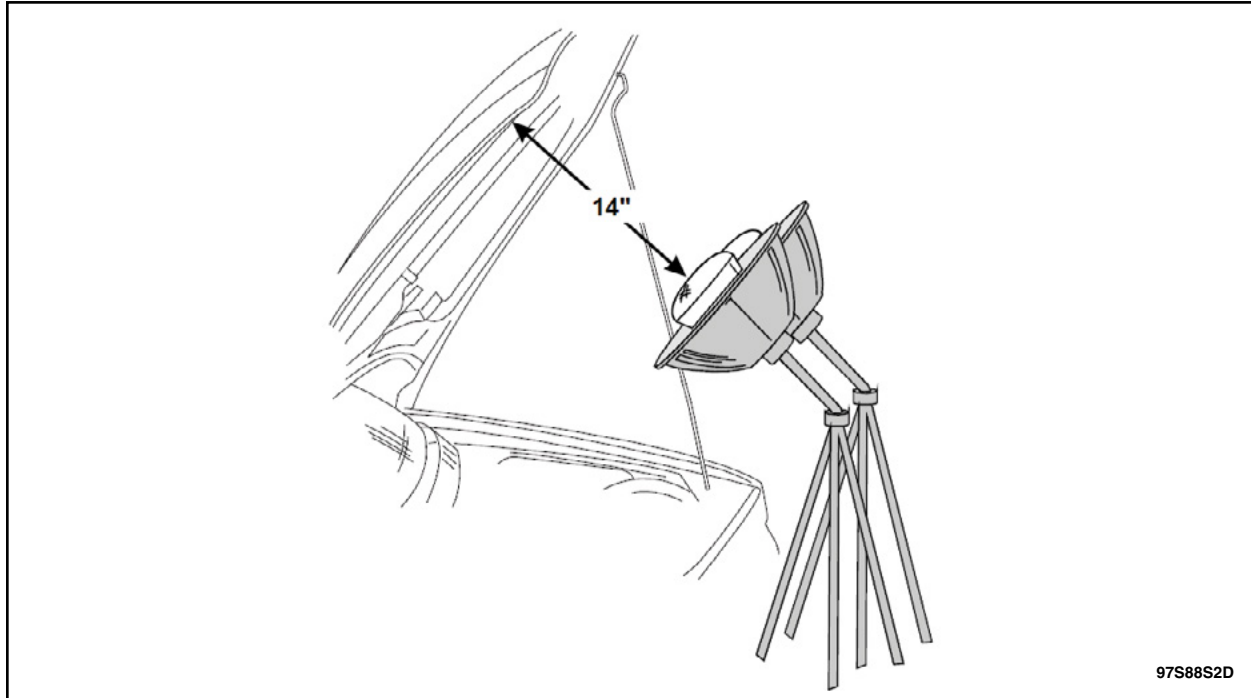
REMINDER: TO PREVENT ADHESIVE FROM DRIPPING ON THE ENGINE:

After removing the hood insulator pad, place it over the engine.



Accelerated Adhesive Cure Procedure

1. After applying adhesive between hood panels, leave the hood open and obtain two (2) 250 Watt Infra Red heat lamps.
2. Position both heat lamps so that the heat from the bulbs is 90 degrees (perpendicular) to the hood.
3. Adjust the distance between the hood and the heat lamps. The face of the heat lamp bulbs should be 14 inches from the bond area. See Figure 4.



97S88S2D

FIGURE 4



4. Aim the heat lamps so that the heat is centered on the curved section of the lower hood panel where the adhesive is applied. See Figure 5.

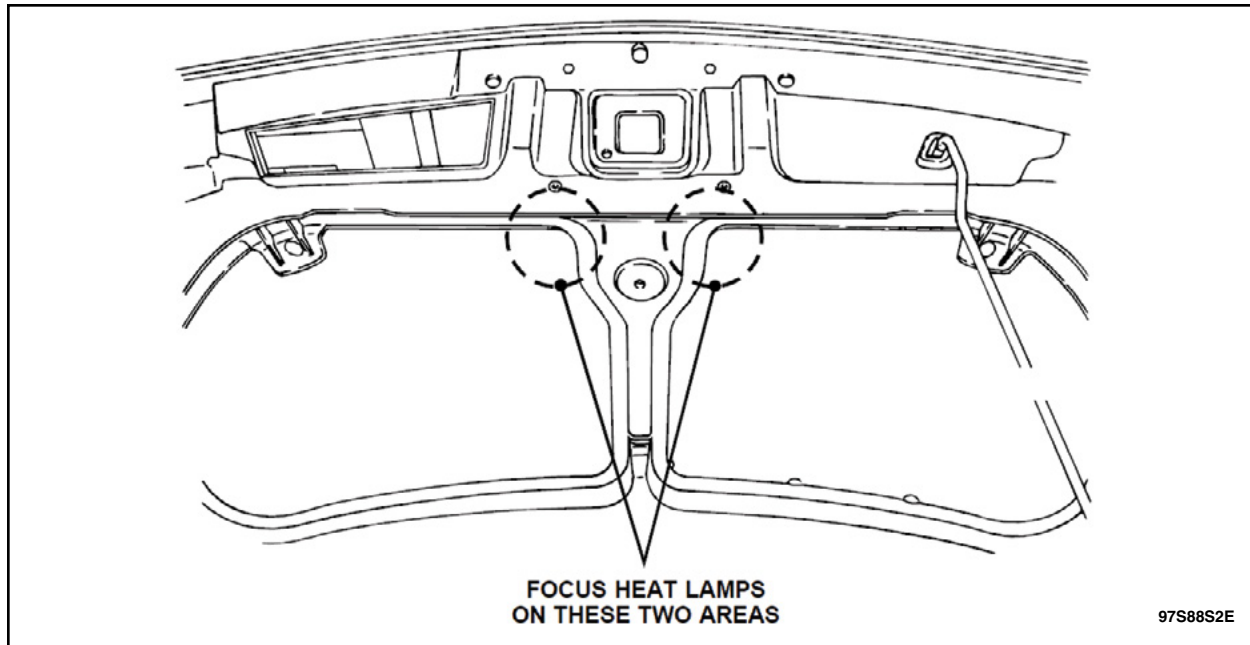


FIGURE 5

5. After 30 minutes, remove heat lamps and install hood insulator.
6. Close hood completely and return vehicle to customer.

