

Ford Motor Company  
P. O. Box 1804  
Dearborn, Michigan 48121  
1-800-392-3673  
[www.ownerconnection.com](http://www.ownerconnection.com)

*Ford Motor Company*

April 2000

Safety Recall 00S04

Dear Mr. John Sample:

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 and 2000 model year Explorer and Mountaineer vehicles equipped with Automatic Four Wheel Drive (A4WD), excluding vehicles with load leveling and/or memory seat option.

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

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| <b>What the issue is...</b>                               | In some of the affected vehicles, the Generic Electronic Module (GEM) may exhibit a loss of some accessory functions including front windshield wiper operation. The loss of front wiper function during inclement weather could result in reduced driver visibility potentially resulting in an accident and possible personal injury.   |
| <b>What Ford Motor Company and your dealer will do...</b> | <b>Ford Motor Company will repair your vehicle free of charge (parts and labor).</b> You are requested to return your vehicle to the dealer for installation of a jumper harness that is designed to eliminate the potential loss of Generic Electronic Module operation. In addition, to enhance your satisfaction, your dealer will replace the front wiper switch in your vehicle to eliminate a potential concern where the front windshield wipers briefly turn on with the wiper switch in the "off" position. Dealers currently have repair instructions and parts ordering information. |
| <b>What we are asking you to do...</b>                    | Contact your dealer right away to schedule a service appointment. Ask if they have the required parts in stock for Safety Recall 00S04 to ensure the timeliness of your repair. <u>If your dealer does not have the parts in stock</u> , request that your dealer order the parts before scheduling your service date.  |

**How long will it take....**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, 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.

**If you need a loaner vehicle...**

Your dealer is authorized to provide a free loaner vehicle (except for fuel) for the one (1) day your vehicle is at the dealership for the jumper harness installation and wiper switch replacement.

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

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

**If you've changed address or sold the vehicle...**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

**If you have concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company North American Customer Assistance Center and one of our representatives will be happy to assist you:

**CALL: 1-800-392-3673**

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

**8am - 6pm (Saturday) ET**

Or contact us through the web at: [www.ownerconnection.com](http://www.ownerconnection.com)

Current response time is three business days.

You may also send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hotline at 1-800-424-9393 (Washington, D.C. area residents may call 1-202-368-0123).

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

**QualityCare**  
at your service

Quality Care is the commitment of Ford Motor Company and Ford and Lincoln Mercury dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this recall notification, we stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

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

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs