

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673
www.ownerconnection.com



May 2000

Your Vehicle Identification Number: 12345678901234567
00S08

Dear Mr. 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 that relates to motor vehicle safety exists in certain 1999 and 2000 Model Year E350 Cutaway vehicles and Stripped Chassis, equipped with single rear wheels.

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

What the issue is...

In some of the affected vehicles, the rear wheel lug nuts may bottom out on the shoulder of the rear axle wheel mounting studs, when torqued to specification. If this condition occurs, the lug nuts may not provide sufficient clamp load to completely secure the wheel. The vehicle driver, or passengers, may notice a vibration or an audible clunking at the rear of the vehicle. Without sufficient clamp load, damage to the wheel, studs or lug nuts may occur, possibly resulting in looseness or separation of the wheel from the vehicle.

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

Ford Motor Company will repair your vehicle free of charge (parts and labor). Dealers will replace all 16 rear axle wheel mounting studs on affected vehicles, with re-designed studs.

What we are asking you to do...

Contact your dealer right away to schedule a service appointment. Your dealer will need to order the parts before scheduling your service date. Actual work time to repair your vehicle is less than one-half day.

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

If you have already paid for this service prior to the date of this letter, Ford Motor Company will provide you with a full refund. Please provide your 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: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: 8:00 AM - 11:00 PM (Monday-Friday) ET
9:00 AM - 6:00 PM (Saturday) ET

OR

If you have questions, please contact us through the internet at www.ownerconnection.com. Our current response time to internet inquiries 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 1-202-366-0123).

Quality Care service is there for you all year round.

QualityCare
at your service

Quality Care is the commitment of Ford Motor Company and its 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