

Ford Motor Company

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
1-800-392-3873

November 2000

00S37

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1994 – 2001 model year Mustang vehicles equipped with manual transmission.

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 safety issue is ...

Affected vehicles have the potential for a mis-alignment condition within the park brake control assembly that could cause the park brake to not hold and allow the vehicle to roll if the parking instructions in your owner guide are not followed.

The owner guide instructs customers to always apply the brake pedal and pull the parking brake handle up as far as possible and place the gearshift of the manual transmission securely in 1st (first) gear after setting the parking brake.

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

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer for modification of the park brake control assembly.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

**What we are asking
you to do ...**

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S37.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

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

If you paid to have the park brake control assembly modified before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

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

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

**If you have
concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

**CALL: (800) 382-3673
(800) 232-5852 (TDD for the Hearing Impaired)**

Office Hours: (Eastern Standard Time)

**Monday-Friday: 8:00 AM - 11:00 PM
Saturday: 9:00 AM - 6:00PM**

or you may contact us through the Internet at:

www.ownerconnection.com

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

You also may 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 1-800-424-9393 (Washington, D. C. area residents may call 1-202-388-0123).

Quality Care service is there for you all year round.

QualityCare
of your service

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

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

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs