

Ford Motor Company

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121
1-800-392-3673

November 2000

00S38

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 determined that a defect which relates to motor vehicle safety exists in certain 1998 – 2000 Model Year Contour BI-fuel vehicles.

What the safety issue is ...

Your vehicle, modified for BI-fuel, may have a fuel filler grommet that was damaged during the modification process.

If the fuel filler grommet is damaged, it may leak. An accumulation of fuel in the presence of an ignition source could potentially result in a fire.

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

Ford Motor Company will replace the fuel filler grommet on your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer to have this service performed.

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 toll-free 1-800-248-0188 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S38. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. The serial number is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your vehicle to the dealership on the service date.

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 this service done 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) 382-3573
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 9am - 6pm

or you may contact us through the internet at:

www.ownersconnection.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 or 1-888-327-4863.

Quality Care service is there for you all year round.

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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 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