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OFFICE
DEFECTS INVESTIGATION



L. W. Camp
Director
Automotive Safety Office
Environmental And Safety Engineering

Ford Motor Company
330 Town Center Drive
Dearborn, Michigan 48120 USA

May 5, 2000

Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Dear Mr. Weinstein:

**Subject: Safety Recall 00V-072 NSA-11paw
(Ford Number 00S04)**

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1999 and 2000 Explorer and Mountaineer vehicles. Specific details were forwarded to you in our letter dated March 2, 2000.

Very truly yours,


L. W. Camp

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Enclosures



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Ford Motor Company
OFFICE
EFFECTS INVESTIGATION

Service Recall Bulletin

April 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 00S04: Certain 1999 and 2000 Model Year Explorer and Mountaineer Automatic Four Wheel Drive (A4WD) Vehicles (Excluding Vehicles With Load Leveling and/or Memory Seat Option) – Jumper Harness Installation and Multifunction Switch Replacement

AFFECTED VEHICLES

Certain 1999 and 2000 model year Explorer and Mountaineer vehicles equipped with Automatic Four Wheel Drive (A4WD), excluding vehicles with the load leveling and/or memory seat option, built at the Louisville and St. Louis Assembly Plants through September 12, 1999.

REASON FOR RECALL

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.

NOTE: Some of the vehicles affected by this safety recall may also exhibit a concern where the front windshield wipers briefly turn on with the wiper switch in the "off" position. The repair described in this bulletin will also correct this condition.

SERVICE ACTION

The dealer will install a jumper harness that has been designed to eliminate the loss of GEM operation. In addition, to enhance customer satisfaction, the dealer will replace the multifunction switch to eliminate the un-commanded front windshield wiper concern.

NOTE: Safety Recall 00S04 is being launched concurrently with Owner Notification Program 00B40. Safety Recall 00S04 involves the replacement of the multifunction switch and installation of the jumper harness. ONP 00B40 involves the replacement of the multifunction switch only. Depending on the individual vehicle's GEM repair history and vehicle options, some Explorer/Mountaineer (A4WD) vehicles may be included in ONP 00B40 and not in Safety Recall 00S04. PLEASE CHECK OASIS TO DETERMINE WHICH PROGRAM APPLIES TO A PARTICULAR VEHICLE.

NOTE: Many Explorer and Mountaineer vehicles have previously had the multifunction switch and Generic Electronic Module (GEM) replaced under warranty, which resolves the concern. These vehicles are not included in this recall.

REFERENCE TABLE

To help clarify the relationship between Safety Recall 00S04, ONP 00B40 and the current Technical Service Bulletin, which have some similarities to the concern, the following table is provided.

| Model Year * | Vehicle | Drive Type | Option | ONP 00B40 | Safety Recall 00S04 | Consult OASIS for Latest TSB Information |
|--------------|----------------------|------------|----------------------------------|-----------|---------------------|--|
| 1999-2000 | Explorer/Mountaineer | A4WD | with Load Leveling | X | | |
| | | | with Memory Seat | X | | |
| | | | all others without above options | | X | |
| | | AWD | | X | | |
| | | 4X2 | with power windows | X | | |
| | | | without power windows | | | X |

* See Specific Program for Build Date Ranges

NOTE: The above table is for reference only. Consult OASIS for specific vehicle eligibility.

RENTAL CARS

Ford will pay for a loaner or rental vehicle for one (1) day except for fuel, which will be at the owner's expense. Refer to Attachment I for details.

ATTACHMENTS

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

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Recall Questions:.....1-800-325-5621

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

Safety Recall 00S04

Certain 1999 and 2000 Model Year Explorer and Mountaineer Automatic Four Wheel Drive (A4WD) Vehicles (Excluding Vehicles With Load Leveling and/or Memory Seat Option) Jumper Harness Installation and Multifunction Switch Replacement

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety 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 \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealership Consolidated Communicator (FDCC) or by FAX. Also, correct other eligible vehicles, which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to ACESII manual for refund information.

RENTAL CARS

Ford will pay for a loaner or rental vehicle for one (1) day except for fuel, which will be at the owner's expense. The one (1) day rental should be provided only while the vehicle is at the dealership for the repair. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "LOANER" plus the number one (1) for the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim.

PARTS RETENTION

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

Safety Recall 00S04
Certain 1999 and 2000 Model Year Explorer and Mountaineer Automatic Four Wheel Drive (A4WD) Vehicles (Excluding Vehicles With Load Leveling and/or Memory Seat Option)
Jumper Harness Installation and Multifunction Switch Replacement

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|----------------------------|------------|
| Install Jumper Harness, Replace Multifunction Switch and Verify Connectors | 00S04B | 0.6 Hours |
| Administrative Allowance | Misc. Expense Code "ADMIN" | 0.1 Hour |

PARTS REQUIREMENTS

Parts Ordering information

Parts will not be direct shipped for this program. Order your part requirements through normal order processing channels as noted below:

| | | |
|------------------|----------------------------|----------------------|
| Stock Orders | Effective immediately | Normal order process |
| Interim Orders | Effective immediately | Normal order process |
| Emergency Orders | 31 days after launch | Normal order process |
| Emergency Orders | First 30 days after launch | Call 1-800-325-5621 |

| Part Number | Description | Quantity |
|-------------------|--|----------|
| XL2Z-13D040-AAA * | Jumper/Multifunction Switch Kit – Includes Jumper Harness and Multifunction Switch | 1 |

* NOTE: DWE will not accept claims listing a separate Multifunction Switch part number. Dealers must use the kit part number listed above for completion of the program. The Jumper harness must be installed to correct the safety concern addressed by this recall.

DEALER PRICE

For latest prices, refer to:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

RESISTOR JUMPER HARNESS INSTALLATION AND MULTIFUNCTION SWITCH REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1999-2000 EXPLORER/MOUNTAINEER
A4WD VEHICLES (EXCLUDING VEHICLES WITH
LOAD LEVELING AND/OR MEMORY SEAT OPTION)

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OVERVIEW

When performing this service procedure, you will:

- Install a resistor jumper harness to correct a safety issue.
- Replace the multifunction switch to correct a customer satisfaction concern.
- Check the multifunction switch electrical connector pins to make sure they are not loose or pushed out in the connectors.

RESISTOR JUMPER HARNESS INSTALLATION

1. Record the radio stations and disconnect the battery ground cable.
2. Disconnect the ABS electrical connector located on the left-hand fender. See Figure 1.

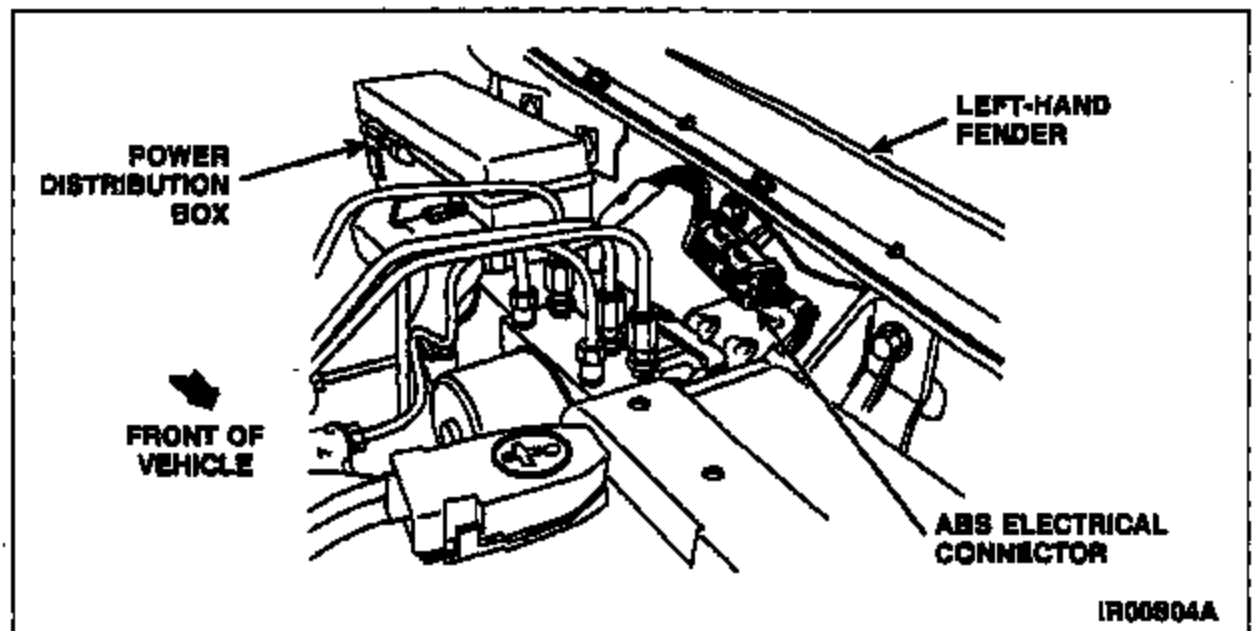


FIGURE 1

3. Insert a tie strap through the locking tab on the power distribution box. See Figure 2.

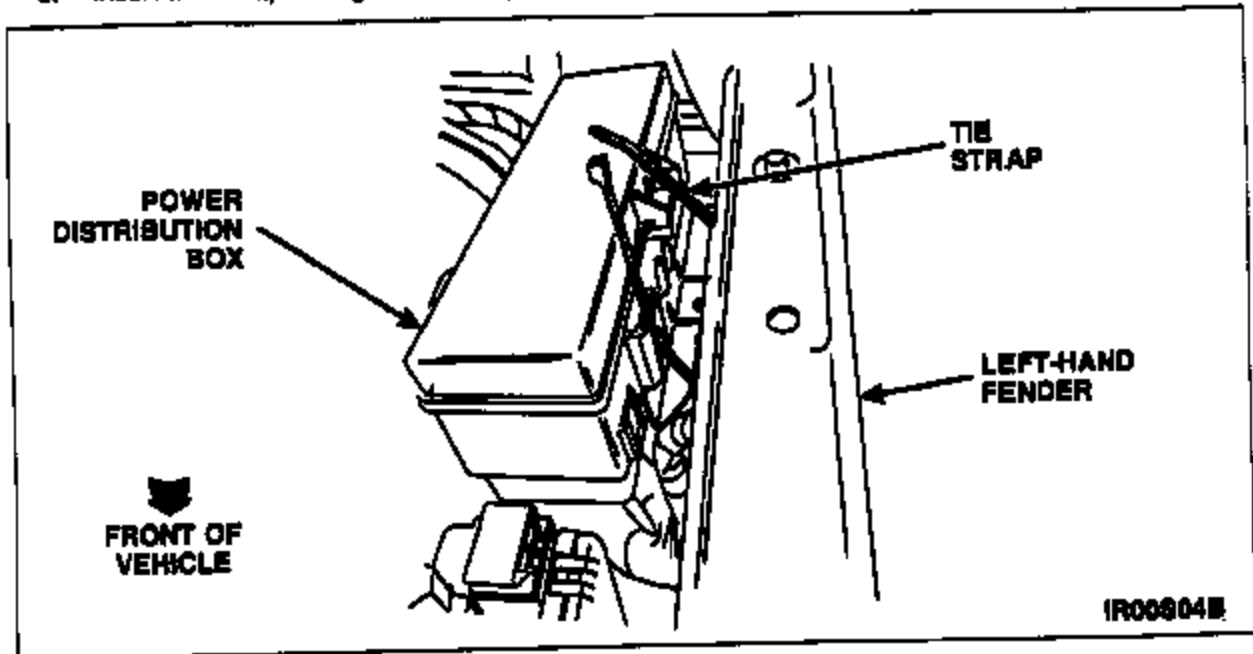


FIGURE 2

4. Connect the resistor jumper harness to the ABS electrical connector and fasten the ABS connector with the tie strap to the power distribution box. See Figure 3.

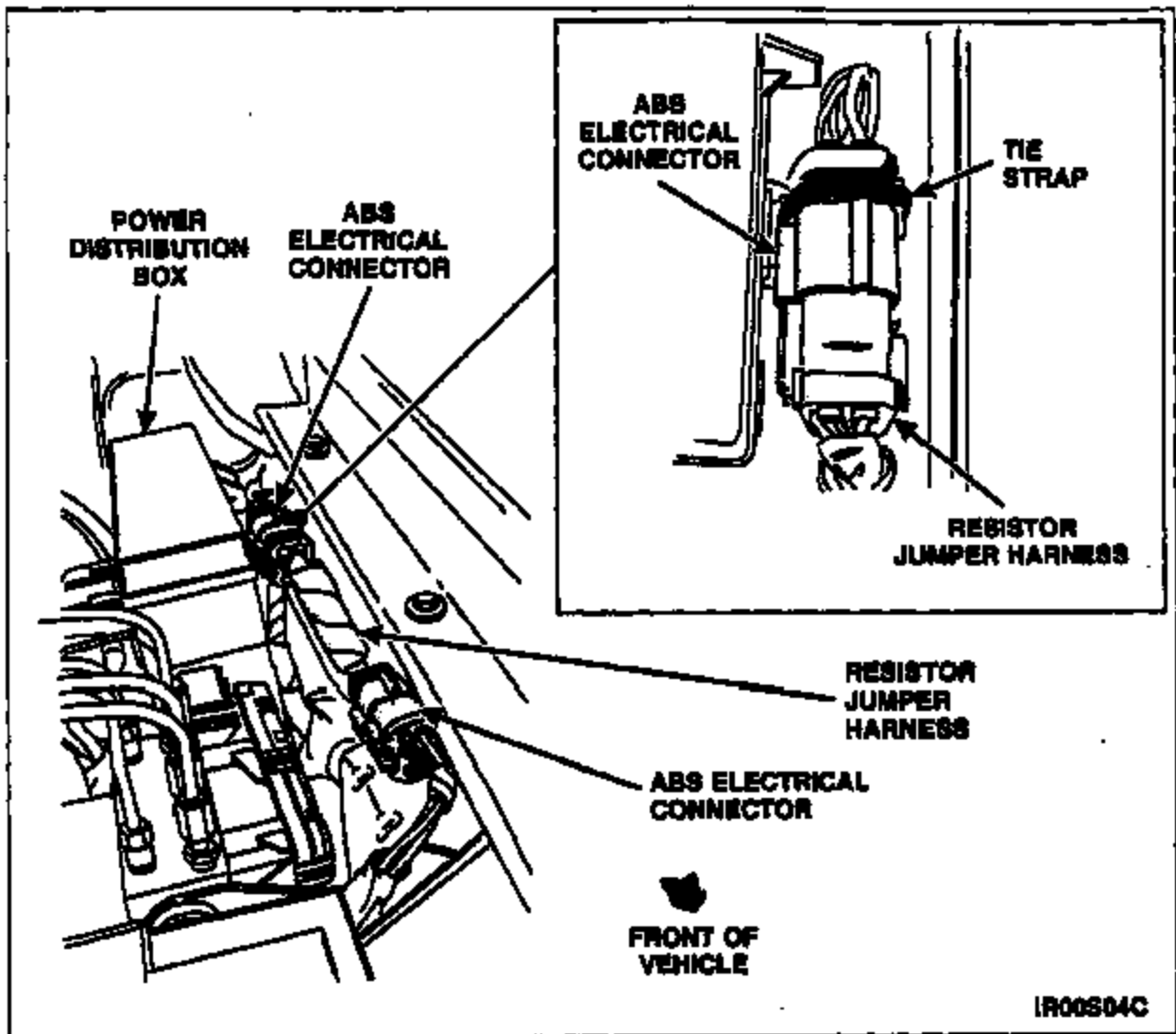


FIGURE 3

MULTIFUNCTION SWITCH REPLACEMENT

1. Turn the ignition switch lock cylinder to the RUN position. Then, push the ignition switch lock cylinder release tab with a punch while pulling out the ignition switch lock cylinder.
2. Remove the tilt wheel handle by turning the handle counterclockwise (if equipped).
3. Remove the upper to lower steering column shroud retaining screws and remove the shrouds.
4. Remove the two (2) multifunction switch retaining screws and disconnect the electrical connectors. See Figure 4.

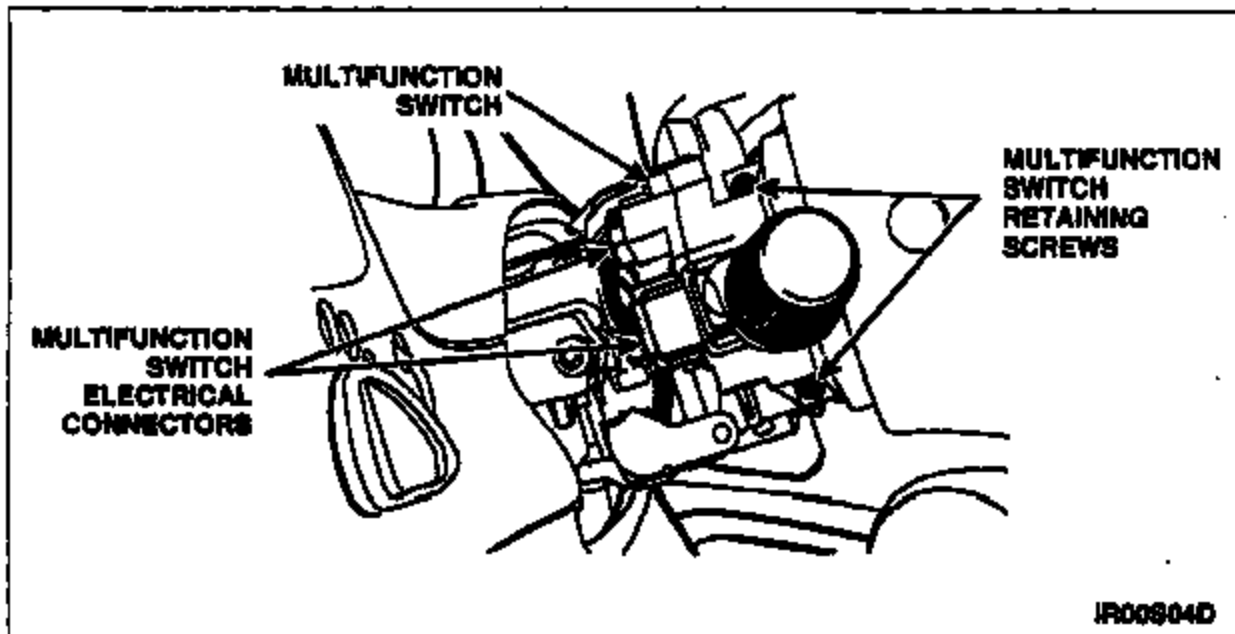


FIGURE 4

5. Inspect the multifunction switch electrical connector pins to make sure they are not loose or pushed out in the connectors. See Figure 5.

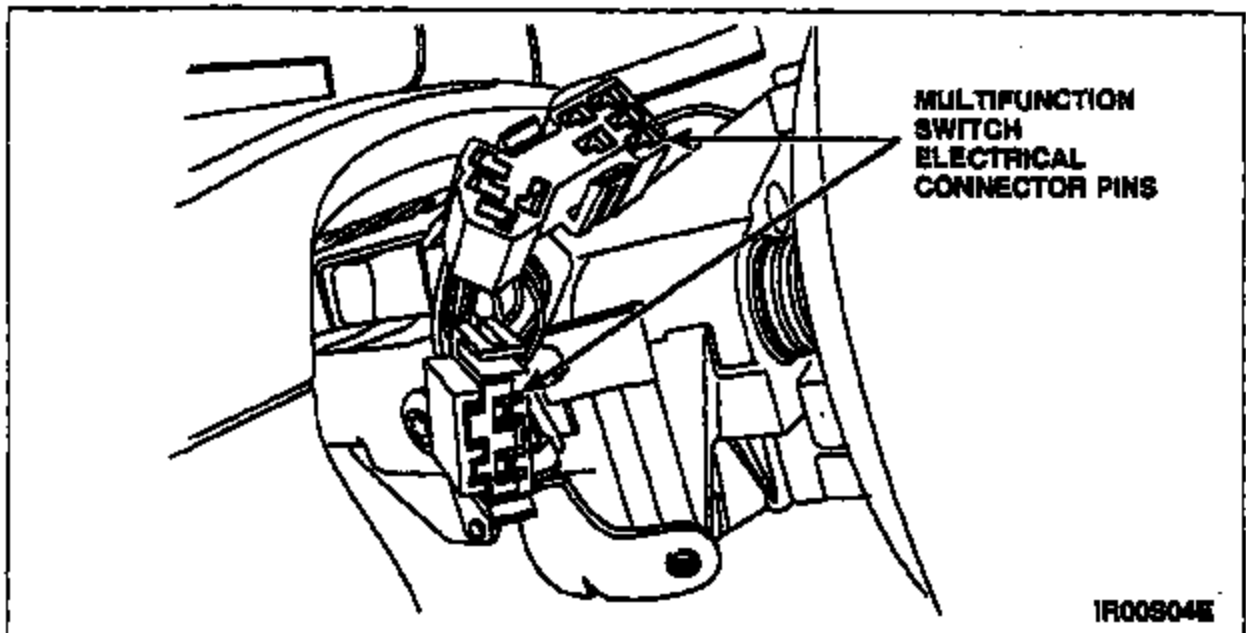


FIGURE 5

6. Connect the new multifunction switch, making sure the electrical connectors snap into place and are fully seated.
7. Install the new switch. Tighten the screws to 3 Nm (27 lb-in).
8. Install the upper and lower steering column shrouds. Tighten the screws to 1 Nm (9 lb-in).
9. Install the tilt wheel handle (if equipped).
10. Install the ignition switch lock cylinder.
11. Connect the battery ground cable, reprogram the radio stations and set the clock.

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

- | | |
|---|---|
| What the issue is... | 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. |
| What Ford Motor Company and your dealer will do... | Ford Motor Company will repair your vehicle free of charge (parts and labor). 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. |
| What we are asking you to do... | 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

9am - 6pm (Saturday) ET

Or contact us through the web at: 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 1-202-366-0123).

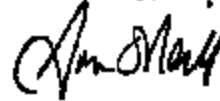
**Quality Care service
is there for you all
year round.**

QualityCare
of your service

Quality Care is the commitment of Ford Motor Company and 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