

Ford Motor Company

L. W. Camp, Director
Automotive Safety Office
Environmental and Safety Engineering

December 4, 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-350 NSA-11paw
(Ford Number 00S38)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1998 through 2000 Contour BI-Fuel vehicles. Specific details were forwarded to you in our letter dated October 30, 2000.

Sincerely,



00S38dr.doc/dy
Enclosure



Ford Motor Company

November 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 00S38: Certain 1998-2000 Model Year Contour Bi-fuel Vehicles – Fuel Filler Grommet

REF: Dealer Announcement dated May 10, 1999, Low Volume Recalls and Owner Notification Programs (Attachment IV)

AFFECTED VEHICLES

Certain 1998-2000 model year Contour Bi-fuel vehicles modified at the TDM Manhattan Modification Center. These vehicles were built as follows:

- Certain 1998 model year Contour Bi-fuel vehicles built from May 20, 1997 through August 12, 1998.
- Certain 1999 model year Contour Bi-fuel vehicles built from August 24, 1998 through May 3, 1999.
- Certain 2000 model year Contour Bi-fuel vehicles built from August 3, 1999 through April 14, 2000.

SAFETY CONCERN

Certain 1998-2000 model year Contour vehicles that were 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.

SERVICE ACTION

Dealers must replace the fuel filler grommet on all of the affected vehicles.

LOW VOLUME RECALL

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated May 10, 1999. (See Attachment IV)

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS III of the owners that chose your dealership to perform the service provided by this Recall program. The parts will be ordered for you by the Program Coordination Center.

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days).

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.

You must contact the Low Volume Recall Coordination Center at 1-800-248-0186 to arrange for parts if you have an involved vehicle in stock. When calling this number, identify Safety Recall 00S38 and have the VIN of the dealer stock vehicle to be serviced.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Low Volume Dealer Announcement Letter
Customer Notification Letter

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Recall Questions:.....1-800-825-5821

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

**Safety Recall 00838
Certain 1998-2000 Model Year Contour BI-fuel Vehicles
Fuel Filter Grommet**

OASIS

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

PROMPTLY CORRECT

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

DEALER-OWNER CONTACT

When you receive notification through MORS III, you should contact the owner and arrange for this service. Please note that our Coordination Center will advise owners that they will hear from you within the next two business days. For more information, see attached copy of "Low Volume Announcement Letter" dated May 10, 1999.

Immediately contact any affected owner whose name is not on the FDCC 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 fuel filter grommet 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

Rental vehicles are not approved for this program.

Safety Recall 00S38
Certain 1998-2000 Model Year Contour Bi-fuel Vehicles
Fuel Filler Grommet

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Fuel Filler Grommet – 1998 Vehicles	00S38B	2.0 Hours
Replace Fuel Filler Grommet – 1999 and 2000 Vehicles	00S38C	1.6 Hours
Administrative Allowance	Miso. Expense Code "ADMIN"	0.1 Hour

PARTS REQUIREMENTS

Parts Ordering Information

CUSTOMER VEHICLES:

Parts will be shipped to your dealership according to the procedures established for "Low Volume Recalls". DO NOT order parts, except for dealer stock units (Refer to Attachment IV).

Note: When the customer calls the Coordination Center, the correct parts will be automatically sent to the dealer. Parts not used may be returned for credit. (See "Excess Stock Return" below).

STOCK VEHICLES:

Correct all vehicles in stock before delivery. First, inspect all affected stock vehicles to determine parts requirements. Then, contact the Low Volume Recall Coordination Center at 1-800-248-0186 to arrange for parts. When calling this number, identify Safety Recall 00S38 and have the VIN of the dealer stock vehicle to be serviced.

Parts will not be direct shipped for this recall. Order your parts requirement through the Low Volume Recall Coordination Center as noted below:

Low Volume Process Effective immediately Call 1-800-248-0186

Part Number	Description	Quantity
XSTZ-9072-AA	Grommet (gasket)	1

Safety Recall 00S38
Certain 1998-2000 Model Year Contour Bi-fuel Vehicles
Fuel Filler Grommet

DOR/COR Information:

DOR/COR number 50184 identifies parts ordered for this campaign through the Low Volume Recall Coordination Center 1-800-248-0188.

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.

GASOLINE TANK FILLER NECK GROMMET REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1998 THROUGH 2000 BI-FUEL CONTOUR

SERVICE PROCEDURE

1. Relieve gasoline fuel system pressure. Be sure the bi-fuel switch is in the GASOLINE mode first, then remove the fuel pump relay from the power distribution box under the hood. Start and run the engine until it runs out of fuel (engine stalls) then crank the engine a few more seconds to make sure no residual gasoline fuel pressure is left. Reinstall the relay. See Figure 1.

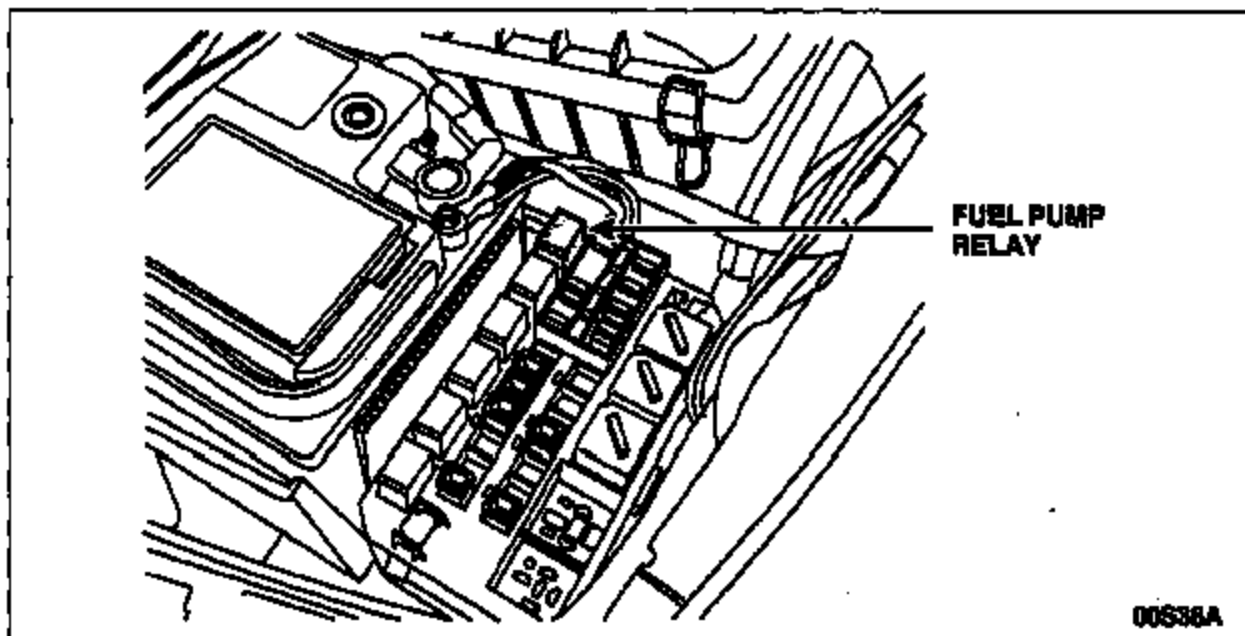


FIGURE 1

2. Install memory saver and disconnect the battery ground cable.
3. Drain the gasoline from the tank, using a suitable tanker and a 3/8-inch hose long enough to reach down the filler neck to the fuel tank. The end of the hose must be trimmed to a point to allow for insertion into the tank.
4. Raise and support the vehicle on a hoist.



5. Disconnect the fuel filter outlet tube. See Figure 2.

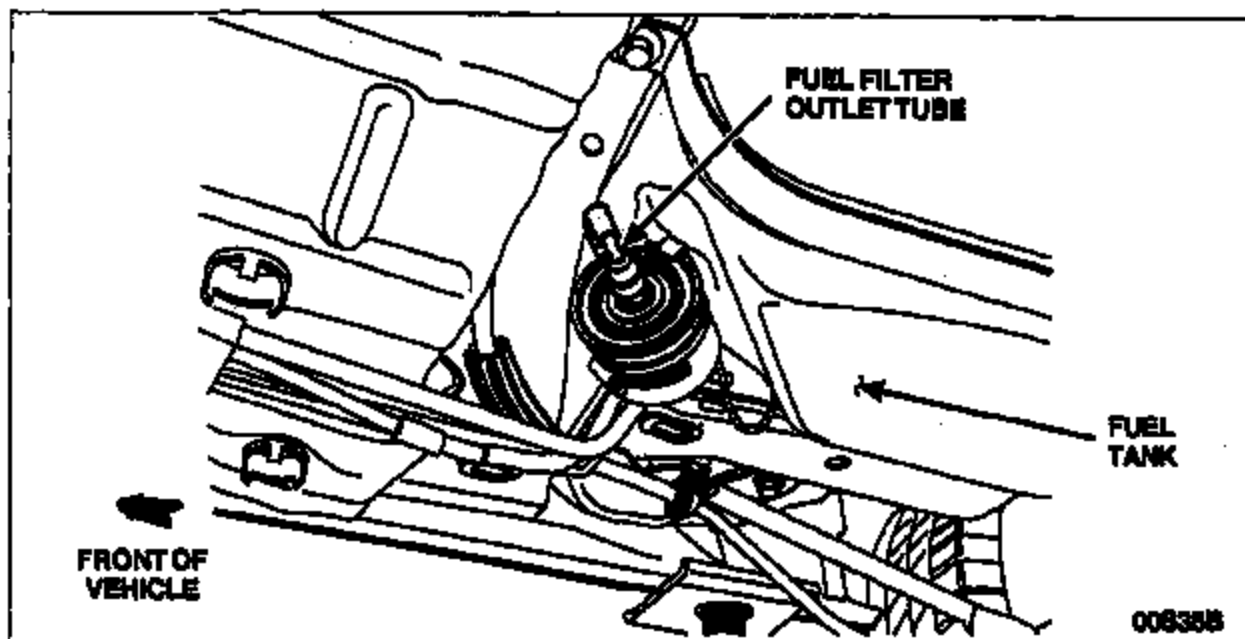


FIGURE 2

6. Position a tall jack stand at the forward end of the muffler and pipe assembly. Remove the muffler inlet pipe flange nuts, then disengage the hangers and remove the muffler and pipe assembly from the vehicle. See Figure 3.

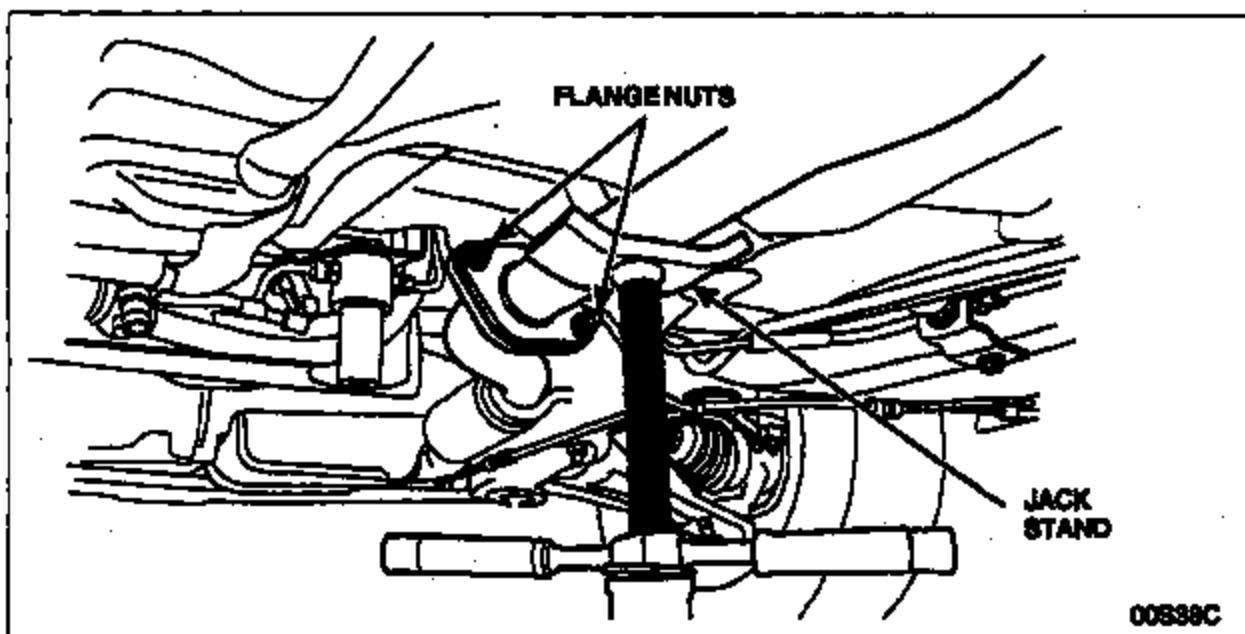


FIGURE 3

7. Remove the exhaust heat shield from the fuel tank area. See Figure 4.

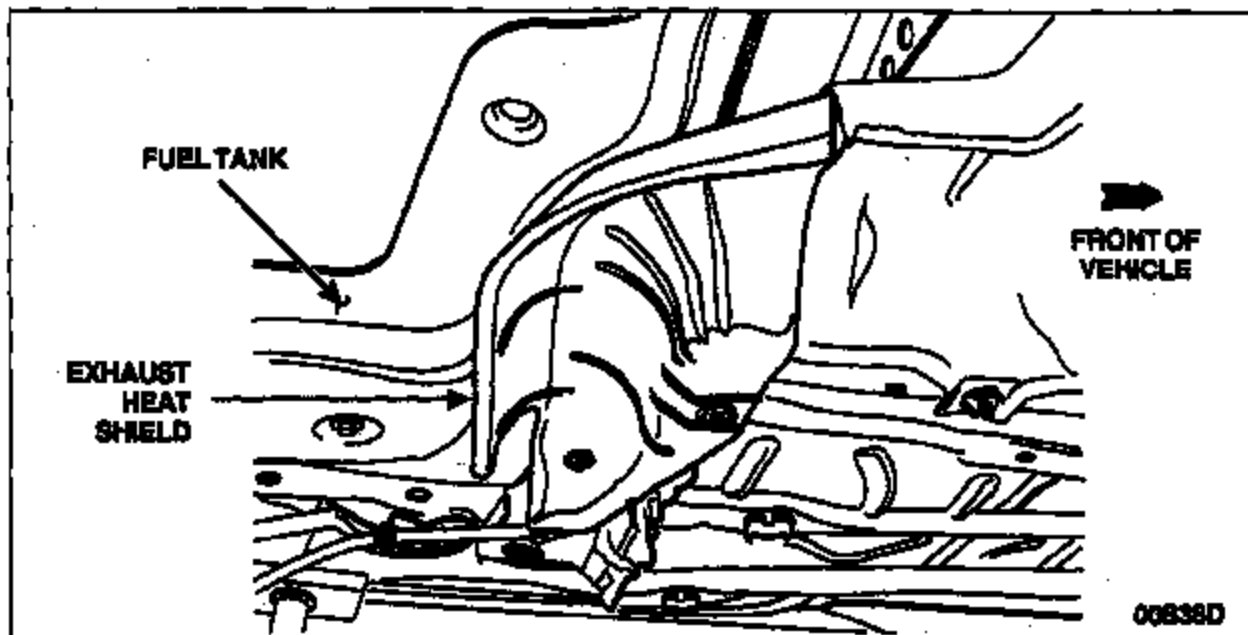


FIGURE 4

8. Disconnect the rear sway bar links from the lower suspension arms. Then remove the sway bar brackets and remove the bar from the vehicle. See Figure 5.

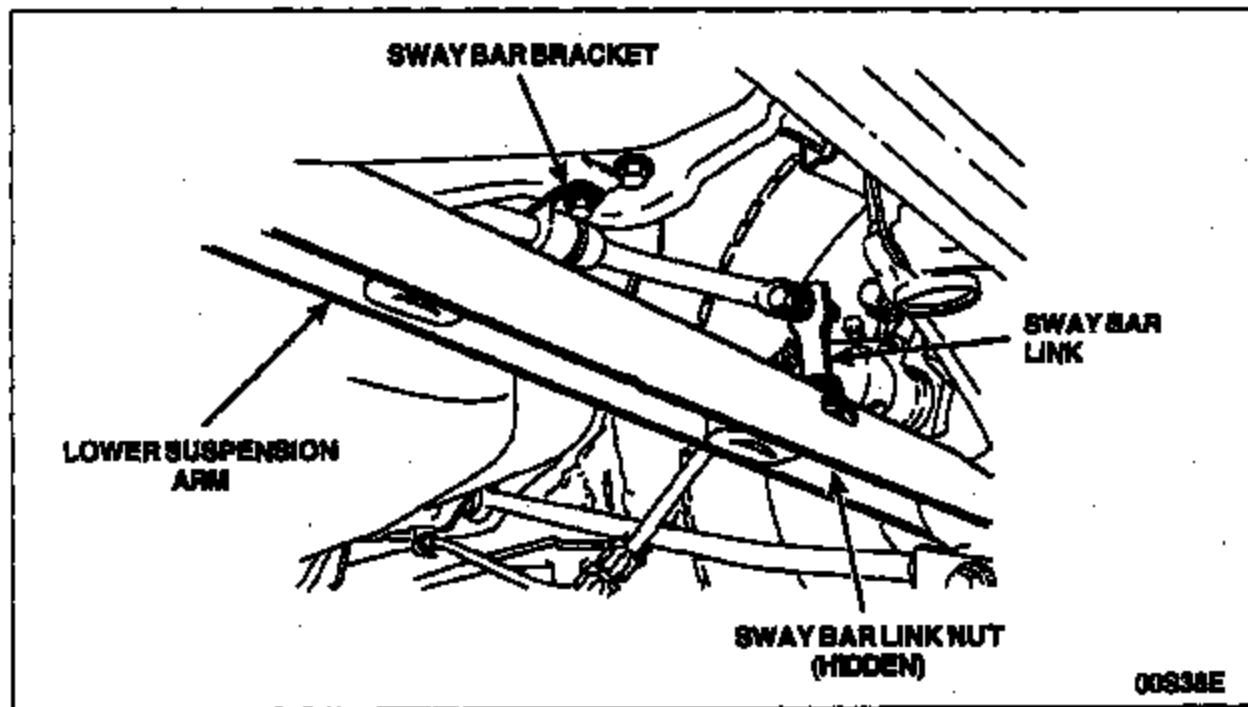


FIGURE 5

9. Using Rotunda Powertrain Lift or equivalent, support the fuel tank.
10. Remove the fuel tank strap bolts and position the straps out of the way. See Figure 6.

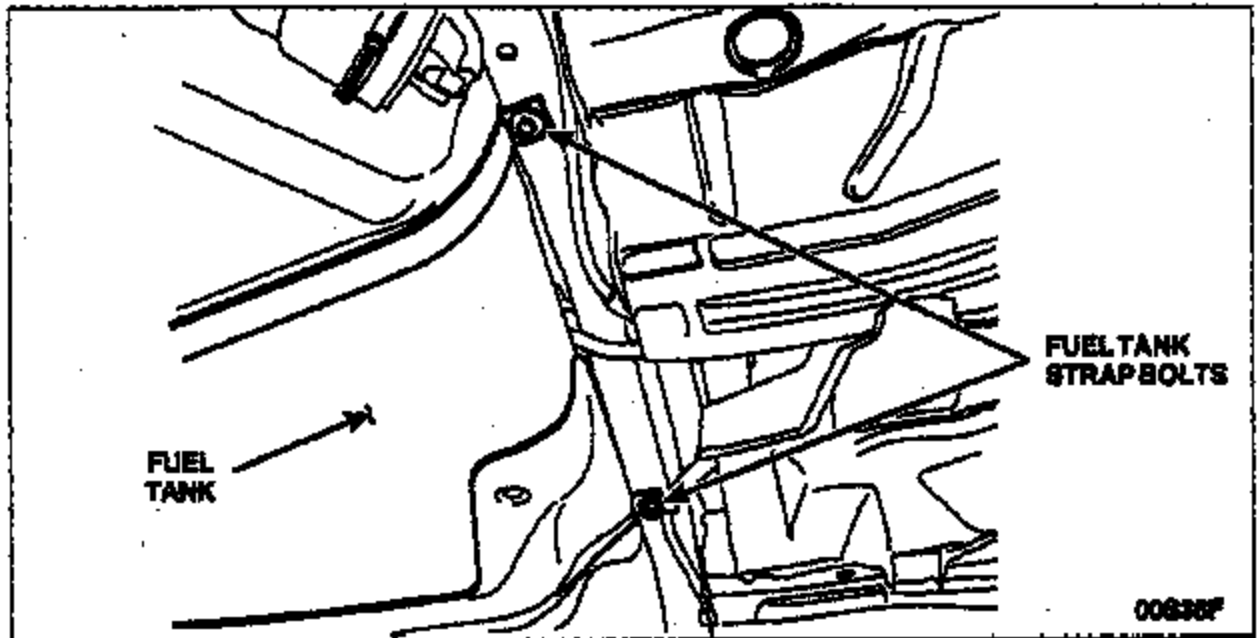


FIGURE 6

11. Partially lower the fuel tank.

12. **NOTE:** There are minor differences between non-returnless (standard) fuel systems and returnless fuel systems. Depending on the vehicle being worked on, there may be fewer items to disconnect at the fuel tank area than what is listed here.

Disconnect the following from the fuel tank. See Figure 7.

- a) fuel filler pipe
- b) fuel vent hoses
- c) vapor tube (2 connections)
- d) fuel return line from the fuel pump module
- e) fuel pump module electrical connector
- f) pressure sensor electrical connector

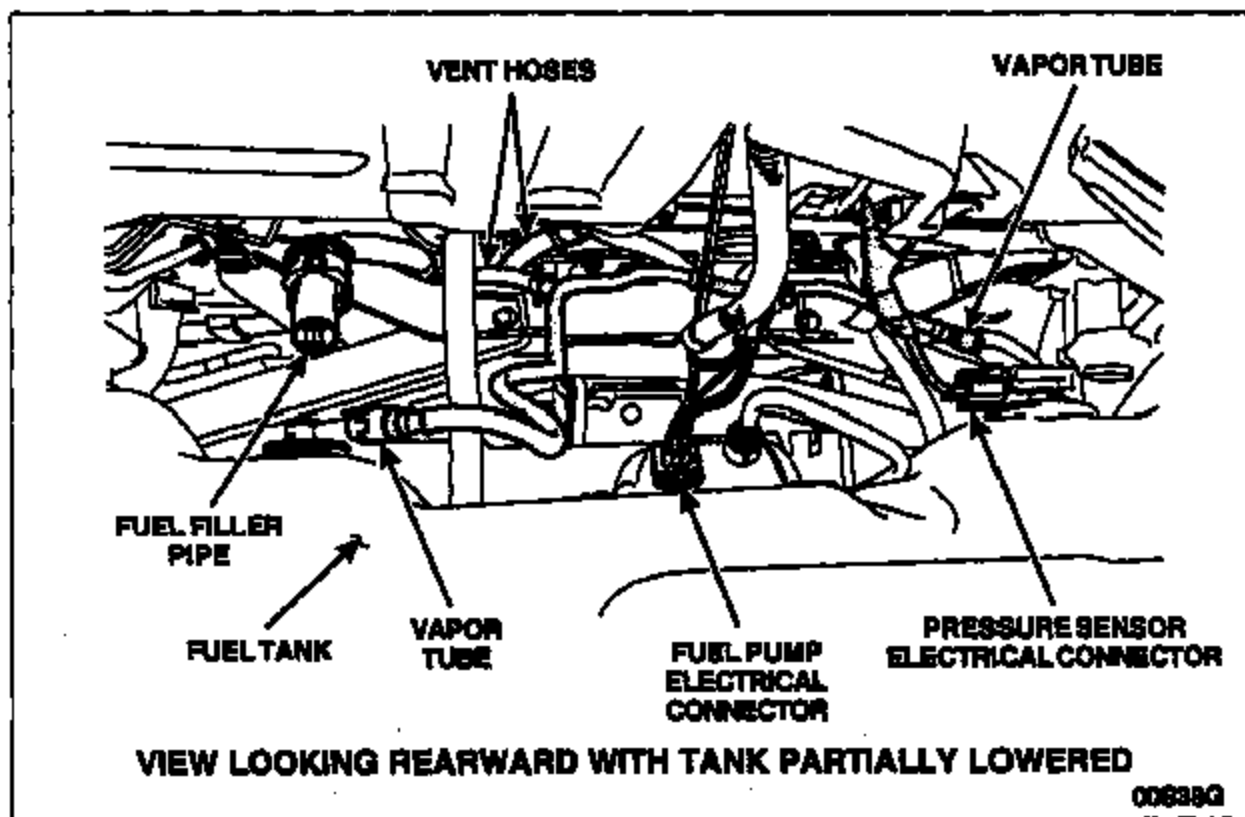


FIGURE 7

13. Lower the tank.



14. Remove the fuel filler neck grommet. See Figure 8.

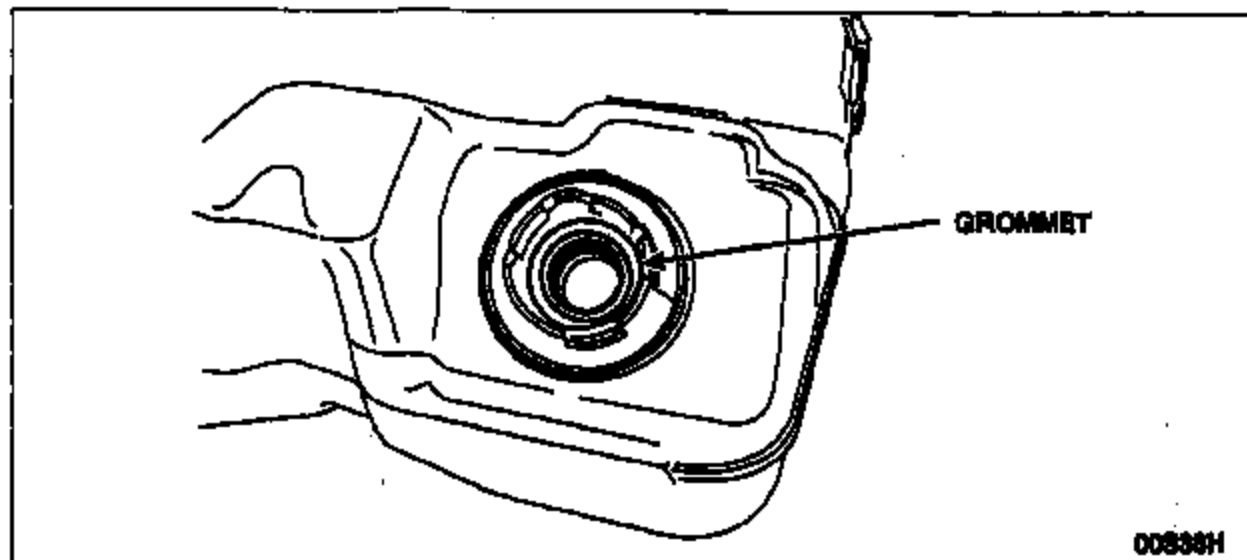


FIGURE 8

15. Clean any fuel or dirt present in the grommet seating area.
16. Install a new grommet, making sure it is fully seated.
17. LIGHTLY LUBRICATE THE GROMMET AND THE FUEL FILLER PIPE WITH PETROLEUM JELLY TO HELP EASE FILLER PIPE REINSTALLATION. Make sure the inner fuel tank filler seal is in position and that it does not become dislodged during fuel tank filler pipe installation.
18. Partially raise the tank and connect the following:
- a) pressure sensor electrical connector
 - b) fuel pump module electrical connector
 - c) fuel return line from the fuel pump module
 - d) vapor tube (2 connections)
 - e) fuel vent hoses
 - f) fuel filler pipe
19. Raise the tank to the installed position and secure the tank straps. Tighten the strap bolts to 35 Nm (26 lb-ft).
20. Install the sway bar. Tighten the bracket bolts to the crossmember to 23 Nm (17 lb-ft). Tighten the link nuts to the lower arms to 35 Nm (26 lb-ft).
21. Install the exhaust heat shield.
22. Install the exhaust muffler and pipe assembly. Replace the gasket if necessary. Tighten the muffler inlet pipe flange nuts to 47 Nm (35 lb-ft).
23. Connect the fuel filter outlet tube.
24. Lower the vehicle.
25. Refill the fuel tank with the removed fuel.
26. Connect the battery ground cable and remove the memory saver.

All Dealer Letter
Part Procurement Process for Low Volume Programs

Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

May 10, 1999

To: All Ford and Lincoln Mercury Dealers**cc:** All Parts Managers
All Service Managers**Subject:** Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Recalls/Owner Notification Programs with a small number of involved vehicles.

Background:

- Situations where Recalls/Owner Notification Programs have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

What's "Small Volume"?

- Generally, recalls, or ONP's involving 5,000 or fewer vehicles.

What We Propose

- Procedure to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and sends a MORIS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

What's Different:

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

Dealer Benefits:

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORS III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Recalls/Owner Notification Programs suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

Ann O'Neill
Director
Vehicle Service and Programs

R. E. Tureck
Director
Global Parts Supply and Logistics

Ford Motor Company

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

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) 382-3873
(800) 232-5852 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)
Monday-Friday: 8am - 11pm
Saturday: 8am - 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 1-800-424-6393 or 1-888-327-4883.

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 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