



A.R. O'Neill  
 Ford Motor Company  
 P.O. Box 1904  
 Dearborn, Michigan 48121

01925

August 2001

Your Vehicle Identification Number: 12345678901234567

Mr. John Sample  
 123 Main Street  
 Anywhere, USA 12345

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 two defects, which relate to motor vehicle safety, exist in certain 1999, 2000 and 2001 Windstar vehicles.

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

**What the Safety issues are...**

**Auxiliary Blower Motor (01925):** In some of the affected vehicles, if the auxiliary blower motor stops turning while in the medium-low blower speed setting, there is the potential that the resistor may become hot, smoke and potentially catch fire (prior to having this recall repair done, please do not use auxiliary blower in the medium-low position i.e., second position from the off position).

**Wiper Motor Function (01526):** Contaminants such as water, salt, and windshield washer solution may enter the wiper motor cover assembly through pinholes in the exterior of the cover that are used in the molding process. In addition, on certain of the vehicles built between February 2000 and August 2000, a switch located in the plastic cover of the wiper motor gear case may malfunction and overheat. Either of these conditions may potentially result in loss of intermittent wiper function, loss of wiper park function, complete loss of wiper function, smoke or, potentially, ignition of the plastic cover material. Switch malfunction is most likely to occur when the intermittent setting of the wipers is being used, or when snow or ice obstructs the blades from returning to the "parked" position at the bottom of the windshield.

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

Ford Motor Company will repair your vehicle free of charge (parts and labor).

For the Auxiliary Blower Motor, the Dealer will install a jumper wire that will ensure that the medium-low blower speed setting is protected by the thermal limiter.

For the wiper motor function, the Dealer will install a new wiper motor cover with improved sealing and water resistance.

**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.

**What we are asking you to do...** Call your dealer without delay. If you do not already have a servicing dealer, please access [www.dealerconnection.com](http://www.dealerconnection.com) for dealer addresses, maps, and driving instructions. Ask for a service date and whether parts are in stock for Safety Recalls 01S25 and 01S26. 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. However, 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 refund. To receive 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 so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about these recalls.

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

Call (866) 436-7332

Office Hours (Eastern Time Zone)

Monday - Friday: 8AM - 11PM

Saturday: 9AM - 6PM

Hearing impaired call (800) 292-2862

TDD for the hearing impaired.

**Or you may contact us through the internet at ...**

[www.ownerconnection.com](http://www.ownerconnection.com)

If you are still having trouble getting your vehicle repaired and without charge, you may write 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 1-888-327-4236 or 1-800-424-9393.

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



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 providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,

**Ann O'Neill**  
**Director**  
**Vehicle Service and Programs**

---

**CPR © 2001 FORD MOTOR COMPANY**  
**Published By: Recall/Service Programs Department**  
**Ford Customer Service Division**

---

**Last Modified August 15, 2001**