

01V-262

Ford Motor Company

A.R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division

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

September 2001

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 01S26-S1:
Certain 1999, 2000 and 2001 Model Year Windstar Vehicles
Auxiliary Rear A/C Blower Wiring

REFERENCE: Safety Recall 01S26, dated August 15, 2001

REASON FOR THIS SUPPLEMENT

The Assembly Plant has advised that some vehicles produced from December 4, 2000 through December 16, 2000, may have been repaired before they were shipped. This supplement adds a dealer inspection process to identify these vehicles.

AFFECTED VEHICLES

Certain 1999, 2000 and 2001 model year Windstar vehicles equipped with Auxiliary Rear A/C built at the Oakville Assembly Plant from April 16, 1998 through December 16, 2000.

SAFETY CONCERN

In some of the affected vehicles, if the auxiliary A/C blower motor stops turning in the medium-low blower speed setting, there is the potential that the resistor may become hot, smoke and potentially start a fire because it is not protected by the thermal limiter. All other blower settings are protected by the thermal limiter, and will not experience this condition.

SERVICE ACTION

The Dealer will install or inspect for the jumper wire in the wiring harness to ensure that the thermal limiter protects the medium-low blower speed setting. This must be done on all of the affected vehicles.

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 \$5,000 per vehicle.

ATTACHMENTS

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

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 01S26-S1
Certain 1999, 2000 and 2001 Windstar vehicles built with Auxiliary Rear A/C System
Auxiliary A/C Blower Wiring

OASIS

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

PROMPTLY CORRECT

Promptly correct all affected vehicles in your online Dealer Involved Unit Listing available on QCDealer.com. Also, correct other affected vehicles identified in OASIS which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any of your affected owners whose names are not on your VIN list but are identified in OASIS. 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 applicable to this recall, which were 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 cars are not approved for this program.

Safety Recall 01S26-S1
Certain 1999, 2000 and 2001 Windstar vehicles built with Auxiliary Rear A/C System
Auxiliary A/C Blower Wiring

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspection for Jumper Harness	01S26A	0.2 hrs
Inspect and Install Jumper Harness	01S26B	0.7 hrs
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

PARTS REQUIREMENTS

Parts Ordering Information

Parts were seed stocked for this recall the week following the publication of the original bulletin. Stock orders for initial quantities were 10 to 60 pieces, based on dealer size. Order additional quantities of jumper wires after utilization of seed stock, through normal order processing channels as noted below:

Stock Orders	Effective Immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Normal order process
Emergency Orders	31 days after launch	Normal order process

Part Number	Description	Quantity
1FZZ-19949-BA	Jumper Wire (MMP nomenclature WIRE ASY – AIR CONDITIONER)	1

ORDER INFORMATION

DOR/COR number is 50234. This number identifies parts ordered for this campaign through the Special Service Support Center (1-800-325-5621).

Safety Recall 01S26-S1
Certain 1999, 2000 and 2001 Windstar vehicles built with Auxiliary Rear A/C System
Auxiliary A/C Blower Wiring

PARTS RETENTION

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

DEALER PRICE

For latest prices, refer to DOES II or 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.

AUXILIARY AIR CONDITIONING JUMPER HARNESS INSTALLATION

AFFECTED VEHICLES: CERTAIN 1999-2001 MODEL YEAR WINDSTARS EQUIPPED WITH AUXILIARY AIR CONDITIONING

OVERVIEW

This procedure details the installation of a jumper harness between the auxiliary blower motor relay module and the auxiliary blower motor resistor pack. Please note that there are distinct differences in the procedure between the four-door and three-door versions.

INSPECTION

1. Open the liftgate and look through the left quarter trim panel to verify that the auxiliary blower motor wire harness has a white-colored wrapping.
 - If the white wrapping is present, the vehicle does not need to be repaired.
 - If the white wrapping is not present or not visible, use a flashlight to verify that the auxiliary blower motor electrical connector has a black wire installed to the left of the connector locking tab. There will be an orange wire with a red tracer to the right of the locking tab. See Figure 1.
 - If the black wire is present, the vehicle does not need to be repaired.
 - If the black wire is not present, the vehicle must be repaired.

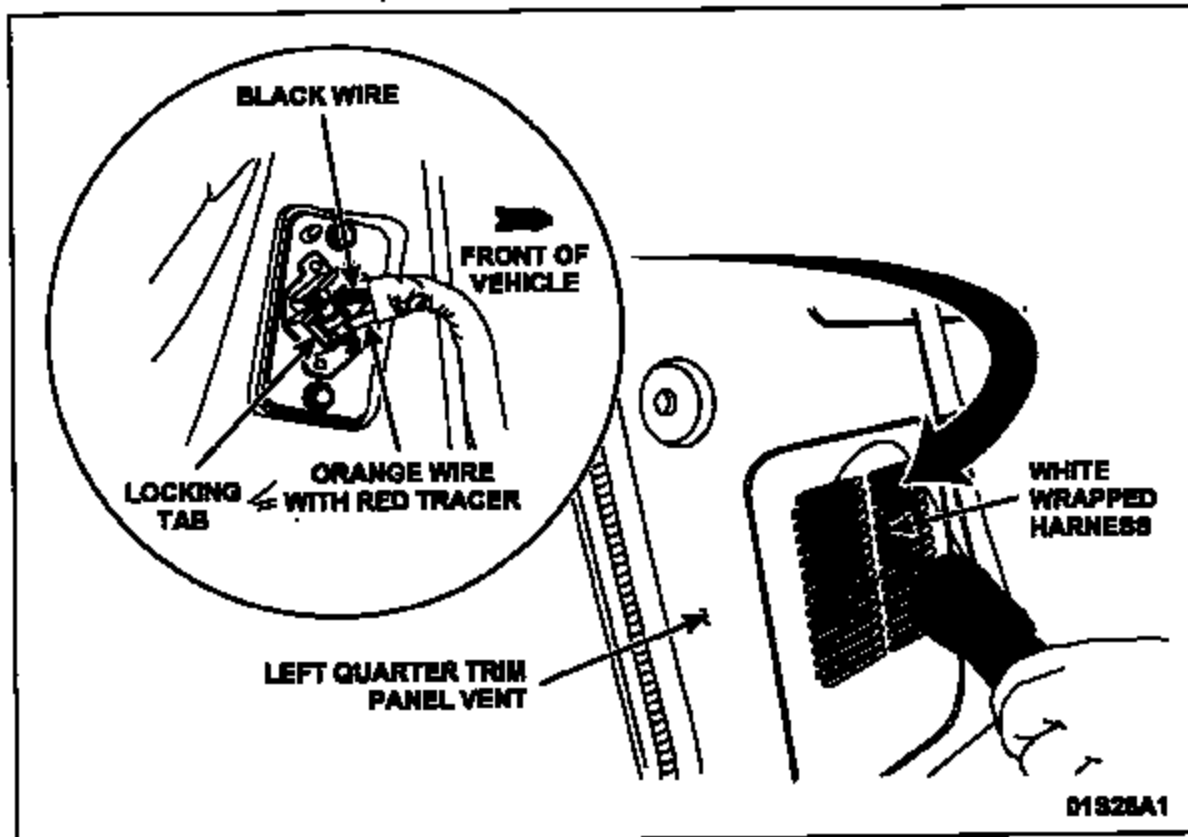


FIGURE 1

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REMOVAL

1. Install a memory saver, then disconnect battery negative cable.
2. NOTE: On four-door models, fold the second row left seat (or bench seat, if equipped) forward for easier access to the C-pillar and quarter trim panel.
Remove the rear bench seat assembly and the liftgate scuff plate.
3. On three-door models, remove the second row seat assembly (bench or captain's chairs).
4. On four-door models, remove left side sliding door scuff plate.
5. On four-door models, lift the left side C-pillar safety belt guide cover and remove the safety belt guide nut.
6. On four-door models, remove the upper C-pillar trim panel.
7. Lift the left side D-pillar safety belt guide cover and use safety belt bolt bit T77L-2100-A, or equivalent, to remove the safety belt guide bolt.
8. Remove any pushpin fastener(s) or screw(s) that secure the D-pillar trim panel.
9. Remove the D-pillar trim panel.
10. Remove the two (2) quarter trim panel screws by the liftgate.
11. Remove the pushpin retainer by the C-pillar (four-door model only), then the two (2) pushpin retainers by the floor. Then remove the quarter trim panel from the vehicle.
12. Remove the relay module located above the blower motor. See Figure 2.

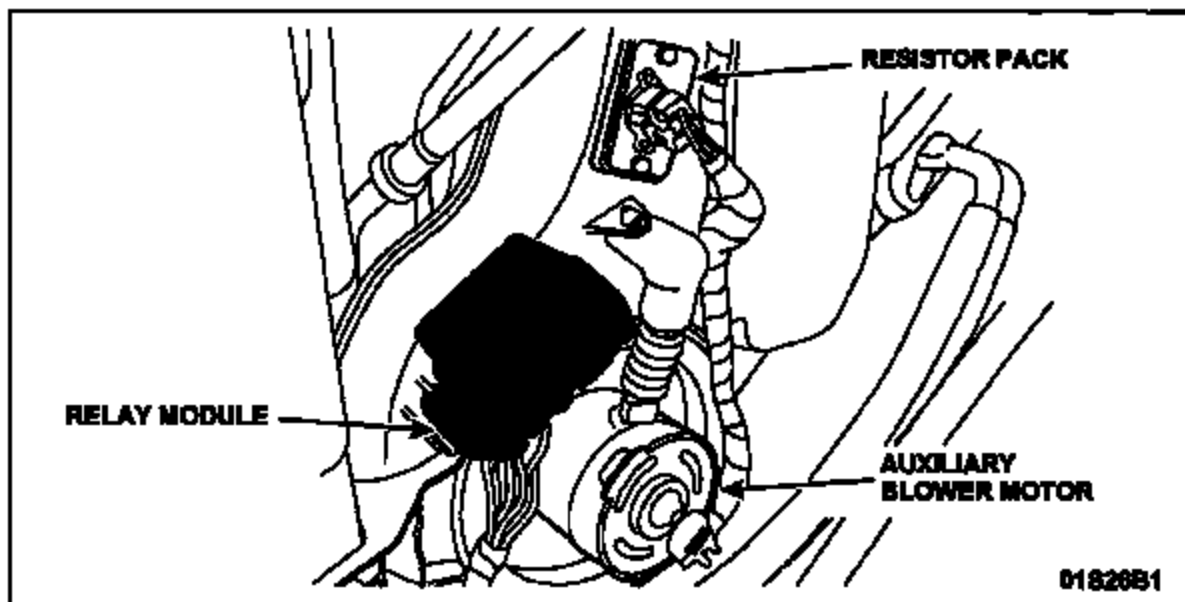


FIGURE 2

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13. Remove the relay module cover and both relays from the module. Then remove the relay module locking wedges. See Figure 3.
14. Remove the black wire and terminal from the relay module using a small screwdriver, or similar pick tool, to depress the terminal locking tab. See Figure 3.

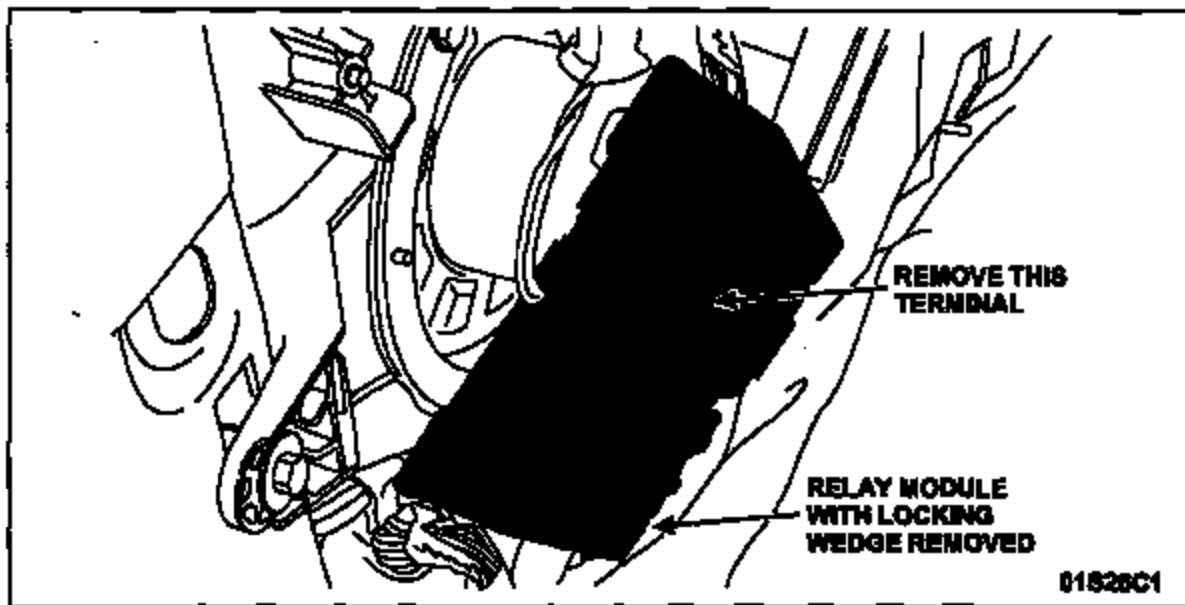


FIGURE 3

15. Cut the terminal end off the black wire, wrap the wire end with electrical tape to insulate the wire, and then tape the wire to the harness.

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16. Disconnect the auxiliary blower motor resistor pack connector, and remove the locking wedge from the connector. See Figure 4.

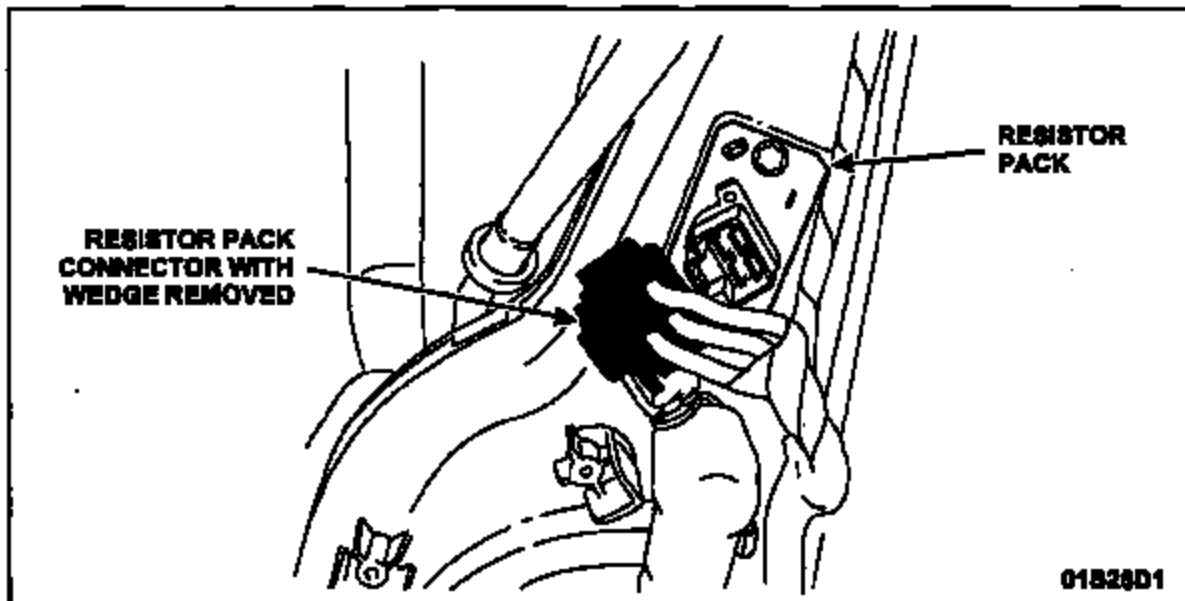


FIGURE 4

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INSTALLATION

1. **CAUTION:** The terminals on each end of the jumper harness are different. Make sure to match the correct terminal to the correct connector before installation. The end of the jumper harness with the identification tag goes into the resistor pack connector.

Insert the end of the jumper harness with the identification tag into the resistor pack connector. Lightly pull on the jumper harness to ensure that the terminal is locked into the connector, and install the locking wedge onto the connector. See Figure 5.

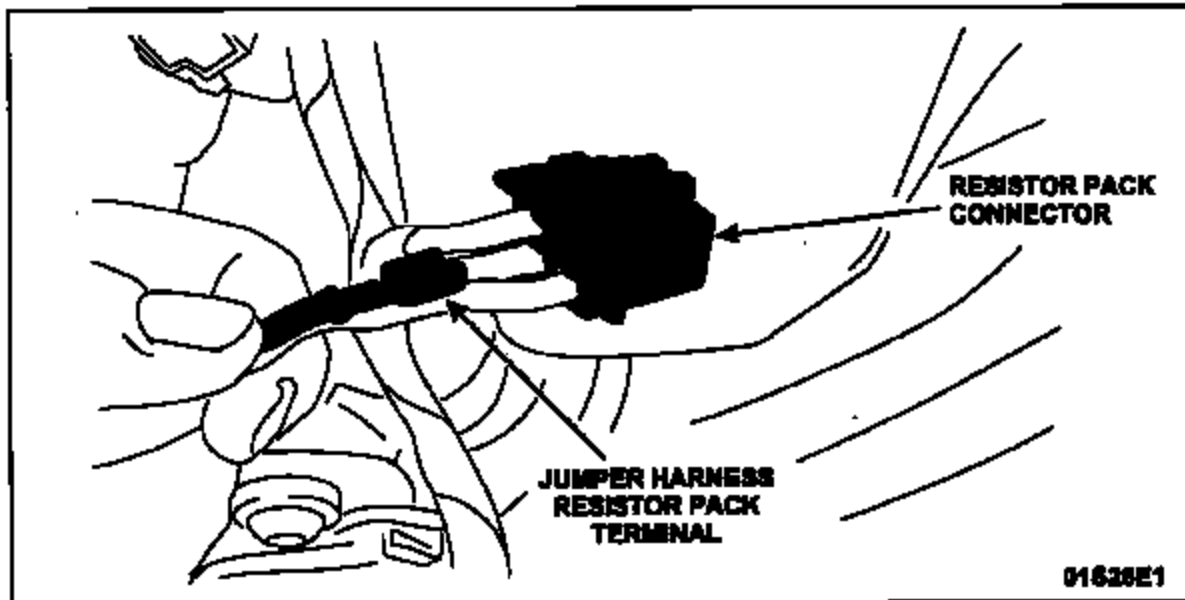


FIGURE 5

2. Reconnect the auxiliary blower motor resistor pack connector to the resistor pack.

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3. Insert the opposite end of the jumper harness into the cavity of the relay module from which the black wire was removed. Lightly pull on the jumper harness to ensure that the terminal is locked into the connector. See Figure 6.

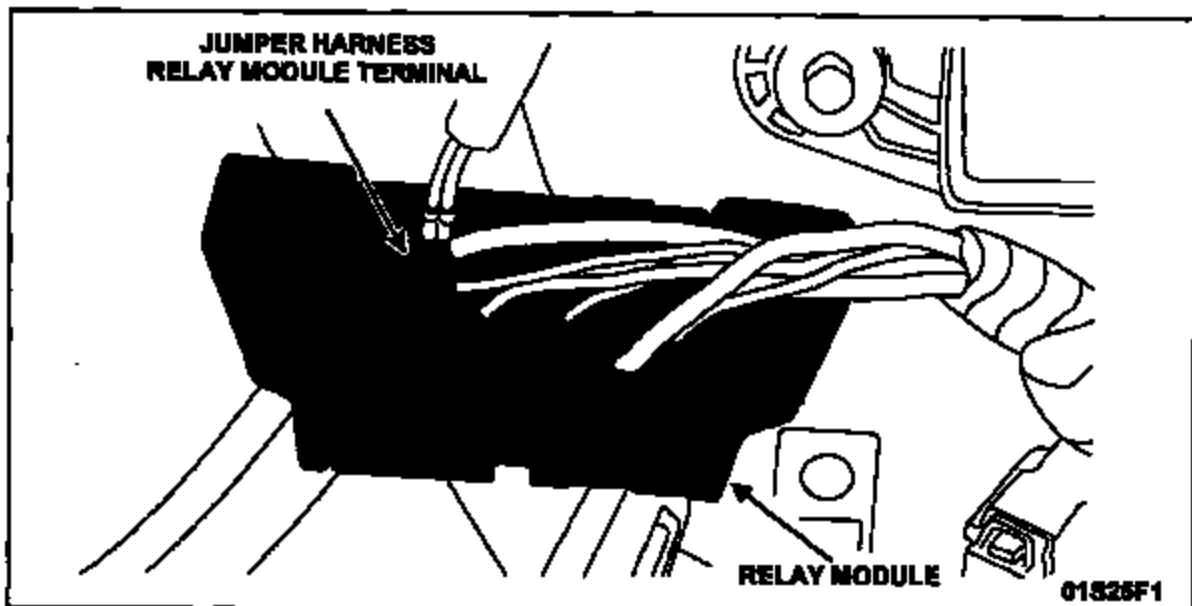


FIGURE 6

4. Install the relay module locking wedge into the relay module. Install both relays and install the cover.
5. Route the jumper harness behind the relay module before installing the module. See Figure 7.

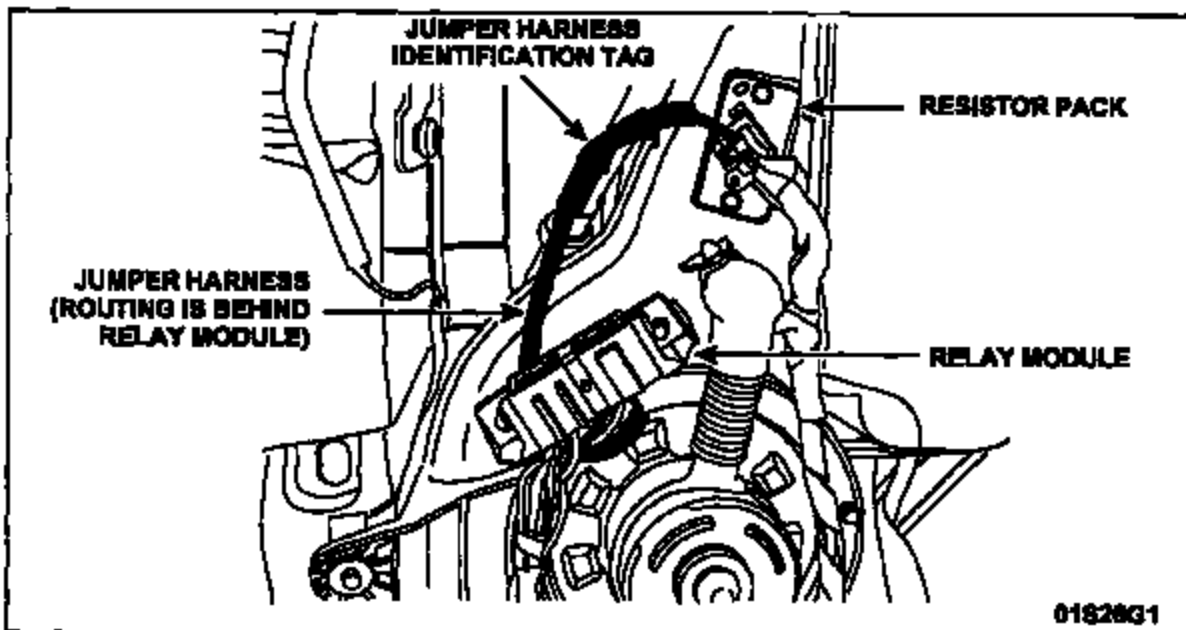


FIGURE 7

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0901

6. Install the relay module into its original position above the blower motor.
7. Connect the battery negative cable and remove the memory saver.
8. Verify that the auxiliary blower motor operates correctly at all speeds.
9. Position the quarter trim panel in the vehicle.
10. Install the two (2) pushpin retainers by the floor, then install the pushpin retainer by the C-pillar (four-door model only).
11. Install the two (2) quarter trim panel screws by the liftgate.
12. Install the D-pillar trim panel.
13. Install any pushpin fastener(s) or screw(s) that secure the D-pillar trim panel.
14. **WARNING: BE SURE TO TIGHTEN THE SEAT BELT ANCHOR BOLT TO THE PROPER TORQUE SPECIFICATION.**

Install the safety belt guide and bolt, using safety belt bolt bit T77L-2100-A or equivalent. Tighten the bolt to 40 Nm (30 lb-ft), then close the D-pillar safety belt guide cover.

15. On four door models, install the upper C-pillar trim panel.
16. **WARNING: BE SURE TO TIGHTEN THE SEAT BELT ANCHOR BOLT TO THE PROPER TORQUE SPECIFICATION.**
On four-door models, install the safety belt guide and nut. Tighten nut to 40 Nm (30 lb-ft), then close the C-pillar safety belt guide cover.
17. On four-door models, install the left side sliding door scuff plate and return the second row left seat (or bench seat if equipped) to its original position.
18. On three-door models, install the second row seat assembly (bench or captain's chairs).
19. Install the rear bench seat assembly and the liftgate scuff plate.

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

August 2001

01S25 and 01S26

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 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 (01S26): 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 (01S25): 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 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 (888) 436-7332

Office Hours (Eastern Time Zone)

Monday – Friday: 8AM – 11PM

Saturday: 9AM – 6PM

Hearing impaired call (800) 232-2952
TDD for the hearing impaired.

Or you may contact us
through the Internet ...

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired and without charge, you may write 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 1-800-424-6393.

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

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs