



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

April 2002

Safety Recall 02S34

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 a defect which relates to motor vehicle safety exists in certain 1999 model year F-250 through F-550 Super Duty vehicles with manual transmissions.

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 parking brake front cable and pedal control may break due to repeated hard application of the pedal typically experienced on manual transmission vehicles. This may result in the parking brake systems inability to hold the vehicle stationary when set. Aftermarket equipment installations that modify or interfere with the parking brake system may also reduce the ability of the parking brake to hold the vehicle stationary.

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

Ford Motor Company will replace the parking brake front cable and the pedal control assembly, and check for proper operation. In addition, on chassis cab vehicles, an inspection of the intermediate and rear parking brake cables will be performed to see if any aftermarket equipment installed on the vehicle clearly interferes with the parking brake system function. After the inspection a completed checklist will be supplied to you with the technicians findings. This service will be performed free of charge (parts and labor).

**NOTE:** On chassis cab vehicles you should address all concerns / items marked "NEEDS ATTENTION" on the Inspection Checklist you received from the dealer after your vehicle has been serviced.

**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 Recall 02S34. 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 have 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 have 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 this Safety Recall.

**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 through Friday: 8AM – 11PM

Saturday: 8AM – 6PM

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

**Or you may contact us through the Internet ...**

**[www.ownerconnection.com](http://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 1-800-424-9393.

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

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

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs