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OFFICE OF  
DEFECTS INVESTIGATION

James P. Vondale, Director  
Automotive Safety Office  
Environmental & Safety Engineering

April 8, 2002

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

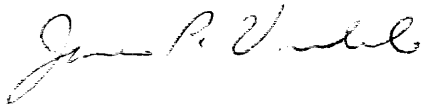
Dear Mr. Weinstein:

**Subject: Safety Recall 02V-068 NSA-11paw  
(Ford Number 02S34)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations -- Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1999 F-250 through F-550 Super Duty vehicles with manual transmissions. Specific details were submitted to you in a letter dated March 5, 2002. Owner notification letters were mailed on April 5, 2002.

Sincerely,



Enclosures  
02S34 Dealer-Owner





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

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

March 2002

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 02S34 - Certain 1999 Model Year F-250 through F-550 Super Duty Vehicles With Manual Transmissions – Parking Brake Front Cable and Control Replacement

**AFFECTED VEHICLES**

Certain 1999 model year F-250 through F-550 Super Duty vehicles with manual transmissions built at the Kentucky Truck Assembly Plant from September 8, 1997 through September 30, 1998.

**SAFETY CONCERN**

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.

**SERVICE ACTION**

At no charge to the customer, the dealer will replace the parking brake front cable and control, and also check for proper operation. In addition, on chassis cab vehicles, an inspection of the intermediate and rear parking brake cables will be performed. The inspection will be for aftermarket equipment installation that could clearly interfere with the parking brake cable function. Aftermarket equipment may consist of: U-bolts or fasteners used to hold on utility beds, dump boxes, extra fuel or hydraulic tanks, side mount tool boxes, etc. An inspection checklist has been provided with this bulletin. The checklist must be filled out and given to the owner upon completion of the repair.

**PLEASE NOTE**

**Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety Field Service Action 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
- Chassis Cab Inspection Checklist
- Customer Notification Letter(s)

**QUESTIONS?**

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

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**Safety Recall 02S34**

Certain 1999 Model Year F-250 through F-550 Super Duty Vehicles With Manual Transmissions – Parking Brake Front Cable and Control Replacement

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this Field Service Action.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on your dealer Online 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 identified in OASIS. Give the owner a copy of the Owner Letter and schedule a service date.

Note: These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than in connection with this field service action is a violation of law in several states/provinces/countries. Accordingly, limit the use of this listing to the follow-up necessary to complete this action.

**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.

**NOTE:** On chassis cab vehicles, attach a copy of the inspection checklist to the repair order and retain in the dealership service file.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs applicable to this Field Service Action 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 VEHICLES**

Rental vehicles are not authorized for this program.

**Safety Recall 02S34**  
Certain 1999 Model Year F-250 through F-550 Super Duty Vehicles With Manual  
Transmissions – Parking Brake Front Cable and Control Replacement

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Replace parking brake cable and control, <b>non-chassis cab w/gas engine</b>	02S34B	1.3 Hours
Replace parking brake cable and control, <b>non-chassis cab w/diesel engine</b>	02S34C	1.4 Hours
Replace parking brake cable and control, <b>chassis cab w/gas engine</b> (Includes inspection of park brake cables)	02S34D	1.5 Hours
Replace parking brake cable and control, <b>chassis cab w/diesel engine</b> (Includes inspection of park brake cables)	02S34F	1.6 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

**PARTS REQUIREMENTS**

Parts will not be direct shipped for this Field Service Action. Order your parts requirement 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	Call 1-800-325-5621
Emergency Orders	31 days after launch	Normal order process

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
2C3Z-2780-AA	Parking Brake Control Kit (Includes Cable and Connector)	1

**ORDER INFORMATION**

The DOR/COR for this program is 50278. This number identifies parts ordered for this Field Service Action through the Special Service Support Center (1-800-325-5621).

**Safety Recall 02S34**

Certain 1999 Model Year F-250 through F-550 Super Duty Vehicles With Manual Transmissions – Parking Brake Front Cable and Control Replacement

**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.

## PARKING BRAKE CABLE AND CONTROL REPLACEMENT

**AFFECTED VEHICLES:** CERTAIN 1999 MODEL YEAR F-250  
THROUGH F-550 SUPER DUTY VEHICLES  
EQUIPPED WITH A MANUAL TRANSMISSION

### OVERVIEW

This document details the procedure for replacing the front parking brake cable and the parking brake control assembly on certain Super Duty chassis cab and pickup truck models. It also details the inspection of the intermediate and rear parking brake cables on chassis cab models for interference with aftermarket installed accessories. The intermediate and rear cables on pickup truck models do not require any inspection. A checklist is provided for the inspection (see the attached Inspection Checklist). This checklist must be filled out, signed, and dated with one copy given to the customer and another copy attached to the repair order and retained in the dealership service files for this vehicle.

### INSPECTION — CHASSIS CAB ONLY

1. Chock the rear wheels.
2. With the vehicle on the ground, inspect the intermediate and rear parking brake cables and complete the provided checklist. Inspection includes looking for aftermarket equipment installation that could impede the parking brake cable function. Aftermarket equipment may consist of: U-bolts or fasteners used to secure utility beds, extra fuel or hydraulic tanks, side mount tool boxes, etc.

During the inspection, place a check mark in the "OK" box if the condition **does not** exist. Place a check mark in the "Needs Attention" box if the condition **does** exist. Also, give a brief description of the condition (example, Interference Description: cable pinched by U-bolt) and a brief description of the parking brake cables condition (example, Cable Condition: Frayed) in the spaces provided. After completing the inspection, sign and date the checklist in the spaces provided at the bottom, then give a copy to the customer. Attach another copy to the repair order retained in this vehicle's dealership service files. Repairs needed to correct any intermediate or rear parking brake cable concerns are not covered by Ford Motor Company warranty or this Safety Recall Program.

### FRONT PARKING BRAKE CABLE AND CONTROL ASSEMBLY REMOVAL — ALL VEHICLES

1. For vehicles equipped with gasoline engines, record radio preset stations and then disconnect the battery negative cable.
2. For vehicles equipped with diesel engines, record radio preset stations and then disconnect the battery negative cable first from the secondary battery (driver side of engine compartment) and then from the primary battery (passenger side of engine compartment).
3. Remove the powertrain control module (PCM) and bracket as follows:
  - From the engine compartment, disconnect the PCM wire harness electrical connector.
  - From inside the vehicle, remove the two (2) screws attaching the PCM to the bracket and position the PCM aside.
  - Remove the nut and bolt attaching the bracket to the bulkhead and remove the bracket.
4. Disconnect the parking brake switch electrical connector.

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5. Relieve the tension on the parking brake system by having an assistant pull the front parking brake cable from under the vehicle while you insert a suitable retaining pin in the parking brake control assembly. See Figure 1.

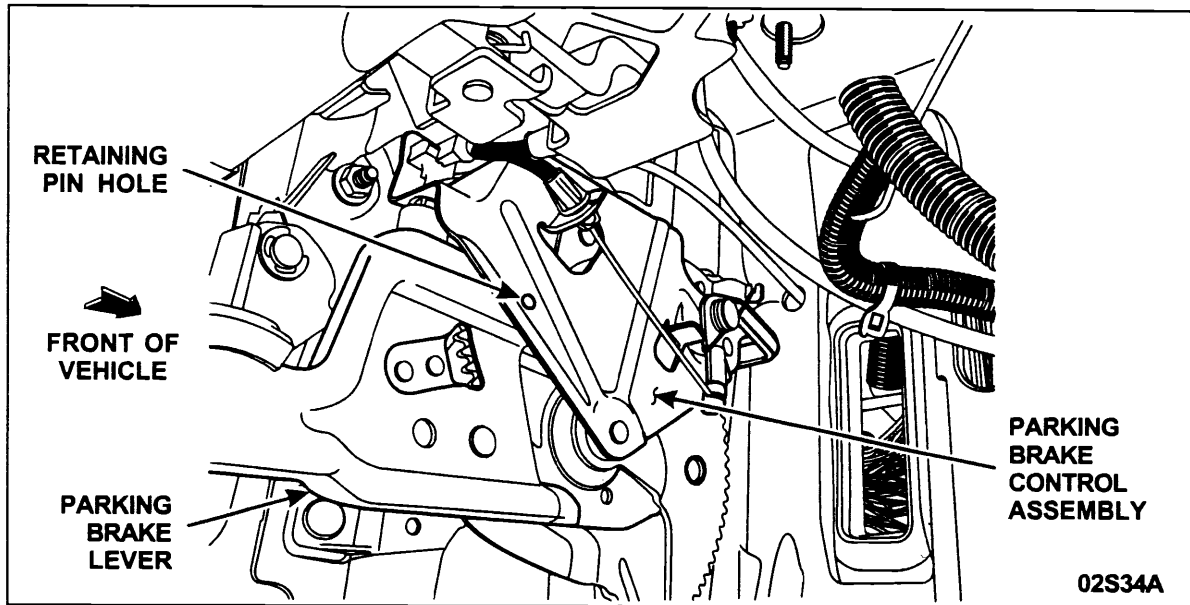


FIGURE 1

6. Disconnect the intermediate cable from the front cable at the connecting clip and discard the connecting clip. See Figure 2.

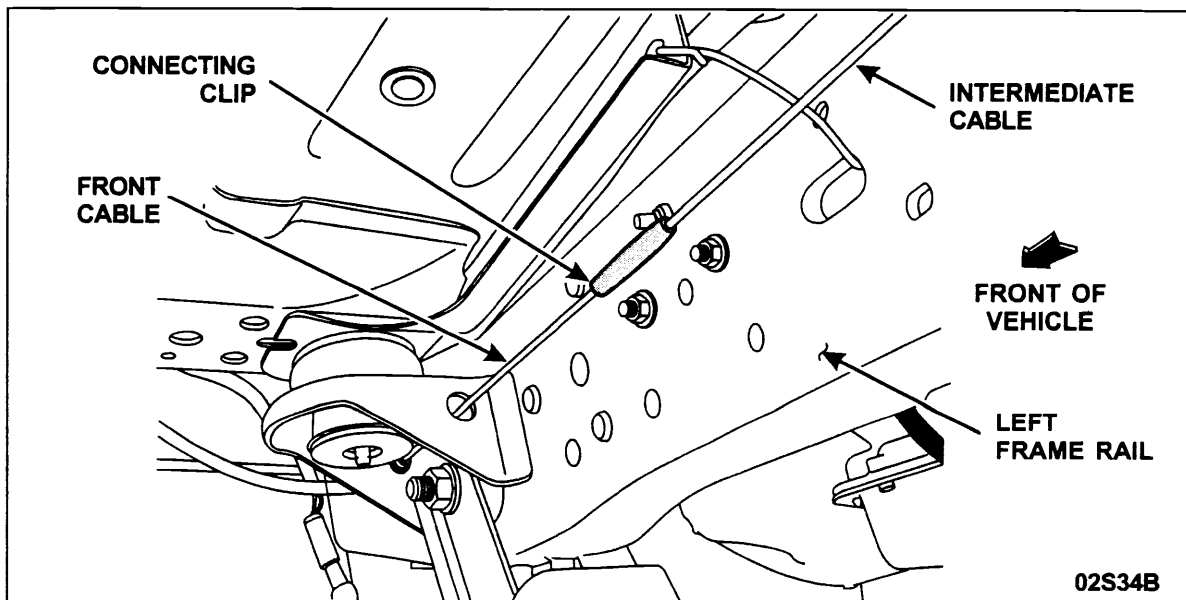


FIGURE 2

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7. Disconnect the parking brake release handle cable from the parking brake control assembly.
8. Remove the scuff plate from the driver door opening.
9. Remove the left kick panel trim cover.
10. Remove the three (3) parking brake control assembly retaining nuts.
11. Position the parking brake control assembly to gain access to the hood release cable and disconnect it from the control assembly.
12. From under the vehicle, push the grommet attached to the front cable conduit up through the floor. See Figure 3.

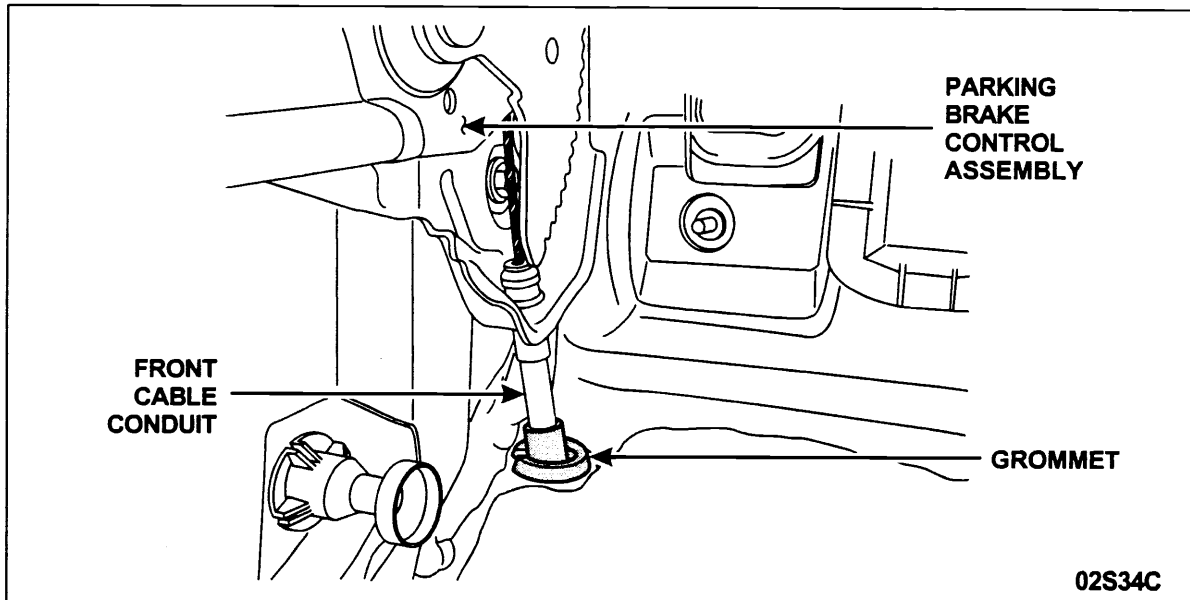


FIGURE 3

13. **WARNING: THE PARKING BRAKE CONTROL ASSEMBLY IS UNDER TENSION. USE CAUTION WHEN REMOVING IT FROM THE VEHICLE.**

Remove the parking brake control assembly and front cable from the vehicle.

### FRONT PARKING BRAKE CABLE AND CONTROL ASSEMBLY INSTALLATION — ALL VEHICLES

1. **WARNING: THE PARKING BRAKE CONTROL ASSEMBLY IS UNDER TENSION. USE CAUTION WHEN INSTALLING IT IN THE VEHICLE.**  
Position the *new* parking brake control assembly into the vehicle and seat the grommet.
2. Connect the hood release cable onto the parking brake control assembly.
3. Position the parking brake control assembly onto the mounting studs and install the three (3) nuts. Tighten the nuts to 25 Nm (19 lb-ft).
4. Install the left kick panel trim cover.

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5. Install the scuff plate into the driver door opening.
6. Connect the parking brake release handle cable to the parking brake control assembly.
7. Connect the intermediate cable to the front cable using a *new* connecting clip.
8. **WARNING: THE PARKING BRAKE CONTROL ASSEMBLY IS UNDER TENSION. USE CAUTION WHEN REMOVING THE RETAINING PIN FROM THE ASSEMBLY.**  
While having an assistant pull the front parking brake cable from under the vehicle to release the tension, remove the retaining pin from the parking brake control assembly.
9. Connect the parking brake switch electrical connector.
10. Install the powertrain control module (PCM) and bracket.
  - Position the bracket and install the nut and bolt attaching the bracket to the bulkhead. Tighten the bolt to 10 Nm (88 lb-in).
  - Position the PCM onto the bracket and install the two (2) screws attaching the PCM to the bracket. Tighten the two (2) screws to 8 Nm (71 lb-in).
  - From the engine compartment, connect the PCM wire harness electrical connector. Tighten the bolt to 7 Nm (62 lb-in).
11. For vehicles equipped with diesel engines, connect the battery negative cable first to the primary battery and then to the secondary battery. Then set the recorded radio stations.
12. For vehicles equipped with gasoline engines, connect the battery negative cable and then set the recorded radio stations.
13. Remove the wheel chocks.
14. **WARNING: IF THE PARKING BRAKE FAILS TO HOLD THE VEHICLE DURING THIS FUNCTIONALITY TEST, IT IS POSSIBLE THAT THE VEHICLE WILL MOVE FORWARD. MOVE THE VEHICLE TO AN OPEN PARKING LOT PRIOR TO PERFORMING THIS TEST. MAKE SURE THE AREA IN FRONT OF THE VEHICLE IS CLEAR OF ANY PEOPLE AND/OR OBSTRUCTIONS.**

NOTE: This test is to check if the vehicle will move with the parking brake engaged. It is not necessary to make the vehicle stall to check parking brake effectiveness.

Verify the effectiveness of the parking brake to hold the vehicle in place by performing the following procedure.

- Apply the parking brake.
- Engage the clutch and shift the transmission into 3rd gear.
- Start and bring the engine to 1,000 rpm.
- Slowly release the clutch while maintaining an engine speed of 1,000 rpm. The vehicle should remain in place.
- If the parking brake system does not hold the vehicle in place, refer to Section 206-05 of the 1999 Super Duty Workshop Manual. If the system fails due to interference from aftermarket equipment, repairs are not covered by Ford Motor Company warranty or this Safety Recall Program.

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### SAFETY RECALL 02S34 CHASSIS CAB INSPECTION CHECKLIST

**Customer Information:** Safety Recall 02S34 has been completed on your vehicle. As part of the recall, which was to replace the front parking brake cable and parking brake controller, we have also performed a visual inspection of the intermediate and rear parking brake cables to determine if any aftermarket equipment is affecting the performance of your parking brake system. The checklist below will provide you with our findings. Any item with a box marked "Needs Attention," or any item in the Other Concerns area, indicate potential parking brake system concerns. Repairs needed to correct any potential concern indicated below are not covered by Ford Motor Company warranty or this Safety Recall Program. For more information on each concern, please see your service advisor or the dealership service manager.

INTERMEDIATE CABLE		REAR CABLES	
OK	Needs Attention	OK	Needs Attention

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Damaged**  
Description: \_\_\_\_\_  
Cable Condition: \_\_\_\_\_

**Interference/Rubbing**  
Description: \_\_\_\_\_  
Cable Condition: \_\_\_\_\_

**Items Secured to Cables**  
Description: \_\_\_\_\_  
Cable Condition: \_\_\_\_\_

**Misrouted**  
Description: \_\_\_\_\_  
Cable Condition: \_\_\_\_\_

**Modified**  
Description: \_\_\_\_\_  
Cable Condition: \_\_\_\_\_

**Paint/Undercoating on Cables**  
Description: \_\_\_\_\_  
Cable Condition: \_\_\_\_\_

**Other Concerns**  
Description: \_\_\_\_\_  
Cable Condition: \_\_\_\_\_

Inspection Performed By: \_\_\_\_\_ Date of Inspection: \_\_\_\_\_



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.**



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,

A handwritten signature in black ink that reads "Ann O'Neill". The signature is written in a cursive, flowing style.

Ann O'Neill  
Director  
Vehicle Service and Programs