

Ford Motor Company

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OFFICE OF
DEFECTS INVESTIGATION

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

March 18, 2004

Mr. George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

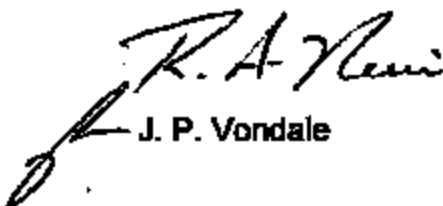
Dear Mr. Person:

**Subject: Safety Recall 04V-106
(Ford Number 04S12)**

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.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2000 through 2003 model year Taurus and Sable vehicles. Specific details were submitted to you in a letter dated March 1, 2004. Owner notification letters are scheduled to be phase mailed beginning the week of April 5, 2004 to 2000 model year owners, followed by weekly mailings the week of April 13, 2004 to 2001 model year owners, April 19, 2004 to 2002 model year owners, and April 26, 2004 to 2003 model year owners.

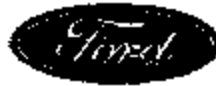
Sincerely,


J. P. Vondale

Attachment(s)
04S12 Dealer-Owner Bulletin

Fairlane Plaza South
330 Town Center Drive, Dearborn, Michigan 48126-2738 USA





Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

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

February 28, 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S12:**
All 2000 Model Year Taurus and Sable Vehicles; Also, Certain 2001-2003 Model Year
Taurus and Sable Vehicles Equipped with Adjustable Pedals
Stop Lamp Switch and Wire Harness Replacement

AFFECTED VEHICLES

All 2000 model year Taurus and Sable vehicles built at the Chicago Assembly Plant from Job #1 through Job Last and Atlanta Assembly Plant from Job #1 through Job Last.

Certain 2001 – 2003 model year Taurus and Sable vehicles equipped with adjustable pedals built at the Chicago Assembly Plant from Job #1 2001 through March 31, 2003 and Atlanta Assembly Plant from Job #1 2001 through February 28, 2003.

Affected vehicles will be identified in OASIS. In addition, for a list of unsold vehicles assigned to your dealership visit <https://web.faevinlists.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

A malfunctioning stop lamp switch and/or associated wiring may render the stop lamps inoperable or cause them to stay on all the time. If the switch and/or associated wiring fail in the open position, the brake lights will not actuate and the driver will not be able to shift the vehicle out of park. If the switch fails in the closed position, the brake lights will remain on, which will not allow the speed control to be activated or may cause the battery to discharge.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles until the service procedure has been performed. Owners will be instructed to take their vehicles to a Ford or Lincoln Mercury dealer to have the stop lamp switch and associated wiring removed and replaced with a newly designed stop lamp switch and wiring assembly. This must be done on all of the affected vehicles in your inventory, as well as vehicles that have been delivered to customers.

PLEASE NOTE: PARTS ARE NOT CURRENTLY AVAILABLE FOR THIS REPAIR.

Information on part availability and service procedures will be provided in a follow-up communication on March 5, 2004.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

OASIS

Consult OASIS for affected vehicles (on or after February 27, 2004). Dealer Involved unit listings for unsold vehicles will be available February 27, 2004.

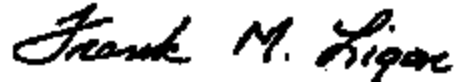
PLEASE NOTE:

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.

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,



Frank M. Ligon



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

March 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S12:
All 2000 Model Year Taurus and Sable Vehicles
Certain 2001 through 2003 Model Year Taurus and Sable Vehicles Equipped with
Adjustable Pedals
Stop Lamp Switch and Wire Harness Replacement

NOTE: Safety Recall 04S12 supercedes Safety Recall 01S08.

AFFECTED VEHICLES

All 2000 MY (model year) Taurus and Sable vehicles built at the Chicago Assembly Plant from Job #1 through Job Last and Atlanta Assembly Plant from Job #1 through Job Last.

Certain 2001 through 2003 MY Taurus and Sable vehicles equipped with adjustable pedals built at the Chicago Assembly Plant from Job #1 2001 through March 31, 2003 and Atlanta Assembly Plant from Job #1 2001 through February 27, 2003.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

The stop lamp switch and/or associated wiring may fail causing the vehicle brake lights to either not illuminate when the brake pedal is depressed or stay on continuously. Malfunctioning brake lights may not alert other drivers that the vehicle is slowing down, which may result in a rear end crash. If the switch and/or associated wiring fail in the open position, the brake lights will not illuminate and the driver will not be able to shift the vehicle out of park. If the switch fails in the closed position, the brake lights will remain on, which will not allow the speed control to be activated or may cause the battery to discharge.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles until the service procedure has been performed. Owners will be instructed to take their vehicles to a Ford or Lincoln Mercury dealer to have the stop lamp switch and associated wiring removed and replaced with a newly designed stop lamp switch and wiring assembly. This must be done on all of the affected vehicles in your inventory, as well as vehicles that have been delivered to customers.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected owners. Therefore, to ensure that this limited supply of parts will not negatively impact customer satisfaction, owners of affected vehicles will be notified in four separate phased mailings. Phase mailing will begin April 5, 2004, prioritized by age of vehicle (2000 MY vehicles first followed by 2001 MY, etc). Please note that dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Correct all vehicles in stock before demonstration or 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.

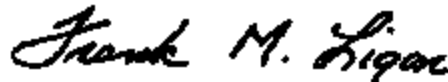
ATTACHMENTS

- Attachment I: Administrative Information
 - Attachment II: Labor Allowances and Parts Ordering Information
 - Attachment III: Technical Information
 - Attachment IV: Questions and Answers
- Customer Notification Letter

QUESTIONS?

- Claims Information: 1-800-423-8851
- Special Service Support Center (Dealer Only) Questions: 1-800-326-6621

Sincerely,



Frank M. Ligon

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04812

All 2000 Model Year Taurus and Sable Vehicles

Certain 2001 through 2003 MY Taurus and Sable Vehicles Equipped with Adjustable Pedals
Stop Lamp Switch and Wire Harness Replacement

OASIS ACTIVATED? Yes

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinilists.dealerconnection.com>.

NOTE: Your FSA VIN list may contain owner 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 recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this action.

STOCK VEHICLES

Correct all affected stock vehicles before demonstrating or delivering.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs. Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval prior to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S12
All 2000 Model Year Taurus and Sable Vehicles
Certain 2001 through 2003 MY Taurus and Sable Vehicles Equipped with Adjustable Pedals
Stop Lamp Switch and Wire Harness Replacement

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this Safety Recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 1904, Dearborn, MI 48121.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line)
 - Program Code: 04S12
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hr.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refund and related damage must be claimed on a repair line that is separate from the FSA's repair line.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S12

All 2000 Model Year Taurus and Sable Vehicles

Certain 2001 through 2003 MY Taurus and Sable Vehicles Equipped with Adjustable Pedals
 Stop Lamp Switch and Wire Harness Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Stop Lamp Switch and Wire Harness Replacement	04S12B	0.6 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION – SEED STOCK

Parts were Seed Stocked to all Ford Authorized Distributors (WD locations). Dealer Seed Stock will begin the week of March 8, 2004. Ford Motor Company will be placing two or more additional Dealer Seed Stock orders as material becomes available. If additional parts are required due to special customer situations, contact the Special Service Support Center (1-800-325-5621) and a small supplemental order can be placed. Please provide the owner name and VIN to the call center.

Part Number	Description	Quantity
SW-6170 or 3F1Z-13480-AA	Stop Lamp Switch and Wire Harness Kit	1

The DOR/COR for this program is 50316. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**ALL 2000 MODEL YEAR TAURUS AND SABLE VEHICLES AND
CERTAIN 2001 THROUGH 2003 MODEL YEAR TAURUS AND SABLE VEHICLES
EQUIPPED WITH ADJUSTABLE PEDALS —
STOP LAMP SWITCH AND WIRE HARNESS REPLACEMENT**

OVERVIEW

This procedure involves replacing the stop lamp switch and a short section of the stop lamp switch harness.

NOTE!

Some of the affected vehicles may have had TSB 02-05-01 performed. To identify those vehicles, the stop lamp switch harness will be spliced into the vehicle harness and may be secured with a tie strap to the brake pedal bracket.

This field service action must be performed even if the vehicle has already had TSB 02-05-01 completed.

NOTE: Previous service procedures called for removal of the lower steering column cover. This step is not required and, therefore, should not be performed.



SERVICE PROCEDURE

1. Install a memory saver and disconnect the battery negative cable.
2. Position the stop lamp switch wire harness assembly down the left side of the steering column for easier access to the repair area as follows: See Figure 1.
 - a) Remove the stop lamp switch retainer pin. Retain the pin for reuse.
 - b) Remove the switch and the plastic grommet from the brake pedal/master cylinder pushrod. Discard the grommet.
 - c) Disconnect the adjustable pedal motor connector, if equipped, and the speed control deactivation switch.
 - d) Disengage the harness push-pin retainers (securing the plastic brace).
 - e) Pull the harness out of the steel retention clip (located on the brake pedal bracket above the steering column on adjustable pedal vehicles only).
 - f) Remove any tie straps that secure the harness.
 - g) Position the harness over the steering column and down.

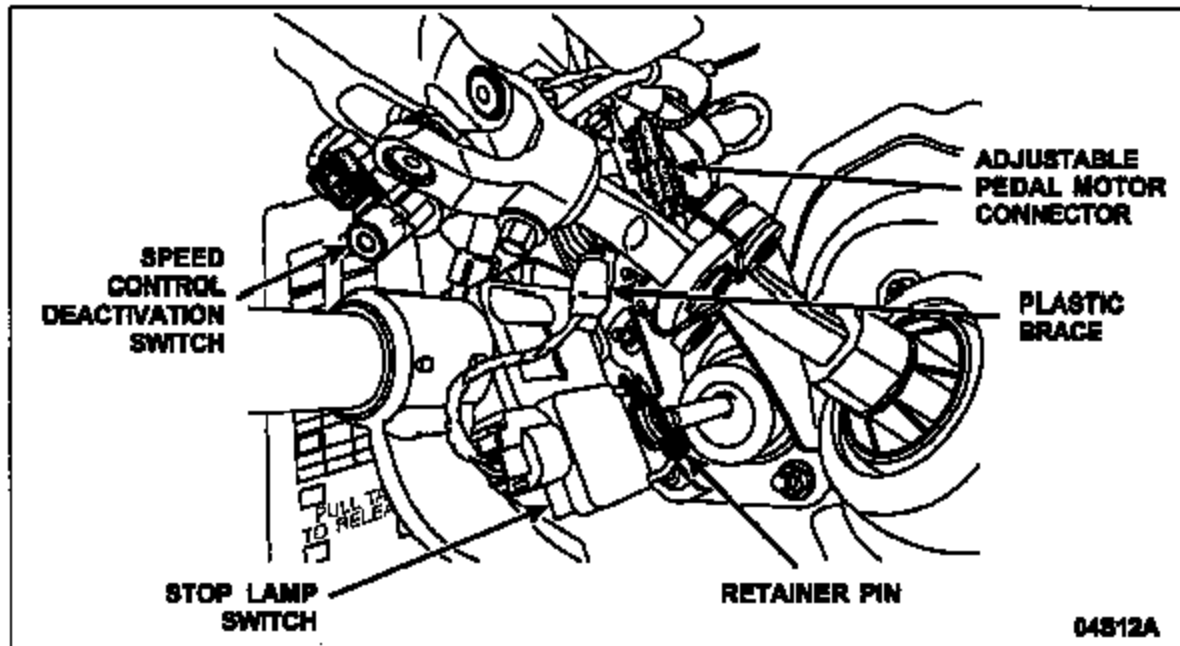


FIGURE 1

- NOTE:
- If the vehicle has not had TSB 02-05-01 performed, go to Step 3, then skip to Step 8.
 - If TSB 02-05-01 has been completed on the vehicle (identified by a splice in the stop lamp switch harness), go to Step 4.

3. Cut off the stop lamp switch wire harness above the plastic brace and discard the switch and harness. See Figure 2.

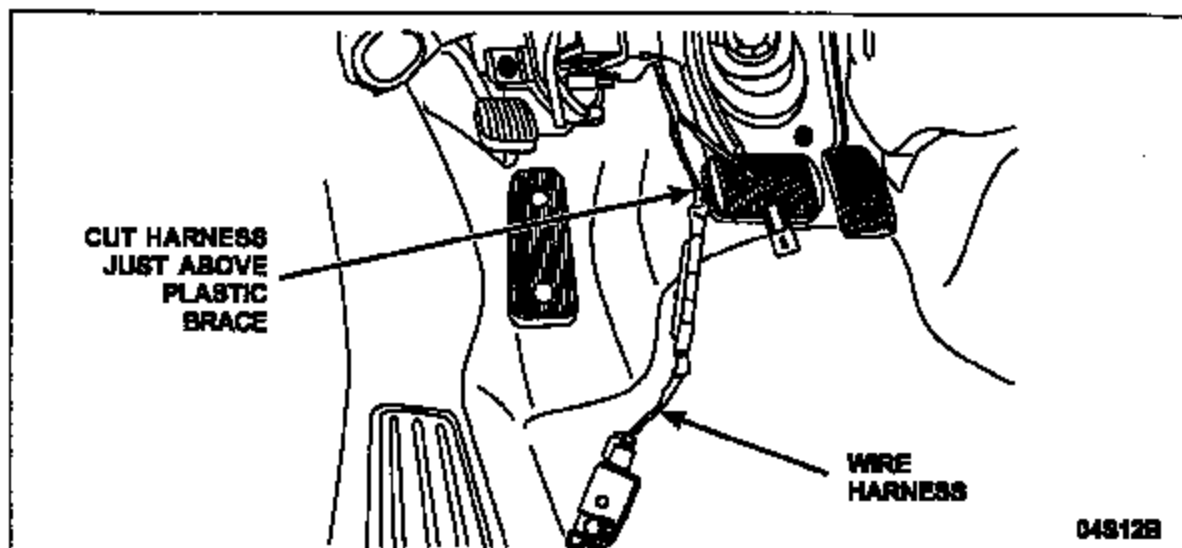


FIGURE 2

4. It is possible that on some vehicles that have had the TSB performed, the splice may be located very high on the harness and access can be limited. In these situations, disengage the harness push-pin retainer located on the left side of the brake pedal bracket (next to the central junction box [CJB]). This will provide enough slack in the harness to allow better access to the repair area. See Figure 3.

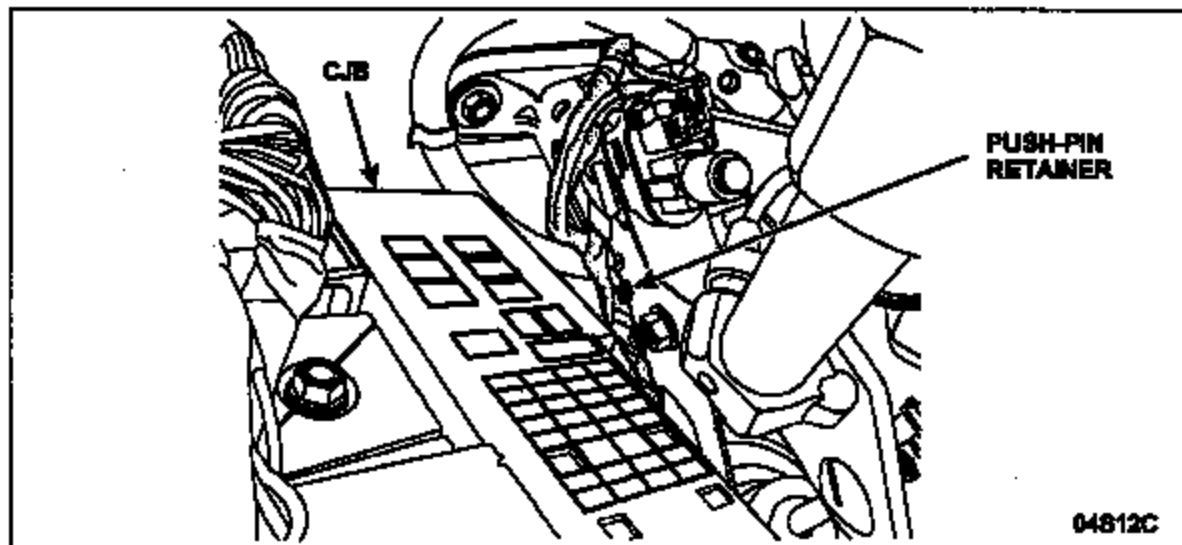


FIGURE 3

5. Remove enough tape to expose the repair area. Then cut off the harness above the splices, leaving as much of the vehicle harness as possible (the cut off section will include the switch, harness and the TSB-installed splices). See Figure 4.

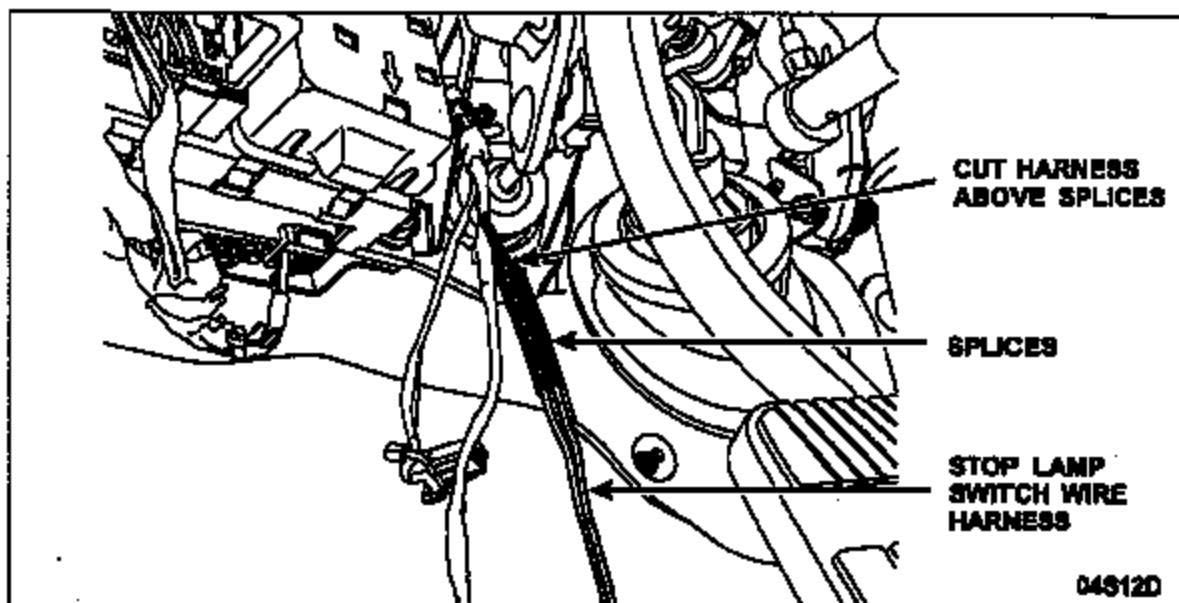


FIGURE 4

6. Strip approximately $\frac{1}{4}$ inch of insulation from the wires on both the vehicle harness and the new harness, taking care not to nick or cut the wire strands. Peel back the electrical tape on the vehicle harness as necessary.
7. **CAUTION: DO NOT** use diagonal cutters to make the crimp. Use only a commercially available ratcheting-type crimp tool designed for use with insulated butt splice connectors to ensure a proper crimp.
Install one butt splice connector onto each stripped wire on the new harness as follows:
 - a) Insert the stripped wire into the barrel end of the butt splice connector, making sure the insulation on the wire does not enter the wire barrel.
 - b) Holding the wire in place, squeeze the tool handles together until the ratchet releases.
 - c) Test the integrity of the splice after crimping by pulling gently on the wires.
8. Connect the new harness to the vehicle harness matching wire colors (green stripe to green stripe, red stripe to red stripe) and crimping in the same fashion as described in the previous step.
9. Using a Rotunda Flameless Heat Gun 164-R5902 (or equivalent) equipped with a shield to prevent any damage to surrounding components, apply heat to the butt splice connectors. Rotate the wire assembly to ensure complete shrinkage and heat until the outer shell of the connector shrinks into place and will shrink no further. The adhesive lining of the connector will melt and flow and should be visible at both ends of the connector.

10. Using vinyl electrical tape, secure the butt splice and the harness wires together in two or three locations. See Figure 5.

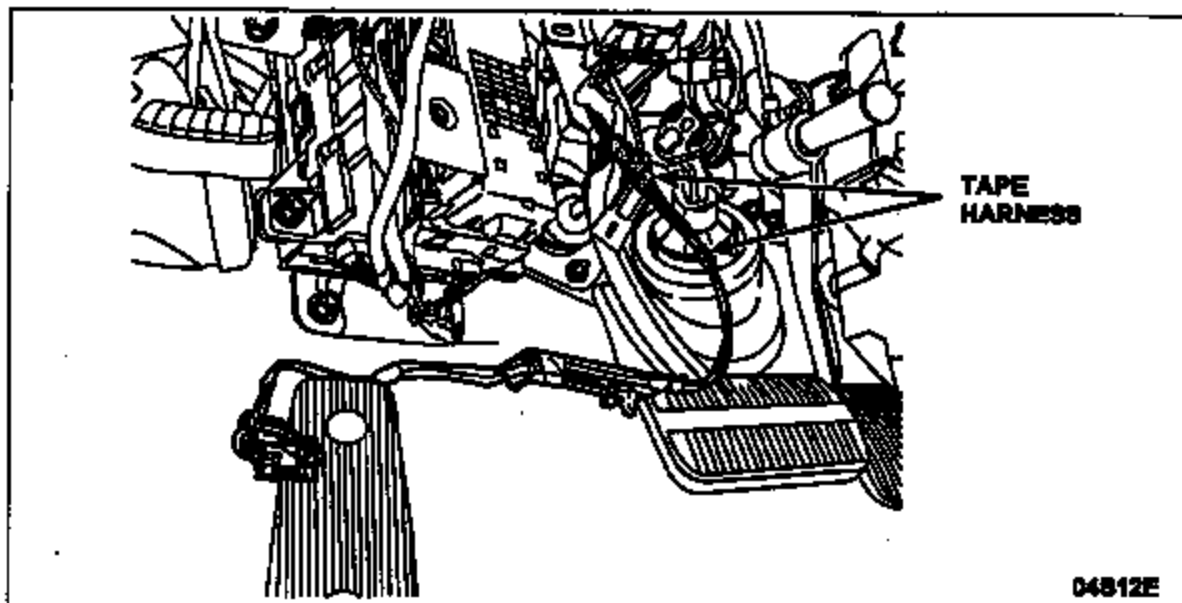


FIGURE 5

11. Install the new stop lamp switch as follows (See Figure 6):
- Install the new plastic grommet onto the master cylinder pushrod.
 - Place one new plastic washer in the brake pedal arm post, then connect the pushrod to the post.
 - Position the new stop lamp switch onto the post, then install the other new plastic washer.
 - Install the retainer clip.

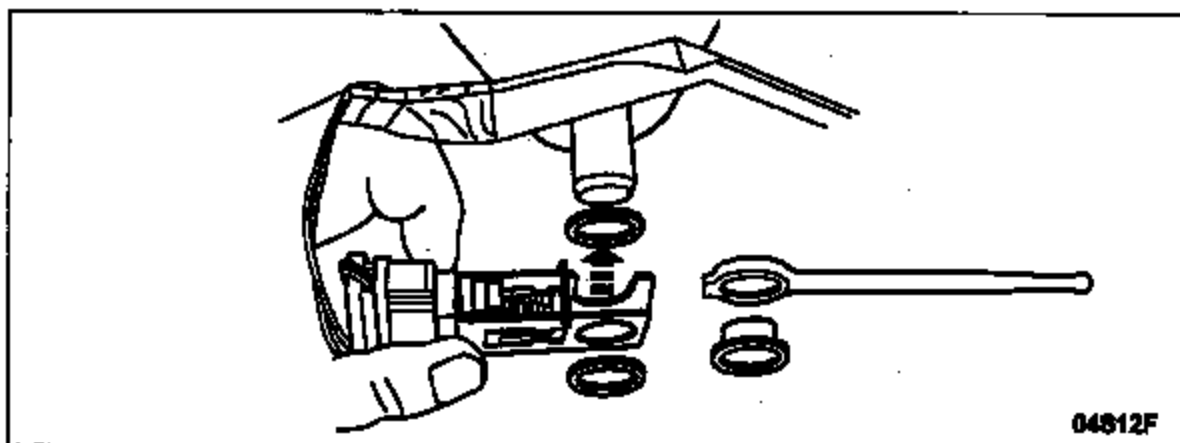


FIGURE 6

12. Position the harness back over the steering column and into place, then secure the push-pin retainer(s) to the brake pedal bracket. Be sure the excess wiring is positioned so it does not interfere with any moving components. Use the supplied tie straps to secure the wires. Install one to secure the plastic brace to the brake pedal bracket and the other to secure the wires as necessary. See Figure 7.

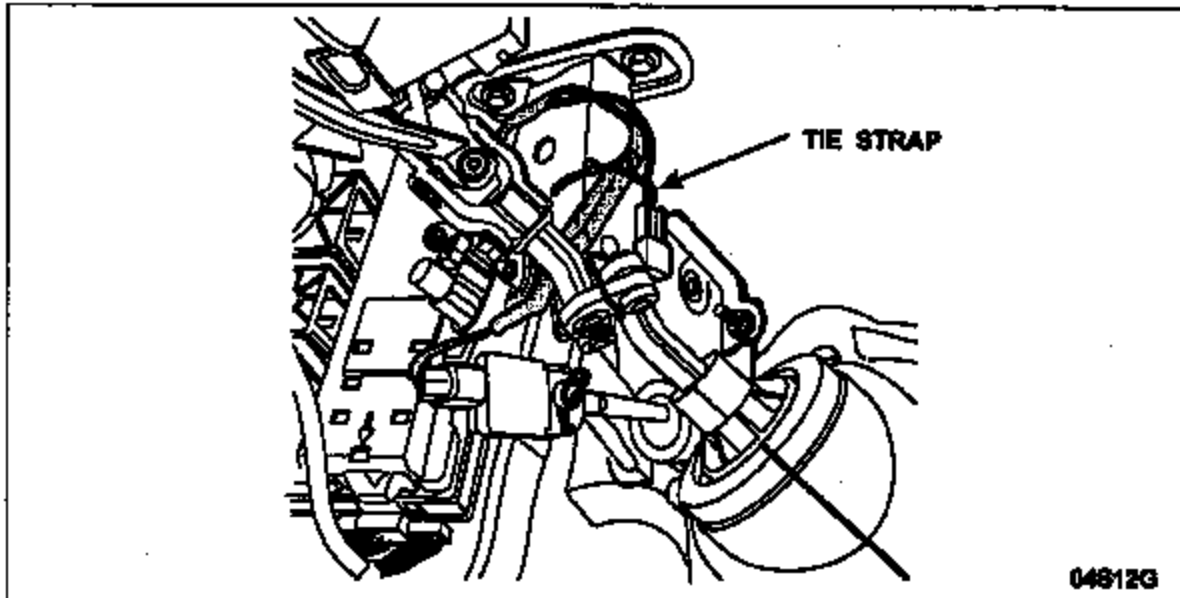


FIGURE 7

13. Connect the stop lamp switch electrical connector.
14. Connect the adjustable pedal motor connector, if equipped, and the speed control deactivation switch.
15. Connect the battery negative cable and remove the memory saver.
16. Check stop lamp and brake shift interlock operation.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04812

All 2000 Model Year Taurus and Sable Vehicles

**Certain 2001 through 2003 MY Taurus and Sable Vehicles Equipped with Adjustable Pedals
Stop Lamp Switch and Wire Harness Replacement**

QUESTIONS AND ANSWERS

Q. Why are you recalling these vehicles?

A. We have found an unacceptably high rate of potential failure in the stop lamp switch and/or associated wiring on these vehicles. Customers will be notified to take their cars into a Ford or Lincoln Mercury dealer to have the stop lamp switch replaced with a more robust design and a wiring harness repair.

Q. What happens in the affected vehicles?

A. In some cases, the stop lamp switch can fall, causing the car's brake lights to either stay on, or not come on at all, regardless of the position of the brake pedal. If the stop lamp switch fails, and the brake lights do not come on, then the vehicle cannot be shifted out of park.

Q. What about vehicles built before the 2000 model year? What about 2004 cars?

A. Taurus and Sable vehicles built before model year 2000 had a different switch design. The switch was changed for the 2000 model year. This switch was used through February 2003. Design improvements were implemented in March 2003 and are currently in production in the 2004 vehicles.

Q. Why are fixed pedal and adjustable pedal vehicles affected in 2000 MY vehicles and only adjustable pedal vehicles affected in 2001 - 2003 MY vehicles?

A. Design improvements for fixed pedal vehicles were implemented for 2001 MY vehicles. Design improvements for adjustable pedal vehicles were not implemented until March 2003.

Q. What happened in the first recall (01S06) of these cars? Why wasn't the problem fixed right the first time?

A. The original service action included only vehicles equipped with the optional adjustable pedal assemblies. Investigation in 2001 concluded that grease from the adjustable pedal assembly was migrating to the switch and causing it to malfunction. The service fix involved removing the exposed grease. However, we have now found that grease in the mechanism can continue to cause the concern. In addition, the possible wiring harness concern being addressed in this action was not completely understood at the time of the initial recall.

**Ford Motor Company
Recall Reimbursement Plan for Safety Recall 04S12**

Ford Motor Company has historically reimbursed customers for expenses to remedy a safety recall defect or noncompliance that were incurred before the customer was notified of the recall. These reimbursements have been processed through our dealer network, because our dealers are in the best position to quickly and efficiently satisfy these requests. We will continue to provide this service to our customers. However, new federal legislation now requires all motor vehicle manufacturers to establish processes through which customers may alternatively seek recall reimbursement directly from the manufacturer as well as from the dealers.

Regarding the specific reimbursement plan for Recall #04S12, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 13, 2004 (the "ending date" referred to in the letter below). After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2003. The following is the text of that letter and the Plan:

**General Recall Reimbursement Plan
(As submitted to the NHTSA)**

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a safety recall.

As the agency is aware, prior to this rule Ford has routinely reimbursed owners for the cost of such pre-notification remedies. Our practice will continue under the new rule with a few minor modifications. Set forth below is Ford's general reimbursement plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6(c)(8)(i).

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to an ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as 10 calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

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

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy; however, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized parts), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13(d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- A receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford.

This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



Frank M. Ligon
Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

April 2004

Safety Recall 04S12

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 all 2000 Taurus and Sable vehicles and certain 2001 through 2003 Taurus and Sable vehicles equipped with adjustable pedals.

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 is the issue?

The stop lamp switch and/or associated wiring may fail causing your brake lights to either not illuminate when the brake pedal is depressed or stay on continuously. Malfunctioning brake lights may not alert other drivers that the vehicle is slowing down which may result in a rear end crash. If the switch and/or associated wiring fail in the open position, the brake lights will not illuminate and the driver will not be able to shift the vehicle out of park. If the switch fails in the closed position, the brake lights will remain on, which will not allow the speed control to be activated or may cause the battery to discharge.

What will Ford and your dealer do?

Ford Motor Company and your dealer will replace the stop lamp switch and wire harness free of charge (parts and labor). We urge you to return to your dealer for this service.

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 are we asking you to do?

Please call your dealer without delay and request a service date for Safety Recall 04S12. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Have you changed your address or sold the vehicle?

If you have, 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 recall.

Can we assist you further?

If you have difficulty 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 1-866-436-7332

1-800-232-5952 (TDD for the hearing impaired.)

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or 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 1-888-327-4238 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive style with a large, prominent initial "F".

Frank M. Ligon
Director
Service Engineering Operations