



Frank M. Ligon
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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November 10, 2005

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

SUBJECT: **Safety Recall 05S40**
Certain 2006 Model Year Cars and Trucks
Wiper Motor Inspection

AFFECTED VEHICLES

Certain 2006 Model Year:

- Lincoln Mark LT and F-150 trucks built at:
 - Norfolk Assembly Plant from September 6, 2005 through October 17, 2005.
 - Kansas City Assembly Plant from September 6, 2005 through October 17, 2005.
 - Dearborn Truck Plant from September 12, 2005 through October 17, 2005.
- Explorer and Mountaineer vehicles built at:
 - Louisville Assembly Plant from September 9, 2005 through October 17, 2005.
 - St. Louis Assembly Plant from September 2, 2005 through October 17, 2005.
- Expedition and Navigator vehicles built at:
 - Michigan Truck Plant from September 12, 2005 through October 17, 2005.
- Escape, Escape Hybrid, Mariner and Mariner Hybrid vehicles built at:
 - Kansas City Assembly Plant from August 29, 2005 through October 17, 2005.
- Ranger trucks built at:
 - Twin Cities Assembly Plant from August 29, 2005 through October 17, 2005.
- E-Series vehicles built at:
 - Lorain Assembly Plant from August 29, 2005 through October 17, 2005.
- Taurus vehicles built at:
 - Atlanta Assembly Plant from September 12, 2005 through October 17, 2005.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on November 12, 2005

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the windshield wiper motor may have been produced without grease being applied to the output shaft gear. After a period of continuous use on the high speed setting, lack of grease on the output shaft gear may cause the gear to distort and/or fracture during operation resulting in a loss of wiper function.

SERVICE ACTION

- Dealers are to inspect and determine if the wiper motor was built on the south assembly line.
- If the wiper motor was built on the south assembly line, dealers are to remove the wiper motor gear cover, inspect for the presence of grease on the wiper motor output shaft gear and, if necessary, apply grease (see Attachment III).
- This service must be performed free of charge on affected vehicles that have been delivered to customers. Do not demonstrate or deliver affected vehicles that remain in your new vehicle inventory until this safety recall has been completed.

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Questions and Answers
Attachment V: Wiper Grease Material Safety Data Sheet
Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621
Parts Support Center (Dealer only) Questions: 1-800-207-2444

Sincerely,



Frank M. Ligon

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OASIS ACTIVATED? Yes. OASIS will be activated by November 10, 2005

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by November 12, 2005. Owner names and addresses will be available by November 28, 2005.

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 recall action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

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

- Related damage claims are not approved for this program.

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ADDITIONAL LABOR TIME

This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.

OWNER REFUNDS

Refunds are not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- For Labor Operation 05S40C, claim grease as "OSP" – Quantity of 1 for \$.25.

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LABOR ALLOWANCES (REMINDER: Only one labor operation will be accepted for each VIN.)

| INSPECT WIPER MOTOR BUILD DATE CODE ONLY | Labor Operation | Labor Time |
|--|------------------------|-------------------|
| Lincoln Mark LT and F-150 | 05S40A | 0.3 Hours |
| Expedition, Navigator | 05S40A | 0.4 Hours |
| Explorer, Mountaineer | 05S40A | 0.3 Hours |
| Escape, Escape Hybrid, Mariner, and Mariner Hybrid | 05S40A | 0.3 Hours |
| Ranger | 05S40A | 0.2 Hours |
| E-Series | 05S40A | 0.3 Hours |
| Taurus | 05S40A | 0.3 Hours |

| INSPECT WIPER MOTOR BUILD DATE CODE, REMOVE COVER, AND CHECK FOR GREASE (GREASE PRESENT) | Labor Operation | Labor Time |
|---|------------------------|-------------------|
| Lincoln Mark LT and F-150 | 05S40B | 0.5 Hours |
| Expedition, Navigator | 05S40B | 0.6 Hours |
| Explorer, Mountaineer | 05S40B | 0.5 Hours |
| Escape*, Escape Hybrid*, Mariner*, and Mariner Hybrid* | 05S40B | 0.6 Hours |
| Ranger* | 05S40B | 0.5 Hours |
| E-Series | 05S40B | 0.6 Hours |
| Taurus* | 05S40B | 0.6 Hours |

* NOTE: Wiper Motor Gear Covers on Taurus/Escape/Escape Hybrid/Mariner/Mariner Hybrid/Ranger are sealed with RTV. These vehicles will require a replacement wiper motor gear cover if the cover was removed for inspection.

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| INSPECT WIPER MOTOR BUILD DATE CODE, REMOVE COVER, CHECK FOR GREASE, AND APPLY GREASE | Labor Operation | Labor Time |
|--|------------------------|-------------------|
| Lincoln Mark LT and F-150 | 05S40C | 0.5 Hours |
| Expedition, Navigator | 05S40C | 0.6 Hours |
| Explorer, Mountaineer | 05S40C | 0.5 Hours |
| Escape*, Escape Hybrid*, Mariner*, Mariner Hybrid* | 05S40C | 0.6 Hours |
| Ranger* | 05S40C | 0.5 Hours |
| E-Series | 05S40C | 0.6 Hours |
| Taurus* | 05S40C | 0.6 Hours |

* NOTE: Wiper Motor Gear Covers on Taurus/Escape/Escape Hybrid/Mariner/Mariner Hybrid/Ranger are sealed with RTV. These vehicles will require a replacement wiper motor gear cover if the cover was removed for inspection.

PARTS REQUIREMENTS / ORDERING INFORMATION

- All dealers will receive one (1) tube of QFP Wiper Motor Gear Grease free of charge. Shipments are to begin Monday, 11/14/05. Shipping transit time may take 4-5 business days.
- Additional grease can be purchased (see note on next page for further instructions).

| Part Number | Description | Quantity |
|---|---|-----------------|
| QFP Grease (Claim grease as "OSP"- Qty of 1 for \$.25) | Wiper Motor Gear Grease – One tube will be shipped direct to the attention of the Parts Manager (See Note on next page if additional tubes are required). Note: Each tube will grease 30-35 wiper motors, used only with Labor Operation 05S40C. | 1 3 oz tube |
| 1F2Z-17D532-CA | Wiper Motor Gear Cover (RTV style) – for Taurus, Ranger and Escape/Mariner/Hybrid. Note: These vehicles will require a replacement wiper motor gear cover if the cover was removed for inspection. | 1 |
| 2L2Z-17C476-A** | Wiper Motor Gear Cover (tab style) – for Explorer/Mountaineer, Expedition/Navigator, E-Series, Lincoln Mark LT and F-150. Note: This cover should only be replaced in the rare case a locking tab is broken or damaged during removal. **Available through normal order processing channels the week of 11/14/05 | As Required |

The DOR/COR for this program is 50361. This number identifies parts ordered for this recall through the Parts Support Center (1-800-207-2444).

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Note: Buying Additional Tubes of QFP Wiper Motor Gear Grease.

1. Reorder form included with first tube shipped at no charge by Ford Motor Company.
2. Complete the reorder form and FAX to Excelda at 248-486-6874.
3. Reorder costs are \$3.36* per tube plus \$5.50 handling and shipping.
4. For questions or inquiries, send an e-mail to service@excelda.com.
5. Excelda will process all orders within 24 - 48 hours.
6. Should there be any questions or problems with the order, Excelda will contact the dealer.

*The first tube of QFP Grease direct shipped to dealers is free of shipping and product costs. The dealer is responsible for these costs only for subsequent purchases.

RECALL PARTS SUPPORT CENTER

The Recall Parts Support Center can be contacted via:

- Phone: 1-800-207-2444
- E-mail: Ford@Renkim.com
- FAX: 1 (734) 374-1030

Please be prepared to provide the following information:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #: 05S40
- Vehicle Identification Number

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

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

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EXCESS STOCK RETURN

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

DEALER SORT/INSPECTION OF PARTS INVENTORY

Dealers must inspect all wiper motor inventories with part numbers shown below. Wiper motors with a package label date of 8/26/05 through 10/21/05 should be returned to Ford. Those with an earlier or later packaging date are okay for use. For those found within the suspect date range, file a DOES II defective parts claim and include the information shown below.

- Shipper Number: FSA 05S40
- Comments: Wiper Motor Return
- Return Reason Code: CD

| Service Number | Motorcraft | Service Number | Motorcraft |
|----------------|------------|----------------|------------|
| YL3Z-17508-AB | WM-558 | YL8Z-17508-AA | WM-557 |
| 2L1Z-17508-AB | WM-575 | 5C2Z-17508-AA | WM-614 |
| 6F1Z-17508-A | WM-684 | 6F3Z-17508-AA | WM-648 |
| 6L1Z-17508-AB | WM-629 | 6L2Z-17508-AA | WM-634 |
| 6L3Z-17508-AA | WM-637 | 6L3Z-17508-AB | WM-638 |
| 6L3Z-17508-AC | WM-639 | 6L5Z-17508-AA | WM-644 |
| 6L8Z-17508-AA | WM-633 | 6R3Z-17508-AA | WM-649 |
| 6R9Z-17508-AA | WM-665 | 6U7Z-17508-AA | WM-666 |
| 6W1Z-17508-CA | WM-660 | 6W7Z-17508-AB | WM-657 |
| 6W7Z-17508-BB | WM-658 | | |

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Questions and Answers

Q1: Why are so many different vehicle lines affected?

A1: Our supplier produces different wiper motor assemblies for many vehicles. Several of these different assemblies were produced during the time period when the grease was not being dispensed as intended.

Q2: Do all of the affected vehicles have wiper motors without grease?

A2: No. Only a portion of the motors with date codes ranging from 8/26/05 to 10/10/05 may have been built without grease. All wiper motors with date codes outside of the affected range can be immediately released.

Q3: What do I do when I find a motor without grease?

A3: Apply only the 05S40 Wiper Motor Grease provided specifically for this recall. Do not use any other grease. In the unlikely case where you encounter a motor in a customer vehicle that you suspect has been damaged, call the Special Service Support Center at 1-800-325-5621 for instructions.

Q4: Why do some motors get replacement covers installed?

A4: When you encounter a motor built with the suspect date codes, it needs to be opened to see if grease is present. The covers on motors used on Taurus, Ranger, Escape, Escape Hybrid, Mariner and Mariner Hybrid are sealed with RTV sealant. Once these covers are removed for the grease inspection, the RTV sealant is destroyed and the cover must be replaced to obtain a proper seal. Covers on all other vehicles contain a reusable gasket instead of the RTV sealant so the cover can be reused.

Q5: How much grease needs to be on the worm gear and ring gear?

A5: Only a very small amount is needed. If you can feel grease, then enough is present.

Q6: Can I "over-grease"?

A6: No, but a large amount is unnecessary and wasteful. One 3-ounce tube should be sufficient to grease 30 to 35 motors built without grease. And, remember, many vehicles will not need grease at all. Motors built outside of the affected date codes, and those found to have grease after inspection will not need more grease. If applied as instructed, most dealers will only need one tube of grease to service their affected population.