

Ford Motor Company

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

November 30, 2005

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

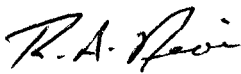
Dear Mr. Person:

Subject: Safety Recall 05V-520
(Ford Number 05S40)

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 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 2006 model year Ford, Mercury and Lincoln cars and trucks. Specific details were submitted to you in a letter dated November 7, 2005. Owner notification letters were mailed on November 22, 2005.

Sincerely,



J. P. Vondale

Attachment(s)
05S40 Dealer-Owner Bulletin





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

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

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

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

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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Certain 2006 Model Year Cars and Trucks
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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.

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

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.

Safety Recall 05S40
 Certain 2006 Model Year Cars and Trucks
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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).
- Wiper motor covers for those applications using RTV (2L2Z-17C476-A) will be available through normal order processing channels the week of 11/14/05.

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.	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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Wiper Motor Inspection

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		

CERTAIN 2006 MODEL YEAR F-150, MARK LT, EXPEDITION, NAVIGATOR, EXPLORER, MOUNTAINEER, ESCAPE, ESCAPE HYBRID, MARINER, MARINER HYBRID, RANGER, E-SERIES AND TAURUS VEHICLES — WIPER MOTOR INSPECTION

OVERVIEW

This program involves inspecting the wiper motor manufacture code, then if necessary, inspecting for the presence of grease under the gear cover. Based on your inspection,

- the vehicle may be reassembled and released, or
- grease will be applied to the metal worm and plastic ring gears, and
- the gear cover will be reinstalled or replaced.

INSPECTION

The manufacture code is laser etched onto the cylindrical wiper motor housing. The code consists of two (2) lines of numbers. One line shows the wiper motor assembly engineering part number. The other line shows the date and time of manufacture, the assembly line it was built on (N for north or S for south) then the voltage of the motor.

The wiper motor assemblies that require additional inspection for the presence of grease on the gears were built from 8-26-05 through 10-10-05 on the south assembly line. Any motor built before or after these dates, or built on the north assembly line, requires no additional inspection and the vehicle can be immediately released. See Figure 1.

In some instances, the laser etching will be difficult to read. For these instances, the wiper motor gear cover must be removed to inspect for the presence of grease on the gear assemblies. The amount of grease will vary from motor to motor. If ANY grease is present on the worm or ring gear teeth, that wiper motor assembly requires no further service and the vehicle can be reassembled.

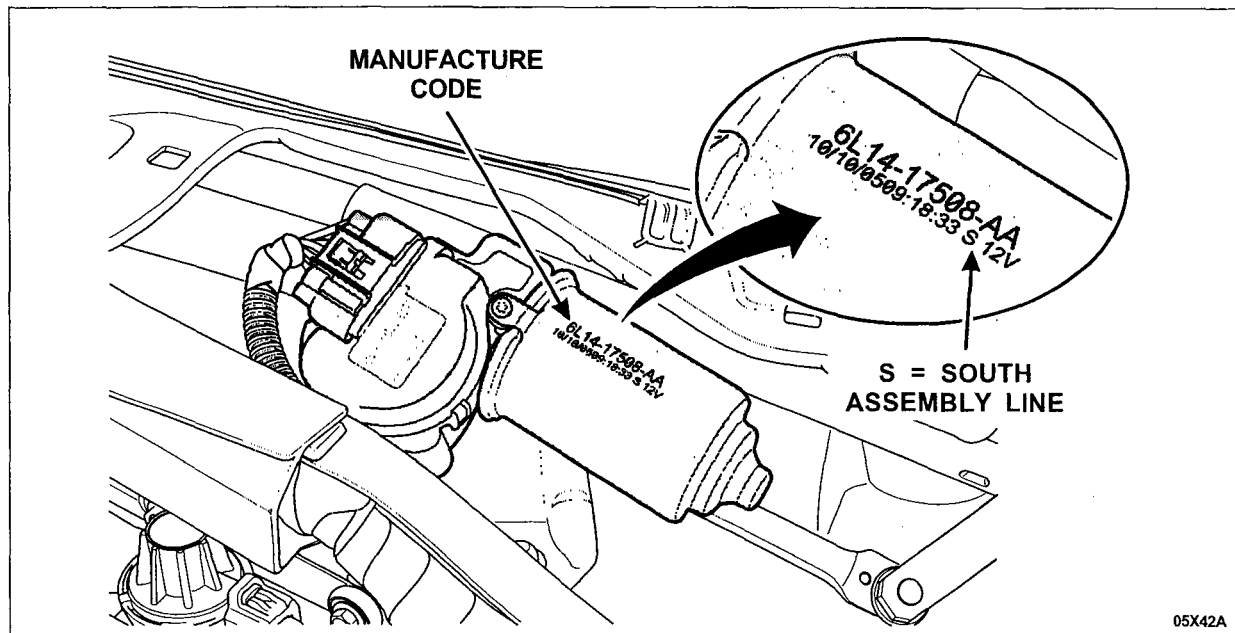


FIGURE 1



In most cases, the etching can be viewed with minimal removal of parts. Generally, the left wiper arm and left cowl panel grille have to be removed to view the motor and manufacture code.

Refer to the appropriate disassembly procedure for the vehicle being inspected. Then after accessing the manufacture code, refer to Inspection Results in this Attachment III.

ESCAPE, MARINER, ESCAPE HYBRID, MARINER HYBRID

NOTE: All Escape, Mariner, Escape Hybrid and Mariner Hybrid vehicles have wiper motor assemblies that were built on the south assembly line. Therefore, it is only necessary to inspect the manufacture date code.

1. Remove the left cowl panel grille plastic pin-type retainers from along the front of the panel.
2. Carefully lift the left cowl panel to enable viewing of the wiper motor assembly and note the manufacture **DATE** code on the motor. If the code cannot be seen AND there is a small label affixed to the wiper motor cylindrical housing, remove and discard the label. The code may be under the label.
3. Proceed to Inspection Results in this Attachment III.

E-SERIES

1. Remove the left wiper arm by lifting the arm slightly and releasing the lock tab, then removing the arm off of the shaft.
2. Remove the left cowl grille panel retainer screws, then remove the panel.
3. Note the manufacture code on the wiper motor. If the code cannot be seen AND there is a small label affixed to the wiper motor cylindrical housing, remove and discard the label. The code may be under the label.
4. Proceed to Inspection Results in this Attachment III.

EXPEDITION, NAVIGATOR

1. Park the wipers in the highest position on the glass.
2. Lift the wiper arm nut cover. Remove the retaining nut and lift the arm off of the shaft.
3. Position aside the cowl grille panel seal.
4. Remove the pin-type retainer from the far left end of the panel, then lift the panel, disconnect the washer hose and remove the panel from the vehicle.
5. Note the manufacture code on the wiper motor. If the code cannot be seen AND there is a small label affixed to the wiper motor cylindrical housing, remove and discard the label. The code may be under the label.
6. Proceed to Inspection Results in this Attachment III.

EXPLORER, MOUNTAINEER

1. Remove both wiper arms by lifting the arms slightly and releasing the lock tabs, then remove the arms off of the shafts.
2. Remove the passenger side, then the driver side cowl grille panels.
3. Note the manufacture code on the wiper motor. If the code cannot be seen AND there is a small label affixed to the wiper motor cylindrical housing, remove and discard the label. The code may be under the label.
4. Proceed to Inspection Results in this Attachment III.



F-150, MARK LT

1. Remove the wiper arms by releasing the lock tabs and lifting the arms off of the shafts.
2. Remove the cowl grille panel plastic pin-type retainers (one per panel located near the fenders).
3. **CAUTION: To avoid breaking the retainer hooks on the cowl grille panel, do not pull on the rear of the panel.**
 - A) Remove the left (driver side) cowl grille panel, then the right (passenger side) panel.
 - B) Release the **FRONT EDGE** of the panel as follows:
 - Starting at the center of the **vehicle**, depress the forward tab and press upward on the forward edge of the panel to release it from the cowl.
 - Continuing outward from the center of the **vehicle**, depress the remaining forward tabs and release the rest of the panel from the cowl.
 - C) Release the **REAR EDGE** of the panel as follows:
 - Starting at the **left fender**, press down on the rear edge of the panel to release the retaining hook, then lightly pull the front edge of the panel forward.
 - Continuing toward the center of the **vehicle**, release the remaining hooks by pressing the panel down while gently pulling the panel forward.
 - D) Disconnect the windshield washer hose and remove the cowl grille panel from the vehicle.
4. Note the manufacture code on the wiper motor. If the code cannot be seen AND there is a small label affixed to the wiper motor cylindrical housing, remove and discard the label. The code may be under the label.
5. Proceed to Inspection Results in this Attachment III.

RANGER

1. Open the hood and locate the wiper motor.
2. Note the manufacture code on the wiper motor. If the code cannot be seen AND there is a small label affixed to the wiper motor cylindrical housing, remove and discard the label. The code may be under the label.
3. Proceed to Inspection Results in this Attachment III.

TAURUS

1. Park the wipers in the highest position on the glass.
2. Remove the wiper arm nut covers.
3. Remove the nuts then pull the wiper arms up off of the shafts.
4. Remove the cowl grille panel clips.
5. Remove the passenger side cowl grille panel, then the driver side panel.
6. Note the manufacture code on the wiper motor. If the code cannot be seen AND there is a small label affixed to the wiper motor cylindrical housing, remove and discard the label. The code may be under the label.
7. Proceed to Inspection Results in this Attachment III.



INSPECTION RESULTS

1. If the manufacture code cannot be read (even after removing the label), refer to Gear Cover Removal and Inspection in this Attachment III.
2. The wiper motor assembly does not require additional inspection if it was built:
 - a) anytime on the north assembly line, or
 - b) before 8-26-05 or after 10-10-05 on the south assembly line.Reassemble and release the vehicle.
3. The wiper motor assembly should be inspected further only if it was built:
 - a) from 8-26-05 through 10-10-05 on the south assembly line.Refer to Gear Cover Removal and Inspection in this Attachment III.

GEAR COVER REMOVAL AND INSPECTION

1. **CAUTION: Use extreme care when bending the locking tabs back to remove the gear cover from the wiper motor. The cover is constructed with a glass reinforced resin which makes the tabs less flexible. Bend the tabs only far enough to release them from the lugs. Bending the tabs an excessive amount could cause them to break.**

Using a small pocket screwdriver placed under the lock tab, rotate the screwdriver to disengage the tab from the lug on the motor housing. Disengage all five (5) tabs in the order indicated in Figure 2.

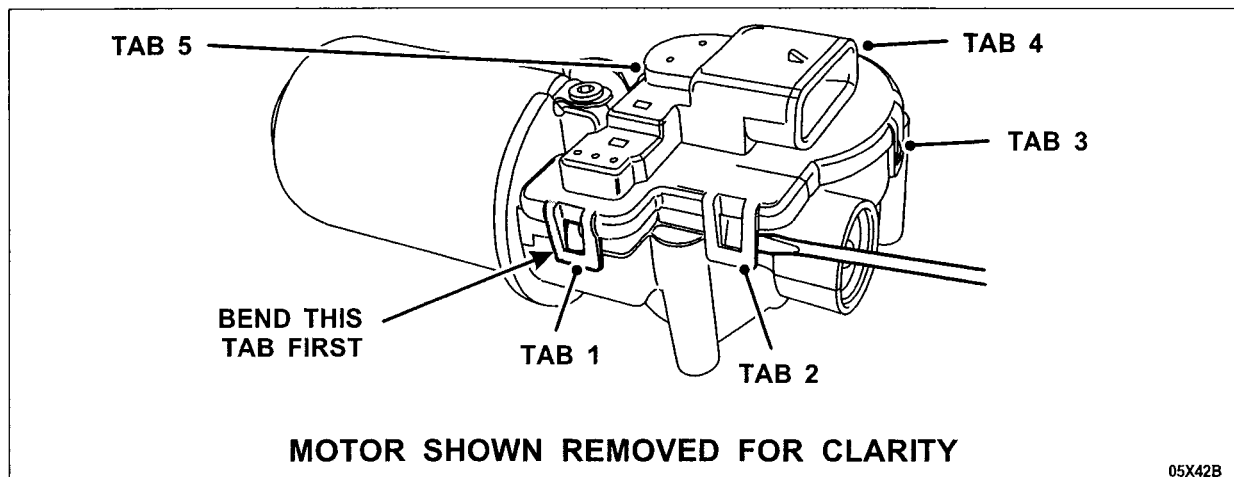


FIGURE 2

2. **CAUTION: On Taurus, Escape Mariner, Escape Hybrid, Mariner Hybrid and Ranger vehicles, the gear cover perimeter is sealed with silicone. Pry up around the perimeter of the gear cover to break the sealant from the cover.**

CAUTION: The gear cover must be squarely lifted off of the motor housing. Any rocking or sideways motion may bend the three (3) internal electrical connector clips.

Squarely lift the gear cover off of the motor housing. Discard the covers only on Taurus, Escape, Mariner, Escape Hybrid, Mariner Hybrid and Ranger vehicles. Retain the cover for reinstallation on all other affected models. If in the rare event a tab breaks off on of these covers, a replacement cover, part number 2L2Z-17C476-A, must be ordered.



3. Inspect the worm and ring gears for presence of grease. Any amount of grease is acceptable as long as there is *some* grease present on the worm and ring gears.
 - If grease is present, no further service is required. Refer to Gear Cover Installation for specific cover installation procedures.
 - If no grease is present, apply a bead of grease, part number QFP, approximately 2-3 mm (1/8 in) wide and 20 mm (3/4 in) long, to the worm and ring gear mating area, beginning where the worm gear exits the motor. See Figure 3. The first tube will be shipped to dealers free of charge. **DO NOT USE ANY OTHER GREASE.** Then, refer to Gear Cover Installation for detailed gear cover installation procedures.
 - Refer to Attachment V for QFP Grease MSDS.

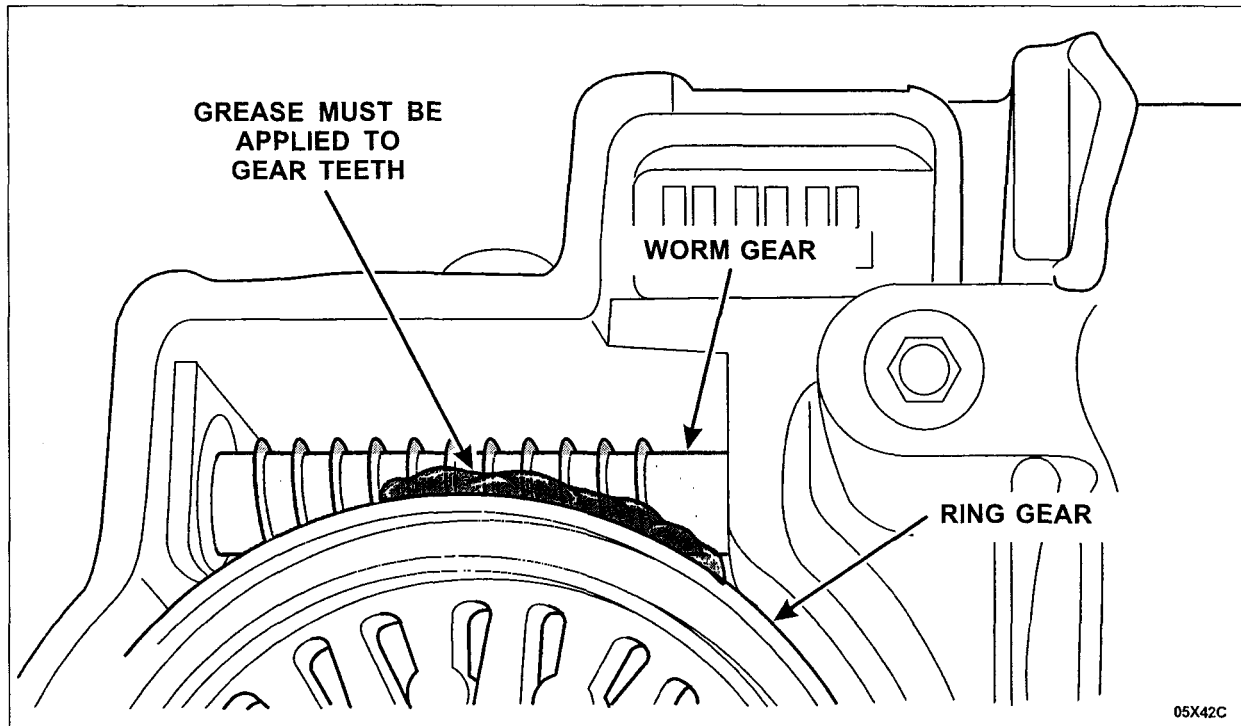


FIGURE 3



GEAR COVER INSTALLATION

NOTE: A *new* gear cover, part number 1F2Z-17D532-CA, must be installed on Taurus, Escape, Mariner, Escape Hybrid, Mariner Hybrid and Ranger vehicles. On all others, reinstall the original cover unless the locking tabs have been broken, bent or otherwise damaged, in which case, a *new* cover, part number 2L2Z-17C476-A, must be installed.

1. Inspect the three (3) internal electrical connector clips. **All three (3) clips MUST be aligned against the plastic terminal holder.** If any of the clips are misaligned or touching the motor housing, they must be straightened and positioned as shown in the illustration. See Figure 4.

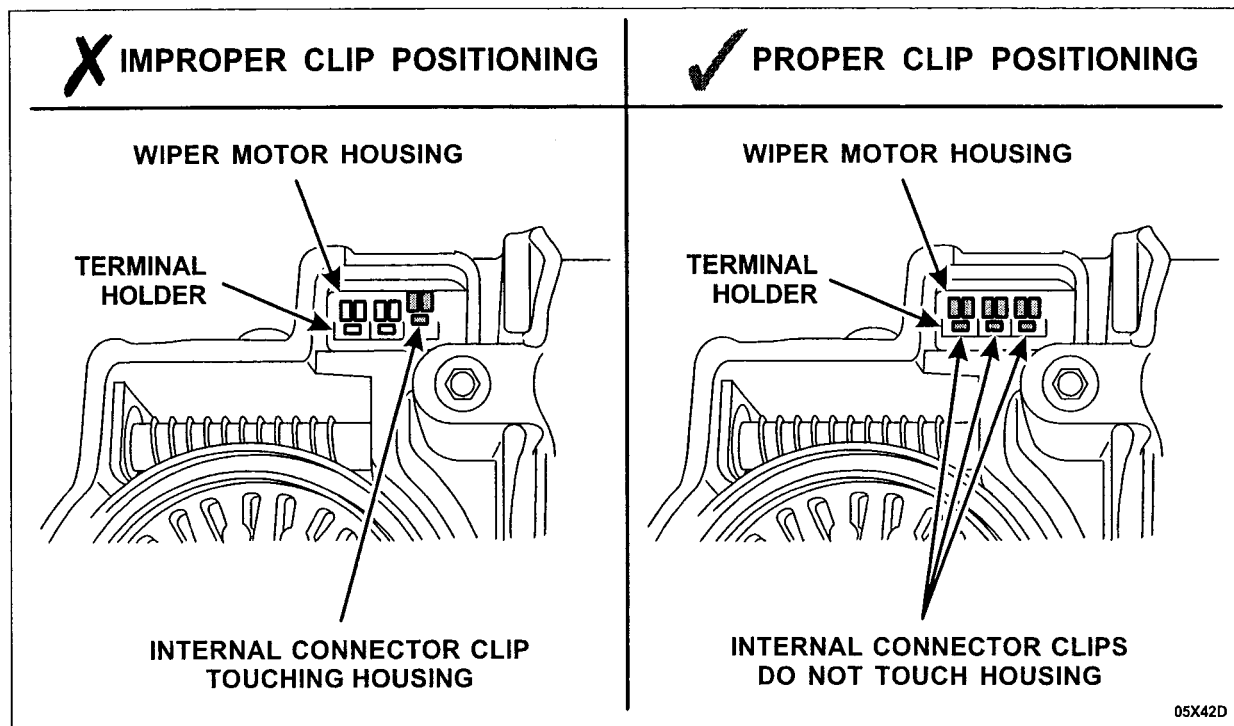


FIGURE 4

NOTE: Proceed to Step 3 for all vehicles except Taurus, Escape, Mariner, Escape Hybrid, Mariner Hybrid and Ranger.



2. NOTE: This step applies only to Taurus, Escape, Mariner, Escape Hybrid, Mariner Hybrid and Ranger vehicles. For all others, proceed to Step 3.

CAUTION: Do not use solvents or compressed air to remove the sealant from the motor gear housing. Any solvent entering the gear cavity may damage the motor. Also, remove all large pieces of sealant that enter the gear housing cavity during cleaning. Small particles of sealant left in the cavity are acceptable.

NOTE: It is not necessary to remove the existing sealant attached to the vertical surfaces inside the gear housing.

Remove the existing sealant from the top surface of the gear housing and around each of the five (5) mounting lug areas. To avoid damaging the motor, extra care must be taken when removing sealant from the area around the internal electrical connector clips. See Figure 5.

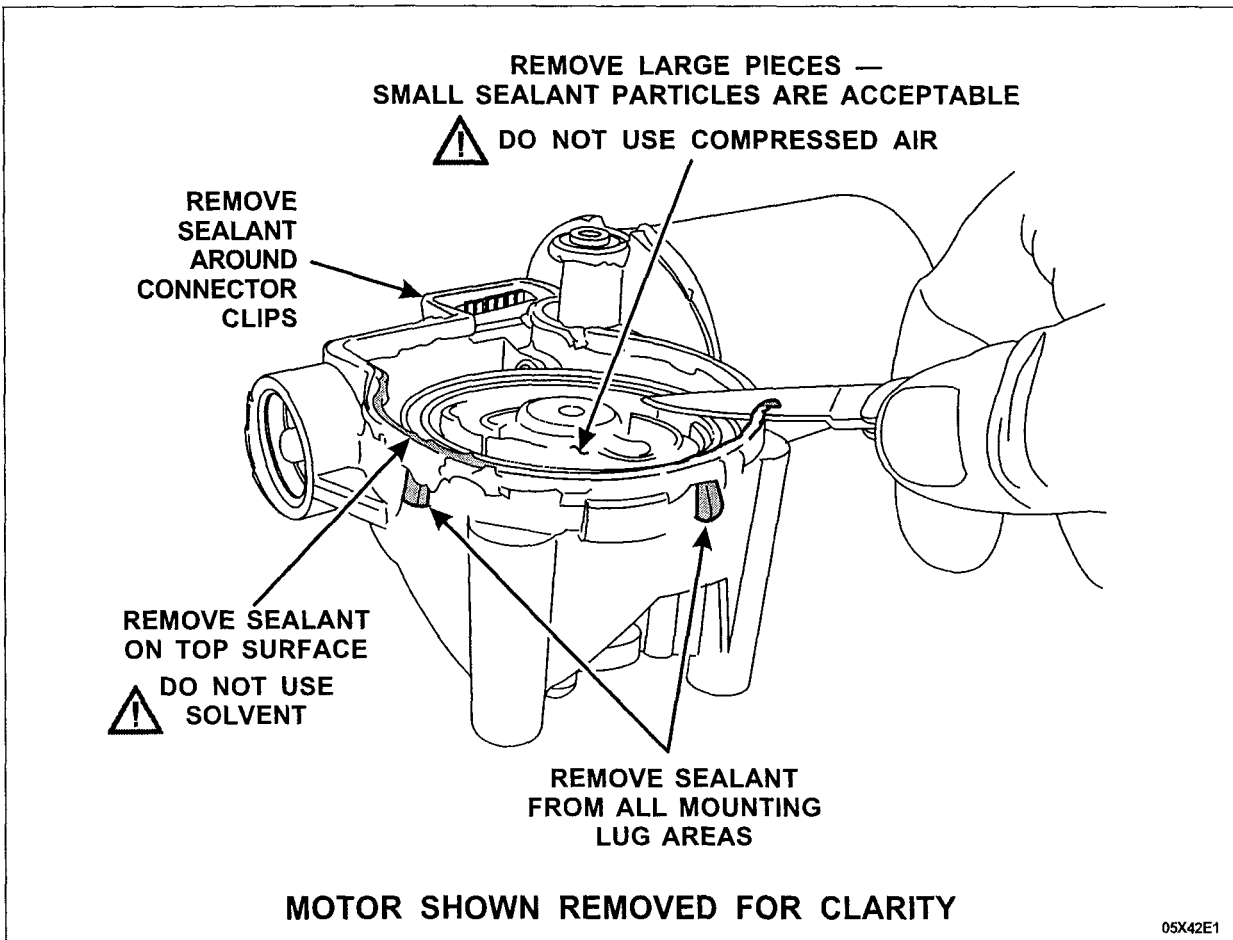


FIGURE 5



3. Verify that the three (3) electrical spade terminals are not bent. If necessary, straighten them so that they are perpendicular to the cover as illustrated in Figure 6.
4. Make sure that the foam gasket is properly seated in the *new* cover as shown in Figure 6.
5. NOTE: This step applies only to Taurus, Escape, Mariner, Escape Hybrid, Mariner Hybrid and Ranger vehicles. For all others, proceed to Step 6.

Make sure that the white cam follower arm is positioned as shown in Figure 6.

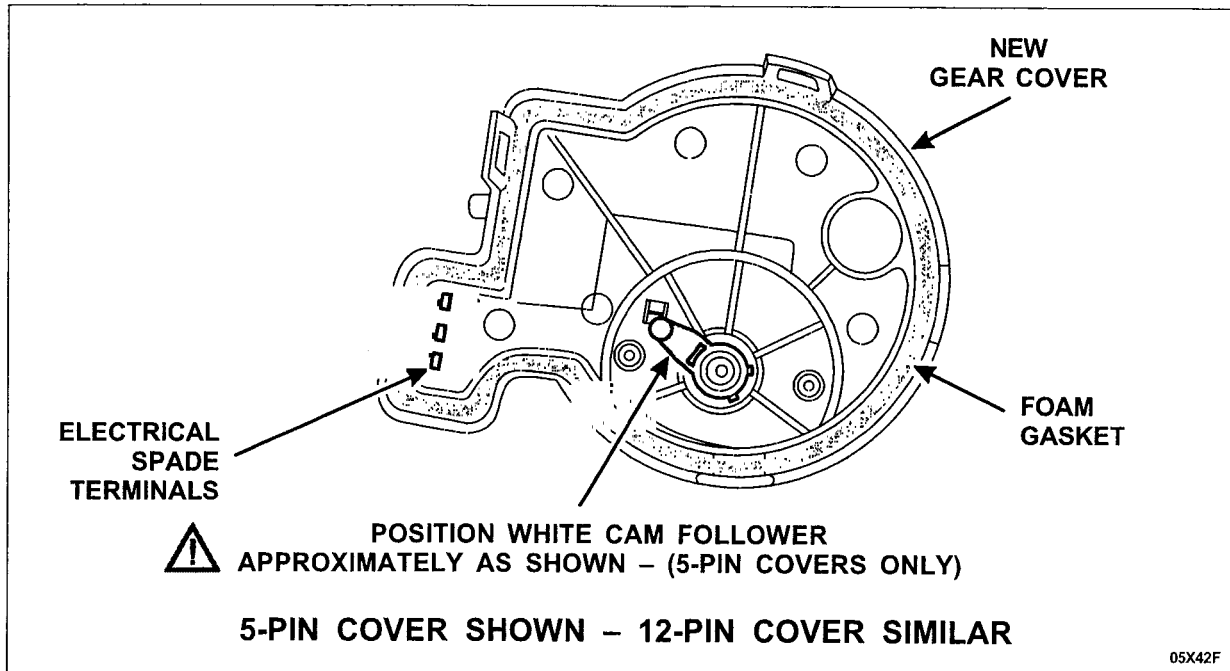


FIGURE 6



6. **IMPORTANT:** Position the cover on the gear housing so that each plastic locking tab is outside of the gear housing cavity and is resting over the mounting lugs. Ensure that the electrical spade terminals are lined up with the connector clips. See Figure 7.

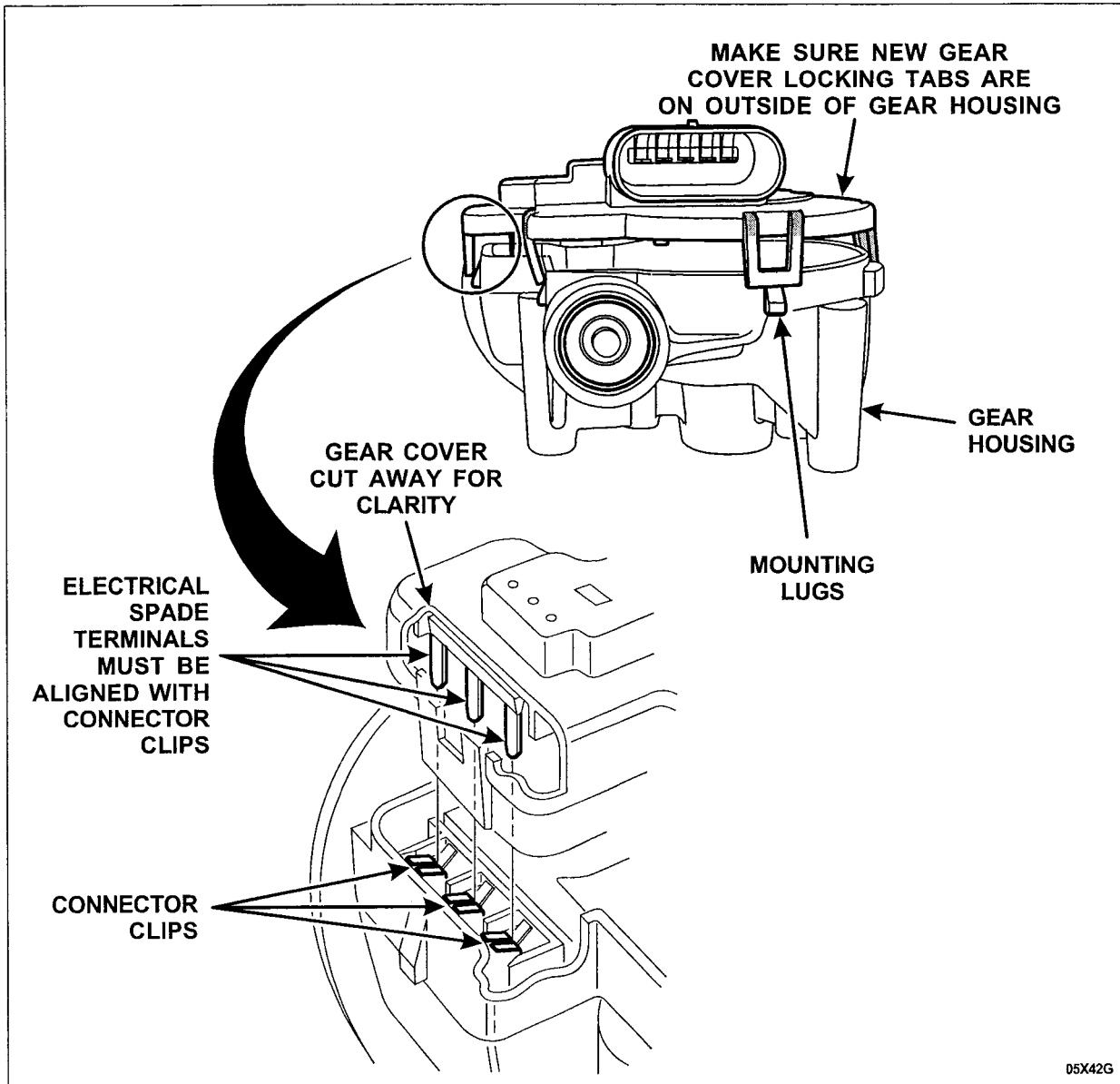


FIGURE 7



- Using two (2) hands, push the gear cover downward onto the gear housing uniformly, to ensure that the electrical terminals remain in alignment. Push down firmly until all five (5) locking tabs are latched correctly. See Figure 8.

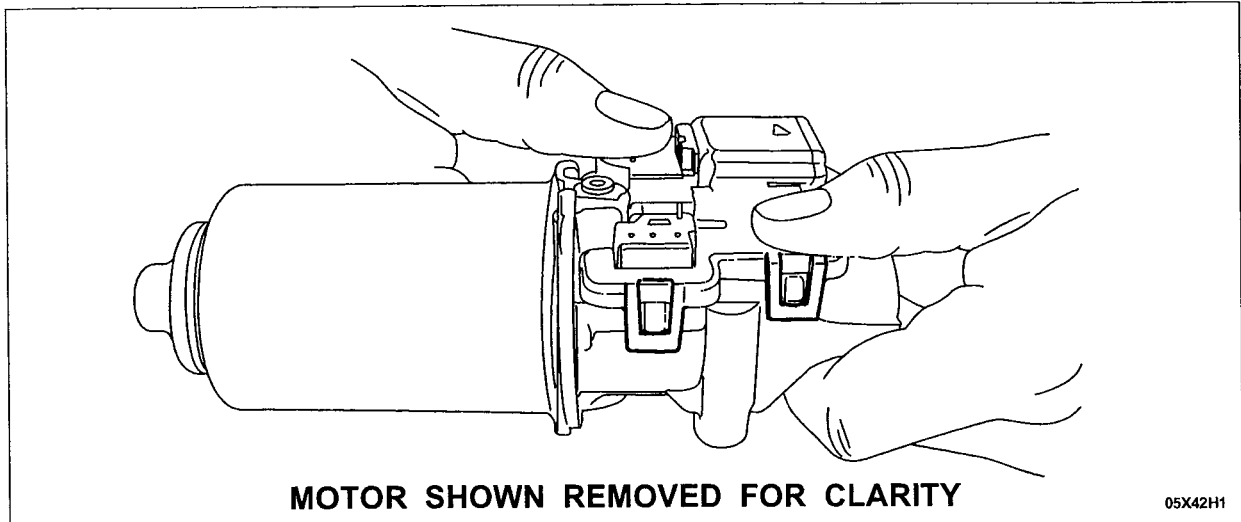


FIGURE 8

- CAUTION:** If any of the locking tabs cannot be correctly latched as shown in Figure 9, contact the Special Service Support Center at 1-800-325-5621 for further instructions. **DO NOT** attempt to remove the cover and reinstall it.

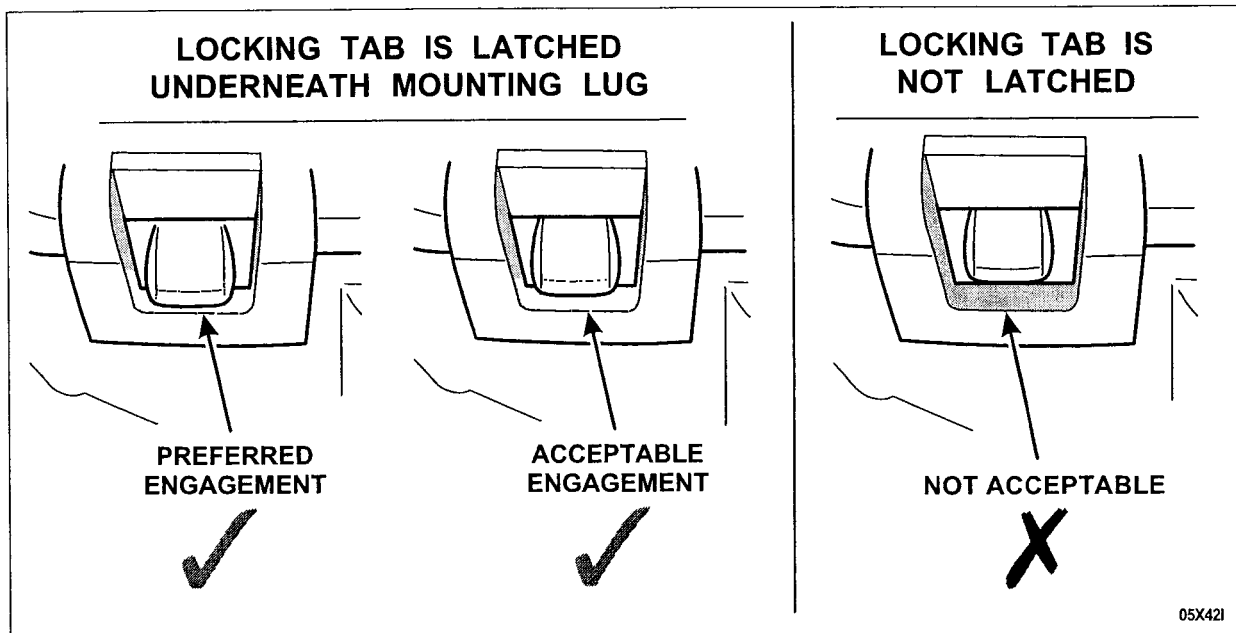


FIGURE 9

- Reassemble the vehicle following the disassembly procedures in reverse order. On Taurus and Expedition/Navigator vehicles, tighten the wiper arm attaching nuts to 40 Nm (30 lb-ft).
- IMPORTANT:** Check for proper wiper motor operation in all speeds, intermittent and wash, then release the vehicle.





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

November 2005

Safety Recall 05S40

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 2006 Model Year Ford Mercury and Lincoln cars and trucks.

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.

What is the issue?

On your vehicle, 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. Inoperative wipers under inclement weather conditions could cause a crash due to impaired visibility.

What will Ford and your dealer do?

Ford Motor Company and your dealer will inspect your wiper motor for the presence of grease, free of charge (parts and labor). If grease is not present, your dealer will grease the wiper motor gears. We urge you to return to your dealer for this service.

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

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.

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. In some cases, your vehicle will require inspection prior to determining if parts need to be ordered.

What are we asking you to do? Please call your dealer without delay and request a service date for Recall 05S40. 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.

Fleet Owners: To locate a dealer, call 1-800-34FLEET. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuineservice.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.

What if you no longer own this vehicle? If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

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.

Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

All Other Owners: If you still have concerns, please contact the Ford or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

Lincoln Owners: Call 1-800-521-4140. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours are Monday through Friday 8AM – 5PM (Your Local Time)

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 Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations