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Ford Customer Service Division

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

May 26, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 09S09** ***– Supplement #1***
Certain 1992-2003 Model Year Vehicle Lines
Speed Control System Modification

New! ***REASON FOR THIS SUPPLEMENT***

Advise dealers that the allowance for claiming Motorcraft XG-15-A Electrical Grease II has been increased.

AFFECTED VEHICLES

Due to the complexity and the number of vehicles involved, please refer to Attachment IV for Affected Vehicle Applications. 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 by October 15, 2009.

REASON FOR THIS SAFETY RECALL

In some of the affected Windstar vehicles, the Speed Control Deactivation Switch (SCDS) may overheat, smoke, or burn, which could result in an underhood fire. The potential for a switch fire exists in these vehicles regardless of whether speed control is being used. In addition, on 1999-2003 Windstar vehicles only, brake fluid may migrate from a leaking SCDS to the anti-lock brake system (ABS) module, creating the potential for melting or fire at the ABS module regardless of whether the engine is running or power is present.

As a result of the Windstar investigation, Ford reviewed all remaining Texas Instruments Speed Control Deactivation Switches in vehicles not previously recalled. These other vehicles use the Texas Instrument SCDS as a redundant speed control device, ABS signal input, or for parts commonality. All of these vehicles have been in service for many years and most continue to have no fire allegations. However, Ford is taking action on all of these vehicles to address customers' lack of confidence in the perceived long term durability of their vehicles.

SERVICE ACTION

Dealers are to inspect the Speed Control Deactivation Switch (SCDS) harness connector for the presence of brake fluid contamination. If no brake fluid is present, dealers are to install the universal fused jumper harness. If brake fluid is present, dealers are to replace the SCDS and check for related damage as instructed in Attachment III - Technical Information. This service must be performed on all affected vehicles at no charge to the vehicle owner. Owners are being advised to park their vehicle outdoors away from structures until the recall service is performed to prevent a potential fire from spreading.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified by mail beginning late October 2009 and ending early December 2009. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this 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 $6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

Attachment I: *Administrative Information*
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Affected Vehicle Applications
Attachment V: Dealer Q & A
Owner Notification Letter
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on October 13, 2009.

NOTE: This recall pertains to certain vehicles that have a factory installed speed control deactivation switch only. Ford offered a Genuine Accessory Speed Control kit that utilized a production steering wheel identical to the factory-installed system. The Ford accessory kit does not use a master cylinder mounted deactivation switch and, as a result, vehicles with this kit are not included in this recall. If a customer inquires about Safety Recall 09S09, and the VIN of their vehicle is not listed in OASIS under 09S09, the vehicle is not involved in the program.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through https://web.fsavinlists.dealerconnection.com by October 15, 2009. Owner names and addresses will be available by December 18, 2009.

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 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 customer a copy of the Owner 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. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

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.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner paid repairs covered by this 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 6251, Dearborn, MI 48121-6251.
- 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. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with repairs due to a leaking speed control deactivation switch.
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 09S09
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim. If a repair is performed on the same visit, the repair and refunds should be submitted on separate repair lines.

RENTAL VEHICLES

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

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (05S28) is the sub code.
- Refunds or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Claiming information for Electrical Grease II for servicing both the speed control servo and SCDS adapter jumper harness connector – applies to Labor Operation 09S09G or 09S09H. (Submit on same repair line as repair.)
  - Program Code: 09S09
  - Misc. Expense: OTHER
  - Misc. Expense: *$13.50*
- Claiming information for Electrical Grease II for servicing SCDS adapter jumper harness connector **only** - applies to Labor Operation 09S09D, 09S09F or 09S09J (Submit on same repair line as repair.)
  - Program Code: 09S09
  - Misc. Expense: OTHER
  - Misc. Expense: *$1.00*

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LABOR ALLOWANCES

Inspection Only	Labor Operation	Labor Time
No SCDS found on vehicle - Applies to certain 1992-2003 E-Series vehicles • 1992-1993: Lift vehicle and check for SCDS on left frame rail under driver's seat • 1994-2003: Check for SCDS on the master cylinder	09S09A	0.2 Hour
Non-Leaking SCDS Repair Descriptions	**Labor Operation**	**Labor Time**
Install Universal Fused Jumper Harness (UFJH) - Applies to all vehicles except 1992-1993 E-Series and 1993 F-Series vehicles • Inspect SCDS harness connector for presence of brake fluid • Install UFJH	09S09B	0.2 Hour
Lift Vehicle and Install UFJH - Applies to 1992-1993 E-Series and 1993 F-Series vehicles • Lift vehicle and inspect SCDS harness connector for presence of brake fluid • Install UFJH	09S09C	0.3 Hour
Leaking SCDS Repair Descriptions	**Labor Operation**	**Labor Time**
Replace SCDS - Applies to all vehicles that have a SCDS but do not have a speed control servo except 1999-2003 Windstar vehicles • Inspect and replace SCDS • Apply electrical grease to SCDS adapter jumper harness connector	09S09D	0.3 Hour
Lift Vehicle and Replace SCDS – Applies to 1992-1993 E-Series and 1993 F-Series vehicles • Lift vehicle, inspect, and replace SCDS • Apply electrical grease to SCDS adapter jumper harness connector	09S09F	0.4 Hour
Replace SCDS and Inspect Speed Control Servo – Applies to all vehicles that have a speed control servo except 1999-2003 Windstar vehicles • Inspect and replace SCDS • Apply electrical grease to SCDS adapter jumper harness connector • Inspect speed control servo harness connector for heat damage • Blow out brake fluid from connector and apply electrical grease	09S09G	0.4 Hour
Replace SCDS, Inspect Speed Control Servo and ABS Connectors – Applies to 1999-2003 Windstar vehicles with speed control • Inspect and replace SCDS • Apply electrical grease to SCDS adapter jumper harness connector • Inspect speed control servo harness connector for heat damage • Blow out brake fluid from connector and apply electrical grease • Lift vehicle and inspect ABS connector for corrosion and heat damage	09S09H	0.6 Hour
Replace SCDS and Inspect ABS Connector – Applies to 1999-2003 Windstar vehicles without speed control • Inspect and replace SCDS • Apply electrical grease to SCDS adapter jumper harness connector • Lift vehicle and inspect ABS connector for corrosion and heat damage	09S09J	0.5 Hour

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PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
8W7Z-14A411-C **Shipped in packages of 10.** One package services 10 vehicles.	Universal Fused Jumper Harness (UFJH) • Universal polarity and electrical connectors • Approved for use on all affected vehicle populations	1 part per repair
1L1Z-9F924-AA Motorcraft Part # SW-6350	Brake Repair Kit (SCDS & Adapter Harness) • 1995-2002 Explorer • 1997 and 2002 Mountaineer • 1995-1997, 2001-2003 Ranger • 1992-2003 E-Series • 1993-1997, 1999-2003 F-Series over 8500 GVW • 2000-2003 Excursion • 1994 F-53 Motorhome	1 kit per repair
XW7Z-9F924-BA Motorcraft Part # SW-6351	Brake Repair Kit (SCDS & Adapter Harness) • 1995-2003 Windstar	1 kit per repair
Motorcraft Part # XG-15-A	Electrical Grease II - One 3 oz. tube **Note**: Must be used on vehicles that have a leaking SCDS.	One 3 oz. tube will service 10 vehicles.

The DOR/COR number for this safety recall is 50409.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected speed control deactivation switches and related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

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

EXCESS STOCK RETURN

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

CERTAIN 1992 - 2003 MODEL YEAR VEHICLE LINES - SPEED CONTROL SYSTEM MODIFICATION

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OVERVIEW

This Safety Recall involves an inspection of the Speed Control Deactivation Switch (SCDS) harness connector for the presence of brake fluid contamination. If no brake fluid is present, install the universal fused jumper harness. If brake fluid is present, replace the SCDS and inspect the speed control servo harness connector for heat damage. See Flow Chart#2 on page 3.

In addition, for 1999 through 2003 Windstar vehicles, the repair includes an inspection of the Anti-lock Brake System (ABS) connectors. See Flow Chart #2 on page 3.

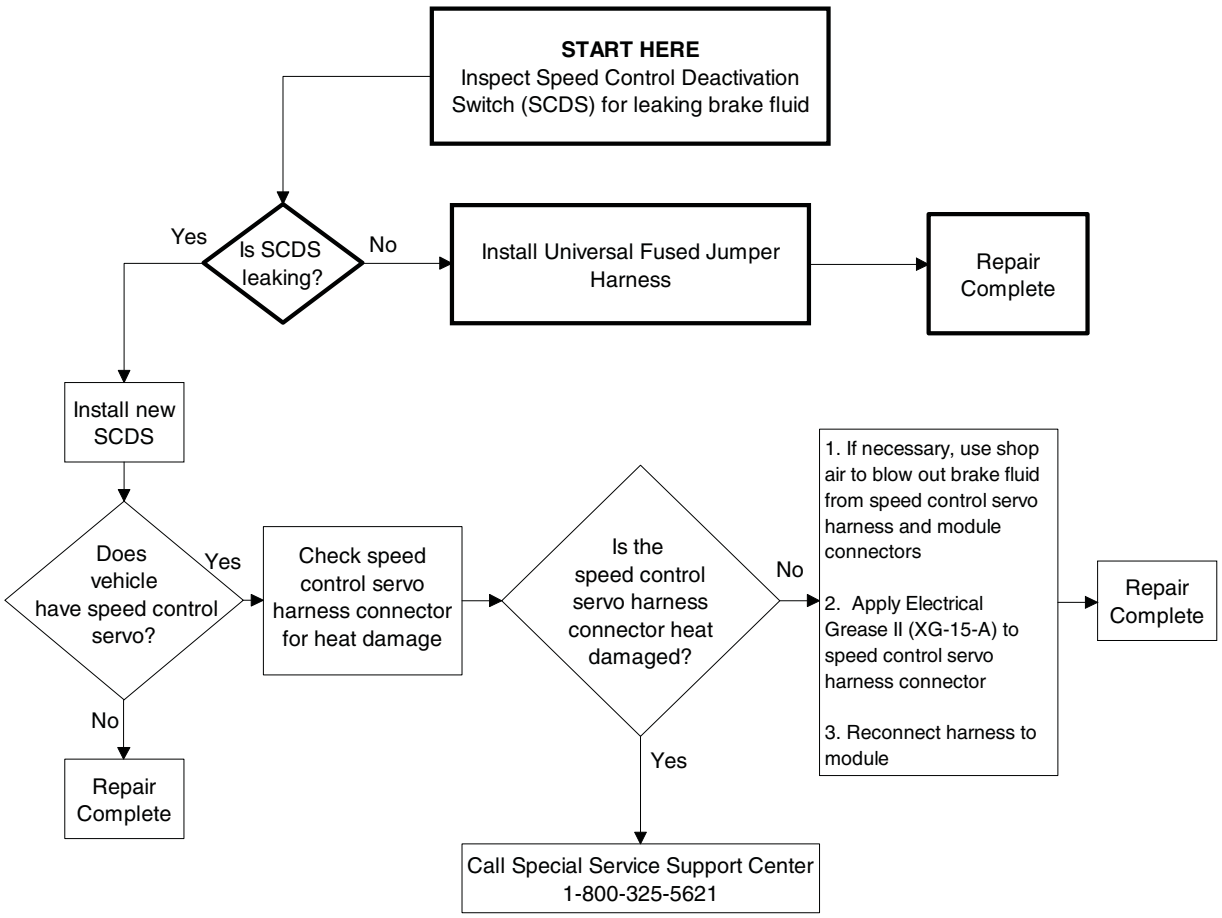
If a related damage condition is found that you believe to be caused by a leaking SCDS, call the Special Service Support Center (1-800-325-5621) to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

REPAIR FLOW CHARTS

Flow Chart #1 shows the repair procedure for all affected vehicles except 1999 through 2003 Windstar vehicles.

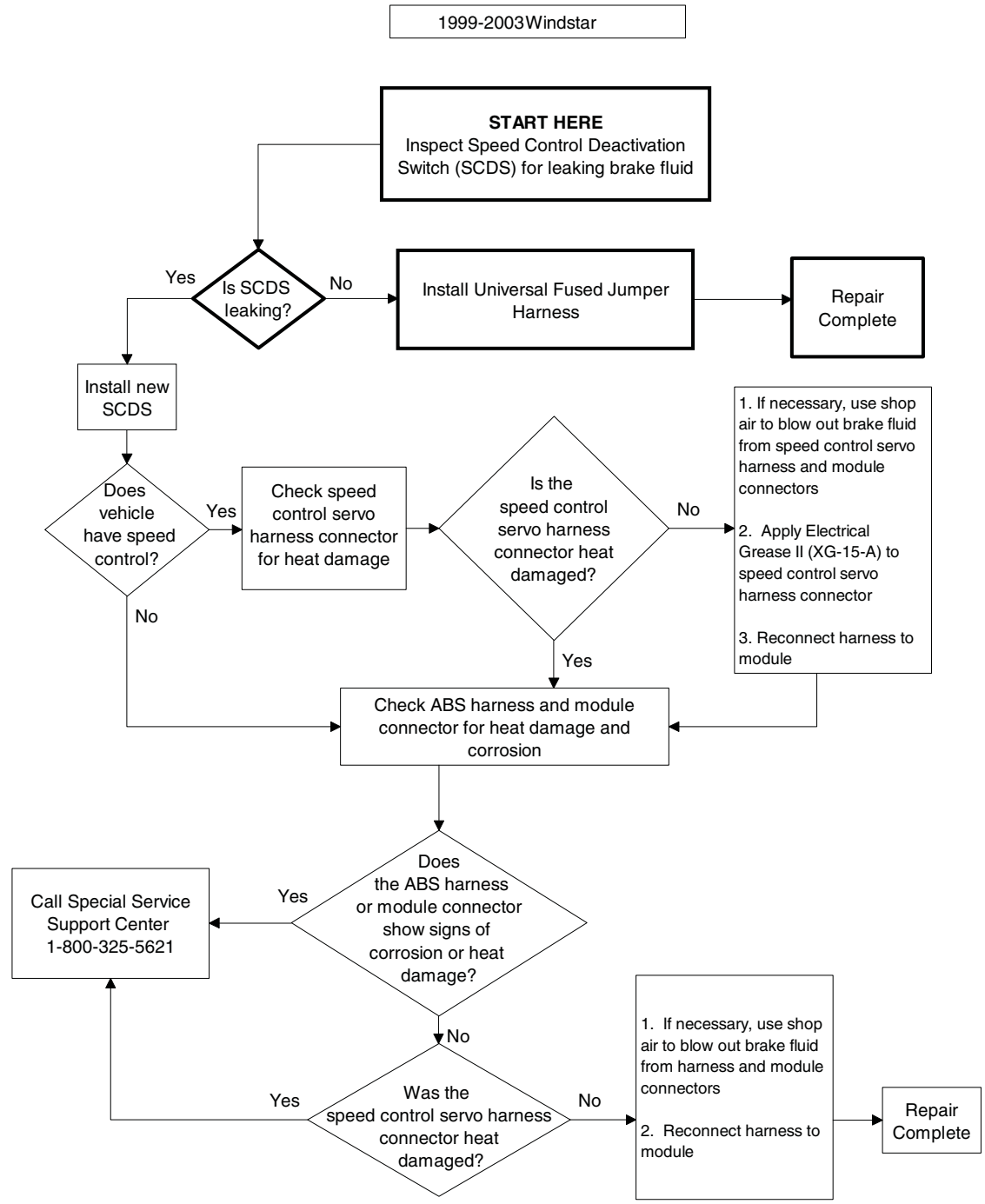
Flow Chart #1

• 1992-2003	E-Series
• 2000-2003	Excursion
• 1995-2002	Explorer
• 1993-1997, 1999-2003	F-Series Over 8500 GVW
• 1994	F53 Motorhome
• 1997, 2002	Mountaineer
• 1995-1997, 2001-2003	Ranger
• 1995-1998	Windstar



Flow Chart #2 shows the repair procedure for 1999 through 2003 Windstar vehicles.

Flow Chart #2



SPEED CONTROL DEACTIVATION SWITCH (SCDS) IDENTIFICATION AND LOCATION

SCDS Identification

The Speed Control Deactivation Switch (SCDS) involved in Safety Recall 09S09 and the revised SCDS are illustrated below (See Figure 1).

Note that the revised SCDS has a different electrical connector. An adapter jumper harness (which is included in the parts kit) is required when replacing the old SCDS with the revised SCDS.

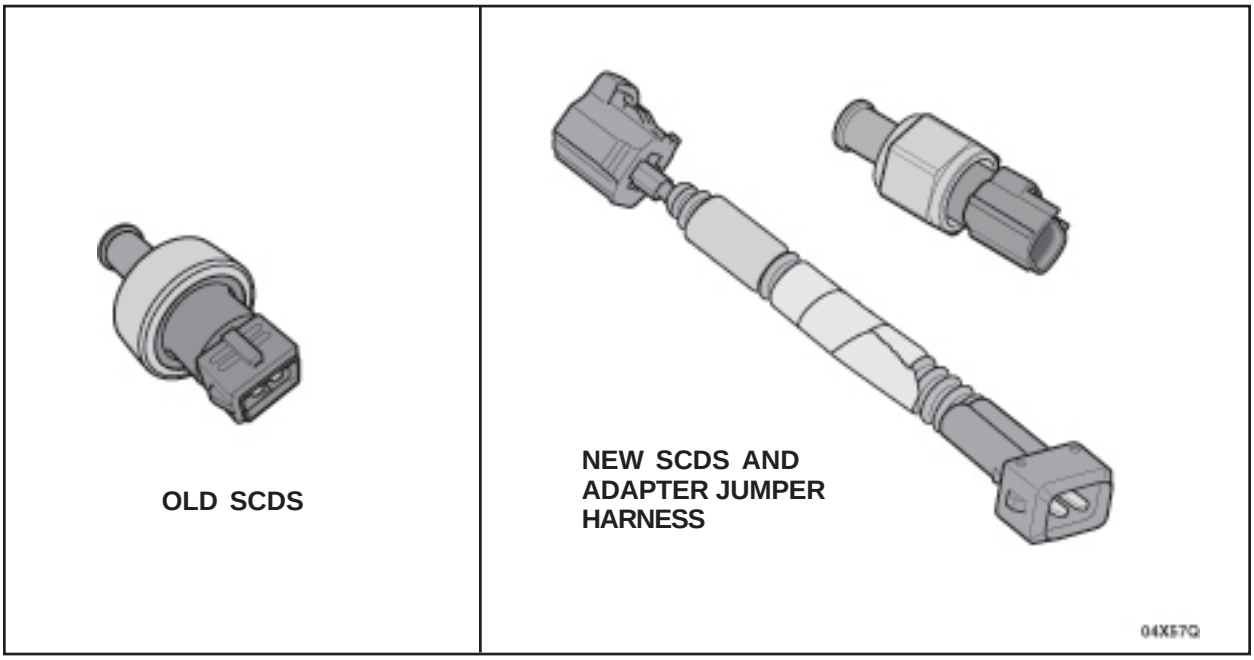


FIGURE 1

SCDS Location

In most vehicles involved in this recall, the SCDS is located on the master cylinder. In 1992-1993 E-Series vehicles, the SCDS is usually located on the junction block or brake proportioning valve on the left frame rail under the driver's seat. In 1993 F-Series vehicles, the SCDS is usually located on the junction block or brake proportioning valve on the left frame rail below the master cylinder. To verify, just follow the metal brake lines from the master cylinder until the switch is found. On F-53 Motorhome vehicles, if the SCDS is not located on the master cylinder, it maybe located in a brake line junction block approximately 457 mm (18 in) below the master cylinder. It may be necessary to reposition wiring harnesses and/or remove add-on equipment in order to locate the switch.

SCDS INSPECTION PROCEDURE

NOTE: For E-Series vehicles, there is a possibility that the vehicle was manufactured without a SCDS. If unable to locate a SCDS after checking on all the brake lines, no further action is required, release the vehicle.

NOTE: On 1992-1993 E-Series and 1993 F-Series vehicles, it may be necessary to lift the vehicle to gain access to the SCDS. On Windstar vehicles, the air cleaner housing must be separated in the middle to gain access to the SCDS.

1. Disconnect the harness connector from the SCDS (See Figure 2).

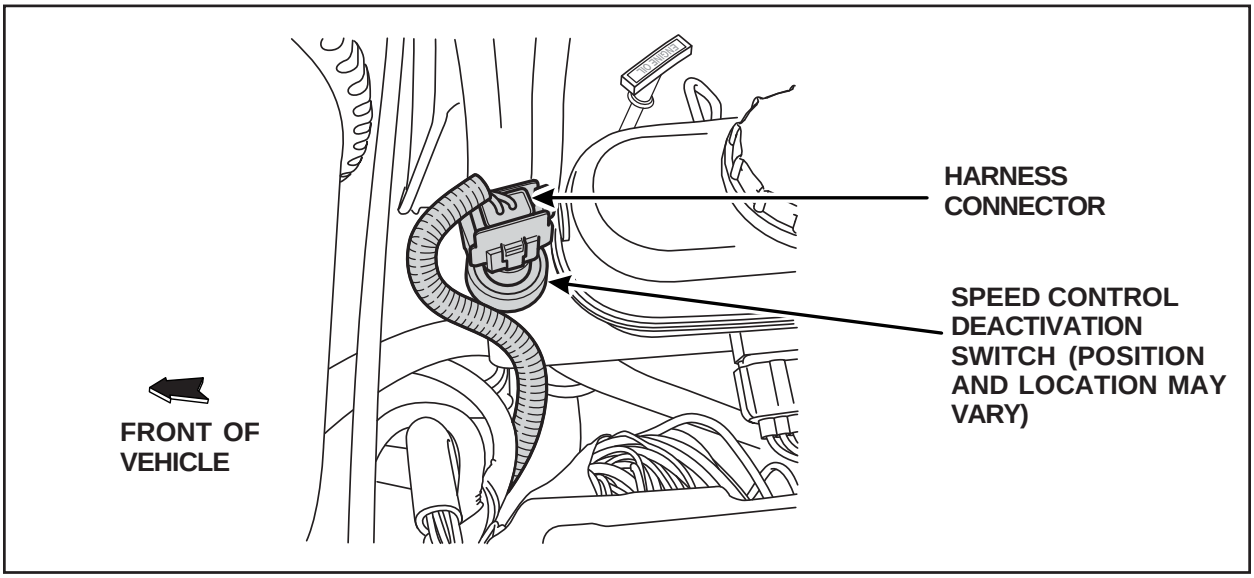


FIGURE 2

2. Inspect the harness connector for the presence of brake fluid.

   - If there is **no** evidence of brake fluid on the connector, install Universal Fused Jumper Harness (UFJH). See page 6.

   - If there **is** evidence of brake fluid on the connector, replace SCDS. See page 7.

UNIVERSAL FUSED JUMPER HARNESS (UFJH) INSTALLATION

1. Connect the Universal Fused Jumper Harness (UFJH) to the SCDS and the vehicle harness.

2. Secure the UFJH to the existing harness with tie straps, making sure the fuse holders are positioned vertically with the fuse holder cap facing upward. Wrap the tie straps underneath, then over the top of the existing harness and verify proper fuse holder orientation (See Figure 3).

3. No further action is required, release the vehicle.

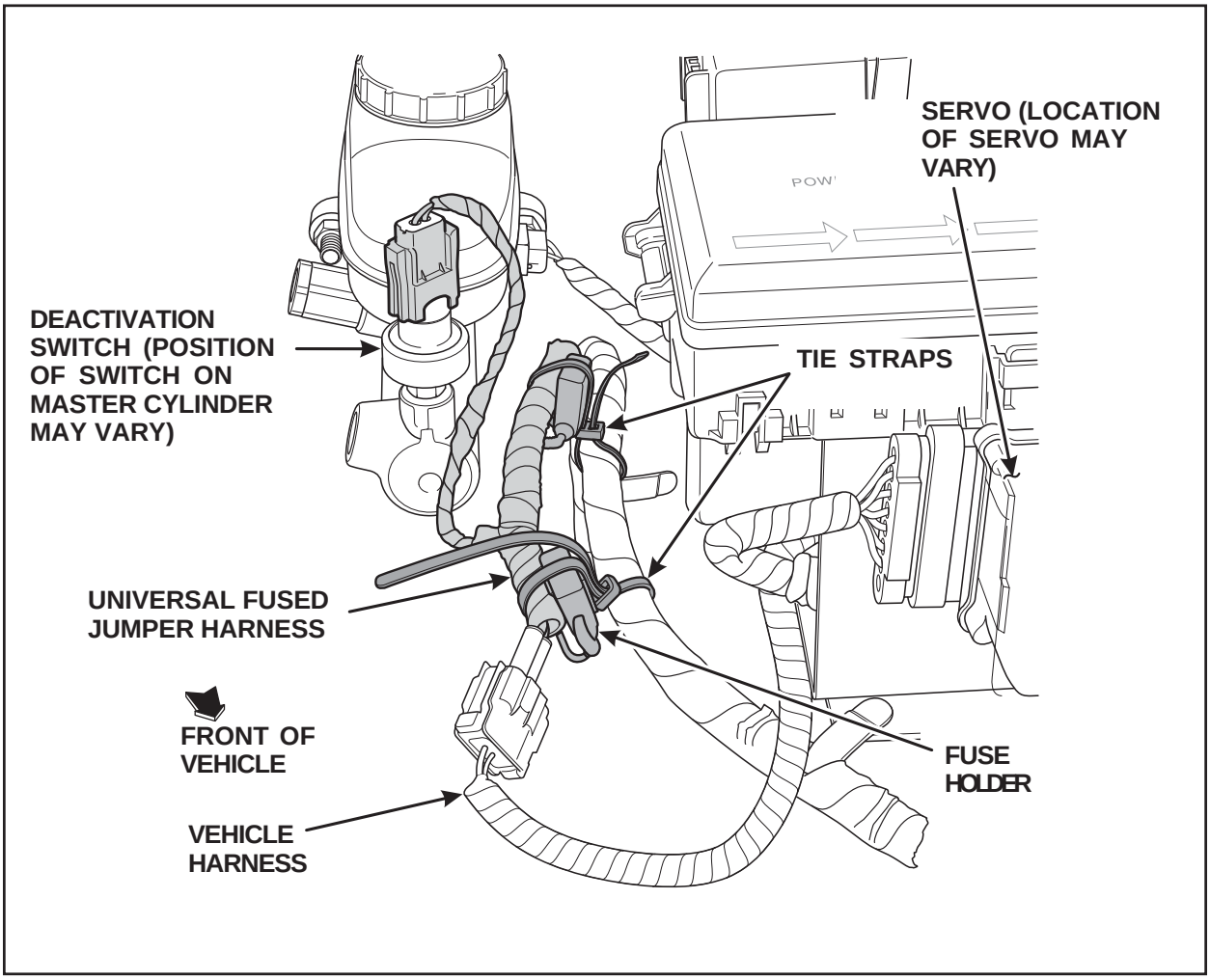


FIGURE 3

SPEED CONTROL DEACTIVATION SWITCH (SCDS) REPLACEMENT

NOTE: The brake pedal must not be depressed during the removal and replacement of the SCDS.

1. Check the brake fluid level at the master cylinder and, if necessary, fill to maximum fluid level.

NOTICE: DO NOT apply fluid to the electrical connector or damage to the connector may occur.

2. Add a few drops of Motorcraft High Performance DOT 3 Motor Vehicle Brake Fluid, PM-1-C (US), CPM-1-C (Canada), to the fluid port at the threaded end of the ***new*** SCDS (See Figure 4).

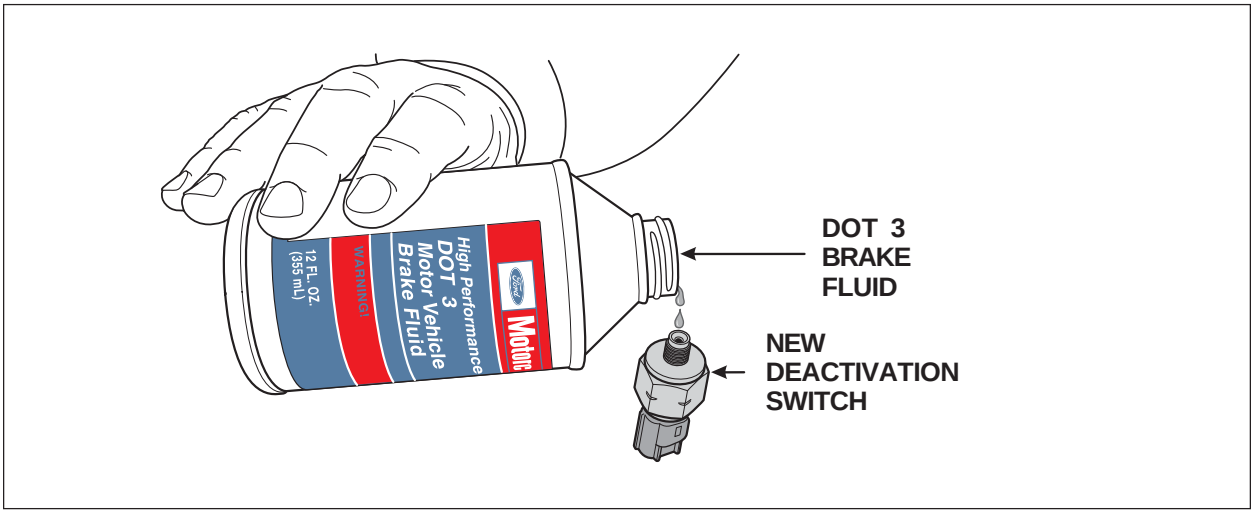


FIGURE 4

NOTICE: Do not allow any foreign material to enter the master cylinder port once the SCDS is removed.

3. Remove the old SCDS.

NOTE: Call the Special Service Support Center for assistance if brake fluid does not flow from the SCDS fitting when the SCDS is removed.

NOTE: If the ***new*** SCDS is not installed immediately after the original switch is removed, the master cylinder brake fluid could drop below the minimum level and air could enter the brake system. If this should occur, air must be bled from the brake system at all 4 wheels. **In this situation, the labor to bleed the brake system will not be covered under this program.**

4. With the brake fluid reservoir cap removed, observe for brake fluid dripping/draining from the SCDS fitting. As soon as brake fluid begins to bleed from the fitting, install the ***new*** SCDS and tighten to 18 Nm (13 lb-ft).

5. Check the brake fluid level at the master cylinder, fill to maximum fluid level and install the brake fluid reservoir cap.

6. Before installing the adapter jumper harness, fill the vehicle harness end of the jumper (male pin connector end) with **Motorcraft Electrical Grease II (XG-15-A)** (See Figure 5).

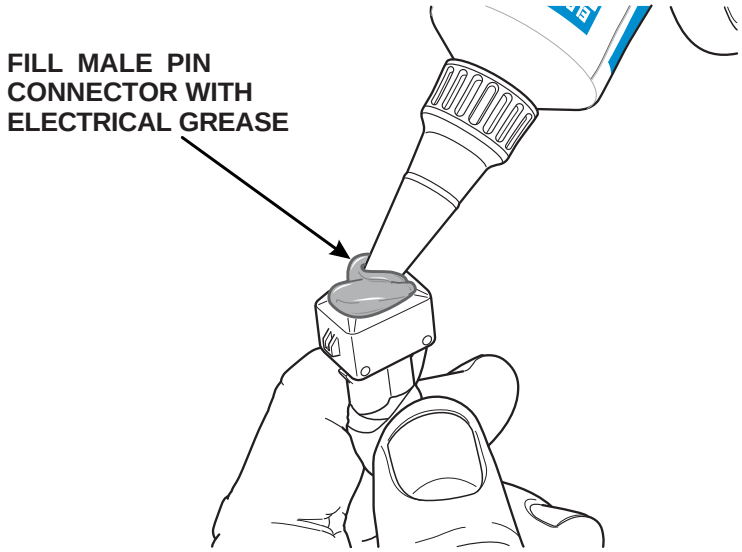


FIGURE 5

7. Install the adapter jumper harness by connecting it to both the SCDS and the vehicle harness. Using the provided tie strap, secure the adapter jumper harness to a nearby component such as the speed control cable or another wire harness.

   - If the vehicle has a speed control servo, proceed with speed control servo inspection. See page 9.
   - If the vehicle is a 1999-2003 Windstar that does not have speed control, proceed with ABS inspection. See page 11.
   - If none of the above apply, no further action is required, release the vehicle.

SPEED CONTROL SERVO INSPECTION

1. Disconnect the speed control servo and inspect the vehicle harness connector for heat damage (See Figure 6).

    - If no heat damage is found at the speed control servo connector (even if there is presence of brake fluid in the connector), proceed to step 2 for further instructions.

    - If heat damage is found, proceed as follows:

        - 1999-2003 Windstar, complete ABS inspection on page 11 before calling the Special Service Support Center for further instructions.

        - All other vehicles, call the Special Service Support Center for further instructions.

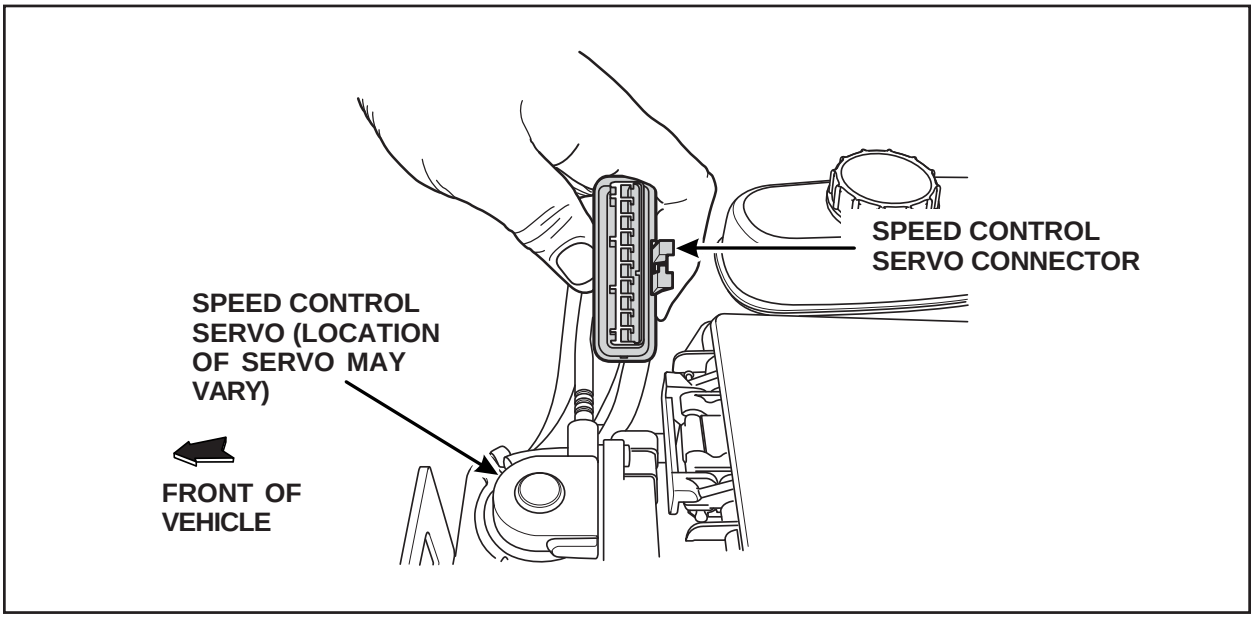


FIGURE 6

2. With the speed control servo disconnected, use shop air to blow out any trace of brake fluid from the speed control servo harness electrical connector and the servo module. **Do not use any type of solvent to clean the connectors.**

3. Apply a 5 mm (3/16 in) high bead of **Motorcraft Electrical Grease II (XG-15-A)** across the entire width and length of the servo vehicle harness connector (See Figure 7).

NOTICE: Be sure to apply an adequate amount of grease to the vehicle harness connector only. DO NOT apply the grease directly to the connector of the servo module.

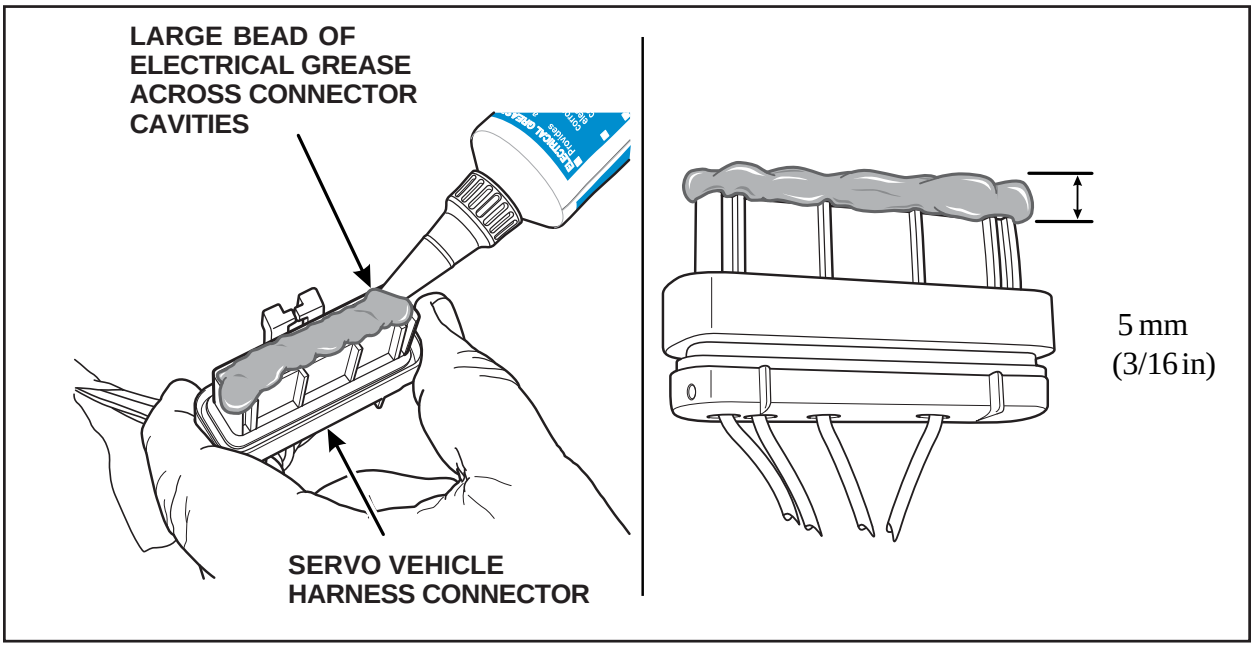


FIGURE 7

4. Reconnect the harness to the servo module.

5. If the vehicle is a 1999-2003 Windstar, proceed to ABS inspection on page 11. Otherwise no further action is required, release the vehicle.

ANTI-LOCK BRAKE SYSTEM (ABS) INSPECTION

NOTE: This inspection applies to 1999 through 2003 Windstar vehicles only.

1. Lift vehicle and remove ABS cover.

2. Disconnect ABS module. Inspect the ABS harness and module connectors for the presence of brake fluid.

3. If brake fluid is present, use shop air to blow out any trace of brake fluid from the harness connector and module.

4. Inspect the ABS harness and module connectors for corrosion and/or heat damage (See Figure 8).

FIGURE 8

5. If evidence of corrosion and/or heat damage is found in either the ABS harness or module connector, call the Special Service Support Center for further instructions.

6. If there is no evidence of corrosion and/or heat damage, reconnect the ABS harness to the ABS module.

7. **Is the speed control servo heat damaged?**

   - If the speed control servo **is** heat damaged, call the Special Service Support Center for further instructions.

   - If the speed control servo **is not** heat damaged, no further action is required, release the vehicle.

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Certain 1992-2003 Model Year Vehicle Lines
Speed Control System Modification

AFFECTED VEHICLE APPLICATIONS:

Year	Model	Notes
1995	Windstar	• Vehicles with speed control
1996-2003	Windstar	• Vehicles with and without speed control • Built through October 24, 2002
1993-1997 1999-2003	F-Series over 8500 GVW (7.3L diesel only)	• Vehicles with speed control
2000-2003	Excursion (7.3L diesel only)	• Vehicles with speed control
1995-1997	Explorer	• Vehicles with speed control
1998-2001	Explorer	• All body styles except postal vehicles • Vehicles without speed control
2002	Explorer	• All vehicles except those with Interactive Vehicle Dynamics (IVD) option
1997	Mountaineer	• Vehicles with speed control
2002	Mountaineer	• All vehicles except those with Interactive Vehicle Dynamics (IVD) option
1994	F-53 Motorhome	• Vehicles with speed control
1992-2002	E-Series (7.3L diesel only)	• Vehicles with and without speed control
2003	E-350/450 (7.3L diesel only)	• Vehicles with and without speed control • Built through January 9, 2003
2003	E-550 (7.3L diesel only)	• Vehicles with and without speed control
1992-2002	E-Series (gasoline only)	• Vehicles without speed control
2003	E-150/250/350/450 (gasoline only)	• Vehicles without speed control • Built through December 31, 2002
2003	E-550 (gasoline only)	• Vehicles without speed control
1995-1997	Ranger	• Vehicles with speed control • Non-Electric
2001-2002	Ranger	• Vehicles without speed control • Non-Electric
2002	Ranger	• Non-FX4 vehicles with speed control • Built from May 2, 2002 through Job Last • Non-Electric
2003	Ranger	• Vehicles with and without speed control • Built through December 5, 2002 • Non-Electric

NOTE: All assembly plants are affected.

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DEALER Q & A

Q1. What is the Universal Fused Jumper Harness?

A. The Universal Fused Jumper Harness contains a fuse in each side of the circuit to accommodate polarity complexity across vehicle lines, and a connector hardshell that is compatible with all Speed Control Deactivation Switches.

Q2. Why are the Speed Control Deactivation Switches not interchangeable on all vehicle applications?

A. Differences in Speed Control Deactivation Switch (SCDS) activation pressures make it **essential** that the correct SCDS is installed in the specified vehicle application.

Q3. Can I just remove the fuse for the Speed Control System circuit?

A. No. Removing the fuse will disable more systems on the vehicle than just the Speed Control System.

Q4. Is the Speed Control Deactivation Switch located on the vehicle steering wheel?

A. No. The Speed Control Deactivation Switch is typically mounted to the brake master cylinder under the hood. On some of the earlier built vehicles, the SCDS was mounted to a junction block or brake proportioning valve located below the master cylinder on or near the frame rail.

Q5. Can customers avoid overheating the switch by not using the Speed Control System?

No. The electrical current to the switch is not affected by use of the Speed Control System. On some vehicles, this switch is always energized whether the engine is on or off. Not using the Speed Control System doesn't reduce the potential for overheating of the switch.

Q6. Why are we inspecting the Anti-lock Brake System (ABS) connector for the 1999-2003 Windstar but not the other vehicles included in the recall?

A. On a small number of 1999-2003 Windstar vehicles, brake fluid has been found to migrate from a leaking switch to the Anti-lock Brake System (ABS) module. In a small subset of these reports, the presence of brake fluid resulted in melted ABS connectors or a localized ABS fire. This condition was not observed on other vehicles included in this recall.

Q7. Why is Ford recalling vehicles that are not equipped with speed control under this Safety Recall?

A. On vehicles not equipped with speed control, the switch is still present and is used either as an input to the anti-lock brake system or for parts commonality.

Q8. Why are vehicles other than Windstar being recalled?

A. As a result of the Windstar investigation, Ford reviewed all the remaining vehicle applications of the Texas Instruments SCDS that were not part of previous field service actions. These other vehicles use the Texas Instrument SCDS as a redundant speed control device, ABS signal input, or for parts commonality. All of these vehicles have been in service for many years and most continue to have no fire allegations. However, Ford is taking action on all of these vehicles to address customers' lack of confidence in the perceived long term durability of their vehicles.