

Important Questions and Answers About Our Recall.



T.J. Wagner
Vice President
Customer Communication
& Satisfaction

Ford Motor Company
Dearborn, MI 48121

To Our Ford, Lincoln and Mercury Owners:

As a responsible company we feel an obligation to our customers to address their concerns, which is why Ford Motor Company recently announced a program to voluntarily recall 8.7 million vehicles to replace ignition switches. While the actual number of complaints was less than two hundredths of one percent of that total, it is important to us that these concerns be properly addressed.

Q: What happened?

A: Following an intensive investigation in cooperation with the U.S. National Highway Traffic Safety Administration and Transport Canada, we determined that the ignition switch in a very small percentage of certain models could develop a short circuit—creating the potential for overheating, smoke, and possibly fire in the steering column of the vehicle. The factors that contribute to this are a manufacturing process change to the ignition switch in combination with the electrical load through the switch.

Q: What vehicles are affected by this voluntary recall?

A: The following model year vehicles are affected:

- 1988 Ford EXP.
- 1988-1990 Ford Escort.
- 1988-1992 Ford Mustang, Thunderbird, Tempo, and Mercury Cougar and Topaz.
- 1993 Ford Mustang, Thunderbird, Tempo, and Mercury Cougar and Topaz models built prior to October 1992.
- 1988-1989 Ford Crown Victoria, Mercury Grand Marquis and Lincoln Town Car.
- 1988-1991 Ford Aerostar, Ford Bronco full-size sport utility and Ford F-Series light truck.

Q: What should I do?

A: If you own one of these vehicles, you will receive a letter from us instructing you to take your vehicle to the Ford or Lincoln/Mercury dealer of your choice and have the switch replaced free of charge. **However, you do not have to wait for our letter. You may contact your dealer and arrange to have the switch replaced immediately if you choose, free of charge.**

Q: How long will it take?

A: The repair procedure should take a little less than an hour. But please contact your dealer in advance to schedule a time that is convenient for you; they are making appointments daily. We have already completed about 300,000 appointments.

Q: What if I need additional help?

A: You may contact your dealer anytime, or call our Ford Ignition Switch Recall Customer Information Line at:

1-800-323-8400

With nearly 5 million ignition switch repair parts already available, we are ready to address your concerns immediately. We'll take a major step like this to make sure that people who buy a Ford, Lincoln, or Mercury vehicle know that they bought more than a vehicle, they bought a company and a dealer organization that stands behind the cars and trucks they build and sell. That is our *Quality is Job 1* promise to you. Thank you for your patience and support.