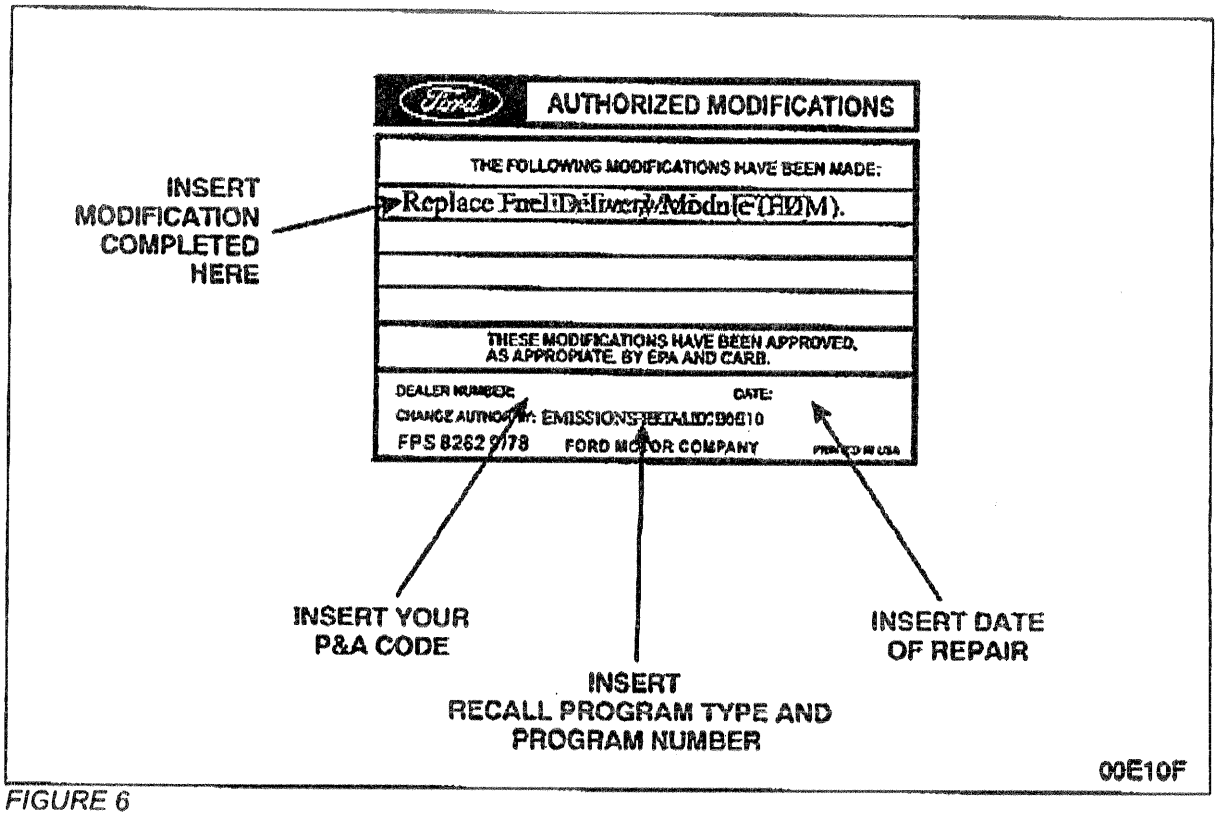

FIGURE 6

2. Apply the label to a clear area of the upper radiator support.
3. Provide California and Massachusetts owners with "Emissions Recall-Proof of Correction" Certificates.

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673
www.ownerconnection.com

Ford Motor Company

October 2000

Emissions Recall 00E10 – Owners in Federal Locations

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company values you as a customer and we also value our commitment to vehicle quality and the environment. We are therefore voluntarily recalling certain 2000 model year Taurus Flexible Fuel Vehicles (FFV) to replace a fuel delivery module.

What the emissions concern is...

Contamination and/or mechanical failure of internal components within the fuel delivery module may lead to a no-start or stall condition in affected vehicles.

What Ford and your Ford dealer will do to resolve the emissions concern...

At no cost to you, your dealer will replace the fuel delivery module according to the instructions provided by Ford.

How long will it take?

The time needed to repair your Taurus is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do...

Call your dealer without delay. Ask for a service date for Emissions Recall 00E10 and if parts are in stock.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within 7 days after the order is placed.

When you bring your Taurus in, show your dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've already paid for this service...

If you've already paid for this service... If you paid to have this service done before the date of this letter, Ford Motor Company is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle...

If you have changed your address or sold your Taurus, please fill out the enclosed prepaid postcard and mail it to us.

If the repair offered by this recall is not made promptly and without charge...

If you have trouble getting your vehicle repaired promptly and without charge, talk to the dealer service manager. You may also contact the Ford Customer Relationship Center by calling the following toll free phone number or by writing to the Ford Customer Relationship Center, P.O. Box 6248, Dearborn, Michigan 48121.

CALL: (800) 392-3673 or
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: 8:00 AM – 11:00 PM (Monday-Friday) ET
9:00 AM - 6:00 PM (Saturday) ET.

You may also contact us through the internet at www.ownerconnection.com. Our current response time to internet inquiries is approximately three business days.

Please have your vehicle serviced promptly to maintain full emission warranty coverage.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand

committed with our dealers to assist you with all of your automotive service needs. With our nationwide Ford dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

Ford is conducting this action as part of our ongoing efforts to exceed owner expectations and maintain consumer confidence in our products. We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention in this important matter. And once again, we thank you for choosing the Ford Taurus.

EMISSIONS RECALL
00E10 - S1

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673
www.ownerconnection.com

Ford Motor Company

October 2000

Emissions Recall 00E10 – Owners of CA Certified Vehicles, Including MA Owners

Mr. John Sample
123 Main Street
Anywhere, CA or MA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company values you as a customer and we also value our commitment to vehicle quality and the environment. We are therefore voluntarily recalling certain 2000 model year Taurus Flexible Fuel Vehicles (FFV) to replace a fuel delivery module. Your vehicle may be releasing air pollutants that exceed California Emissions Standards.

What the emissions concern is...

Contamination and/or mechanical failure of internal components within the fuel delivery module may lead to a no-start or stall condition in affected vehicles.

What Ford and your Ford dealer will do to resolve the emissions concern...

At no cost to you, your dealer will replace the fuel delivery module according to the instructions provided by Ford.

How long will it take?

The time needed to repair your Taurus is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do...

Call your dealer without delay. Ask for a service date for Emissions Recall 00E10 and if parts are in stock.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within 7 days after the order is placed.

When you bring your Taurus in, show your dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've already paid for this service...

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a full refund. For the refund, please give your paid original receipt to your Ford dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If the repair offered by this recall is not made promptly and without charge...

If you have trouble getting your vehicle repaired promptly and without charge, talk to the dealer service manager. You may also contact the Ford Customer Relationship Center by calling the following toll free phone number or by writing to the Ford Customer Relationship Center, P.O. Box 6248, Dearborn, Michigan 48121.

CALL: (800) 392-3673 or
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: 8:00 AM – 11:00 PM (Monday-Friday) ET
9:00 AM - 6:00 PM (Saturday) ET.

You may also contact us through the internet at www.ownerconnection.com. Our current response time to internet inquiries is approximately three business days.

Vehicles registered in California or Massachusetts...

The State of California and the Commonwealth of Massachusetts require the completion of emissions recall repairs prior to vehicle registration renewal. Your Taurus is subject to these requirements.

When your dealer completes this recall repair, you will receive a Vehicle Emission Recall Proof of Correction certificate. Please make sure that you receive a certificate from your dealer and that you have it with you when you renew your vehicle registration.

It is also important for you to know that the certificate should be returned to the Department of Motor Vehicles (DMV) only if it is requested by the DMV. Otherwise, this certificate is to be held by you for your records.

In order to ensure your full protection under emissions warranty provisions and to avoid any inconvenience when renewing your registration, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide Ford dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

Ford is conducting this action as part of our ongoing efforts to exceed owner expectations and maintain consumer confidence in our products. We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention in this important matter. And once again, we thank you for choosing the Ford Taurus.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

EMISSIONS RECALL
00E10 - S1

CPR © 2000 FORD MOTOR COMPANY
Published By: Recall/Service Programs Department
Ford Customer Service Division