



L. W. Camp
Director
Automotive Safety Office
Environmental And Safety Engineering

Ford Motor Company
330 Town Center Drive
Dearborn, Michigan 48126 USA

August 16, 1999

Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Dear Mr. Weinstein:

**Subject: Safety Recall 99V-205 NSA-111paw
(Ford Number 99S21)**

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1999 Villager vehicles. Specific details were forwarded to you in our letter dated July 30, 1999.

Very truly yours,

A handwritten signature in black ink, appearing to read "L. W. Camp".

99S21dr.doc
enclosures





Service Recall Bulletin

July, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 99S21 - Certain 1999 Villager - Fuel Tank Retention Straps

AFFECTED VEHICLES

All 1999 Villager vehicles built at the Ohio Assembly Plant from June 18th through July 23rd, 1999.

REASON FOR RECALL

The affected vehicles are equipped with fuel tank retention straps that may break at the spot welds, causing an underbody rattle and potentially a fuel leak.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must replace both fuel tank retention straps in affected vehicles.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

QUESTIONS?

Claims Information: 1-800-423-8851
Other Recall Questions: 1-800-325-5621

Sincerely,

A. R. O'Neill
Director
Vehicle Service and Programs

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 99S21
Certain 1999 Villager - Fuel Tank Retention Straps**

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

Correct all vehicles in stock before delivery. 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 \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII Manual for Refund information.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 99S21
Certain 1999 Villager - Fuel Tank Retention Straps

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Two (2) Fuel Tank Retention Straps	99S21B	0.6 Hour
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

PARTS REQUIREMENTS

Parts Ordering Information

Dealers will be direct shipped parts via interm order for this program. Quantities of Fuel Tank Retention Straps will arrive in separate shipments, prior to customer notification of this program. Customer letters will instruct owners to follow the "Low Volume Recall Process" to order parts.

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
XF5Z-9054-AA	Strap, Fuel Tank Retention	2

DEALER PRICE

For latest prices, check your:

- DOES II
- Updated Price Book

EXCESS STOCK RETURN

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

Refer to 1999 Villager Shop Manual, Group # 3, Section 310-01 (Fuel Tank & Lines) , for repair procedura.

A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division



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

August, 1989

Safety Recall 99S21

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 1989 Villager vehicles.

SAFETY DEFECT

The affected vehicles are equipped with fuel tank retention straps that may break at the spot welds, causing an underbody rattle and potentially a fuel leak.

REPAIRS

At no charge to you, your dealer will replace both fuel tank retention straps on your vehicle. Dealers currently have instructions and parts ordering information.

HOW LONG WILL IT TAKE?

The time needed for this repair is less than 1 day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time. Please call your dealer for a service date.

CALL THE TOLL-FREE NUMBER

Call toll-free 1-800-248-0188 and inform the Ford representative that you wish to have your vehicle service under Safety Recall 99S21. Representatives are available 7:30AM to 7:30PM Monday through Friday and 8:00AM to 3:00PM Saturday (Times are Eastern Time).

Arrangements will be made with the dealership of your choice to have parts available and to schedule a service appointment. You need to do nothing else, except bring your vehicle to the dealership on the service date.

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

REFUNDS

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

CHANGED ADDRESS OR SOLD THE VEHICLE?

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

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 368-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Lincoln Mercury built vehicle.

Sincerely,



A. R. O'Neill
Director
Vehicle Service and Programs



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

RECALL/SERVICE PROGRAM INFORMATION

July 23, 1999

IMPORTANT RECALL/SERVICE PROGRAM INFORMATION

**FROM: FORD CUSTOMER SERVICE DIVISION
VEHICLE SERVICE AND PROGRAMS**

DEMONSTRATION AND DELIVERY HOLD

Safety Recall 99S21: Certain 1999 Villager - Fuel Tank Retention Straps

VEHICLES INVOLVED

All 1999 Villager vehicles built at the Ohio Assembly Plant from June 18, 1999 through July 22, 1999.

REASON FOR THIS DEMONSTRATION AND DELIVERY HOLD

The affected vehicles are equipped with fuel tank retention straps that may break at the spot welds, causing an underbody rattle and potentially a fuel leak.

WHAT THE DEALER MUST DO

Before demonstrating or delivering any of the affected vehicles, the dealer must perform the following repair:

- Install two new fuel tank retention straps

Note: A Dealer Bulletin with technical instructions will be sent to all dealers when parts are available.



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

RECALL/SERVICE PROGRAM INFORMATION

PARTS AVAILABILITY

Parts are currently being procured. Until the parts and technical instructions are available, **DO NOT** demonstrate or deliver any of the affected vehicles. We are doing everything possible to speed the delivery of parts to your dealership.

OASIS

OASIS will not be activated to identify this Safety Recall for affected vehicles until the week of July 26, 1999.

In the interim, affected vehicles can be determined by using OASIS to identify vehicle build date. Again, 1999 Villagers built from June 18, 1999 through July 22, 1999 are affected by this recall.

Sincerely,

A. R. O'Neill
Director
Vehicle Service and Programs