

*Ford Motor Company*

L. W. Camp, Director  
Automotive Safety Office  
Environmental and Safety Engineering

August 24, 2000

00V-240 (01)

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. Weinstein:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Ford Motor Company submits the following information concerning a safety-related recall action that it is initiating.

573.5 (c) (2)

Certain 2001 Taurus/Sable vehicles built at the Atlanta Assembly Plant from Job #1 up to and including August 16, 2000.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-800-392-3673) or contacting a local Ford or Lincoln/Mercury dealer, who can obtain specific information regarding the vehicles from the Ford OASIS computer system.

573.5 (c) (3)

Approximately 5981 vehicles.

573.5 (c) (4)

100 percent.



August 24, 2000

00V-240 (22)

573.5 (c) (5)

The subject vehicles may have child Safety Seat Anchor Latch (also called ISO-fix anchor) fasteners that do not have adequate residual torque. The ISO-fix anchors are secured to the floor pan with a reinforcement plate that has two studs that extend upward through the floor pan and the ISO-fix anchor. The sealer on the floor pan may cause a soft joint and even if the nuts are properly torqued, road vibrations could cause the nut to work its way completely off the stud. If this should occur, the anchor may not hold the child safety seat in position during an accident and could potentially increase the risk of injury to the occupant of the child safety seat.

573.5 (c) (9)

Ford initially became aware of the condition during Atlanta Assembly Plant's torque capability study completed on August 15, 2000. Ford is not aware of any field reports regarding this condition.

573.5 (c) (8)

Ford will notify owners of record of the subject vehicles to return them to dealers for removal and reinstallation of the bracket nut with the use of a torque retention material (red Loctite). It is currently anticipated that owner notification will begin on or before the week of September 25, 2000.

573.5 (c) (9)

Ford does not plan to make a public statement concerning this action. Notification letters to dealers and owners from Ford Customer Service Division are attached.

573.5 (c) (11)

Ford has assigned campaign number 00S23 to this action.

Sincerely,

  
L. W. Camp

# Ford Motor Company

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August 2000

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S23: Certain 2001 Model Year Taurus and Sable Vehicles – Child Safety Seat Anchor Nuts

## AFFECTED VEHICLES

Certain 2001 model year Taurus and Sable vehicles built at the Atlanta Assembly Plant from Job #1 through August 15, 2000.

## SAFETY CONCERN

The child Safety Seat Anchor (also called an ISO-fix anchor) is secured to the floor pan with a reinforcement plate that has two studs that extend upward through the floor pan and the child safety seat anchor. When the nuts on the studs are tightened, the sealer between the reinforcement plate and the floor pan creates a soft joint which allows the nut to loosen. Over time, road vibrations could cause the nut to work its way completely off the stud. If this should occur the anchor may not hold the child safety seat in position during an accident and possibly increase the risk of injury to the occupant in the child safety seat.

## SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must remove both bolts from each child safety seat anchor, apply thread lock to the studs, reinstall the nuts, and torque the nuts to specification. This service is required on all affected vehicles.

## ATTACHMENTS

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

## QUESTIONS?

Claims Information:..... 1-800-423-8851  
 Other (Dealer Only) Recall Questions:..... 1-800-325-5821

Sincerely,



Ann O'Neill  
 Director  
 Vehicle Service and Programs

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S23**  
Certain 2001 Model Year Taurus and Sable Vehicles –  
Child Safety Seat Anchor Nuts

**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 all affected vehicles on your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Also, correct other eligible vehicles that 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.

**RENTAL CARS**

Rental vehicles are not approved for Safety Recall 00S23.

**ATTACHMENT II**

Page 1 of 1

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S23**  
**Certain 2001 Model Year Taurus and Sable Vehicles –**  
**Child Safety Seat Anchor Nuts**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Remove anchor nuts, apply thread locker, re-install, and torque all nuts to specification.	00S23B	0.4 hrs
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

**PARTS REQUIREMENTS****Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Part Number	Description	MATERIAL ALLOWANCE
E2FZ-19554-B	Threadlock 262 (RED)	Dealers may claim up to \$2.50 per claim for the quantity of threadlock material used on each vehicle.  To claim this allowance, use Miscellaneous Code "OTHER".

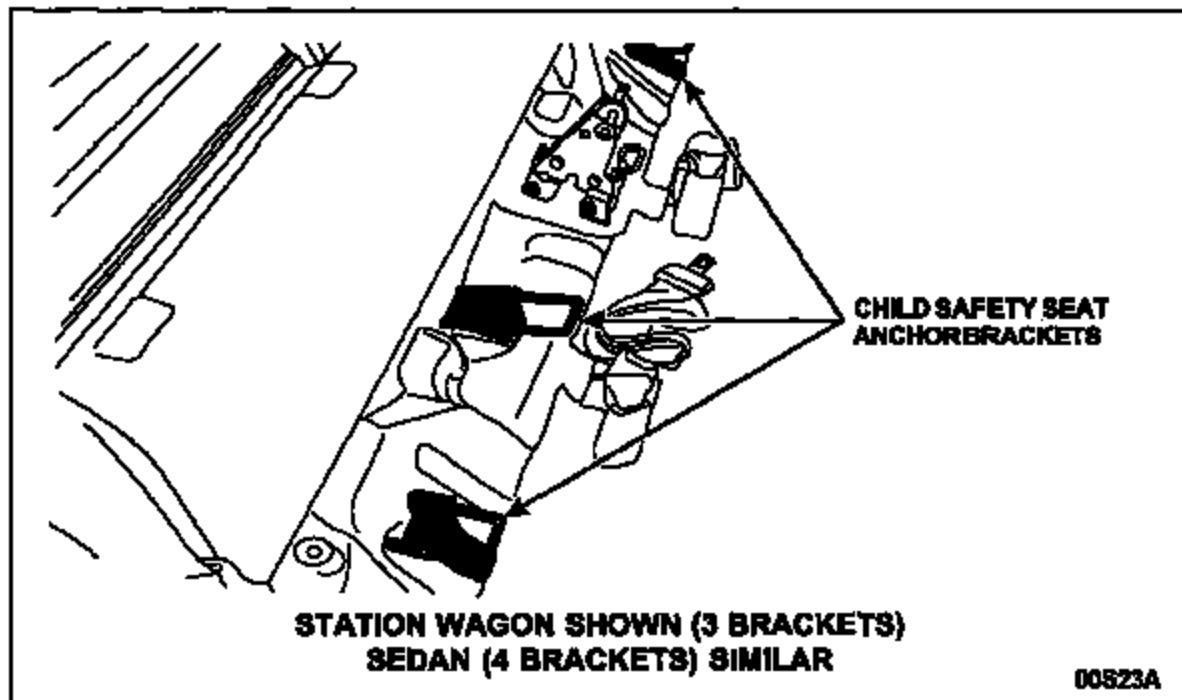
00V-240 00

ATTACHMENT III  
PAGE 1 OF 2  
SAFETY RECALL 00S23**CHILD SAFETY SEAT ANCHOR NUTS****AFFECTED VEHICLES: 2001 MODEL YEAR TAURUS/SABLE****OVERVIEW**

This procedure will require the technician to remove the child safety seat anchor nuts. Threadlock will be applied to the studs to secure the nuts to the studs. The original nuts will be reinstalled and tightened to specification.

**SERVICE PROCEDURE**

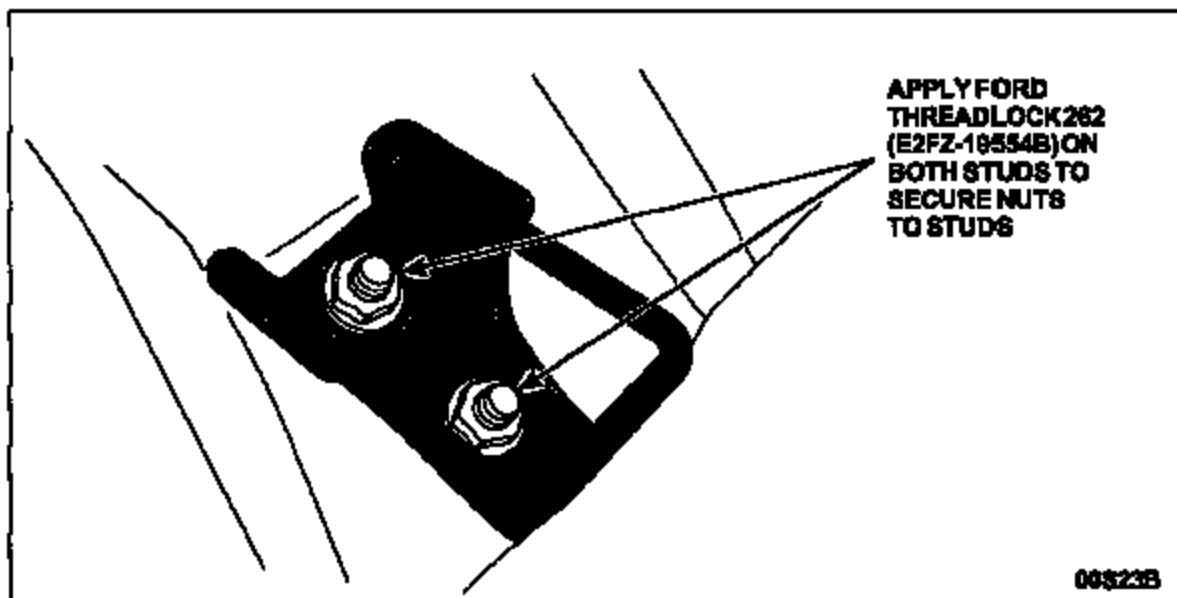
1. Remove the second row seat cushion.
2. Remove the retaining bolts and position the second row seat backrest out of the way. This will give you access to the child safety anchor nuts.
3. NOTE: Station wagon models have three (3) brackets, and sedan models have four (4) brackets. Remove the nuts from the brackets. Save the nuts; they will be reused. See Figure 1.

**FIGURE 1**© 2001 FORD MOTOR COMPANY  
DEARBORN, MICHIGAN 48121  
08/00

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ATTACHMENT III  
PAGE 2 OF 2  
SAFETY RECALL 00S23

4. Apply Ford Threadlock 262 (E2FZ-19554B) or equivalent, to the bracket studs.  
See Figure 2.



**FIGURE 2**

5. Reinstall the nuts. Tighten the nuts to 28 Nm (21 lb-ft).
6. Install the second row seat backrest. Tighten the bolts on the station wagon models to 60 Nm (37 lb-ft), and on the sedan models to 23 Nm (17 lb-ft).
7. Install the second row seat cushion.



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DEARBORN, MICHIGAN 48121  
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00V-240 (08)

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

August 2000

00S23

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 2001 model year Taurus and Sable vehicles.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

**What the safety issue is...**

The child Safety Seat Anchor (also called an ISO-fix anchor) is secured to the floor pan with a reinforcement plate that has two studs that extend upward through the floor pan and the child safety seat anchor. Over time, road vibrations could cause the nut to work its way off the stud. If this should occur the anchor may not hold the child safety seat in position during an accident and possibly increase the risk of injury to the occupant in the child safety seat.

**What Ford Motor Company and your dealer will do...**

Your dealer will install thread lock on all the fasteners that secure the child safety seat anchors. This will secure the nut to the stud and maintain a secure anchor point for the child safety seat.

Ford Motor Company will perform this repair free of charge (parts and labor).

**How long will it take?**

The time needed for this repair 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 Safety Recall 00S23.

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.



00V-240 (09)

**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 you have  
concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Assistance Center and one of our representatives will be happy to assist you:

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

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 9am - 6pm

or you may contact us through the Internet at:

[www.ownerconnection.com](http://www.ownerconnection.com)

Our current response time to internet inquiries is three business days.

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 1-202-368-0123).

**Quality Care service is  
there for you all year  
round.**

**QualityCare**  
at your service

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 dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs