

Ford Motor Company

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

September 2000

00S15

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 certain 1996 through 2000 model year Crown Victoria, Grand Marquis and Town Car vehicles that recently had the left front safety belt replaced in service may fail to conform to certain requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 209 "Seat Belt Assemblies".

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

What the non-compliance issue is....

Federal Motor Vehicle Safety Standard (FMVSS) No. 209 specifies that safety belt assemblies with emergency locking retractors must meet limits on webbing extension. Ford Motor Company records indicate that your vehicle had the left front safety belt replaced in service with a retractor assembly that may not fully meet FMVSS No. 209 web extension limit requirements.

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

At no charge to you, your dealer will inspect your vehicle's left front safety belt retractor build date and, if necessary, replace the retractor. Dealers currently have instructions and parts ordering information.

How long will it take?

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

Will a rental vehicle be provided?

If the left safety belt assembly requires replacement after inspecting your vehicle, the safety belt will need to be ordered. In these cases, your dealer is authorized to provide a free rental vehicle (except for fuel) until repairs can be completed.

What we are asking you to do...

Call your dealer without delay. Ask for a service date for Safety Recall 00S15.

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.

**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

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 1-202-366-0123).

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

QualityCare
of your choice

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

Ford Motor Company

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

September 2000

00S15/00S16

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 certain 1996 through 2000 model year Crown Victoria, Grand Marquis and Town Car vehicles that recently had the left and right front safety belts replaced in service may fail to conform to certain requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 209 "Seat Belt Assemblies".

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

What the non-compliance issue is.... Federal Motor Vehicle Safety Standard (FMVSS) No. 209 specifies that safety belt assemblies with emergency locking retractors must meet limits on webbing extension. Ford Motor Company records indicate that your vehicle had the left and right front safety belts replaced in service with retractor assemblies that may not fully meet FMVSS No. 209 web extension limit requirements.

What Ford Motor Company and your dealer will do... At no charge to you, your dealer will inspect your vehicle's front safety belts retractor build dates and, if necessary, replace the retractors. Dealers currently have instructions and parts ordering information.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Will a rental vehicle be provided? If the left or right safety belt assembly requires replacement after inspecting your vehicle, the safety belt(s) will need to be ordered. In these cases, your dealer is authorized to provide a free rental vehicle (except for fuel) until repairs can be completed.

What we are asking you to do... Call your dealer without delay. Ask for a service date for Safety Recall 00S15 (Left Safety Belt) and Safety Recall 00S16 (Right Safety Belt).

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.

**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)**

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Saturday: 9am - 6pm

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**Quality Care service is
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round.**

QualityCare
at your service

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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

Ford Motor Company

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

September 2000

00S16

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 certain 1996 through 2000 model year Crown Victoria, Grand Marquis and Town Car vehicles that recently had the right front safety belt replaced in service may fail to conform to certain requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 209 "Seat Belt Assemblies".

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

What the non-compliance issue is....

Federal Motor Vehicle Safety Standard (FMVSS) No. 209 specifies that safety belt assemblies with emergency locking retractors must meet limits on webbing extension. Ford Motor Company records indicate that your vehicle had the right front safety belt replaced in service with a retractor assembly that may not fully meet FMVSS No. 209 web extension limit requirements.

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

At no charge to you, your dealer will inspect your vehicle's right front safety belt retractor build date and, if necessary, replace the retractor. Dealers currently have instructions and parts ordering information.

How long will it take?

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

Will a rental vehicle be provided?

If the right safety belt assembly requires replacement after inspecting your vehicle, the safety belt will need to be ordered. In these cases, your dealer is authorized to provide a free rental vehicle (except for fuel) until repairs can be completed.

What we are asking you to do...

Call your dealer without delay. Ask for a service date for Safety Recall 00S16.

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.

**If you've changed
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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...

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QualityCare
24 HOURS A DAY

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Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs