

Ford Motor Company

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
1-800-392-3873

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.

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.owneroconnection.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 1-202-388-0123).

Quality Care service is there for you all year round.

QualityCare
OF 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**