



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

October 2000

00S33

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 1999 and 2000 Mercury Villager vehicles built through March 8, 2000.

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 safety issue is ...**

In some of the affected vehicles, the steering gear retaining bolts may not have been tightened to specification. This condition could cause a wander, a vague feel in the steering, or a steering wheel misalignment. If not corrected, vehicle handling could ultimately be affected.

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

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer for inspection. If necessary, the steering gear retaining bolts will be tightened to specification.

**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 00S33.

If inspection reveals that a part must be ordered, your dealer is authorized to provide you with a rental vehicle at no charge (except for fuel) until the parts arrive. Parts would be expected to arrive within a week after ordering.

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 already paid  
for this service ...**

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 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 you have  
concerns ...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673  
(800) 232-6952 (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.ownersconnection.com](http://www.ownersconnection.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**  
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. Thank you for your attention to this important matter.

Sincerely,



**Ann O'Neill  
Director  
Vehicle Service and Programs**