

Ford Motor Company

Ford Motor Company
P.O. Box 1804
Dearborn, Michigan 48121
1-800-392-3673

November 2000

00S36

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 Mercury Villager vehicles.

What the safety issue is ...

In some of the affected vehicles, the front seat belt buckle retention bolts may have the plastic trim cover trapped between the shoulder of the bolt and the seat pedestal. This could eventually allow the seat belt buckle bolt to loosen and, in the event of a crash, the occupant seated in that location may not be afforded the intended level of occupant restraint, which could potentially result in personal injury.

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 of the seat belt buckle assembly attachment. Some belt buckle assemblies may require replacement.

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 and whether parts are in stock for Safety Recall 00S36.

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 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) 232-8952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8am - 11pm

Saturday: 8am - 8pm

or you may contact us through the internet at:

www.customerconnection.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 at
1-800-424-9393 or 1-888-327-4863.

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round.

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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