

# Ford Motor Company

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Ford Motor Company  
P. O. Box 1804  
Dearborn, Michigan 48121  
1-800-392-3873

December 2000

00S52

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 Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car 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 and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

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

Your vehicle may have a Restraint Control Module (RCM) or a side or front crash sensor that may have been assembled by the supplier with one or more of the screws that mount the circuit board in the housing missing. If some or all of the screws are missing, the performance of the occupant restraints could be affected. In some cases, less than the intended level of occupant restraint could be available in the event of a vehicle crash.

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

Ford Motor Company will install a revised RCM and/or crash sensor in your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to immediately call the phone number shown below to arrange for the installation of a revised RCM or crash sensor.

**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...**

Please call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S52. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. The serial number is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your vehicle to the dealership on the service date.

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 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.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 1-202-366-0123).

**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. 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

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

December 2000

00S53

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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 Windstar and Lincoln Town Car 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 and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

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

Your vehicle may have a front crash sensor that may have been assembled by the supplier with one or more of the screws that mount the circuit board in the housing missing. If some or all of the screws are missing, the performance of the occupant restraints could be affected. In some cases, less than the intended level of occupant restraint could be available in the event of a vehicle crash.

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

Ford Motor Company will inspect and, if necessary, install a new front crash sensor in your vehicle 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...**

Please call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S53. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. The serial number is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your vehicle to the dealership on the service date.

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 the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 382-3673  
(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)

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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 1904  
Dearborn, Michigan 48121  
1-800-392-3673

December 2000

00S54

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 Crown Victoria and Grand Marquis 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 and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

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

A previous Safety Recall (Number 00S26) required replacement of the Restraint Control Module (RCM) on your vehicle. It has come to our attention that eleven of the replacement RCMs may have been assembled by the supplier with one or more of the screws that mount the circuit board in the housing missing. If some or all of the screws are missing, the performance of the occupant restraints could be affected. In some cases, less than the intended level of occupant restraint could be available in the event of a vehicle crash.

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

Ford Motor Company wants to be absolutely sure that you have a Restraint Control Module (RCM) that is properly assembled installed in your vehicle. Your dealer will inspect the RCM in your vehicle. If the RCM is determined to be one of the eleven suspect modules, a new RCM will be installed in your vehicle 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...**

Please call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S54. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. The serial number is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your vehicle to the dealership on the service date.

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