

*Ford Motor Company*

L. W. Camp, Director  
Automotive Safety Office  
Environmental and Safety Engineering

October 23, 2000

Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Dear Mr. Weinstein:

**Subject: Safety Recall 00V-157.001 NSA-11paw  
(Ford Number 00S15)**

RECEIVED  
OCT 27 AM 9:07  
FEDERAL BUREAU OF INVESTIGATION

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1996 through 2000 Crown Victoria, Grand Marquis and Lincoln Town Car vehicles. Specific details were forwarded to you in our letter dated June 12, 2000.

Sincerely,



00S15dlr.docctty  
Enclosure



# Ford Motor Company

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

September 2000

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 00S15: Certain 1996 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car Vehicles Which Had the Left Front Safety Belt Retractor Replaced in Service – Safety Belt Retractor Inspection and, If Necessary, Replacement

**REF:**

1. Dealer Announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure (Attachment IV)
2. Safety Recall 00S16 dated 9/00, Certain 1996 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car Vehicles Which Had the Right Front Safety Belt Retractor Replaced in Service – Safety Belt Retractor Inspection and, If Necessary, Replacement

**NOTE:** Some of the vehicles affected by Safety Recall 00S15 may also be included in Safety Recall 00S16. To minimize customer inconvenience, please check OASIS and, if applicable, perform Safety Recall 00S16 when the vehicle is in your dealership for Safety Recall 00S15.

## **AFFECTED VEHICLES**

Certain 1996 through 2000 model year Crown Victoria, Grand Marquis and Town Car vehicles, which had the left front safety belt retractor replaced in service and meet both of the following two requirements:

- Retractor replacement dates from January 1, 2000 through June 13, 2000.
- Left front retractor assembly built from June 1, 1998 through May 21, 2000.

## **REASON FOR RECALL**

Federal Motor Vehicle Safety Standard (FMVSS) No. 209 specifies that safety belt assemblies with emergency locking retractors must meet limits on webbing extension. Some of the affected vehicles 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.

**SERVICE ACTION**

The dealer must inspect the left front safety belt retractor build date label and, if necessary, replace the retractor on all affected vehicles identified by Ford Motor Company through its warranty system.

In addition, if the dealer has knowledge of a vehicle, which possibly was serviced between January 1, 2000 through June 13, 2000 with an affected left front safety belt retractor outside the vehicle warranty period (includes vehicles serviced under any service protection plan), the dealer should contact the owner, provide a copy of the attached owner notification letter and schedule a service appointment. In these instances, it will be necessary to call the Recall Hotline at 1-800-325-5621 to obtain approval to submit the claim.

**LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

**(For Town Car Owners Only)**

The Lincoln Commitment Special Handling Procedure has been activated for all Lincoln owners affected by this recall. Please see dealer announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure (Attachment IV). The special handling procedure provides additional allowance to enable dealers to offer Lincoln owners convenient vehicle handling.

Lincoln Mercury is asking for your support and the cooperation of your sales and service teams to make this a positive experience for our Town Car customers, many of whom are new to the Lincoln family.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Lincoln Commitment Special Handling Procedure Announcement Letter  
Customer Notification Letter

**QUESTIONS?**

- Claims Information:..... 1-800-423-8851
- Other (Dealer Only) Recall Questions:..... 1-800-325-5621

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**Safety Recall 00S15**  
Certain 1998 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car  
Vehicles Which Had the Left Front Safety Belt Retractor Replaced in Service  
Safety Belt Retractor Inspection and, If Necessary, Replacement

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all affected vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on the VIN list provided in the Ford Dealership Consolidated Communicator (FDCC) and other eligible vehicles, which are brought to your dealership.

**DEALER-OWNER CONTACT**

Owners of affected vehicles according to Ford Motor Company records will be notified with the attached owner letter. If you have knowledge of an owner with an affected vehicle that did not receive a notification letter, contact that owner, give the owner a copy of the owner letter and arrange for a service date.

Note: Town Car owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Town Car owners, review Attachment IV to familiarize yourself with this special handling procedure.

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.
- To claim for the "Lincoln Commitment Special Handling" on Town Car vehicles, follow the instructions on page two of Attachment IV.

**RENTAL CARS**

If the safety belt requires replacement, Ford will pay for a loaner or rental vehicle except for fuel, which will be at the owner's expense. Rentals should be provided only while the vehicle is at the dealership for the safety belt replacement. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim.

**Note:** Town Car owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Town Car owners, review Attachment IV to familiarize yourself with this special handling procedure.

**PARTS RETENTION**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

**Safety Recall 00S15**  
**Certain 1996 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car**  
**Vehicles Which Had the Left Front Safety Belt Retractor Replaced in Service**  
**Safety Belt Retractor Inspection and, if Necessary, Replacement**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Left Front Safety Belt Build Date Code and Release Vehicle	00S15A	0.2 Hours
Inspect Left Front Safety Belt Build Date Code and Replace Safety Belt	00S15B	0.4 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
* Lincoln Commitment Special Handling:	Misc. Expense Code "LCHP"	See Attachment IV

\* Lincoln Commitment Special Handling does not apply to vehicles in dealer stock.

**PARTS REQUIREMENTS**

**Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621
Emergency Orders	31 days after launch	Normal order process

**NOTE: Please use the chart below only until the next publication of the Service Parts Catalog (September, 2000).**

<b>Table 1 - Crown Victoria/Grand Marquis</b>				
<b>Model Year</b>	<b>Left Front Safety Belt Part Number</b>	<b>Color</b>	<b>Interior Trim Code 2<sup>nd</sup> Digit (X)</b>	<b>Notes</b>
96	F6AZ-54611B09-BAC	Saddle	S	
96	F6AZ-54611B09-BAD	Cordovan	N	
96	F6AZ-54611B09-BAA	Portofino Blue	P	
97	F7AZ-54611B09-BAA	Denim	D, K	
96/97	F6AZ-54611B09-BAB	Willow	G, L, S	

**Table 1 - Crown Victoria/Grand Marquis (continued)**

Model Year	Left Front Safety Belt Part Number	Color	Interior Trim Code 2 <sup>nd</sup> Digit (XX)	Notes
97/98	F7AZ-54611B09-BAB	Prairie Tan	Y, S	
98	F7AZ-54611B09-BAC	Truffle	T	
00	YW7Z-54611B09-AAH	Lt. Parchment	G	
99/00	YW7Z-54611B09-AAE	Med. Parchment	H, J	
99/00	YW7Z-54611B09-AAJ	Parchment	G	
98/00	YW7Z-54611B09-AAD	Deep Slate Blue	R, K	
99	YW7Z-54611B09-AAK	Graphite	2, X	
00	YW7Z-54611B09-AAG	Med. Graphite	2, X	
00	YW7Z-54611B09-AAF	Midnight Black	W	

**Table 2 - Town Car**

Model Year	Left Front Safety Belt Part Number	Color	Interior Trim Code 2 <sup>nd</sup> Digit (XX)	Notes
96/97	F6VZ-54611B09-BAA	Ivory	8, 5, 9	
97	F6VZ-54611B09-BAB	Prairie Tan	Y, T	
96/97	F6VZ-54611B09-BAC	Cypress	3, A	
96	F6VZ-54611B09-BAD	Saddle	S	
96/97	F6VZ-54611B09-BAE	Cordovan	N	
96/97	F6VZ-54611B09-BAF	Black	J	
96	F6VZ-54611B09-BAG	Portofino Blue	P	
96/97	F6VZ-54611B09-BAH	Light Graphite	2, X, 1	
97	F6VZ-54611B09-BAJ	Denim	D, 4	
98	F8VZ-54611B09-BAA	Ivory	9	
98	F8VZ-54611B09-BAB	Prairie Tan	Y	
98	F8VZ-54611B09-BAE	Midnight Black	W	
99	XW1Z-54611B09-BAA	Light Parchment	G	
00	XW1Z-54611B09-BAF	Med. Parch/Lt. Parch	G	Before Feb. 2000
00	XW1Z-54611B09-BAH	Med. Graph/Lt. Graph	2, X	Before Feb. 2000

**Table 2 – Town Car (continued)**

<b>Model Year</b>	<b>Left Front Safety Belt Part Number</b>	<b>Color</b>	<b>Interior Trim Code 2<sup>nd</sup> Digit (XX)</b>	<b>Notes</b>
99/00	XW1Z-54611B09-BAB	Med. Parchment	H	Excl. Executive Series
98/00	XW1Z-54611B09-BAC	Dark Denim Blue	R	
99/00	XW1Z-54611B09-BAE	Midnight Black	W	Excl. Executive Series
98/99	XW1Z-54611B09-BAG	Med. Graphite	2, X	
00	YW1Z-54611B09-BAA	Med. Parch/Lt. Parch	G	From Feb. 2000
00	YW1Z-54611B09-BAB	Med. Graph/Lt. Graph	2, X	From Feb. 2000
00	YW1Z-54611B09-BAC	Med. Parchment	H	Executive Series
00	YW1Z-54611B09-BAD	Dark Denim Blue	R	
00	YW1Z-54611B09-BAE	Midnight Black	W	Executive Series

**DEALER PRICE**

For latest prices, refer to:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.



## LEFT FRONT SAFETY BELT RETRACTOR

**AFFECTED VEHICLES:** CERTAIN 1998 THROUGH 2000 MODEL YEAR CROWN VICTORIA,  
GRAND MARQUIS AND TOWN CAR

### TABLE OF CONTENTS

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### OVERVIEW

This procedure will require the technician to locate and inspect the build label for the front left-hand seat belt retractor. The build label is located at one of two possible places on the seat belt webbing. Some minor disassembly may be required to access the build label. An affected seat belt retractor will be identified by the build date. Only a seat belt retractor determined affected by the build date will be replaced. Follow the appropriate procedure in the workshop manual.

### LOCATING BUILD LABEL

1. **NOTE:** The build label is located either on the seat belt webbing above the anchor boot or under the anchor boot.

Locate the build label on the webbing of the front left-hand seat belt retractor as follows:

- Look for the build label on the webbing directly above the anchor boot. If the build label is located here proceed to Label Inspection on page 3. If the label is not located here proceed to the next bullet point. See Figure 1.

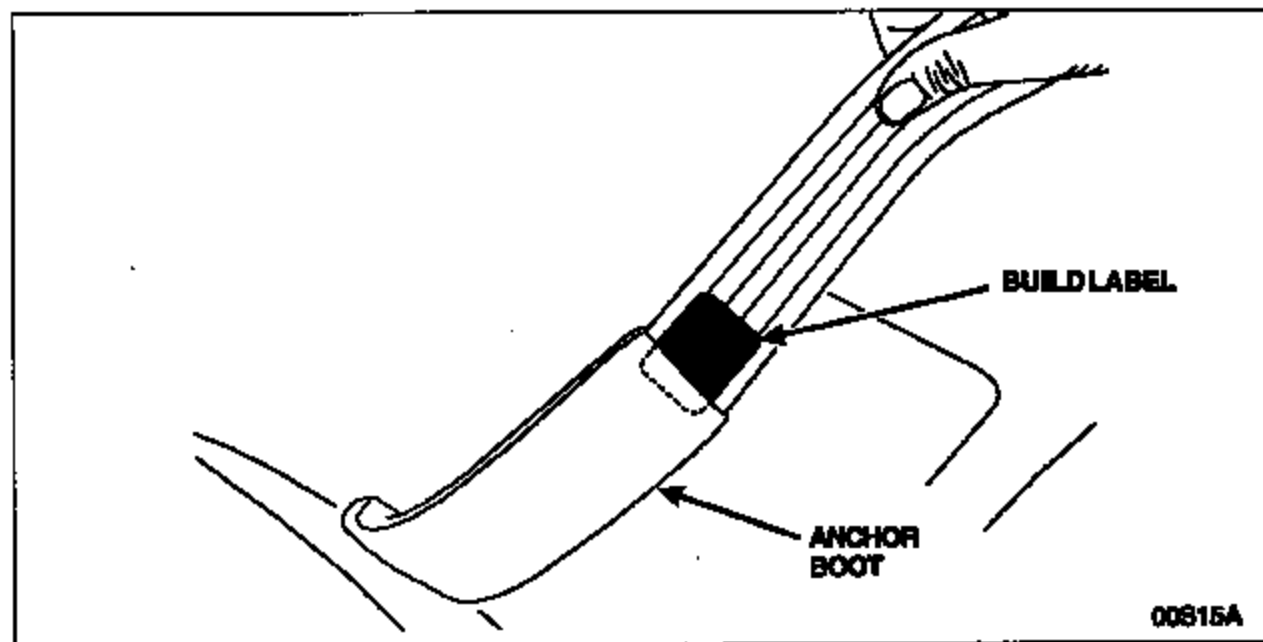


FIGURE 1



- Remove the anchor bolt cover, then the anchor bolt. Cut off the steel washer and remove the rubber washer to allow the bolt to come off, then slide the anchor boot off of the webbing. The build label is folded and sewn into the webbing. See Figures 2 and 3. Proceed to Label Inspection on page 3.

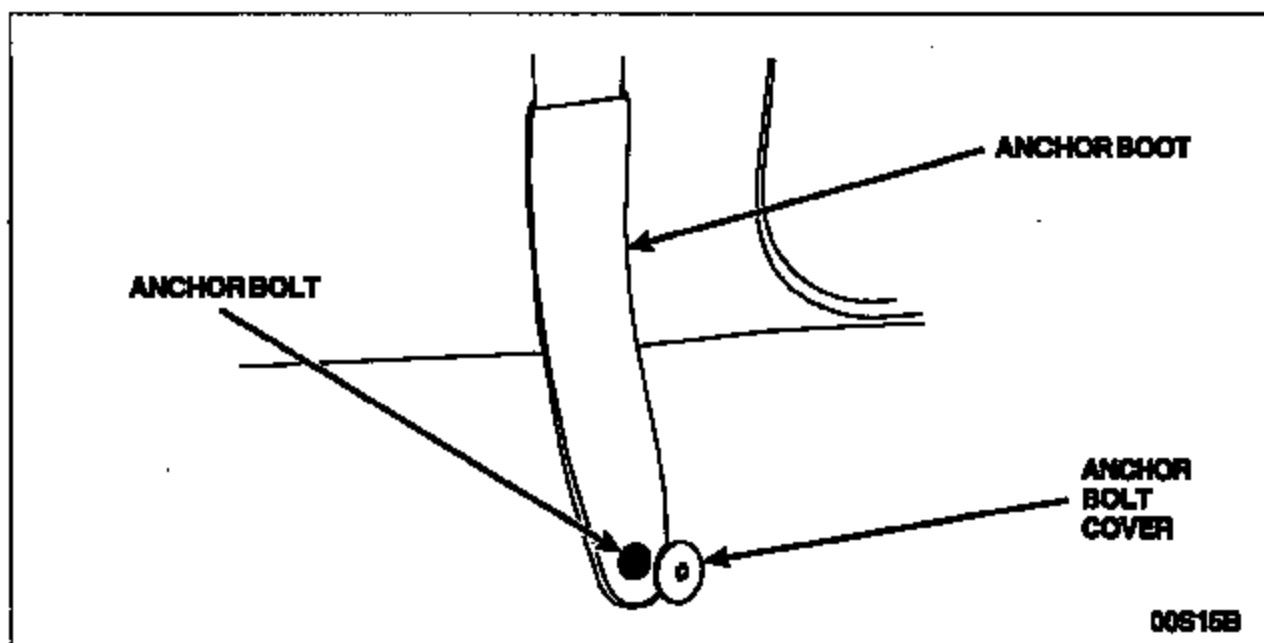


FIGURE 2

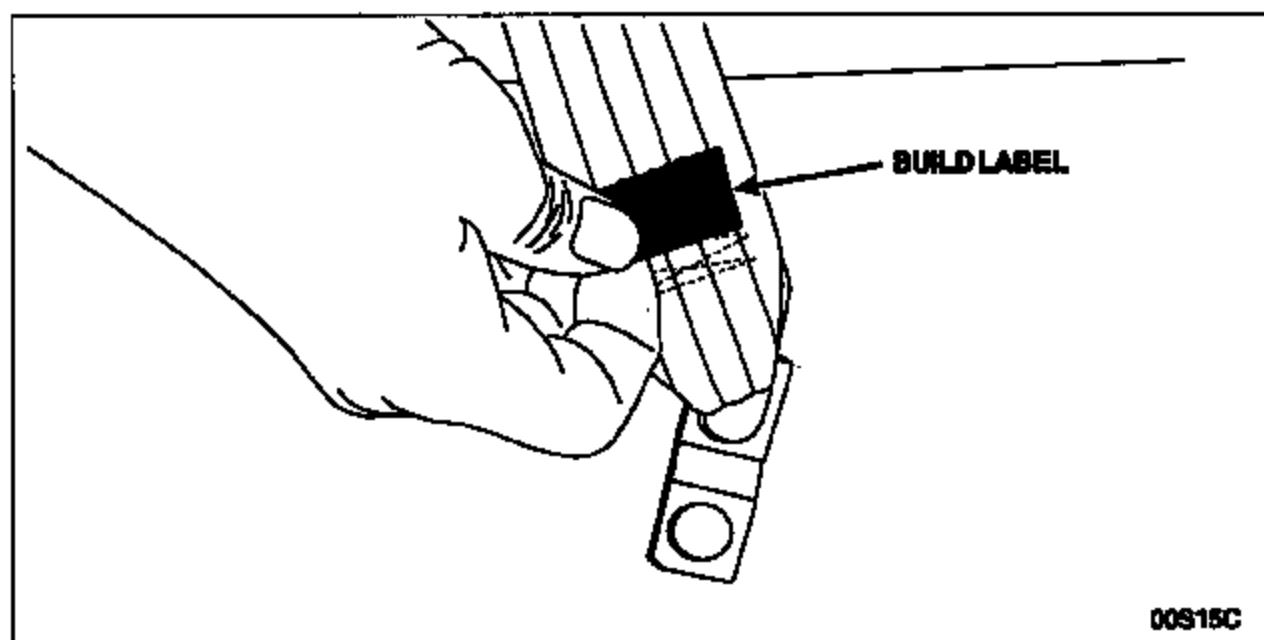


FIGURE 3



## LABEL INSPECTION

1. Locate the build date code on the build label. Use the examples in Figure 4 and the Build Date Code Translator chart to determine the build date.

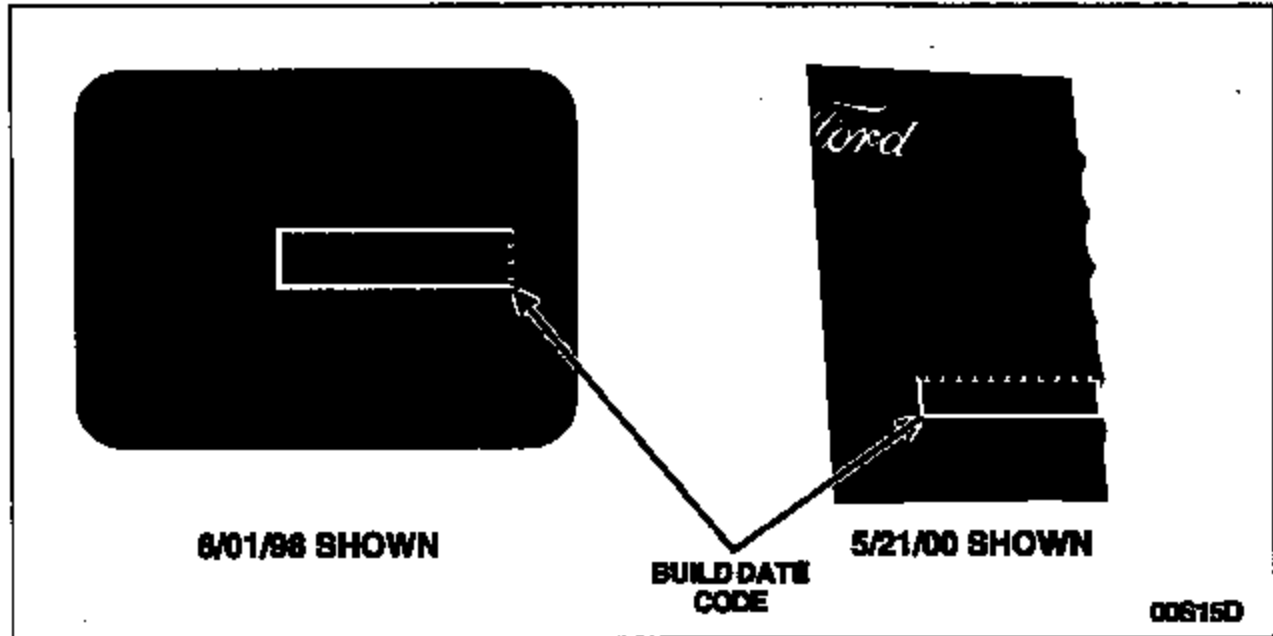


FIGURE 4

BUILD DATE CODE TRANSLATOR			
<b>23</b>	<b>1</b>	<b>98</b>	<b>R</b>
SHIFT/PLANT			
CALENDAR YEAR			
DAY OF WEEK*			
WEEK OF YEAR			

- \* 1 = MONDAY, 2 = TUESDAY, 3 = WEDNESDAY, 4 = THURSDAY, 5 = FRIDAY,  
6 = SATURDAY, 7 = SUNDAY



2. The affected seat belt retractors were built from 6/01/98 (23 198 R) through 5/21/00 (21700R) and must be replaced.

A. If you have determined the seat belt must be replaced based on the build date, replace the seat belt retractor following the service procedures in Section 01-20A or 501-20A of the appropriate workshop manual.

NOTE: Some of the safety belt retractors received from Ford Customer Service Division for the affected vehicles have been reworked to include a stowage clip. Retractors with stowage clips are acceptable regardless of date code.

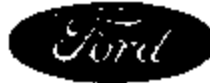
B. If you have determined the seat belt does not need replacement, reassemble the retractor (if disassembly is required) as follows:

- Using a length of mechanic's wire, pull the seat belt retractor anchor and webbing through the anchor boot.
- Install the anchor bolt and rubber washer. Tighten the bolt to 40 Nm (30 lb-ft).
- Install the anchor bolt cover.



**Program Announcement Letter**  
**Lincoln Commitment Special Handling**

Ford Customer Service Division



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

**December 17, 1998**

**To: All Lincoln Mercury and Ford Dealers**

**cc: Parts Managers**  
**Service Managers**

**Subject: Announcing Lincoln Commitment Special Customer Handling Procedure for Certain Recalls and Owner Notification Programs**

**As part of our ongoing commitment to Lincoln customers, we are pleased to announce the Lincoln Commitment Special Customer Handling Procedure to provide additional dealer compensation for certain Recalls and Owner Notification Programs (ONP's) that affect Lincoln brand vehicles.**

**This additional compensation is being provided to allow dealers to provide personalized service designed to make the recall repair a positive experience for the Lincoln customer, many of whom are new to the Lincoln family.**

**Each Recall/ONP Bulletin affecting Lincoln vehicles will indicate whether the Lincoln Commitment Special Customer Handling Procedure is authorized; please note that not every Recall/ONP will qualify for this procedure and that the procedure will not be communicated to customers as a normal benefit of the Lincoln Commitment Program. Special handling and claiming instructions are included on the attached page. This program will apply only to Lincoln vehicles which have been delivered to customers.**

**We ask you to make maximum usage of these special enhancements to the Lincoln Commitment Program when applicable. Thank you in advance for your support of this program and our commitment to surprise and delight our Lincoln customers.**

**/O.S.B./**  
**Mark Hutchins**  
**President**  
**Lincoln Mercury**

**/O.S.B./**  
**M. D. Jordan**  
**Executive Director**  
**Ford Customer Service Division**  
**North America**

**If Dealer Picks up and Returns Vehicle for Customer:**

<ul style="list-style-type: none"> <li>• Pick up the customer's vehicle (at a location of their preference such as home or place of business) and return after repair*</li> <li>• Drop off comparable loaner vehicle</li> <li>• Refill fuel tank</li> <li>• Wash and vacuum vehicle</li> <li>• Return vehicle to customer after repair is completed</li> </ul>	<p>Up to 2 hours additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p> <p>Note: Labor time to fill tank and wash/vacuum has been included in 2 hour allowance</p> <p>Labor subject to time recording procedures as outlined in Warranty &amp; Policy Manual</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p> <p><b>EXAMPLE</b> (using example labor rate of \$58/hour and fuel cost of \$1.05/gallon):</p> <p>1.2 hrs. labor* = \$69.60</p> <p>9.0 gals fuel = 9.45</p> <p><u>Wash/vacuum = 3.50</u></p> <p>Total Submitted = \$82.55</p> <p>*travel time+fueling/washing labor</p>
<p>Provide comparable loaner vehicle to customer when vehicle is picked up</p>	<p>Actual cost up to a maximum of \$35 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	<p>Submit up to 3 days maximum using "LOANER" (if additional days are required, call 1-800-325-5821 for authorization)</p>
<p>Perform Recall/ONP repair at dealership</p>	<p>Inspection/repair labor allowance as specified in Recall/ONP Bulletin</p>	<p>See applicable Recall/ONP Bulletin</p>

\*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

**If Customer Brings Vehicle to Dealer:**

<p>Perform Recall/ONP repair at dealership</p>	<p>Inspection/repair labor allowance as specified in Recall/ONP Bulletin</p>	<p>See applicable Recall/ONP Bulletin</p>
<p>Provide comparable loaner vehicle to customer</p>	<p>Actual cost up to a maximum of \$38 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	<p>Submit up to 3 days maximum using "LOANER" (if additional days are required, call 1-800-325-5821 for authorization)</p>
<p>Refill fuel tank and wash/ vacuum vehicle</p>	<p>Up to 0.5 hour additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p>

# Ford Motor Company

---

Ford Motor Company  
P. O. Box 1904  
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](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

---

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  
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Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

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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*

L. W. Camp, Director  
Automotive Safety Office  
Environmental and Safety Engineering

October 23, 2000

Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Dear Mr. Weinstein:

Subject: Safety Recall 00V-157.002 NSA-11paw  
(Ford Number 00S16)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1998 through 2000 Crown Victoria, Grand Marquis and Lincoln Town Car vehicles. Specific details were forwarded to you in our letter dated June 12, 2000.

Sincerely,



00S16dir.doc/dy  
Enclosure



# Ford Motor Company

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

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

September 2000

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 00S16: Certain 1996 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car Vehicles Which Had the Right Front Safety Belt Retractor Replaced in Service – Safety Belt Retractor Inspection and, If Necessary, Replacement

**REF:**

1. Dealer Announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure (Attachment IV)
2. Safety Recall 00S15 dated 9/00, Certain 1996 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car Vehicles Which Had the Left Front Safety Belt Retractor Replaced in Service – Safety Belt Retractor Inspection and, If Necessary, Replacement

**NOTE:** Some of the vehicles affected by Safety Recall 00S16 may also be included in Safety Recall 00S15. To minimize customer inconvenience, please check OASIS and, if applicable, perform Safety Recall 00S15 when the vehicle is in your dealership for Safety Recall 00S16.

## **AFFECTED VEHICLES**

Certain 1996 through 2000 model year Crown Victoria, Grand Marquis and Town Car vehicles, which had the right front safety belt retractor replaced in service and meet both of the following two requirements:

- Retractor replacement dates from January 1, 2000 through June 13, 2000.
- Right front retractor assembly built from June 1, 1998 through May 21, 2000.

## **REASON FOR RECALL**

Federal Motor Vehicle Safety Standard (FMVSS) No. 209 specifies that safety belt assemblies with emergency locking retractors must meet limits on webbing extension. Some of the affected vehicles 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.

**SERVICE ACTION**

The dealer must inspect the right front safety belt retractor build date label and, if necessary, replace the retractor on all affected vehicles identified by Ford Motor Company through its warranty system.

In addition, if the dealer has knowledge of a vehicle, which possibly was serviced between January 1, 2000 through June 13, 2000 with an affected right front safety belt retractor outside the vehicle warranty period (includes vehicles serviced under any service protection plan), the dealer should contact the owner, provide a copy of the attached owner notification letter and schedule a service appointment. In these instances, it will be necessary to call the Recall Hotline at 1-800-325-5621 to obtain approval to submit the claim.

**LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

**(For Town Car Owners Only)**

The Lincoln Commitment Special Handling Procedure has been activated for all Lincoln owners affected by this recall. Please see dealer announcement dated 12/17/98, Lincoln Commitment Special Handling Procedure (Attachment IV). The special handling procedure provides additional allowance to enable dealers to offer Lincoln owners convenient vehicle handling.

Lincoln Mercury is asking for your support and the cooperation of your sales and service teams to make this a positive experience for our Town Car customers, many of whom are new to the Lincoln family.

**ATTACHMENTS**

- Attachment I: Administrative Information
  - Attachment II: Labor Allowances and Parts Ordering Information
  - Attachment III: Technical Information
  - Attachment IV: Lincoln Commitment Special Handling Procedure Announcement Letter
- Customer Notification Letter

**QUESTIONS?**

Claims Information:.....1-800-423-8851

Other (Dealer Only) Recall Questions:.....1-800-325-5621

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs

**Safety Recall 00S16**

**Certain 1996 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car Vehicles Which Had the Right Front Safety Belt Retractor Replaced in Service Safety Belt Retractor Inspection and, If Necessary, Replacement**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall.

**PLEASE NOTE**

Correct all affected vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on the VIN list provided in the Ford Dealership Consolidated Communicator (FDCC) and other eligible vehicles, which are brought to your dealership.

**DEALER-OWNER CONTACT**

Owners of affected vehicles according to Ford Motor Company records will be notified with the attached owner letter. If you have knowledge of an owner with an affected vehicle that did not receive a notification letter, contact that owner, give the owner a copy of the owner letter and arrange for a service date.

Note: Town Car owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Town Car owners, review Attachment IV to familiarize yourself with this special handling procedure.

**REGIONAL CONTACT**

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.
- To claim for the "Lincoln Commitment Special Handling" on Town Car vehicles, follow the instructions on page two of Attachment IV.

**RENTAL CARS**

If the safety belt requires replacement, Ford will pay for a rental vehicle except for fuel, which will be at the owner's expense. A rental vehicle should be provided only while the owner's vehicle is at the dealership for the safety belt replacement. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "LOANER" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim.

Note: Town Car owners should receive the "Lincoln Commitment Special Handling Procedure". Before calling Town Car owners, review Attachment IV to familiarize yourself with this special handling procedure.

**PARTS RETENTION**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

**Safety Recall 00S16**  
**Certain 1996 through 2000 Model Year Crown Victoria, Grand Marquis & Town Car**  
**Vehicles Which Had the Right Front Safety Belt Retractor Replaced in Service**  
**Safety Belt Retractor Inspection and, If Necessary, Replacement**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Right Front Safety Belt Build Date Code and Release Vehicle	00S16A	0.2 Hours
Inspect Right Front Safety Belt Build Date Code and Replace Safety Belt	00S16B	0.4 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
* Lincoln Commitment Special Handling:	Misc. Expense Code "LCHP"	See Attachment IV

\* Lincoln Commitment Special Handling does not apply to vehicles in dealer stock.

**PARTS REQUIREMENTS**

**Parts Ordering Information**

Parts will not be direct shipped for this recall. Order your parts requirement through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621
Emergency Orders	31 days after launch	Normal order process

**NOTE: Please use the chart below only until the next publication of the Service Parts Catalog (September, 2000).**

Model Year	Right Front Safety Belt Part Number	Color	Interior Trim Code 2 <sup>nd</sup> Digit (X)	Notes
96	F6AZ-54611B08-BAC	Saddle	S	
96	F6AZ-54611B08-BAD	Cordovan	N	
96	F6AZ-54611B08-BAA	Portofino Blue	P	
97	F7AZ-54611B08-BAA	Denim	D, K	
96/97	F6AZ-54611B08-BAB	Willow	G, L, S	



**Table 1 – Crown Victoria/Grand Marquis (continued)**

<b>Model Year</b>	<b>Right Front Safety Belt Part Number</b>	<b>Color</b>	<b>Interior Trim Code 2<sup>nd</sup> Digt (X)</b>	<b>Notes</b>
97/98	F7AZ-54611B08-BAB	Prairie Tan	Y, S	
98	F7AZ-54611B08-BAC	Truffle	T	
98/98	F7AZ-54611B08-BAE	Graphite	2, X, M	
98	F7AZ-54611B08-BAD	Dark Denim Blue	R	
00	YW7Z-54611B08-AAH	Med./Lt. Parchment	G	
99/00	YW7Z-54611B08-AAD	Med. Parchment	H, J	
99	YW7Z-54611B08-AAJ	Parchment	G	
99/00	YW7Z-54611B08-AAE	Deep Slate Blue	R, K	
99	YW7Z-54611B08-AAK	Graphite	2, X	
00	YW7Z-54611B08-AAG	Med. Graphite	2, X	
00	YW7Z-54611B08-AAF	Midnight Black	W	

**Table 2 – Town Car**

<b>Model Year</b>	<b>Right Front Safety Belt Part Number</b>	<b>Color</b>	<b>Interior Trim Code 2<sup>nd</sup> Digt (X)</b>	<b>Notes</b>
96/97	F6VZ-54611B08-BAA	Ivory	8, 5, 9	
97	F6VZ-54611B08-BAB	Prairie Tan	Y, T	
96/97	F6VZ-54611B08-BAC	Cypress	3, A	
96	F6VZ-54611B08-BAD	Saddle	S	
96/97	F6VZ-54611B08-BAE	Cordovan	N	
96/97	F6VZ-54611B08-BAF	Black	J	
96	F6VZ-54611B08-BAG	Portofino Blue	P	
96/97	F6VZ-54611B08-BAH	Light Graphite	2, X, 1	
97	F6VZ-54611B08-BAJ	Denim	D, 4	
98	F8VZ-54611B08-BAA	Ivory	9	
98	F8VZ-54611B08-BAB	Prairie Tan	Y	
98	F8VZ-54611B08-BAC	Dark Denim Blue	R	
98	F8VZ-54611B08-BAD	Light Graphite	2, X	

Table 2 - Town Car (continued)

Model Year	Right Front Safety Belt Part Number	Color	Interior Trim Code 2 <sup>nd</sup> Digit (XX)	Notes
98	F8VZ-54611B08-BAE	Midnight Black	W	
99	XW1Z-54611B08-BAA	Light Parchment	G	
00	XW1Z-54611B08-BAF	Med. Parch/Lt. Parch	G	Before Feb. 2000
00	XW1Z-54611B08-BAG	Med. Graph/Lt. Graph	2, X	Before Feb. 2000
99/00	XW1Z-54611B08-BAB	Med. Parchment	H	Excl. Executive Series
99/00	XW1Z-54611B08-BAC	Dark Denim Blue	R	
99	XW1Z-54611B08-BAD	Light Graphite	2, X	
99/00	XW1Z-54611B08-BAE	Midnight Black	W	Excl. Executive Series
00	YW1Z-54611B08-BAA	Med. Parch/Lt. Parch	G	From Feb. 2000
00	YW1Z-54611B08-BAB	Med. Graph/Lt. Graph	2, X	From Feb. 2000
00	YW1Z-54611B08-BAC	Med. Parchment	H	Executive Series
00	YW1Z-54611B08-BAD	Dark Denim Blue	R	
00	YW1Z-54611B08-BAE	Midnight Black	W	Executive Series

**DEALER PRICE**

For latest prices, refer to:

- DOES II
- Updated Price Book

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## RIGHT FRONT SAFETY BELT RETRACTOR

**AFFECTED VEHICLES:** CERTAIN 1995 THROUGH 2000 MODEL YEAR CROWN VICTORIA,  
GRAND MARQUIS AND TOWN CAR

### TABLE OF CONTENTS

OVERVIEW .....	Page 1
LOCATING BUILD LABEL .....	Page 1
LABEL INSPECTION .....	Page 3

### OVERVIEW

This procedure will require the technician to locate and inspect the build label for the front right-hand seat belt retractor. The build label is located at one of two possible places on the seat belt webbing. Some minor disassembly may be required to access the build label. An affected seat belt retractor will be identified by the build date. Only a seat belt retractor determined affected by the build date will be replaced. Follow the appropriate procedure in the workshop manual.

### LOCATING BUILD LABEL

1. **NOTE:** The build label is located either on the seat belt webbing above the anchor boot or under the anchor boot.

Locate the build label on the webbing of the front right-hand seat belt retractor as follows:

- Look for the build label on the webbing directly above the anchor boot. If the build label is located here proceed to Label Inspection on page 3. If the label is not located here proceed to the next bullet point. See Figure 1.

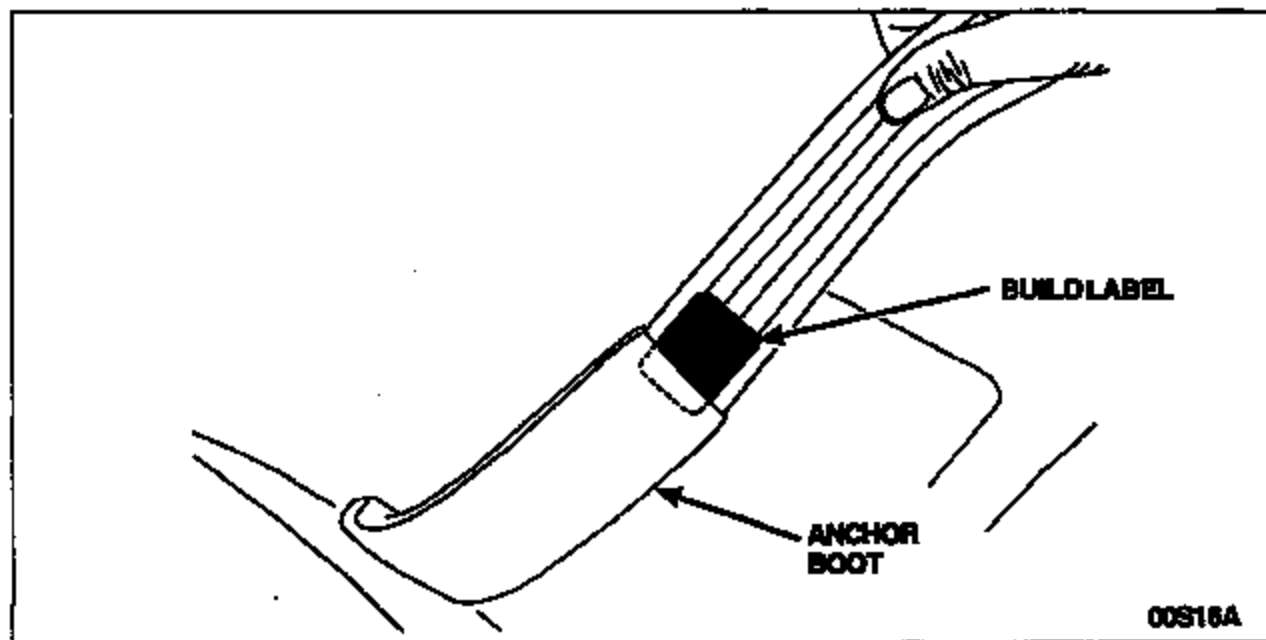


FIGURE 1



- Remove the anchor bolt cover, then the anchor bolt. Cut off the steel washer and remove the rubber washer to allow the bolt to come off, then slide the anchor boot off of the webbing. The build label is folded and sewn into the webbing. See Figures 2 and 3. Proceed to Label Inspection on page 3.

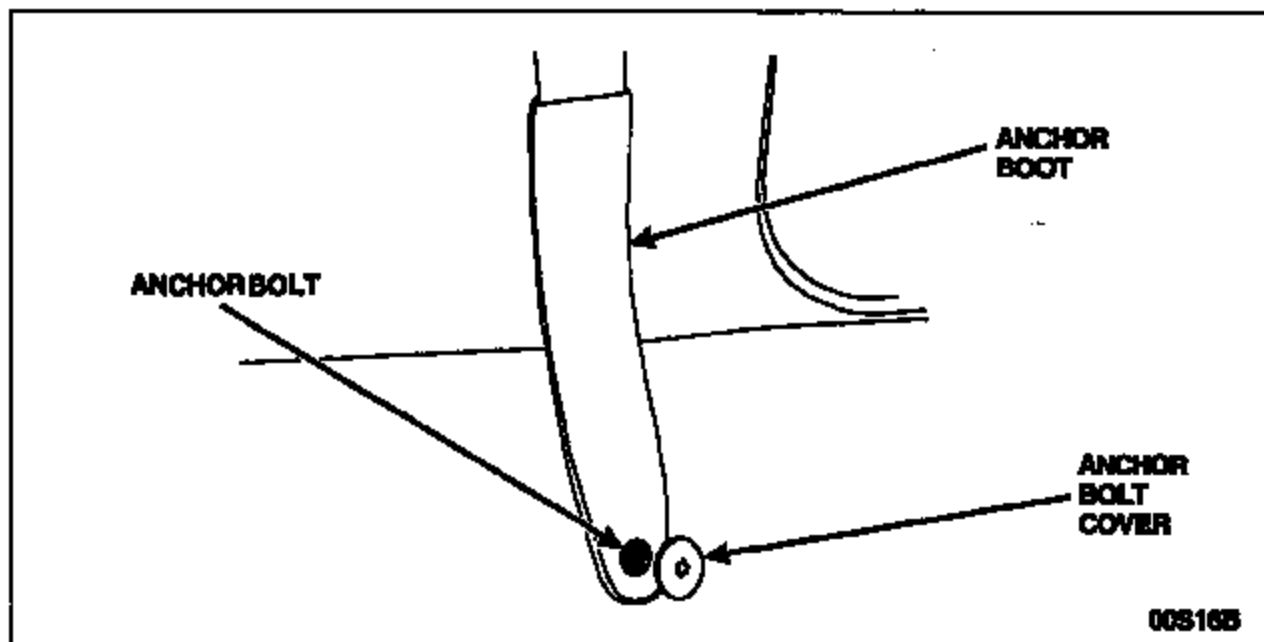


FIGURE 2

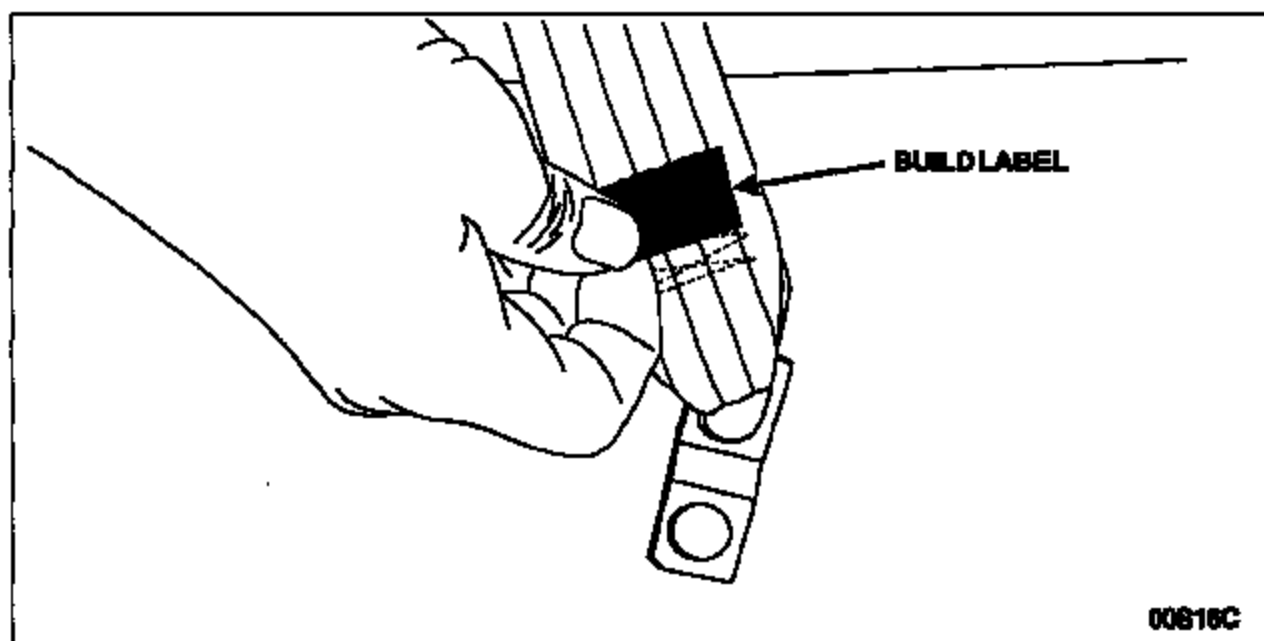


FIGURE 3



## LABEL INSPECTION

1. Locate the build date code on the build label. Use the examples in Figure 4 and the Build Date Code Translator chart to determine the build date.

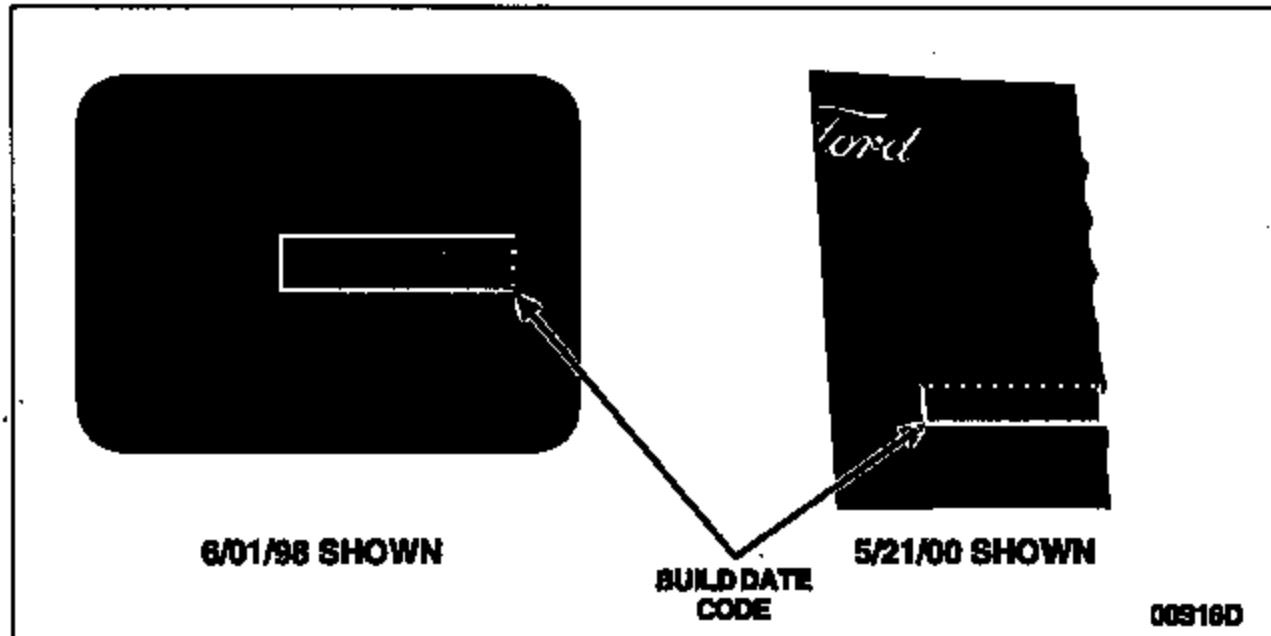


FIGURE 4

BUILD DATE CODE TRANSLATOR				
<u>23</u>	<u>1</u>	<u>98</u>	<u>R</u>	
				SHIFT/PLANT
				CALENDAR YEAR
				DAY OF WEEK*
				WEEK OF YEAR

- \* 1 = MONDAY, 2 = TUESDAY, 3 = WEDNESDAY, 4 = THURSDAY, 5 = FRIDAY,  
6 = SATURDAY, 7 = SUNDAY



2. The affected seat belt retractors were built from 6/01/98 (23 196 R) through 5/21/00 (21700R) and must be replaced.

A. If you have determined the seat belt must be replaced based on the build date, replace the seat belt retractor following the service procedures in Section 01-20A or 501-20A of the appropriate workshop manual.

NOTE: Some of the safety belt retractors received from Ford Customer Service Division for the affected vehicles have been reworked to include a stowage clip. Retractors with stowage clips are acceptable regardless of date code.

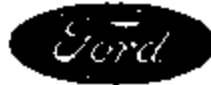
B. If you have determined the seat belt does not need replacement, reassemble the retractor (if disassembly is required) as follows:

- Using a length of mechanic's wire, pull the seat belt retractor anchor and webbing through the anchor boot.
- Install the anchor bolt and rubber washer. Tighten the bolt to 40 Nm (30 lb-ft).
- Install the anchor bolt cover.



**Program Announcement Letter  
Lincoln Commitment Special Handling**

Ford Customer Service Division



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

December 17, 1998

**To: All Lincoln Mercury and Ford Dealers**

**cc: Parts Managers  
Service Managers**

**Subject: Announcing Lincoln Commitment Special Customer Handling Procedure for  
Certain Recalls and Owner Notification Programs**

As part of our ongoing commitment to Lincoln customers, we are pleased to announce the Lincoln Commitment Special Customer Handling Procedure to provide additional dealer compensation for certain Recalls and Owner Notification Programs (ONP's) that affect Lincoln brand vehicles.

This additional compensation is being provided to allow dealers to provide personalized service designed to make the recall repair a positive experience for the Lincoln customer, many of whom are new to the Lincoln family.

Each Recall/ONP Bulletin affecting Lincoln vehicles will indicate whether the Lincoln Commitment Special Customer Handling Procedure is authorized; please note that not every Recall/ONP will qualify for this procedure and that the procedure will not be communicated to customers as a normal benefit of the Lincoln Commitment Program. Special handling and claiming instructions are included on the attached page. This program will apply only to Lincoln vehicles which have been delivered to customers.

We ask you to make maximum usage of these special enhancements to the Lincoln Commitment Program when applicable. Thank you in advance for your support of this program and our commitment to surprise and delight our Lincoln customers.

**/O.S.B./  
Mark Hutchins  
President  
Lincoln Mercury**

**/O.S.B./  
M. D. Jordan  
Executive Director  
Ford Customer Service Division  
North America**

**If Dealer Picks up and Returns Vehicle for Customer:**

Special Service	Dealer Compensation	Claim Procedure
<ul style="list-style-type: none"> <li>Pick up the customer's vehicle (at a location of their preference such as home or place of business) and return after repair*</li> <li>Drop off comparable loaner vehicle</li> <li>Refill fuel tank</li> <li>Wash and vacuum vehicle</li> <li>Return vehicle to customer after repair is completed</li> </ul>	<p>Up to 2 hours additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p> <p>Note: Labor time to fill tank and wash/vacuum has been included in 2 hour allowance</p> <p>Labor subject to time recording procedures as outlined in Warranty &amp; Policy Manual</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p> <p><b>EXAMPLE</b> (using example labor rate of \$58/hour and fuel cost of \$1.05/gallon):</p> <p>1.2 hrs. labor* = \$69.60                      9.0 gals fuel = 9.45                      Wash/vacuum = 3.50                      Total Submitted = \$82.55</p> <p>*travel time+fueling/washing labor</p>
Provide comparable loaner vehicle to customer when vehicle is picked up	<p>Actual cost up to a maximum of \$35 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "LOANER" (If additional days are required, call 1-800-325-5621 for authorization)
Perform Recall/ONP repair at dealership	Inspection/repair labor allowance as specified in Recall/ONP Bulletin	See applicable Recall/ONP Bulletin

\*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

**If Customer Brings Vehicle to Dealer:**

Special Service	Dealer Compensation	Claim Procedure
Perform Recall/ONP repair at dealership	Inspection/repair labor allowance as specified in Recall/ONP Bulletin	See applicable Recall/ONP Bulletin
Provide comparable loaner vehicle to customer	<p>Actual cost up to a maximum of \$38 per day for a Lincoln loaner or up to \$28 per day for a Mercury or Ford loaner</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "LOANER" (If additional days are required, call 1-800-325-5621 for authorization)
Refill fuel tank and wash/ vacuum vehicle	Up to 0.5 hour additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum	Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"



# Ford Motor Company

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Ford Motor Company  
P. O. Box 1904  
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 1988 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  
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 - 8pm**

**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 1-202-368-0123).**

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

**QualityCare**  
OF FORD MOTOR COMPANY

**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**