

Ford Motor Company

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

October 18, 2000

Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20580

Dear Mr. Weinstein:

Subject: Safety Recall 00V-240 NSA-11paw
(Ford Number 00S23)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2001 Taurus and Sable vehicles. Specific details along with these enclosed letters were previously forwarded to you in our letter dated August 24, 2000.

Sincerely,



00S23dr.doc/ty
Enclosures

RECEIVED
OCT 24 11:02 AM '00
OFFICE
OFFICE INVESTIGATION



Ford Motor Company

August 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S23: Certain 2001 Model Year Taurus and Sable Vehicles – Child Safety Seat Anchor Nuts

AFFECTED VEHICLES

Certain 2001 model year Taurus and Sable vehicles built at the Atlanta Assembly Plant from Job #1 through August 15, 2000.

SAFETY CONCERN

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. When the nuts on the studs are tightened, the sealer between the reinforcement plate and the floor pan creates a soft joint which allows the nut to loosen. Over time, road vibrations could cause the nut to work its way completely 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.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must remove both bolts from each child safety seat anchor, apply thread lock to the studs, reinstall the nuts, and torque the nuts to specification. This service is required on all affected vehicles.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Letter:

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Recall Questions:.....1-800-325-5821

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S23
Certain 2001 Model Year Taurus and Sable Vehicles –
Child Safety Seat Anchor Nuts

OASIS

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

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new 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 your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Also, correct other eligible vehicles that are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

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.

RENTAL CARS

Rental vehicles are not approved for Safety Recall 00S23.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S23
Certain 2001 Model Year Taurus and Sable Vehicles –
Child Safety Seat Anchor Nuts

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove anchor nuts, apply thread locker, re-install, and torque all nuts to specification.	00S23B	0.4 hrs
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

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.

Part Number	Description	MATERIAL ALLOWANCE
E2FZ-19554-B	Threadlock 262 (RED)	Dealers may claim up to \$2.50 per claim for the quantity of threadlock material used on each vehicle. To claim this allowance, use Miscellaneous Code "OTHER".

CHILD SAFETY SEAT ANCHOR NUTS

AFFECTED VEHICLES: 2001 MODEL YEAR TAURUS/BABLE

OVERVIEW

This procedure will require the technician to remove the child safety seat anchor nuts. Threadlock will be applied to the studs to secure the nuts to the studs. The original nuts will be reinstalled and tightened to specification.

SERVICE PROCEDURE

1. Remove the second row seat cushion.
2. Remove the retaining bolts and position the second row seat backrest out of the way. This will give you access to the child safety anchor nuts.
3. **NOTE:** Station wagon models have three (3) brackets, and sedan models have four (4) brackets. Remove the nuts from the brackets. Save the nuts; they will be reused. See Figure 1.

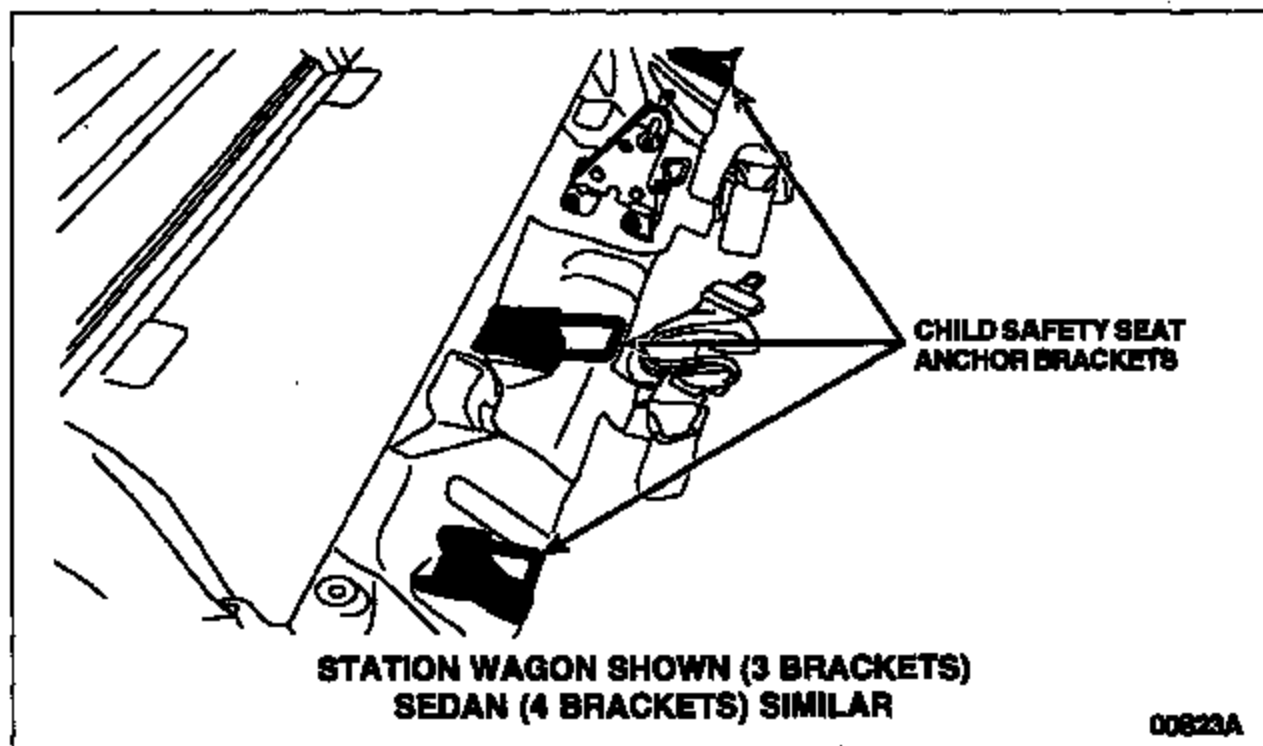


FIGURE 1



4. Apply Ford Threadlock 262 (E2FZ-19554B) or equivalent, to the bracket studs.
See Figure 2.

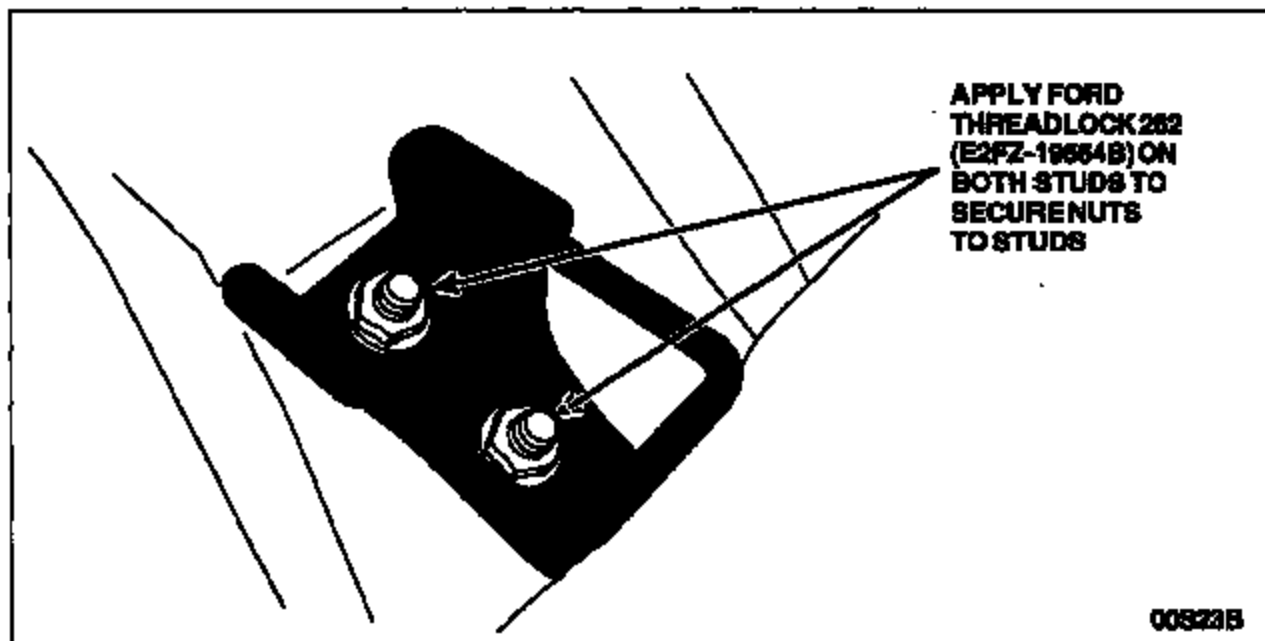


FIGURE 2

5. Reinstall the nuts. Tighten the nuts to 28 Nm (21 lb-ft).
6. Install the second row seat backrest. Tighten the bolts on the station wagon models to 50 Nm (37 lb-ft), and on the sedan models to 23 Nm (17 lb-ft).
7. Install the second row seat cushion.



Ford Motor Company

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
1-800-392-3573

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.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 1-202-386-0123).

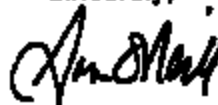
Quality Care service is there for you all year round.

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