

*Ford Motor Company*

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

November 14, 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-293<sup>2-001</sup> NSA-11paw  
(Ford Number 00S33)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1999 and 2000 Villager vehicles. Specific details were forwarded to you in our letter dated October 2, 2000.

Sincerely,



00S33dir.doc/ty  
Enclosures

RECEIVED  
NOV 14 2000  
OFFICE  
DIRECTOR, ENVIRONMENTAL  
AND SAFETY ENGINEERING



**Safety Recall 00S33**  
**Certain 1999 and 2000 Model Year Mercury Villager vehicles – Steering Gear Retaining Bolt Torque**

**OASIS**

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

**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.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to ACESII manual for refund information.

**RENTAL CARS**

If inspection reveals that a bolt is missing, or a retaining bracket is damaged, parts will have to be ordered. In this event Ford Motor Company will pay for a rental vehicle, except for fuel, which will be at owner's expense. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area.

**Safety Recall 00S33**  
**Certain 1999 and 2000 Model Year Mercury Villager vehicles – Steering Gear Retaining Bolt Torque**

**LABOR ALLOWANCES**

Description	Labor Time	Labor Operation
Verify Bolt Torque five (5) bolts	0.2 Hrs.	00S33A
Inspect one (1) bracket for wear, and if necessary replace damaged bracket, or replace missing bolts on one side, and retorque to specifications	0.4 Hrs.	00S33B
Inspect two (2) brackets for wear, and if necessary replace damaged bracket (s), or replace missing bolts on both sides and retorque to specifications	0.5 Hrs.	00S33C
Administrative Allowance	0.1 Hrs.	Misc. Expense Code *ADMIN

**PARTS REQUIREMENTS****Parts Ordering Information**

**Very few, if any vehicles will require parts.** If parts are required please contact the Recall Hotline at 1-800-248-0188. The necessary parts will be shipped directly to your dealership. Priority Next Day Air.

Order Information DOR/COR number 50189 identifies parts ordered for this campaign through the Recall Hotline 1-800-325-5621.

Stock Orders	First 30 days after launch	Call 1-800-248-0188
Interim	First 30 days after launch	Call 1-800-248-0188
Emergency	First 30 days after launch	Call 1-800-248-0188
All Orders	31 days after launch	Normal Order Process

**DEALER PRICE**

For latest prices, refer to:

- DOES II
- Updated Price Book

## VILLAGER STEERING GEAR RETAINER BOLT TORQUE CHECK

AFFECTED VEHICLES: ALL 1999 AND CERTAIN 2000 MODEL YEAR VILLAGER

### OVERVIEW

This procedure will provide the details to 1) inspect the five (5) steering gear retainer bolts to see if they are loose (indicated by the bolt turning before the torque wrench reaches the desired torque setting), 2) inspect the steering gear housing mounting brackets for damage if any bolts are found loose, and 3) replace the bracket(s) as necessary if damage is found.

### SERVICE PROCEDURE

1. Raise and support the vehicle on a hoist.
2. Check the torque on each of the five (5) steering gear retainer bolts. The torque specification is 84 Nm (62 lb-ft). See Figure 1.

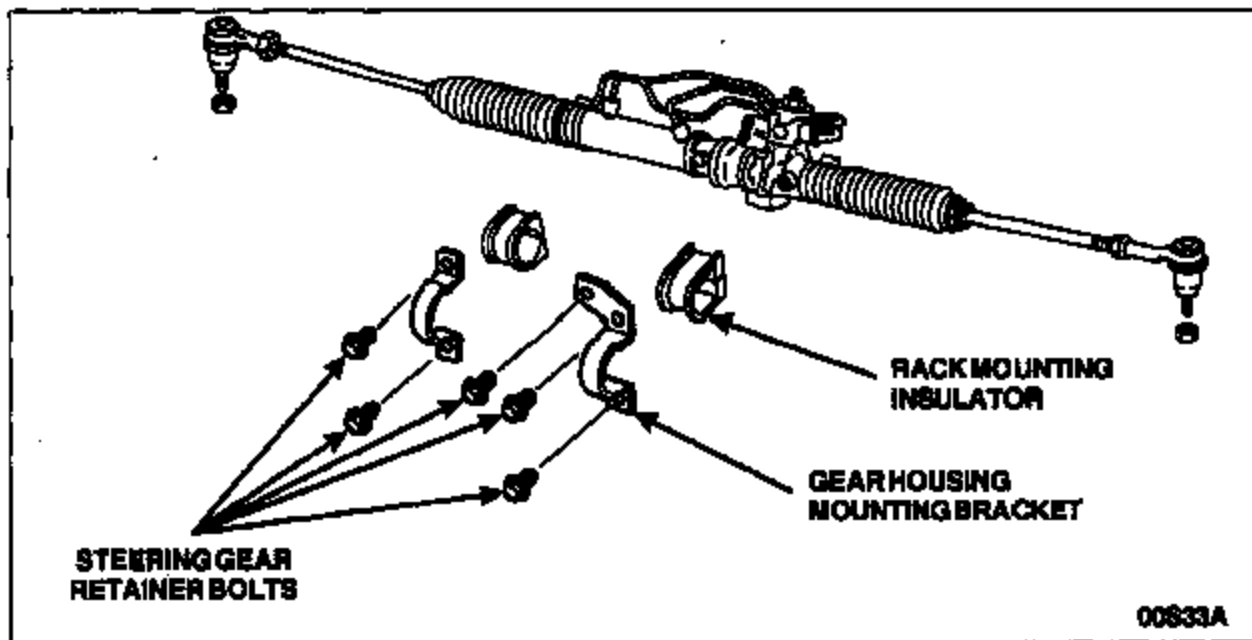


FIGURE 1

3. If none of the bolts were loose, no service is required. Lower and release the vehicle.
4. If any bolt is found loose or missing, remove that bolt and inspect the hole in the bracket for signs of damage (hole elongated, paint worn from inside of bolt hole indicating movement of the bracket, etc.). Please note that the right side bracket is manufactured with the upper hole slightly elongated vertically as an aid to assembly. Do not mistake this for damage.
5. If no bracket damage is found, reinstall the bolts. Replace any missing bolts. Tighten the bolts to 84 Nm (62 lb-ft). Then lower and release the vehicle.
6. If either bracket is found damaged, that bracket must be replaced. **DO NOT REMOVE BOTH BRACKETS FROM THE STEERING GEAR AT THE SAME TIME.** Replace each bracket separately with a new bracket. Replace any bolt that is damaged at the same time.
7. Lower and release the vehicle.





Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-392-3673

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 6, 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) 392-3873  
(800) 232-5852 (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.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 1-202-368-0123).

**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



Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-392-3673

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 ...**

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**If you've 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. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill  
Director  
Vehicle Service and Programs



# RECALL CAMPAIGN BULLETIN

Reference:

NTB00-081

Date:

November 8, 2000

## VOLUNTARY RECALL CAMPAIGN 1999-2000 QUEST STEERING RACK MOUNTING BOLTS

**CAMPAIGN I.D. / NHTSA #:** B0083 / 00V-292  
**APPLIED VEHICLES:** 1999-2000 Quest (V41)  
**APPLIED VINS:** 4N2XN11T\*XD800000 - 846634  
 4N2XN11T\*YD800000 - 826232

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 OFFICE  
 DEFECTS INVESTIGATION

### INTRODUCTION

Nissan has determined that some 1999 and 2000 model year Nissan Quest vehicles may have a defect, which relates to motor vehicle safety. Steering rack mounting bracket bolts may loosen as a result of not being properly torqued during installation. Loosened steering rack mounting brackets could cause under hood noise and/or vibration through the steering wheel when hitting bumps and may also affect steering accuracy. If these symptoms are ignored or not noticed, steering the vehicle may become difficult which could result in a crash.

### IDENTIFICATION NUMBER

Nissan has assigned identification number B0083 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 67,500.

### DEALER RESPONSIBILITY

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.



## 1999-00 Quest Vehicles Equipped with California Emissions Certification

### Steering Rack Mounting Bolts Inspection

1. Lift the vehicle and verify that all five steering rack mounting bolts are present (see Figure 2).

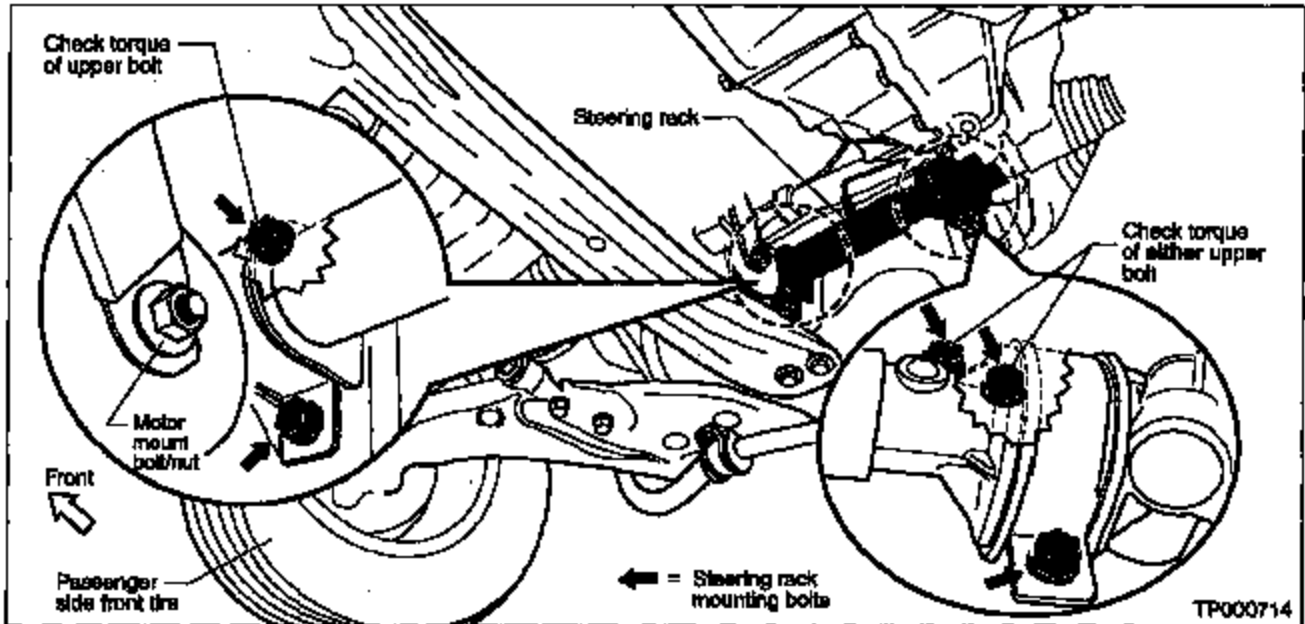


Figure 2

- A. If all five steering rack mounting bolts are present, proceed with step 2 below.
  - B. If all five steering rack mounting bolts are not present, replace the five steering rack mounting bolts with the new ones. Refer to the "Steering Rack Mounting Bolts Replacement" procedure on page 4.
2. Use a torque wrench, set at 27 Nm (2.8 kg-m, 20 ft-lbs), and attempt to tighten the upper bolt of each steering rack mounting bracket (see Figure 2).

**NOTE:** The driver's side steering rack mounting bracket has two upper bolts. Tighten either one of these bolts.

- A. If the upper bolts do not turn, when the specified torque is applied, the inspection is complete. Return the vehicle to the customer and submit a warranty claim for the inspection.
- B. If any one of the upper bolts move (turn), replace the five steering rack mounting bolts with the new ones. Refer to the "Steering Rack Mounting Bolts Replacement" procedure on page 4.

## Steering Rack Mounting Bolts Replacement (California Emissions Vehicles ONLY)

**NOTE:** The purpose of re-positioning the front exhaust tube is to allow better access to the steering rack passenger side lower mounting bolt (covered in step 3 of this procedure).

1. Disconnect and re-position the front exhaust tube as follows:

- A. Remove and save the two nuts that join the front exhaust tube to the exhaust manifold (see Figure 3).

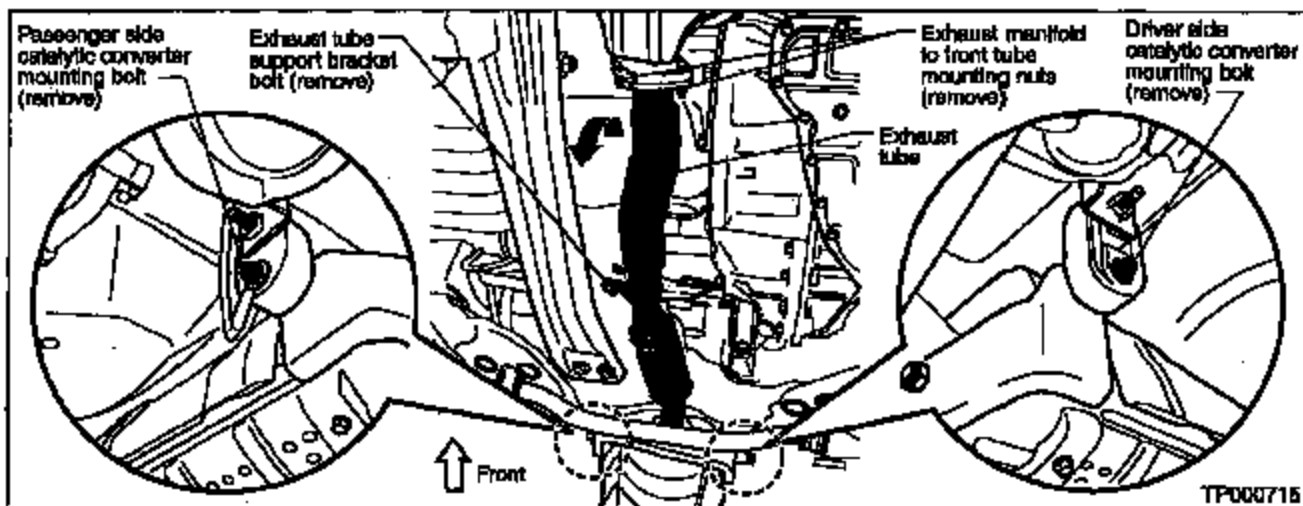


Figure 3

- B. Remove and save the bolt that secures the exhaust tube support bracket to the vehicle (see Figure 3).
- C. Remove and save the two bolts that secure the front of the main catalytic converter to the vehicle (see Figure 3).
- D. Pull back on the front exhaust tube to disconnect it from the exhaust manifold. Then carefully lower the tube until it rests on the stabilizer bar.
2. Replace, one at a time and finger-tight ONLY, the five old steering rack mounting bolts with the new bolts. See Figure 4.

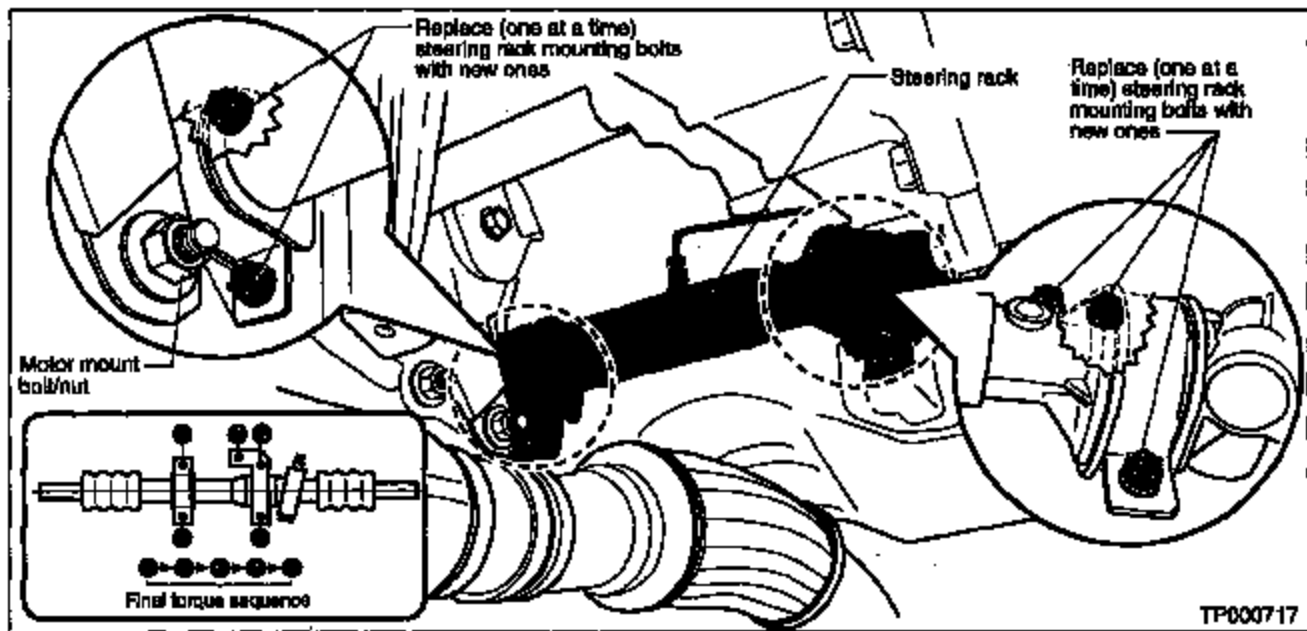


Figure 4

3. Tighten the new steering rack mounting bolts to 78 Nm (8 kg-m, 58 ft-lbs) according to the "Final torque sequence" in Figure 4.

**NOTE:** Tighten the lower bolt of the passenger side bracket, using special tool J-45212 (see Figure 5).

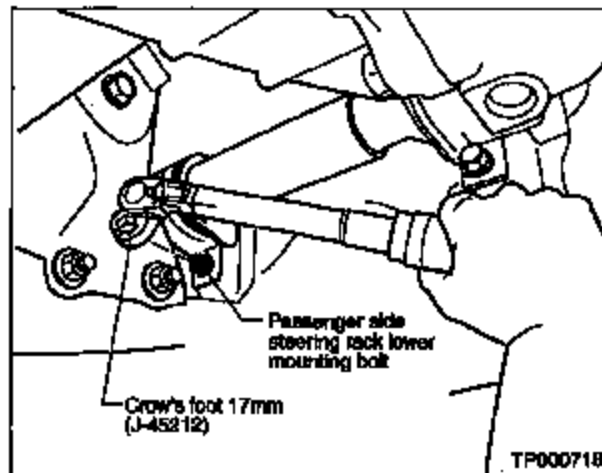


Figure 5

4. Mark the head of each bolt with an indelible marker to indicate it was correctly tightened.
5. Install a new metal-ring gasket on the flange of the front exhaust tube. Refer to the Parts Information section of this bulletin for the metal-ring gasket P/N.
6. Re-install the front exhaust tube to the exhaust manifold. Do not install the mounting nuts at this time.
7. Re-install the two mounting bolts that secure the front of the main catalytic converter to the vehicle (see Figure 3). Tighten the bolts to 43.1 – 54.9 Nm (4.4 – 5.6 kg-m, 32 – 41 ft-lbs).
8. Re-install the bolt that secures the exhaust tube support bracket to the vehicle (see Figure 3). Tighten the bolt to 20.6 – 28.5 Nm (2.1 – 2.7 kg-m, 15.2 – 19.5 ft-lbs).
9. Install the two nuts that join the front exhaust tube to the exhaust manifold (see Figure 3). Tighten the nuts to 60 – 70 Nm (6.1 – 7.1 kg-m, 44 – 52 ft-lbs).

## 1999-00 Quest Vehicles Equipped with Federal Emissions Certification

### Steering Rack Mounting Bolts Inspection

1. Lift the vehicle and verify that all five steering rack mounting bolts are present (see Figure 6).

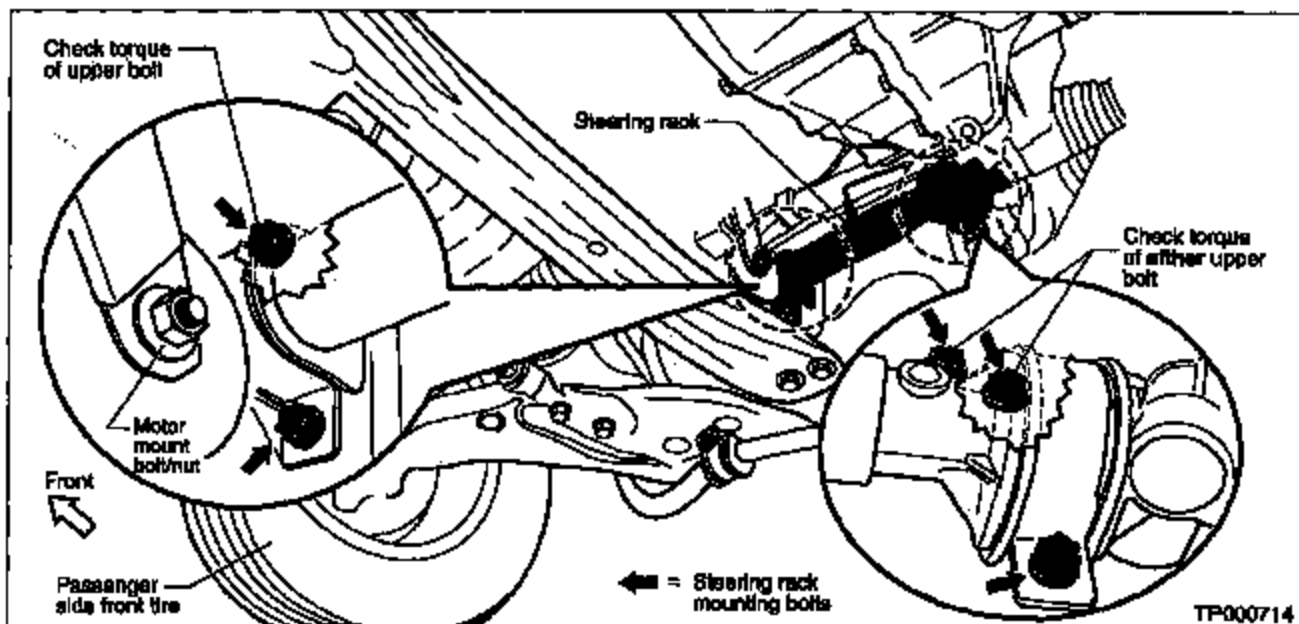


Figure 6

- A. If all five steering rack mounting bolts are present, proceed with step 2 below.
  - B. If all five steering rack mounting bolts are not present, replace the five steering rack mounting bolts with the new ones. Refer to the "Steering Rack Mounting Bolts Replacement" procedure on page 7.
2. Use a torque wrench, set at 27 Nm (2.8 kg-m, 20 ft-lbs), and attempt to tighten the upper bolt of each steering rack mounting bracket (see Figure 6).

**NOTE:** The driver's side steering rack mounting bracket has two upper bolts. Tighten either one of these bolts.

- A. If the upper bolts do not turn, when the specified torque is applied, the inspection is complete. Return the vehicle to the customer and submit a warranty claim for the inspection.
- B. If any one of the upper bolts move (turn), replace the five steering rack mounting bolts with the new ones. Refer to the "Steering Rack Mounting Bolts Replacement" procedure on page 7.



## Steering Rack Mounting Bolts Replacement (Federal Emissions Vehicles ONLY)

**NOTE:** The purpose of removing the front exhaust tube is to allow better access to the steering rack passenger side lower mounting bolt (covered in step 3 of this procedure).

1. Remove the front exhaust tube as follows:

A. Remove and save the two bolts that secure the front exhaust tube to the pre-catalytic converter (see Figure 7).

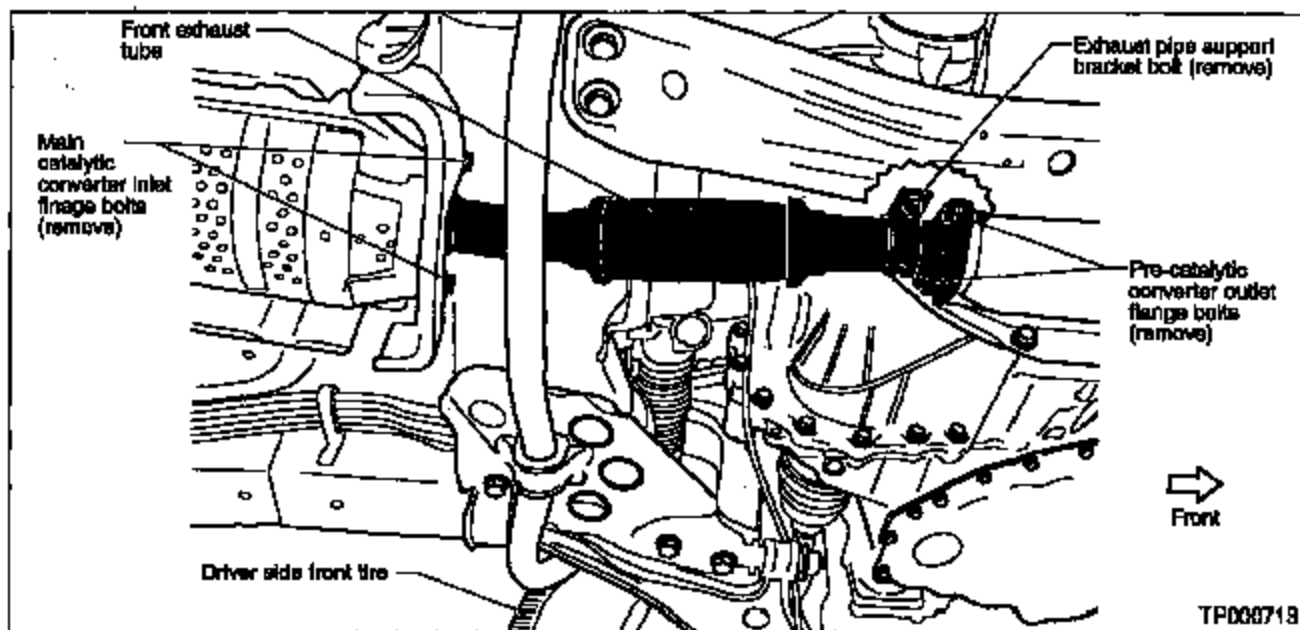


Figure 7

B. Remove and save the two bolts that secure the front exhaust tube to the main catalytic converter (see Figure 7).

C. Remove the bolt that secures the front exhaust tube support bracket to the vehicle (see Figure 7).

D. Carefully remove the front exhaust tube from the vehicle.

2. Replace, one at a time and finger-tight ONLY, the five old steering rack mounting bolts with the new bolts. See Figure 8.

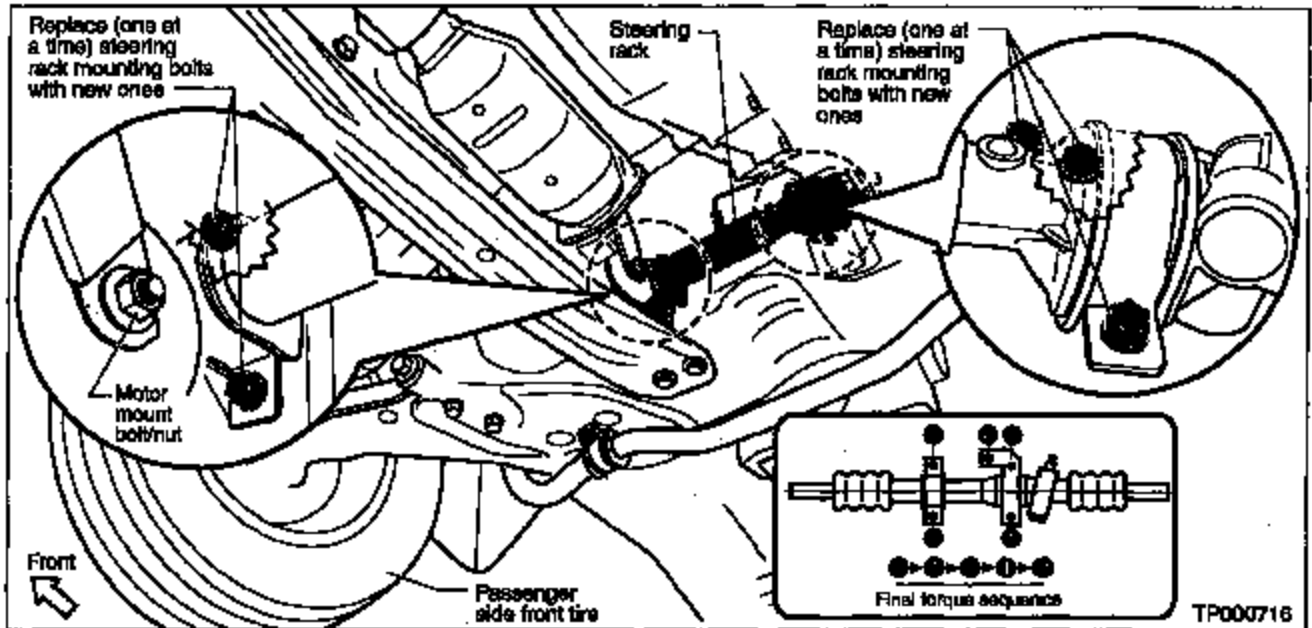


Figure 8

3. Tighten the new steering rack mounting bolts to 78 Nm (8 kg-m, 58 ft-lbs) according to the "Final torque sequence" in Figure 8.

**NOTE:** Tighten the lower bolt of the passenger side bracket, using special tool J-45212 (see Figure 9).

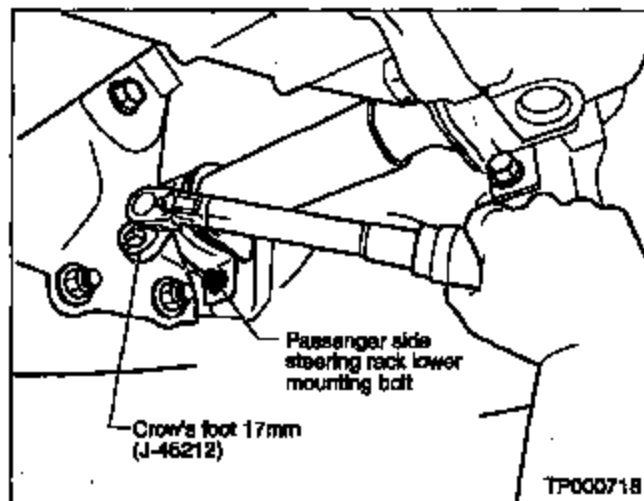


Figure 9

4. Mark the head of each bolt with an indelible marker to indicate it was correctly tightened.
5. Install a new metal gasket on both flanges of the front exhaust tube. Refer to the Parts Information section of this bulletin for the metal gasket P/N.
6. Re-install the two bolts that secure the front exhaust tube to the main catalytic converter (see Figure 7). Tighten the bolts to 43.1 – 54.9 Nm (4.4 – 5.6 kg-m, 32 – 41 ft-lbs).

7. Re-install the two mounting bolts that secure the front exhaust tube to the pre-catalytic converter (see Figure 7). Tighten the bolts to 60 – 70 Nm (6.1 – 7.1 kg-m, 44 – 52 ft-lbs).
8. Re-install the bolt that secures the exhaust tube support bracket to the vehicle (see Figure 7). Tighten the bolt to 20.6 – 26.5 Nm (2.1 – 2.7 kg-m, 15.2 – 19.5 ft-lbs).

#### PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Steering Rack Mounting Bolts*	54459-51E00	5
Exhaust Metal-Ring Gasket* (California Certification Vehicles ONLY)	20691-0B000	1
Exhaust Metal Gasket* (Federal Certification Vehicles ONLY)	20692-0B000	2

\* Replace ONLY if required by the "Steering Rack Mounting Bolts Inspection" results.

#### CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding information:

Campaign I.D.: B0083

DESCRIPTION	OP CODE	FRT
Inspect Steering Rack Bolts ONLY	B00830*	0.3 hrs
Inspect and Replace Steering Rack Bolts	B00831*	0.6 hrs

\* Use one Op Code or the other, but NOT both.

## **OWNER'S LETTER**

Dear Nissan owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Nissan has determined that a defect which relates to motor vehicle safety exists in some 1999 and 2000 model year Nissan Quest vehicles.

### **Reason for Recall**

On some 1999 and 2000 model year Nissan Quest vehicles, there is a possibility that the steering rack mounting bracket bolts may loosen as a result of not being properly torqued during installation. Loosened steering rack mounting brackets could cause under hood noise and/or vibration through the steering wheel when hitting bumps and also affect steering accuracy. If these symptoms are not noticed or ignored, steering the vehicle may become difficult and this could result in a crash.

### **What Nissan Will Do**

In order to prevent this incident from occurring, your Nissan dealer will check the torque of the bolts for the steering rack mounting brackets, and if necessary, new bolts will be installed. This free service should take about one hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

### **What You Should Do**

As a precaution until the vehicle is repaired, listen for under hood noise and/or steering wheel vibration when hitting bumps. If the steering feels unusual or the vehicle becomes difficult to steer, do not drive the vehicle. Please contact your dealer.

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Office, Nissan North America, Inc. at P.O. Box 191, Gardena, California 90248-0191. The toll free number is 1-800-NISSAN1 (1-800-647-7261). If you reside in Hawaii, please call 1-808-836-0888.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.