

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-338.001 NSA-11paw
(Ford Number 00S36)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2001 Villager vehicles. Specific details were forwarded to you in our letter dated October 20, 2000.

Sincerely,



00S36dk.docxty
Enclosures



Ford Motor Company

October 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S36: Certain 2001 Model Year Mercury Villager – Front Seat Belt Buckle Assembly Inspection

AFFECTED VEHICLES

Certain 2001 model year Mercury Villager vehicles built at the Ohio Assembly Plant from May 4, 2000 through October 11, 2000. Approximately 2300 vehicles are affected.

SAFETY CONCERN

In some of the affected vehicles, the front seat belt buckle trim cover may be trapped between the anchor bolt shoulder and the compression washer. This could result in a loss of clamp load in the joint, and could eventually result in loosening of the anchor bolt. In the event of an accident the occupant seated in that location may not be afforded the intended level of occupant restraint, which could potentially result in personal injury.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must perform a seat belt buckle assembly inspection and torque measurement on the bolts that secure the front seat belt buckle assemblies to the seat pedestals as defined in Attachment III. In some cases, it may be necessary to replace the entire belt buckle assembly. This service action must be performed on all of the affected vehicles.

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.

ATTACHMENTS

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

QUESTIONS?

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

Other (Dealer Only) Recall Questions:.....1-800-325-8821

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

DEMONSTRATION / DELIVERY HOLD: Safety Recall 00836
Certain 2001 Model Year Mercury Villager
Front Seat Belt Buckle Assembly Inspection

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 which 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 seat belt buckle 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

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. Use ESP cost guidelines.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S36
Certain 2001 Model Year Mercury Villager
Front Seat Belt Buckle Assembly Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>VEHICLES WITHOUT CENTER CONSOLE</i>		
Perform Seat Belt Buckle Inspection and Check Torque BOTH SIDES	00S36A	0.2 Hours
Replace ONE front seat belt buckle assembly (Includes inspection)	00S36B	0.3 Hours
Replace BOTH front seat belt buckle assemblies (Includes inspection)	00S36C	0.4 Hours
<i>VEHICLES WITH CENTER CONSOLE</i>		
Perform Seat Belt Buckle Inspection and Check Torque BOTH SIDES	00S36D	0.3 Hours
Replace ONE front seat belt buckle assembly (Includes inspection)	00S36E	0.4 Hours
Replace BOTH front seat belt buckle assemblies (Includes inspection)	00S36F	0.8 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

DEMONSTRATION / DELIVERY HOLD: Safety Recall 00S36
Certain 2001 Model Year Mercury Villager
Front Seat Belt Buckle Assembly Inspection

PARTS REQUIREMENTS

Parts Ordering Information

Only about 2300 vehicles are involved in this recall and require inspection. Parts will not be available until the week of October 30, 2000, so dealers who have completed the inspection and find that new parts are required, should call the Recall Hotline at 1-800-325-5821 to place an order. When you call:

- Ask for Program 00S36
- Provide the Vehicle Identification Number (VIN)
- Provide the Seat Belt Buckle Assembly Color Needed (Grey or Tan)

DOR/COR

DOR/COR Number 50190 identifies parts ordered for this campaign through the Recall Hotline (1-800-248-0188).

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.

VILLAGER SEAT BELT BUCKLE INSPECTION AND REPLACEMENT

AFFECTED VEHICLES: CERTAIN 2001 MODEL YEAR VILLAGER

OVERVIEW

Certain Villager vehicles may have improperly assembled front row seat belt buckle assemblies. This procedure will provide the detail to correctly identify an affected seat belt buckle, and refer you to the appropriate Workshop Manual section if replacement is necessary.

INSPECTION AND REPLACEMENT

NOTE: THE INSPECTION MUST BE PERFORMED ON BOTH THE DRIVER AND PASSENGER SIDE FRONT ROW SEAT BELT BUCKLES.

1. Grasp the end of the seat belt buckle and rotate the buckle assembly forward and backward as shown in the illustration. The buckle assembly should rotate freely and the plastic anchor boot should remain straight. See Figure 1.
 - If the effort necessary to rotate the buckle assembly bends the plastic anchor boot, replace the buckle assembly. Any bending of the plastic anchor boot is **NOT** acceptable. Refer to the service procedures in Section 501-20A of the appropriate Workshop Manual.
 - If the buckle assembly rotates freely and the plastic anchor boot does not bend, continue with the inspection procedure.

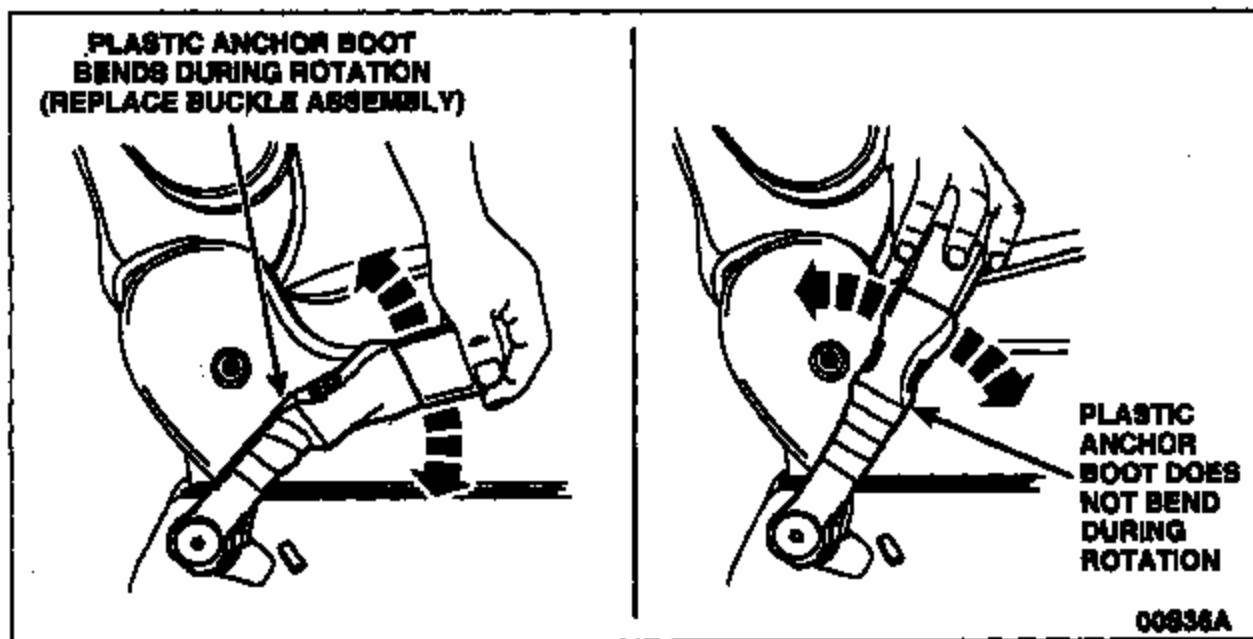


FIGURE 1

2. Remove the center console, if equipped. Refer to the service procedures in Section 501-12 of the appropriate Workshop Manual.
3. Remove the seat belt buckle bolt cover, then check the torque of the bolt.
 - A. If the torque is a minimum of 40 Nm (30 ft-lb), install the seat belt buckle bolt cover. Install the center console, if equipped. No further repair is required.
 - B. If the torque of the seat belt bolt is less than 40 Nm (30 ft-lb), tighten the bolt to 40 Nm (30 ft-lb). Grasp the end of the seat belt buckle and rotate the buckle assembly forward and backward.
 - If the effort necessary to rotate the buckle assembly bends the plastic anchor boot, replace the buckle assembly. Any bending of the plastic anchor boot is NOT acceptable. Refer to the service procedures in Section 501-20A of the appropriate Workshop Manual.
 - If the buckle assembly rotates freely and the plastic anchor boot does not bend, install the seat belt buckle bolt cover. Install the center console, if equipped. No further repair is required.



Ford Motor Company

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

November 2000

00S36

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001 model year Mercury Villager vehicles.

What the safety issue is ...

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

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

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer for inspection of the seat belt buckle assembly attachment. Some belt buckle assemblies may require replacement.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.

What we are asking you to do ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S36.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've changed
address or sold the
vehicle ...

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

If you have
concerns ...

If you have trouble getting your vehicle repaired promptly and without
charge, please contact your dealership's Service Manager. If you
still need assistance, please contact the Ford Motor Company
Customer Relationship Center and one of our representatives will be
happy to assist you:

CALL: (800) 392-3573
(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.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 at
1-800-424-9393 or 1-888-327-4663.

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