

*Ford Motor Company*

James P. Vondra, Director  
Automotive Safety Office  
Environmental & Safety Engineering

January 18, 2001

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-412 NSA-11paw  
(Ford Number 00S52)**

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2001 Windstar, Crown Victoria, Grand Marquis and Lincoln Town Car vehicles. Specific details were forwarded to you in our letter dated November 30, 2000.

Sincerely,

*James P. Vondra*

00S52dir.docchy  
Enclosures

RECEIVED  
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SERVICE  
DEFECTS INVESTIGATION



# Ford Motor Company

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

Ford Motor Company  
P. O. Box 1804  
Dearborn, Michigan 48121

December 2000

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

**SUBJECT:** **DEMONSTRATION/DELIVERY HOLD:** Safety Recall 00S52: Certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles- Replacement of Certain Supplemental Restraint System Components

## AFFECTED VEHICLES

**NOTE:** Most dealers will not have any affected vehicles. Only 215 vehicles are involved nationally.

- 29 Windstar vehicles built September 11, 2000 through September 22, 2000 at Oakville Assembly Plant (Restraint Control Module Replacement)
- 141 Crown Victoria and Grand Marquis vehicles built September 11, 2000 through September 29, 2000 at St. Thomas Assembly Plant. (50 Restraint Control Module Replacement and 91 Front Crash Sensor Replacement)
- 45 Lincoln Town Car vehicles built September 12, 2000 through September 27, 2000 at Wixom Assembly Plant (19 Restraint Control Module Replacement, 11 Front Crash Sensor, and 15 Side Crash Sensor Replacement)

## REASON FOR THE DEMONSTRATION / DELIVERY HOLD

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

## SERVICE PROCEDURE

At no charge to the owners, dealers will remove, mutilate, and scrap the suspect Supplemental Restraint System component on all affected vehicles and replace the component with a new part. Please note that the component to be replaced on a particular vehicle must be determined by consulting the VIN list in Attachment III.

## 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 \$5,000 per vehicle.

## **DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If your records show that you have recently sold one of the 215 vehicles identified in the VIN list in Attachment III and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

## **LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

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 Lincoln Town Car customers.

## **LOW VOLUME RECALL**

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated May 10, 1999. (See Attachment V)

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS III of the owners that choose your dealership to perform the service provided by this Recall program. The parts will be ordered for you by the Program Coordination Center.

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days.)

## **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
Attachment V:	Part Procurement Process for Low Volume Programs
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 00952:  
Certain 2001 Model Year Windstar, Crown Victoria,  
Grand Marquis, and Lincoln Town Car Vehicles  
Replacement of Certain Supplemental Restraint System Components**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this recall. Please note that only 215 vehicles are involved nationally.

**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 \$5,000 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 which are brought to your dealership.

**DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If you have recently sold one of the 215 vehicles identified in the VIN list in Attachment III and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

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

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S62:  
Certain 2001 Model Year Windstar, Crown Victoria,  
Grand Marquis, and Lincoln Town Car Vehicles  
Replacement of Certain Supplemental Restraint System Components**

**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", follow the instructions on page two of Attachment IV.

**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**

Except for vehicles covered under the Lincoln Special Handling program, rental vehicles are not approved for this program.

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S52:  
Certain 2001 Model Year Windstar, Crown Victoria,  
Grand Marquis, and Lincoln Town Car Vehicles  
Replacement of Certain Supplemental Restraint System Components**

**LABOR ALLOWANCES**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<b>Replace Restraint Control Module (RCM) according to Workshop Manual Section 501-20B.</b> <ul style="list-style-type: none"> <li>• Crown Victoria and Grand Marquis</li> <li>• Windstar with or without Side Airbag</li> <li>• Lincoln Town Car and Town Car Livery</li> </ul>	00S52B 00S52C 00S52D	1.9 Hours 1.9 Hours 1.8 Hours
<b>Replace Front Crash Sensor according to Workshop Manual Section 501-20B.</b> <ul style="list-style-type: none"> <li>• Crown Victoria and Grand Marquis</li> <li>• Lincoln Town Car</li> </ul>	00S52E 00S52F	1.9 Hours 1.8 Hours
<b>Replace One Side Crash Sensor according to Workshop Manual Section 501-20B.</b> <ul style="list-style-type: none"> <li>• Lincoln Town Car and Livery</li> </ul>	00S52G	2.1 Hours
<b>Administrative Allowance</b>	Misc. Expense Code "ADMIN"	0.1 Hour
<b>Lincoln Commitment Special Handling:*</b>	Misc. Expense Code "LCHP"	See Attachment IV

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

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S52:  
Certain 2001 Model Year Windstar, Crown Victoria,  
Grand Marquis, and Lincoln Town Car Vehicles  
Replacement of Certain Supplemental Restraint System Components**

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

There are only 215 vehicles involved in this recall. Therefore, please only order parts if you have identified an affected vehicle listed in OASIS. Then, order parts as follows:

ALL ORDER TYPES THROUGH JANUARY 31, 2001:

Call 1-800-248-0186

ALL ORDER TYPES AFTER JANUARY 31, 2001:

Normal Ordering Process

Part Number	Description	Total Number of Vehicles Affected
1F2Z-14B321-CB	RCM – Windstar without Side Airbags	29
1W7Z-14B321-AC	RCM – Crown Victoria / Grand Marquis	50
1W1Z-14B321-AC	RCM – Town Car and Livery	19
1W1Z-14B006-AA	FRONT CRASH SENSOR - Crown Victoria / Grand Marquis	91
1W1Z-14B006-AA	FRONT CRASH SENSOR – Town Car	11
1W1Z-14B345-AA (Right Hand)	SIDE CRASH SENSOR – Town Car and Livery	15
1W1Z-14B345-BA (Left Hand)		

**ORDER INFORMATION DOR/COR**

DOR/COR number 50199 identifies parts ordered for this campaign.

**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.

## SUPPLEMENTAL RESTRAINT SYSTEM (SRS) COMPONENT REPLACEMENT

**AFFECTED VEHICLES:** CERTAIN 2001 MODEL YEAR CROWN VICTORIA,  
GRAND MARQUIS, TOWN CAR AND WINDSTAR

### OVERVIEW

Vehicles in this program will require replacement of either the front crash sensor, side crash sensor or restraint control module (RCM). The vehicle identification number (VIN) will determine what component will be replaced. This procedure will provide the information for identifying the affected component and refer you to the Workshop Manual for the proper service procedure.

### SERVICE PROCEDURE

1. **NOTE:** Mutilate and discard all original components to prevent them from being installed on another vehicle.  
  
Compare the last six (6) digits from the vehicle identification number to the charts below and on Pages 2 and 3 to determine what component to replace. Each vehicle will only require one component to be replaced.
2. Replace the component identified in the chart. Refer to the service procedures in section 501-20B in the appropriate Workshop Manual.

### WINDSTAR VIN LIST (last 6 digits)

<b>REPLACE RCM ON THESE VEHICLES</b>			
<b>VIN #</b>	<b>VIN #</b>	<b>VIN #</b>	<b>VIN #</b>
A00093	A20089	A27987	A34786
A00178	A20763	A28665	A35158
A08448	A22108	A29128	A35524
A08428	A24253	A30090	A35607
A18447	A24728	A31968	A37821
A18701	A25865	A32308	A37877
A19002	A27567	A33828	A38236
A38707			

*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
1200



**CROWN VICTORIA/GRAND MARQUIS VIN LIST  
(last 6 digits)**

**REPLACE RCM ON THESE VEHICLES**

VIN #	VIN #	VIN #	VIN #
108137	111049	813053	815839
108217	111175	813071	815936
108746	111288	813144	815970
108747	111484	813234	816343
109076	111585	813610	816574
110335	111746	814006	816907
110339	111889	814124	817059
110418	111956	814264	817318
110964	112024	814374	818688
110968	608891	814417	818810
111017	812276	815043	819229
111036	812910	815356	819388
815553	822717		

**REPLACE FRONT CRASH SENSOR ON THESE VEHICLES**

VIN #	VIN #	VIN #	VIN #
107836	113577	816872	818794
109910	113627	817262	819080
109494	115345	817293	819133
110480	115482	817317	819137
111449	115632	817322	819208
111504	813013	817384	819270
111878	813178	817423	819495
111783	813222	817431	819542
111771	813343	817492	819795
111934	813684	817502	819843
111942	814676	817705	820153
112046	814943	817753	820238
112123	814986	817984	820598
112188	815093	818003	820651
112193	815285	818087	821107
112387	815784	818140	821176
112435	816176	818230	821322
112575	816263	818286	821500
112634	816452	818364	821609
112854	816466	818457	822253
113385	816606	818481	823199
113440	816688	818567	825833
113561	816683	818629	

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**TOWN CAR VIN LIST  
(last 8 digits)**

**REPLACE RCM ON THESE VEHICLES**

VIN #	VIN #	VIN #	VIN #
824818	825911	828283	828741
824950	825942	828308	828124
825081	826032	828414	829448
825084	828150	828542	829450
825543	828252	828737	

**REPLACE FRONT CRASH SENSOR ON THESE VEHICLES**

VIN #	VIN #	VIN #	VIN #
828745	830224	830554	832844
830145	830330	832478	832736
830189	830488	832501	

**REPLACE LEFT SIDE CRASH SENSOR ON THESE VEHICLES**

VIN #	VIN #	VIN #	VIN #
825593	828189	828847	829343
825879	828325	828855	829753
825882			

**REPLACE RIGHT SIDE CRASH SENSOR ON THESE VEHICLES**

VIN #	VIN #	VIN #	VIN #
829802	830581	830548	831014
832527	830150		

*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
12/00

**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          9.0 gals fuel = 9.45  <u>Wash/vacuum = 3.50</u>  <b>Total Submitted = \$82.55</b></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 1-800-325-5621 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>

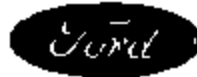
\*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

**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 1-800-325-5621 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>

**All Dealer Letter**  
**Part Procurement Process for Low Volume Programs**

Ford Customer Service Division



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

May 10, 1999

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

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

**Subject:** Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Recalls/Owner Notification Programs with a small number of involved vehicles.

**Background:**

- Situations where Recalls/Owner Notification Programs have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

**What's "Small Volume"?**

- Generally, recalls, or ONP's involving 5,000 or fewer vehicles.

**What We Propose**

- Procedure to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and sends a MORS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

**What's Different:**

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

**Dealer Benefits:**

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORIS III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Recalls/Owner Notification Programs suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

Ann O'Neill  
Director  
Vehicle Service and Programs

R. E. Turecki  
Director  
Global Parts Supply and Logistics

# Ford Motor Company

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Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
1-800-382-3873

December 2000

00652

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001 Model Year Windstar, Crown Victoria, Grand Marquis, and Lincoln Town Car Vehicles.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

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

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

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

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

**How long will it take?**

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

**What we are asking you to do...**

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

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

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

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

**If you've already paid for this service...**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

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

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

**If you have concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3873  
(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 1-202-368-0123).



**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. 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*

James P. Vondra, Director  
Automotive Safety Office  
Environmental & Safety Engineering

January 18, 2001

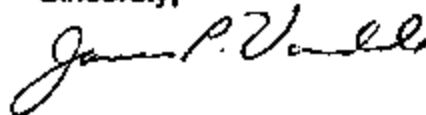
Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Dear Mr. Weinstein:

Subject: Safety Recall 00V-412 NSA-11paw  
(Ford Number 00S53)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2001 Windstar and Lincoln Town Car vehicles. Specific details were forwarded to you in our letter dated November 30, 2000.

Sincerely,



00S53dir.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

December 2000

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

**SUBJECT:** **DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S53: Certain 2001 Model Year Windstar and Lincoln Town Car Vehicles – Inspection of Front Crash Sensors**

## **AFFECTED VEHICLES**

- Certain 2001 Windstar vehicles built September 7, 2000 through September 28, 2000 at Oakville Assembly Plant
- Certain 2001 Lincoln Town Car vehicles built September 5, 2000 through September 29, 2000 at Wixom Assembly Plant

## **REASON FOR THE DEMONSTRATION / DELIVERY HOLD**

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

## **SERVICE PROCEDURE**

At no charge to the owners, dealers will inspect the serial number of the front crash sensor. If the serial number of the front crash sensor is on the suspect list it will be replaced. The removed front crash sensor will be mutilated and scrapped.

## **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 \$5,000 per vehicle.**

## **DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If you have recently sold one of the affected vehicles and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

**LINCOLN COMMITMENT SPECIAL HANDLING PROCEDURE**

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 Lincoln Town Car customers.

**LOW VOLUME RECALL**

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated May 10, 1999. (See Attachment V)

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS III of the owners that chose your dealership to perform the service provided by this Recall program. The parts will be ordered for you by the Program Coordination Center.

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days.)

**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
- Attachment V: Part Procurement Process for Low Volume Programs
- Customer 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

**DEMONSTRATION/DELIVERY HOLD:**  
**Safety Recall 00953:**  
Certain 2001 Model Year Windstar and Lincoln Town Car Vehicles –  
Inspection of Front Crash Sensors

**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 \$5,000 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 which are brought to your dealership.

**DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If you have recently sold one of the affected vehicles and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

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

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S83:  
Certain 2001 Model Year Windstar and Lincoln Town Car Vehicles –  
Inspection of Front Crash Sensors**

**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", follow the instructions on page two of Attachment IV.

**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**

Except for vehicles covered under the Lincoln Special Handling program, rental vehicles are not approved for this program.

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S53:  
Certain 2001 Model Year Windstar and Lincoln Town Car Vehicles –  
Inspection of Front Crash Sensors**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Front Crash Sensor: • Windstar	00S53A	0.2 Hours
Inspect Front Crash Sensor: • Lincoln Town Car and Town Car Livery	00S53K	0.3 Hours
Inspect and Replace Front Crash Sensor • Windstar	00S53B	1.8 Hours
Inspect and Replace Front Crash Sensor • Lincoln Town Car and Town Car Livery	00S53C	1.7 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**

- On Windstar vehicles, over 10,000 need to be inspected in order to find the 60 suspect Front Crash Sensors that must be replaced.
- On Town Cars, over 6,000 need to be inspected in order to find the 29 suspect Front Crash Sensors that must be replaced.

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S63:  
Certain 2001 Model Year Windstar and Lincoln Town Car Vehicles –  
Inspection of Front Crash Sensors**

**PARTS REQUIREMENTS****Parts Ordering Information (Continued)**

ALL ORDER TYPES THROUGH JANUARY 31, 2001:

Call 1-800-248-0186

ALL ORDER TYPES AFTER JANUARY 31, 2001:

Normal Ordering Process

Part Number	Description	Quantity
1W1Z-14B006-AA	FRONT CRASH SENSOR – Town Car	1
1F2Z-14B004-AA	FRONT CRASH SENSOR – Windstar	1

**TO ORDER FRONT CRASH SENSORS:** Please only order parts if you have identified an affected vehicle that you intend to perform the repair.

If parts are required, please call 1-800-248-0186 and be prepared to provide the operator with the following information

- Recall Number (00S63)
- Dealer P&A Code
- Dealer Name
- Contact Person
- "Ship To" Address
- VIN Number

**ORDER INFORMATION DOR/COR**

DOR/COR number 50200 identifies parts ordered for this campaign.

**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.



## FRONT CRASH SENSOR INSPECTION AND REPLACEMENT

AFFECTED VEHICLES: CERTAIN 2001 MODEL YEAR TOWN CAR AND WINDSTAR

### OVERVIEW

Vehicles in this program may require replacement of the front crash sensor. The serial number of the sensor must be matched against the list of affected sensors to determine if replacement is required. The serial number is on the bar code label located on the sensor. The sensor in Windstar vehicles is located in the engine compartment and visible without the removal of any components. However, the sensor on the Town Car must be removed from the vehicle to properly view the serial number. This procedure gives you detail for inspecting the serial number and refers you to the Workshop Manual for instruction on replacement of the sensor.

### SERVICE PROCEDURE

#### WINDSTAR

1. NOTE: If the front crash sensor is replaced, mutilate and discard the original sensor to prevent it from being installed on another vehicle.

Locate the front crash sensor on the back of the radiator support and record the serial number. Refer to Figure 1.

- If the serial number is listed in the Affected Serial Number Chart on Page 4, replace the front crash sensor. Refer to the service procedure in section 501-20B in the appropriate Workshop Manual.
- If the serial number is NOT listed in the Affected Serial Number Chart on Page 4, replacement of the front crash sensor is not required, the vehicle may be released.

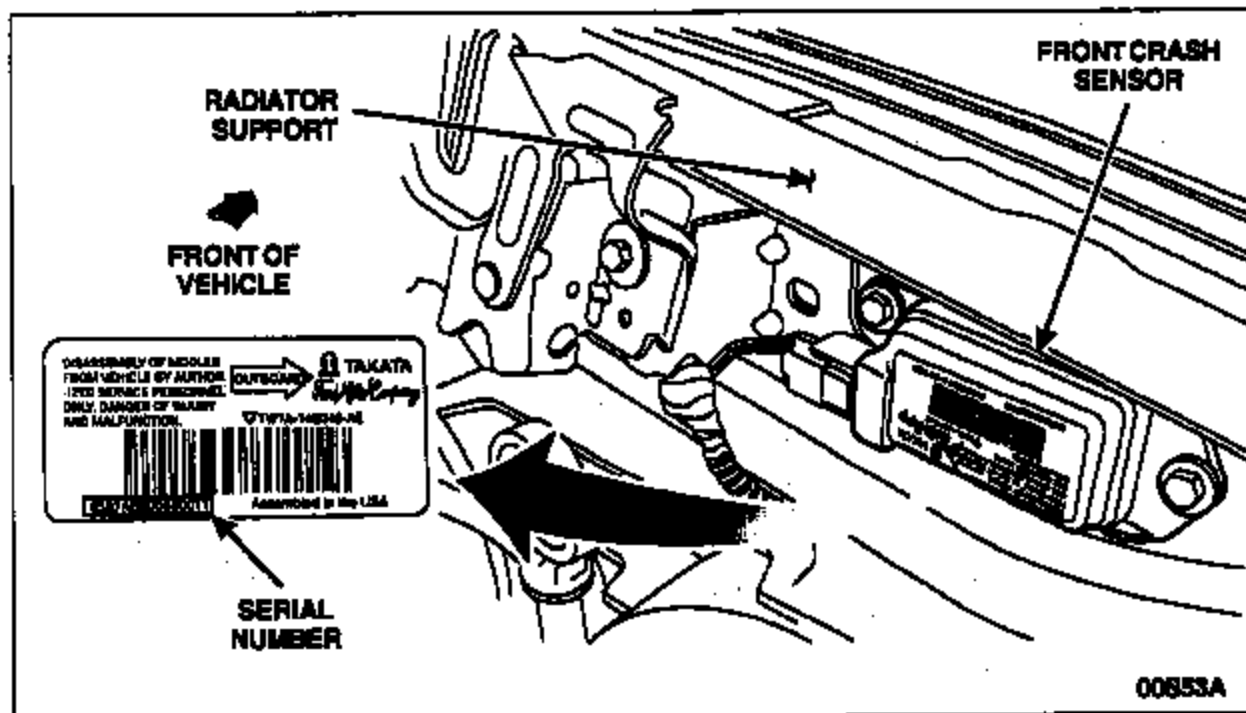


FIGURE 1

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DEARBORN, MICHIGAN 48121  
12/00

## TOWN CAR

1. Perform a system prove out as follows. Turn the key to the "RUN" position, then observe the airbag indicator lamp on the instrument cluster for one (1) minute. The lamp should remain lit for six (6) seconds and then go out.
  - If the light remains out, no fault codes are present, continue procedure.
  - If the lamp fails to light for the initial six (6) seconds or remains lit (continuous or flashing), fault code(s) are present. Perform the applicable diagnostic and repair procedures in section 501-20B of the appropriate Workshop Manual before continuing with the procedure. If this vehicle is no longer under warranty, please call the Recall Hotline (1-800-325-5621) for direction.
2. Turn the key to the "OFF" position.
3. Disconnect the battery ground cable. Wait at least one minute for the backup power supply in the restraints control module (RCM) to deplete its stored energy.
4. Remove the radiator sight shield to access the front crash sensor.
5. Disconnect the front crash sensor, then unbolt the sensor from the radiator support.
6. **NOTE:** If the front crash sensor is replaced, mutilate and discard the original sensor to prevent it from being installed on another vehicle.

Record the serial number on the front crash sensor. See Figure 2.

- If the serial number is listed in the Affected Serial Number Chart on page 4, replacement of the front crash sensor is required. Discard the sensor and install a new one. Refer to the service procedure in section 501-20B in the appropriate Workshop Manual.
- If the serial number is **NOT** listed in the Affected Serial Number Chart on page 4, replacement of the front crash sensor is not required. Proceed with this procedure.

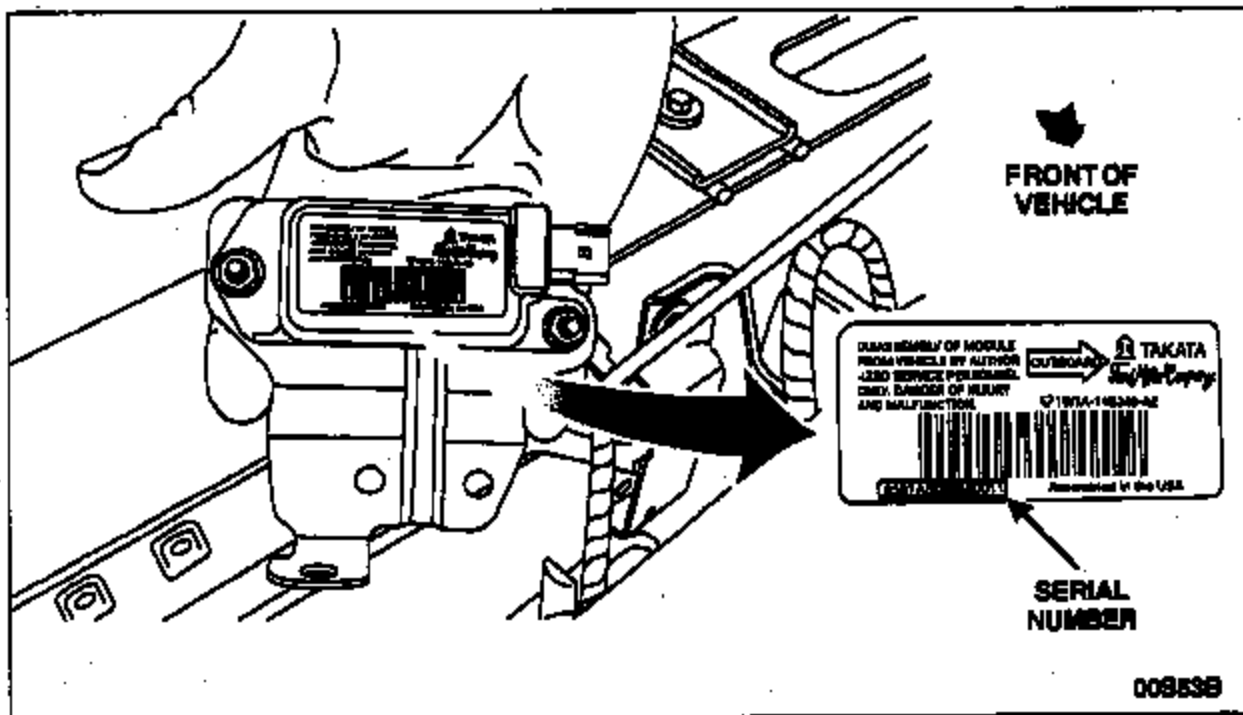


FIGURE 2

*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
1200

7. Install and connect the original front crash sensor. Tighten the bolts to 12 Nm (9 lb-ft).
8. Install the radiator sight shield.
9. Connect the battery ground cable.
10. Repeat the system prove out as described in step 1.

*Ford Motor Company*

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12/00

**AFFECTED FRONT CRASH SENSOR SERIAL NUMBER CHART**

Replace only front crash sensors that have the following serial numbers located on the barcode label.

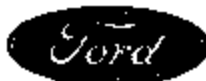
<b>Town Car</b>	<b>Windstar</b>	
8599EA002490350	8600EA002501748	8600EB002503311
" A002490351	" A002503399	" B002503328
" A002490362	" A002503400	" B002503329
" A002490367	" A002503406	" B002503331
" A002490369	" A002503407	" B002503851
" A002492215	" B002461629	" B002503852
" A002492217	" B002462557	" B002503918
" A002492218	" B002462562	" B002503985
" A002492219	" B002462563	" B002503986
" A002492220	" B002462720	" B002503995
" A002492239	" B002462889	" B002503996
" A002493012	" B002472474	" B002560620
" A002493044	" B002472475	" B002560626
" A002493352	" B002472479	" B002560627
" A002493357	" B002472511	" B002560628
" A002493358	" B002472594	" B002560630
" A002502285	" B002472599	" B002560632
" A002502290	" B002472600	" B002560633
" A002550038	" B002472619	" B002560634
" A002551348	" B002472623	" B002560651
" A002551437	" B002472624	" B002560659
" A002551438	" B002472657	" B002560781
" A002551439	" B002472926	" B002560782
" B002500811	" B002472927	" B002560792
" B002501795	" B002472928	" B002560799
" C002590178	" B002493275	" B002560899
" C002590234	" B002493276	" C002473555
" C002590477	" B002500887	" C002473718
" C002591626	" B002500890	" C002473719
	" B002502981	" C002473787

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1200

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><b>Note:</b> 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>
<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 1-800-325-5621 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>

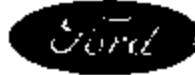
\*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

**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 1-800-325-5621 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>

**All Dealer Letter**  
**Part Procurement Process for Low Volume Programs**

Ford Customer Service Division



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

May 10, 1999

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

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

**Subject:** Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Recalls/Owner Notification Programs with a small number of involved vehicles.

**Background:**

- Situations where Recalls/Owner Notification Programs have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

**What's "Small Volume"?**

- Generally, recalls, or ONP's involving 5,000 or fewer vehicles.

**What We Propose**

- Procedure to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and sends a MORS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

**What's Different:**

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

**Dealer Benefits:**

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORS III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Recalls/Owner Notification Programs suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

Ann O'Neill  
Director  
Vehicle Service and Programs

R. E. Turecki  
Director  
Global Parts Supply and Logistics



# Ford Motor Company

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

December 2000

00S53

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001 Model Year Windstar and Lincoln Town Car vehicles.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

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

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

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

Ford Motor Company will inspect and, if necessary, install a new front crash sensor in your vehicle free of charge (parts and labor).

**How long will it take?**

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

**What we are asking you to do...**

Please call toll-free 1-800-248-0188 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S53. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

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

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

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

**If you've already paid for this service...**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

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

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

**If you have concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3873  
(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**  
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

*Ford Motor Company*

James P. Vondale, Director  
Automotive Safety Office  
Environmental & Safety Engineering

January 18, 2001

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-412 NSA-11paw  
(Ford Number 00S54)**

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2001 Crown Victoria and Grand Marquis vehicles. Specific details were forwarded to you in our letter dated November 30, 2000.

Sincerely,

*James P. Vondale*

00S54dr.doc/ty  
Enclosure



# Ford Motor Company

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

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

December 2000

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

**SUBJECT:** **DEMONSTRATION/DELIVERY HOLD:** Safety Recall 00S54: Certain 2001 Model Year Crown Victoria and Grand Marquis Vehicles – Inspection of Restraint Control Module

## **AFFECTED VEHICLES**

**These vehicles were originally serviced under Safety Recall 00S26. ONLY 11 VEHICLES WILL REQUIRE RCM REPLACEMENT NATIONALLY.**

Certain Crown Victoria and Grand Marquis vehicles built August 8, 2000 through August 31, 2000 at St. Thomas Assembly Plant.

## **REASON FOR THE DEMONSTRATION / DELIVERY HOLD**

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

## **SERVICE PROCEDURE**

At no charge to the owners, dealers will inspect the serial number on the Restraint Control Module (RCM). If the serial number matches one of the numbers on a list of suspect serial numbers described in Attachment III, the RCM will be replaced. The removed RCM will be mutilated and scrapped.

## **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 \$5,000 per vehicle.**

## **DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If you have recently sold one of the affected vehicles and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

**LOW VOLUME RECALL**

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated May 10, 1999. (See Attachment IV)

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS III of the owners that chose your dealership to perform the service provided by this Recall program. The parts will be ordered for you by the Program Coordination Center.

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days.)

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Part Procurement Process for Low Volume Programs
- 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 00954:  
Certain 2001 Model Year Crown Victoria and Grand Marquis Vehicles –  
Inspection of Restraint Control Module**

**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 \$5,000 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 which are brought to your dealership.

**DEALER-OWNER CONTACT AND OWNER LETTER MAILING**

If you have recently sold one of the affected vehicles and not yet notified Ford Motor Company of the sale, please contact that owner immediately and provide them a copy of the owner letter.

**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S54:  
Certain 2001 Model Year Crown Victoria and Grand Marquis Vehicles –  
Inspection of Restraint Control Module**

**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**

Rental vehicles are not approved for this program.



**DEMONSTRATION/DELIVERY HOLD:  
Safety Recall 00S54:  
Certain 2001 Model Year Crown Victoria, and Grand Marquis Vehicles –  
Inspection of Restraint Control Module**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect Restraint Control Module (RCM): • Crown Victoria and Grand Marquis	00S54A	0.2 Hours
Inspect and Replace Restraint Control Module (RCM) • Crown Victoria and Grand Marquis	00S54B	2.1 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

**PARTS REQUIREMENTS**

**Parts Ordering Information**

**NOTE: ONLY 11 VEHICLES WILL REQUIRE RCM REPLACEMENT NATIONALLY.**

ALL ORDER TYPES THROUGH JANUARY 31, 2001:.....Call 1-800-248-0188

ALL ORDER TYPES AFTER JANUARY 31, 2001:.....Normal Ordering Process

Part Number	Description	Quantity
1W7Z-14B321-AC	RCM – Crown Victoria / Grand Marquis	1

**TO ORDER RESTRAINT CONTROL MODULE (RCM):** Please only order if you have identified an affected vehicle that requires repair.

If parts are required, please call 1-800-248-0188 and be prepared provide the operator with following information

- Recall Number (00S54)
- Dealer P&A Code
- Dealer Name
- Contact Person
- "Ship To" Address
- VIN Number

**ORDER INFORMATION DOR/COR**

DOR/COR number 50201 identifies parts ordered for this campaign.

**DEMONSTRATION/DELIVERY HOLD:**

**Safety Recall 00S54:**

**Certain 2001 Model Year Crown Victoria and Grand Marquis Vehicles –  
Inspection of Restraint Control Module**

**PARTS REQUIREMENTS**

**Parts Ordering Information (Continued)**

**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.**

## RESTRAINT CONTROL MODULE INSPECTION AND REPLACEMENT

**AFFECTED VEHICLES:** CERTAIN 2001 MODEL YEAR CROWN VICTORIA  
AND GRAND MARQUIS

### OVERVIEW

Vehicles in this program may require replacement of the restraint control module (RCM). The serial number of the RCM must be matched against the list of affected RCM's to determine if replacement is required. The serial number is on the bar code label located on the RCM. Some disassembly of the vehicle is required to access the RCM, but it is not necessary to remove the RCM to read the serial number. This procedure gives you detail for inspecting the serial number and refers you to the Workshop Manual for instruction on replacement of the RCM.

### SERVICE PROCEDURE

1. Remove the ashtray assembly from the instrument panel.
2. **NOTE:** If the RCM is replaced, mutilate and discard the original RCM to prevent it from being installed on another vehicle.

Roll back the carpet to access the RCM. Record the serial number from the RCM. See Figure 1.

- If the serial number is listed in the Affected Serial Number Chart on Page 2, replace the RCM. Refer to the service procedure in section 501-20B in the appropriate Workshop Manual.
  - If the serial number is **NOT** listed in the Affected Serial Number Chart on Page 2, replacement of the RCM is not required.
3. Reposition the carpet and install the ashtray assembly.

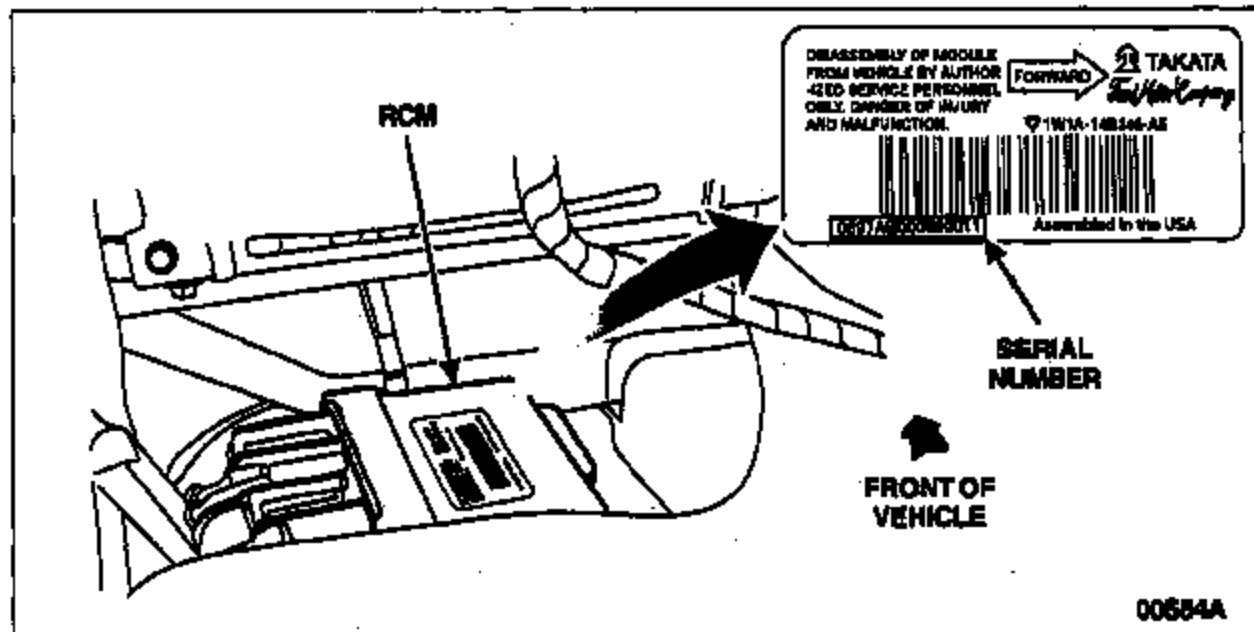


FIGURE 1

*Ford Motor Company*

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DEARBORN, MICHIGAN 48121  
1200

### AFFECTED RCM SERIAL NUMBER CHART

Replace only RCMs that have the following serial numbers located on the barcode label.

#### Crown Victoria/Grand Marquis

8603GB002510225

- 8002510228
- C002521030
- C002521484
- C002530402
- C002530408
- C002530441
- C002530457
- C002531093
- C002531095
- C002531096

*Ford Motor Company*

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1200

**All Dealer Letter**  
**Part Procurement Process for Low Volume Programs**

Ford Customer Service Division



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

May 10, 1999

To: All Ford and Lincoln Mercury Dealers

cc: All Parts Managers  
All Service Managers

Subject: Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Recalls/Owner Notification Programs with a small number of involved vehicles.

**Background:**

- Situations where Recalls/Owner Notification Programs have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

**What's "Small Volume"?**

- Generally, recalls, or ONP's involving 5,000 or fewer vehicles.

**What We Propose**

- Procedure to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and sends a MORIS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

**What's Different:**

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

**Dealer Benefits:**

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORS III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Recalls/Owner Notification Programs suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

Ann O'Neill  
Director  
Vehicle Service and Programs

R. E. Turecki  
Director  
Global Parts Supply and Logistics

# Ford Motor Company

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

December 2000

00S54

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2001 Model Year Crown Victoria and Grand Marquis vehicles.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

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

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

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

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

**How long will it take?**

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

**What we are asking  
you to do...**

Please call toll-free 1-800-248-0188 and inform the Ford representative that you wish to have your vehicle serviced under Safety Recall 00S54. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

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

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

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

**If you've already paid  
for this service...**

If you paid to have this service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

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

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

**If you have  
concerns...**

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3873  
(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.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.**



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,

A handwritten signature in black ink that reads "Ann O'Neill". The signature is fluid and cursive, with the first name "Ann" being the most prominent.

Ann O'Neill  
Director  
Vehicle Service and Programs