

# Ford Motor Company

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Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121  
[www.ownersconnection.com](http://www.ownersconnection.com)

July 2001

01S21

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 some of the affected seat belt buckles in certain vehicles.

Ford Motor Company apologizes for this situation and wants to assure you that, with your assistance we will correct this condition.

**What the issue is ...** In some of the included vehicles, it may be possible that either or both of the front, outboard seat belt buckles may not fully latch if the restraint is fastened slowly or using very low force. In the event of an accident, the restraint system may not provide the designed level of occupant protection, increasing the risk of personal injury.

**What can I do now?** Always push the seat belt tongue into the buckle "quickly" and "firmly". After the buckle is latched, inspect the red release button to be sure it has returned to the top of its travel (See the included illustrations). If the red release button has not returned to the top of its travel, depress the red release button and again, quickly and firmly, insert the tongue into the buckle. If the seat belt buckle does not return to its full up position, the buckle may not be fully latched. As soon as possible please go to your dealership so they can inspect your vehicle.

**What Ford Motor Company and your dealer will do ...** Ford Motor Company and its dealer network will inspect and, if necessary, repair your vehicle free of charge (parts and labor). If you do not already have a servicing dealer, please access [www.dealerconnection.com](http://www.dealerconnection.com) for addresses, maps, and driving instructions to the nearest dealers.

**How long will it take?** The time needed for this inspection or repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What we are asking you to do ...** Call your dealer without delay. Ask for a service date for Recall 01S21. Your vehicle's front outboard seat belt buckles will be inspected utilizing a special tool. If the buckle passes the inspection, replacement of the buckle is not necessary. If any seat belt buckle

fails the inspection process it will be replaced free of charge. When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.

**Need a rental?...**

Your dealer is authorized to provide a rental vehicle at no charge (except for fuel and insurance) if your vehicle is at the dealership waiting for replacement parts.

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

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this Safety Campaign.

**If you still have concerns ...**

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

**Call (866) 436-7332**

**Office Hours (Eastern Time Zone)**

**Monday - Friday: 8AM - 11PM**

**Saturday: 8AM - 8PM**

**Hearing Impaired: call (800) 232-2952**

**TDD for the hearing impaired.**

**Or you may contact us through the Internet ...**

**[www.ownerconnection.com](http://www.ownerconnection.com)**

If you are still having trouble getting your vehicle repaired and without charge, you may write 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 1-888-327-4236 or 1-800-424-6393.

**QualityCare**  
by Ford Motor Company

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

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 any inconvenience caused by this notification, we stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. Your dealer is committed to your satisfaction and many are open with extended hours and on Saturdays.

**We pride ourselves on becoming the world's leading consumer company, providing automotive products and services. Thank you for your attention to this important matter.**

Sincerely,



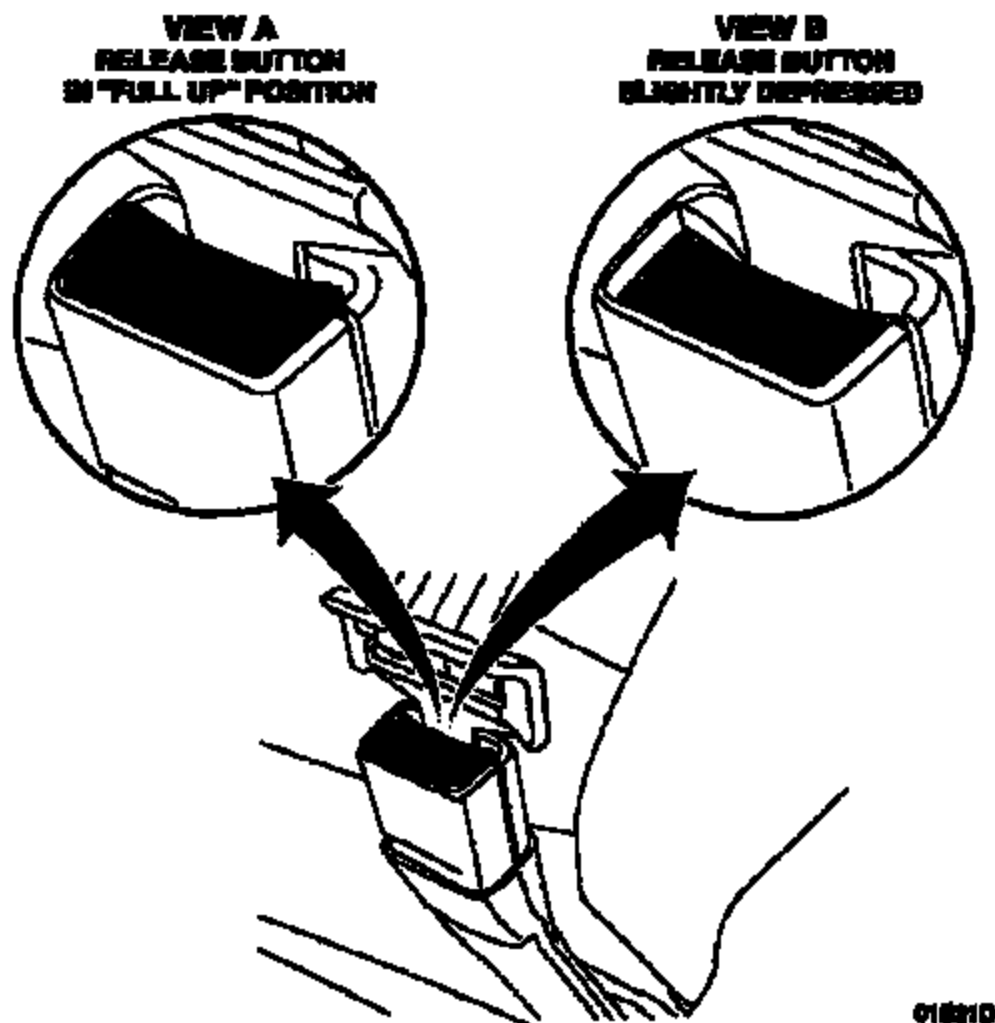
**Ann O'Neil**

Director  
Vehicle Service and Programs

**What does a properly latched seat belt buckle look like?**

The illustration below shows the red seat belt buckle release button in both the "full up", or properly latched position (View A) and in a "slightly depressed" position (View B). Notice: When properly latched, the red release button will return to the position it was in before the tongue was inserted into the seat belt buckle.

If your buckle release button looks like that shown in View B, the buckle is only partially latched. Remove the tongue from the buckle by pressing the red release button. After removal, reinsert the tongue quickly and firmly into the buckle. Be sure that the red release button is in the position shown in View A ("full up" position) after insertion.



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