



Dear Ford / Mercury Customer:

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

Reason for Recall. TRW Vehicle Safety Systems Inc. and certain of its affiliated companies ("TRW"), a supplier to Ford Motor Company, has decided that certain 1997 - 2003 Model Year Ford Escort / Mercury Tracer 4-door and station wagon vehicles equipped with front driver side service replacement seat belt retractors manufactured in December 2002 fail to conform to the Federal Motor Vehicle Safety Standard #209-Seatbelt Assemblies. Analysis and testing has indicated that the seat belt retractor may not lock up as quickly as required by the Standard. In the event of a crash, the restraint system may not provide the designed level of occupant restraint, which may increase the risk of personal injury.

What Will Be Done. TRW will make arrangements with the Ford / Mercury dealer of your choice to install a new seat belt assembly in your vehicle at no cost to you. If it is not possible to have the service performed by a Ford / Mercury dealer, TRW will work with you to make alternate arrangements for the repair to be made.

How Long Will The Repair Take? The length of time required to perform this repair is less than one-half day. However, additional time may be required to schedule and process your vehicle. When scheduling your appointment, you may want to inquire how much total time will be needed to schedule, process, and repair your vehicle.

What You Should Do. Until the repair takes place, you should continue to use the front driver side seating position with the seat belt. It will still provide significant occupant restraint in most circumstances.

Leased Vehicles. Should this notification be received by the lessor of a leased motor vehicle, the lessor is required to send notification to the most recent lessee known to the lessor. Such notification shall be sent by first-class mail within 10 days of the lessor's receipt of this notification.

Contacting TRW. Return the enclosed postage paid card to TRW or call toll free (800) 393-6043 to have TRW make arrangements for the repair at a Ford / Mercury dealer of your choice. Because this is a supplier initiated recall, contact TRW first; do not contact your Ford / Mercury dealer directly. A TRW representative will work with you and your dealer to schedule the repair at your convenience. Required parts for this correction will be provided to your dealer through TRW.

If, after contacting TRW, you are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may want to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Auto Safety Hotline @ (888) 327-4236.

Customer Reply Card. The attached customer reply card identifies your vehicle. Returning this card to TRW will assist in making the necessary repair in the shortest possible time. If you no longer own this vehicle, please let us know by completing the card and mailing it to us in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

Charlie Steffens
Director, Systems Technology
TRW Occupant Safety Systems

TRW Automotive
Occupant Safety Systems
4505 W. 26 Mile Road
Washington, MI 48094



July 27, 2004

Your vehicle is involved in National Highway Traffic Safety Administration recall 04E-048.

Our records indicate that you purchased a front driver side service replacement seat belt retractor manufactured in December 2002, for a 1997 - 2003 Ford Escort / Mercury Tracer 4-door or station wagon model.

Please call TRW toll free at (800) 393-6043 or complete this reply form with the requested information and return it in the postage paid envelope provided.

TRW will then make arrangements for the repair at the dealership of your choice at no cost to you. TRW will notify you when you may contact the dealer to make your appointment.

If you no longer own the vehicle, check the box at the bottom of this page, complete the owner information section and return this form in the postage paid envelope provided. Please include any information you may have regarding the current owner of the vehicle.

Preferred Dealership Information

Name _____

Address _____

City, State, Zip _____

Phone Number _____

Owner Information

Name _____

Address _____

City, State, Zip _____

Daytime Phone Number _____

I no longer own the above vehicle. ☐