

# *Ford Motor Company*

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

July 20, 2004

Mr. George Person, Chief  
Recall Management Division (NVS-215)  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

Dear Mr. Person:

**Subject: Safety Recall 04V-330  
(Ford Number 04S18)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations – Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2004 model year Taurus, Sable and Thunderbird vehicles. Specific details were submitted to you in a letter dated July 6, 2004. Owner notification letters were mailed on July 20, 2004.

Sincerely,



J. P. Vondale

Attachment(s)  
04S18 Dealer-Owner Bulletin

Fairlane Plaza South  
330 Town Center Drive, Dearborn, Michigan 48126-2736 USA





Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

June 29, 2004

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S18:  
Certain 2004 Model Year Taurus, Sable, and Thunderbird Vehicles  
Power Seat Track

**AFFECTED VEHICLES**

- Certain 2004 model year Taurus and Sable vehicles equipped with driver or driver/passenger power seats, built at the Atlanta and Chicago Assembly Plants from November 17, 2003 through January 15, 2004.
- Certain 2004 model year Thunderbird vehicles equipped with driver power seat, built from December 15, 2003 through January 20, 2004.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsaVINlists.dealerconnection.com>. This information will be available on June 29, 2004.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the power seat track may contain fewer welds than specified between the track recliner bracket and the lower support bracket. This condition may cause a squeak/rattle condition to develop, and possibly result in a loose seat. In the rare circumstance that a vehicle having a seat with insufficient multiple welds is in a collision, the seat may not perform as intended potentially increasing the risk of an injury.

**SERVICE ACTION**

**DO NOT DEMONSTRATE OR DELIVER** any of the vehicles involved in this recall.

A complete Dealer Bulletin will be provided to Dealers the week of July 12, 2004 when it is anticipated that replacement parts will be available to support this safety recall.

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**OASIS**

Consult OASIS for affected vehicles. Dealer Involved unit listings for unsold vehicles will be available June 29, 2004.

**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.

**QUESTIONS?**

Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive, flowing style.

Frank M. Ligon



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

July 2004

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** DEMONSTRATION / DELIVERY HOLD:  
Safety Recall 04S18 Supplement #1  
Certain 2004 Model Year Taurus, Sable, and Thunderbird Vehicles  
Power Seat Track

**Ref:** DEMONSTRATION / DELIVERY HOLD Dated June 29, 2004:  
Safety Recall 04S18  
Certain 2004 Model Year Taurus, Sable, and Thunderbird Vehicles  
Power Seat Track

**Next**

**REASON FOR THIS SUPPLEMENT**

*Notify dealers of the repair procedure, labor times, and the availability of replacement parts to support this safety recall.*

**AFFECTED VEHICLES**

- Certain 2004 model year Taurus and Sable vehicles equipped with driver or driver/passenger power seats, built at the Atlanta and Chicago Assembly Plants from November 17, 2003 through January 15, 2004.
- Certain 2004 model year Thunderbird vehicles equipped with driver power seat, built from December 15, 2003 through January 20, 2004.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsevinlists.dealerconnection.com>. This information was available on June 28, 2004.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the power seat track may contain inadequate welds between the track recliner bracket and the lower support bracket. This condition may cause a squeak/rattle condition to develop, and possibly result in a loose seat. In the rare circumstance that a vehicle having a seat with multiple inadequate welds is in a collision, the seat may not perform as intended potentially increasing the risk of an injury.

**Next**

**SERVICE ACTION**

*DO NOT DEMONSTRATE OR DELIVER any of the vehicles involved in this recall. At no charge to the vehicle owner, dealers are to replace a section of the seat track assembly. This must be performed on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers. Please note that some affected vehicles have both driver and passenger side power seats; in this situation, both seats are to be repaired.*

**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.

**RE:**

**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  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,

*Frank M. Ligon*

Frank M. Ligon

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S18-S1**  
Certain 2004 Model Year Taurus, Sable, and Thunderbird Vehicles  
Power Seat Track

**OASIS ACTIVATED?** Yes. OASIS was activated on June 29, 2004.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDDealer.com or at <https://web.fsa VIN lists.dealerconnection.com> by July 15, 2004. Owner names and addresses will be available by July 27, 2004.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

**STOCK VEHICLES**

Correct all affected stock vehicles before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval prior to performing any additional labor. Requests for approval after completion of the repair will not be granted.

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S18-81**  
**Certain 2004 Model Year Taurus, Sable, and Thunderbird Vehicles**  
**Power Seat Track**

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 1904, Dearborn, MI 48121.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 04S18
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S18-S1**  
**Certain 2004 Model Year Taurus, Sable, and Thunderbird Vehicles**  
**Power Seat Track**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace a section of the seat track assembly (Driver Seat) Taurus and Sable	04S18B	1.7 Hours
Replace a section of the seat track assembly (Driver and Passenger Seat) Taurus and Sable	04S18C	3.0 Hours
Replace a section of the seat track assembly (Driver Seat) Thunderbird	04S18D	1.4 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this recall. Order your parts requirements as noted below:  
From July 13, 2004 through July 27, 2004, dealers are required to call the Special Service Support Center (1-800-325-5621) to order the Taurus/Sable Driver assembly. After July 27, 2004, order your parts requirements through normal channels.

Part Number	Description	Quantity
4F1Z-5481749-AA	SUPPORT ASY - SEAT TRACK (Taurus/Sable Driver)	1

Due to the small number of vehicles requiring the following two parts, dealers are required to call the Special Service Support Center.

Part Number	Description	Quantity
4F1Z-5481748-AA	SUPPORT ASY - SEAT TRACK (Taurus/Sable Passenger) Call the Special Service Support Center (1-800-325-5621)	1
4W6Z-7661749-AA	SUPPORT ASY - SEAT TRACK (Thunderbird Driver) Call the Special Service Support Center (1-800-325-5621)	1

The DOR/COR for this program is 50325. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.



## **CERTAIN 2004 MODEL YEAR TAURUS, SABLE AND THUNDERBIRD — POWER FRONT UPPER SEAT TRACK SUPPORT ASSEMBLY REPLACEMENT**

### **OVERVIEW**

This program involves replacing the upper seat track support assembly on power seats. On Taurus and Sable models, either just the driver seat or both front seats will be power-equipped. Thunderbird models are only available with a driver power seat.

### **SERVICE PROCEDURE**

#### **TAURUS/SABLE**

1. Move the seats so the front and rear vertical motors are in the middle of their travel.
2. Move the seat horizontally to access all seat-to-floor fasteners.
3. Refer to Section 501-10 of the 2004 Taurus/Sable Workshop Manual and perform the following:
  - A) Depower the supplemental restraint system.
  - B) Remove the seat assembly from the vehicle.
  - C) Remove the front seat backrest assembly.
  - D) Remove the seat track assembly.
4. Replace the seat track upper support assembly. Refer to the Seat Track Upper Support Assembly Replacement procedure in this Attachment III.
5. Refer to Section 501-10 of the 2004 Taurus/Sable Workshop Manual and perform the following:
  - A) Install the seat track assembly to the seat.
  - B) Install the front seat backrest assemblies.
  - C) Install the seats into the vehicle.
  - D) Repower the supplemental restraint system.
6. Cycle the driver seat through its full range of travel forward and backward to reset the seat position sensor.



## THUNDERBIRD

1. Move the seat so the front and rear vertical motors are in the middle of their travel.
2. Move the seat horizontally to access all seat-to-floor fasteners.
3. Refer to Section 501-10 of the 2004 Thunderbird Workshop Manual for power seat track removal procedures. Follow the procedures as written with the following exceptions:
  - DO NOT perform the published deactivation/reactivation procedure. Instead, perform the Thunderbird Supplemental Restraint System Depower/Repower procedure provided in this Attachment III. The 2004 Thunderbird Workshop Manual will be updated at a later date. The service labor time standard for this program includes time for this depower/repower procedure, NOT deactivation/reactivation.
  - When disassembling the front seat cushion following the published workshop manual exploded view, perform only the following steps:
    - Steps 5 and 6 – Backrest pivot bolt and cover
    - Step 7 – Power seat switch disconnect
    - Steps 9, 10 and 11 – Side shield removal
    - Steps 14, 15 and 16 – Safety belt buckle bolt and buckle
    - Steps 17 through 20 – Cushion recliner bolts and spacers
    - Steps 22 and 23 – Seat track bolts and track

Also, remove the connector bracket from the rear of the seat frame assembly.

NOTE: All other steps listed on the exploded view are not required and should not be performed.
4. Replace the seat track upper support assembly. Refer to the Seat Track Upper Support Assembly Replacement procedure in this Attachment III.
5. Refer to Section 501-10 of the 2004 Thunderbird Workshop Manual seat reassembly and reinstallation procedures. While following the published exploded view, perform only the following steps:
  - Steps 22 and 23 – Seat track bolts and tracks
  - Steps 17 through 20 – Cushion recliner bolts and spacers
  - Steps 14, 15 and 16 – Safety belt buckle and bolt
  - Steps 9, 10 and 11 – Side shield
  - Step 7 – Power seat switch
  - Step 5 and 6 – Backrest pivot bolt and cover.

Install the connector bracket to the rear of the seat frame assembly.

NOTE: All other steps listed in the exploded view are not required.
6. Perform the supplemental restraint system repower procedure as outlined in this Attachment III.
7. Cycle the driver seat through its full range of travel forward and backward to reset the seat position sensor.



## THUNDERBIRD SUPPLEMENTAL RESTRAINT SYSTEM DEPOWER/REPOWER

### Depower Procedure

**WARNING: ALWAYS WEAR SAFETY GLASSES WHEN REPAIRING AN AIR BAG SUPPLEMENTAL RESTRAINT SYSTEM (SRS) VEHICLE AND WHEN HANDLING AN AIR BAG MODULE. THIS WILL REDUCE THE RISK OF INJURY IN THE EVENT OF AN ACCIDENTAL DEPLOYMENT.**

**WARNING: NEVER PROBE THE CONNECTORS ON THE AIR BAG MODULE. DOING SO CAN RESULT IN AIR BAG DEPLOYMENT, WHICH CAN RESULT IN PERSONAL INJURY.**

**WARNING: TO REDUCE THE RISK OF PERSONAL INJURY, DO NOT USE ANY MEMORY SAVER DEVICES.**

**NOTE:** All 2004 Thunderbird vehicles are equipped with a supplement restraint system (SRS). During service the SRS must be depowered.

**NOTE:** The air bag warning lamp illuminates when the restraints control module (RCM) fuse is removed and the ignition switch is ON. This is normal operation and does not indicate an SRS fault.

**NOTE:** The SRS must be fully operational and free of faults before releasing the vehicle to the customer.

1. Turn all vehicle accessories OFF.
2. Turn the ignition switch to OFF.
3. Remove the RH kick panel cover and remove the RCM fuse F2.14 (10A) from the central junction box (CJB). For additional information, refer to the Wiring Diagram Manual.
4. Turn the ignition ON and visually monitor the air bag indicator for at least 30 seconds. The air bag indicator will remain lit continuously (no flashing) if the correct RCM fuse has been removed. If the air bag indicator does not remain lit continuously, remove the correct RCM fuse before proceeding.
5. Turn the ignition OFF.
6. **WARNING: TO AVOID ACCIDENTAL DEPLOYMENT AND POSSIBLE PERSONAL INJURY, THE BACKUP POWER SUPPLY MUST BE DEPLETED BEFORE REPAIRING OR REPLACING ANY FRONT OR SIDE AIR BAG SUPPLEMENTAL RESTRAINT SYSTEM (SRS) COMPONENTS AND BEFORE SERVICING, REPLACING, ADJUSTING OR STRIKING COMPONENTS NEAR THE FRONT OR SIDE AIR BAG SENSORS, SUCH AS DOORS, INSTRUMENT PANEL, CONSOLE, DOOR LATCHES, STRIKERS, SEATS AND HOOD LATCHES.**

**TO DEplete THE BACKUP POWER SUPPLY ENERGY, DISCONNECT THE BATTERY GROUND CABLE AND WAIT AT LEAST ONE (1) MINUTE. BE SURE TO DISCONNECT AUXILIARY BATTERIES AND POWER SUPPLIES (IF EQUIPPED).**

Disconnect the battery ground cable and wait at least one (1) minute. For additional information, refer to Section 414-00 of the 2004 Thunderbird Workshop Manual.



#### Repower Procedure

1. **WARNING: THE RESTRAINT SYSTEM DIAGNOSTIC TOOL IS FOR RESTRAINT SYSTEM SERVICE ONLY. REMOVE FROM VEHICLE PRIOR TO ROAD USE. FAILURE TO REMOVE COULD RESULT IN INJURY AND POSSIBLE VIOLATION OF VEHICLE SAFETY STANDARDS.**

Make sure all restraint system diagnostic tool(s) that may have been installed during the repair have been removed from the vehicle and all SRS components are connected.

2. Turn the ignition switch from OFF to ON.
3. Install the RCM fuse F2.14 (10A) to the CJB and install the RH kick panel cover.
4. **WARNING: BE SURE THAT NOBODY IS IN THE VEHICLE AND THAT THERE IS NOTHING BLOCKING OR SET IN FRONT OF ANY AIR BAG MODULE WHEN THE BATTERY GROUND CABLE IS CONNECTED.**

Connect the battery ground cable.

5. Prove out the SRS as follows: Turn the Ignition key from ON to OFF. Wait 10 seconds, then turn the key back to ON and visually monitor the air bag indicator with the air bag modules installed. The air bag indicator will light continuously for approximately six (6) seconds and then turn off. If an air bag SRS fault is present, the air bag indicator will either:
  - fail to light.
  - remain lit continuously.
  - flash.

The flashing might not occur until approximately 30 seconds after the Ignition switch has been turned from the OFF to the ON position. This is the time required for the RCM to complete the testing of the SRS. If the air bag indicator is inoperative and an SRS fault exists, a chime will sound in a pattern of five (5) sets of five (5) beeps. If this occurs, the air bag indicator and any SRS fault discovered must be diagnosed and repaired. Clear all continuous DTCs from the RCM using a diagnostic tool.



## SEAT TRACK UPPER SUPPORT ASSEMBLY REPLACEMENT

### DISASSEMBLY

1. Remove the connector bracket from the upper track support assembly (Taurus/Sable only).
2. To change the seat track horizontal position, apply power and ground to the pins shown. See Figure 1.

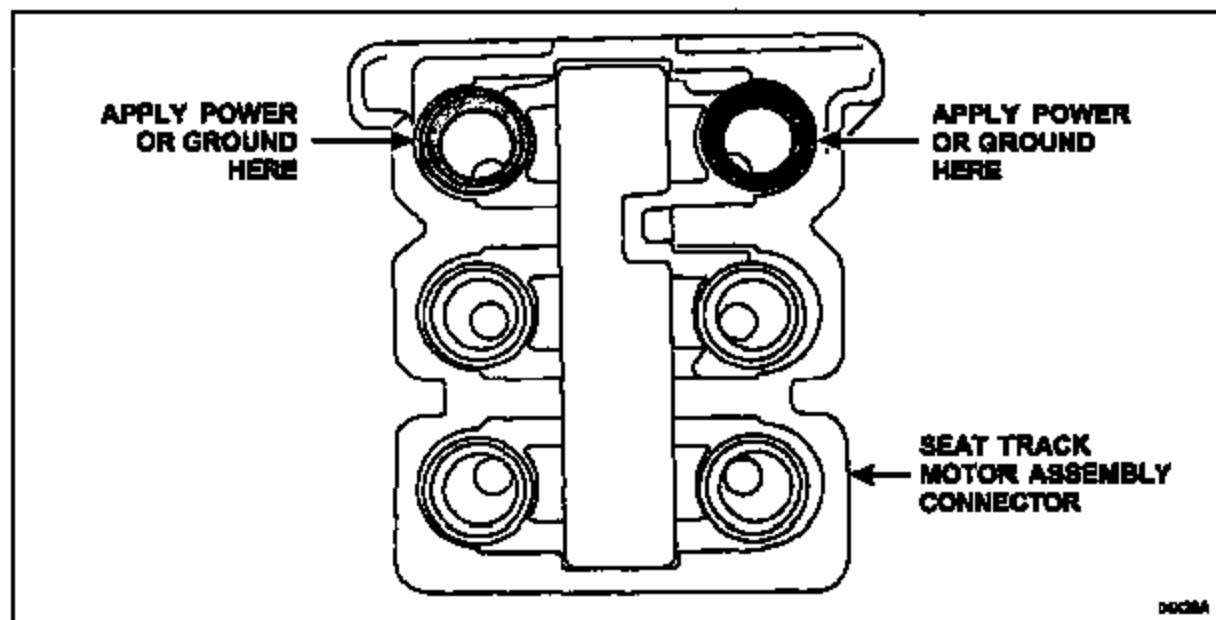


FIGURE 1



3. NOTE: If not correctly positioned, the seat track motor assembly cannot be removed from the seat track.

Position the seat track horizontally by applying power and ground to the seat track motor pins. Position the outboard track most of the way forward so that two teeth are showing next to the outboard retainer clip and a flat spot on the drive tube (not shown) is positioned upward. See Figure 2.

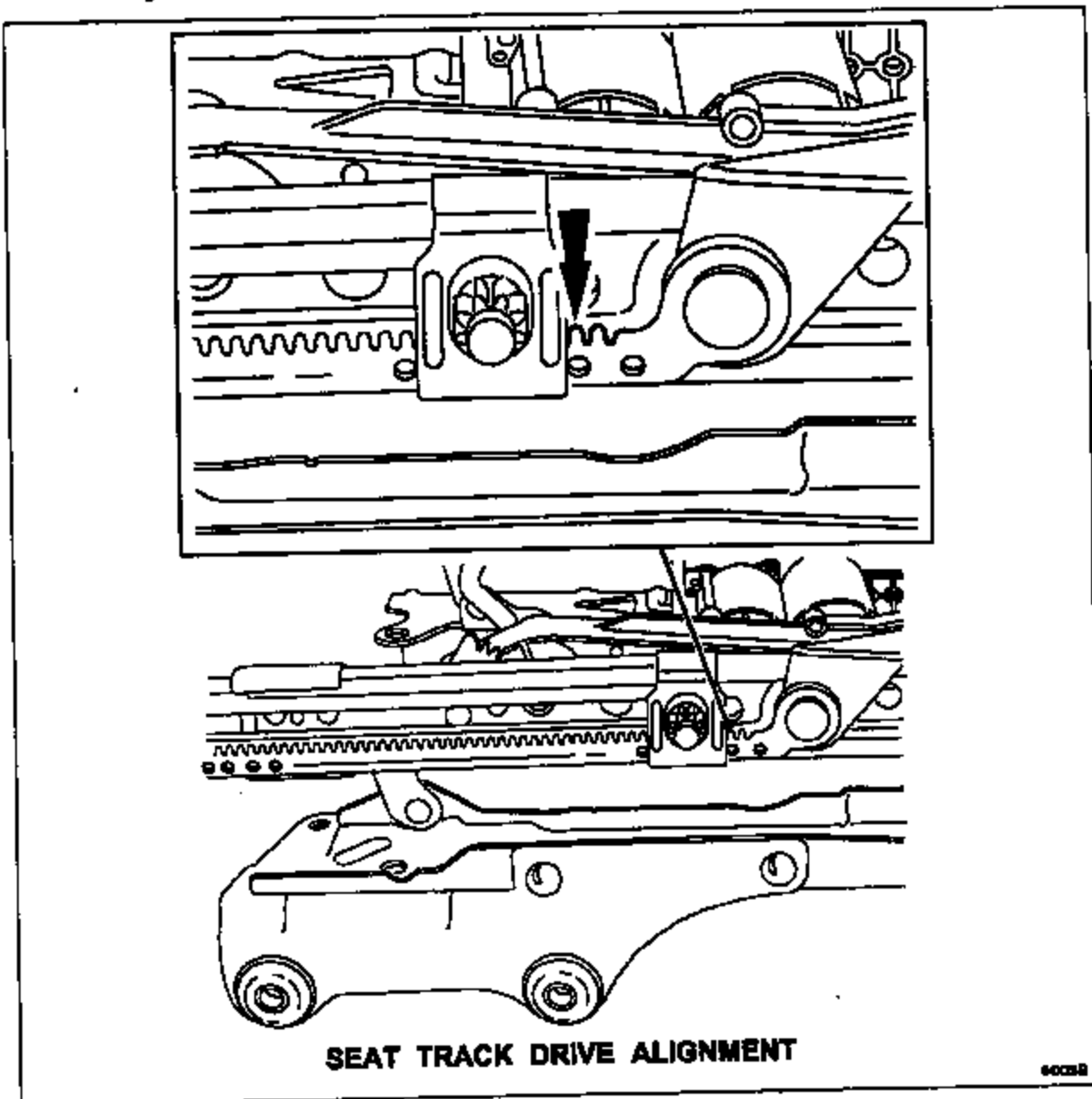


FIGURE 2



4. **NOTE:** This step is critical so that during installation the inboard and outboard tracks can be checked to make sure they are in alignment with each other.

Mark the position of the outboard track C-channel to the plastic-coated slide as shown. See Figure 3.

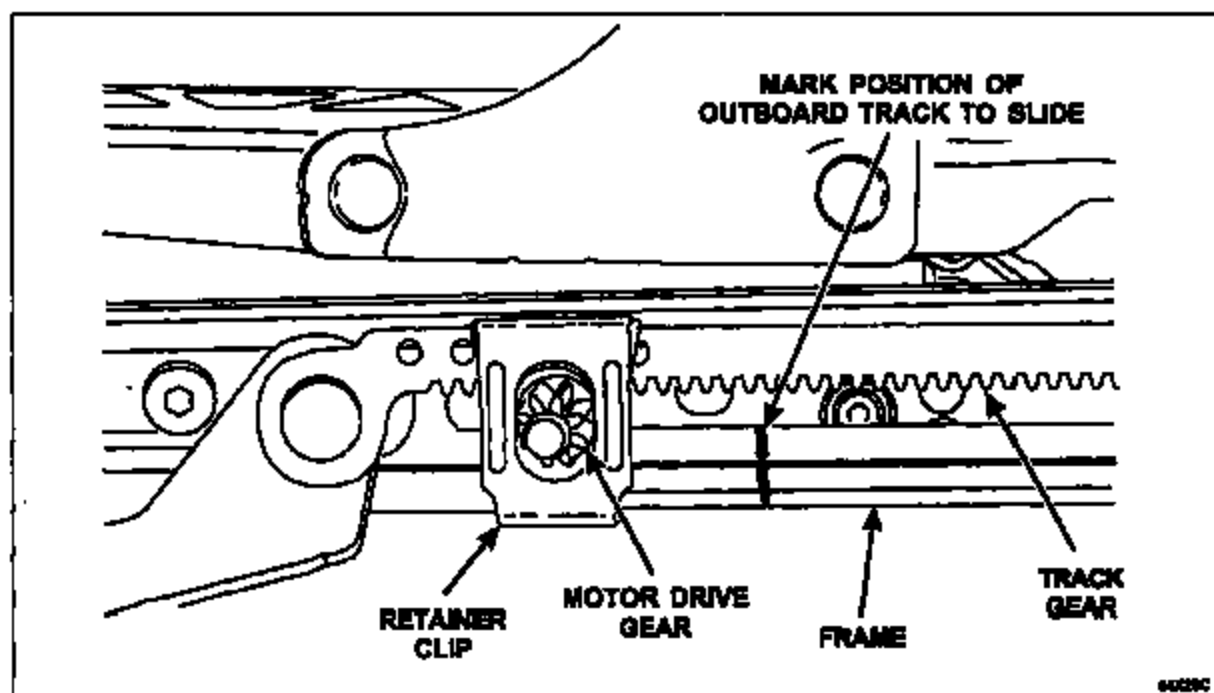


FIGURE 3

5. Mark the position of the inboard track C-channel to the plastic-coated slide as shown. See Figure 4.

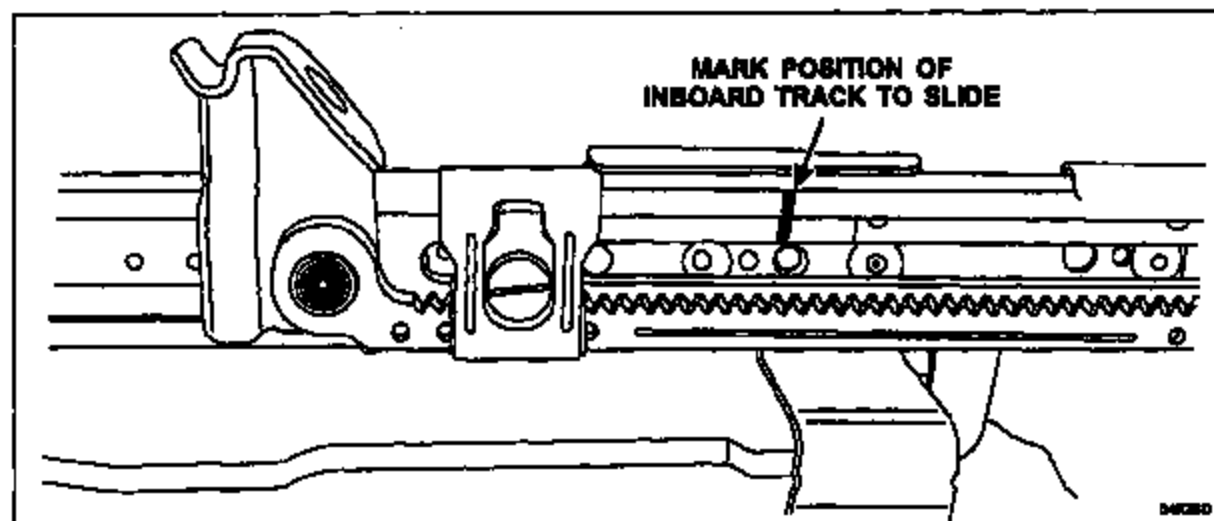


FIGURE 4



6. Remove the two (2) nuts at the lift links. See Figure 5.

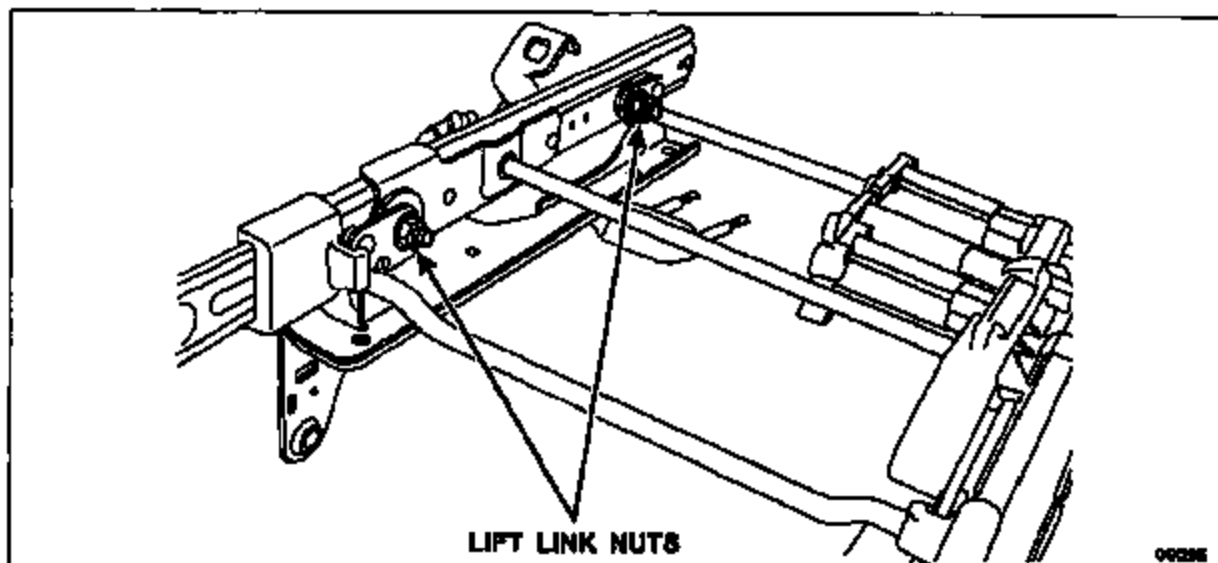


FIGURE 5

7. NOTE: The drive tube is press-fit to stub shafts on each end. A hammer may be necessary to separate the drive tube.

NOTE: The drive tube must be clamped at the inboard track gear stub shaft to allow the drive tube to separate at the seat track motor gear stub shaft on the opposite side of the seat.

Clamp the locking pliers on the flats of the drive tube where it reaches over the inboard track gear stub shaft. Tap on the locking pliers, separate the drive tube from the seat track motor assembly stub shaft and remove the inboard track and drive tube. See Figure 6.

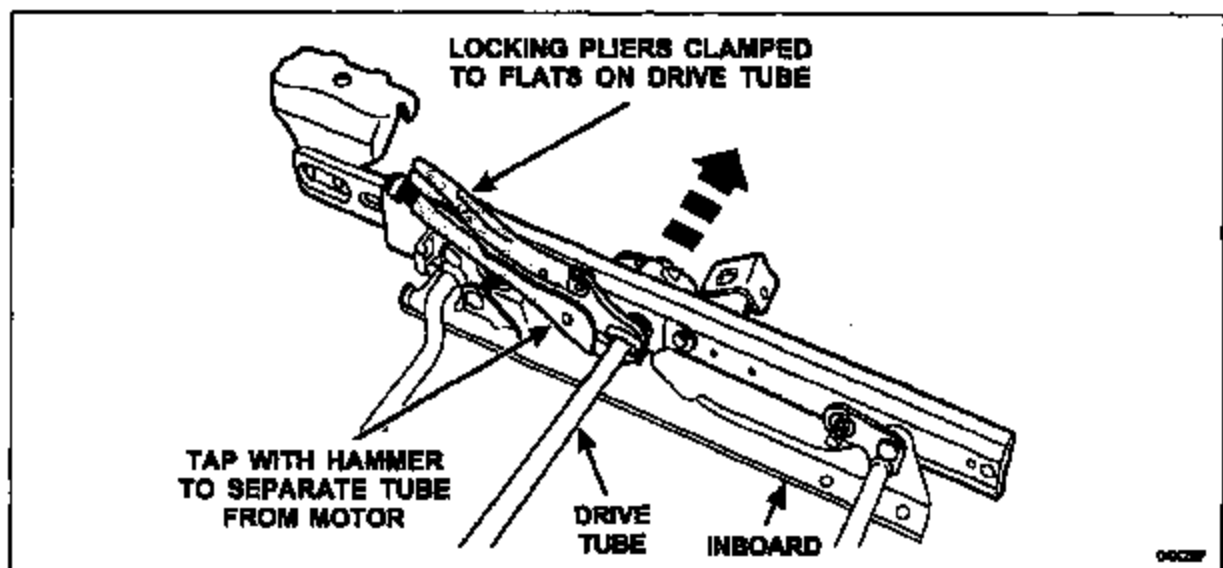


FIGURE 6





8. Remove the two (2) motor-to-track nuts (on Thunderbird, one nut was previously removed with the connector bracket). See Figure 7.

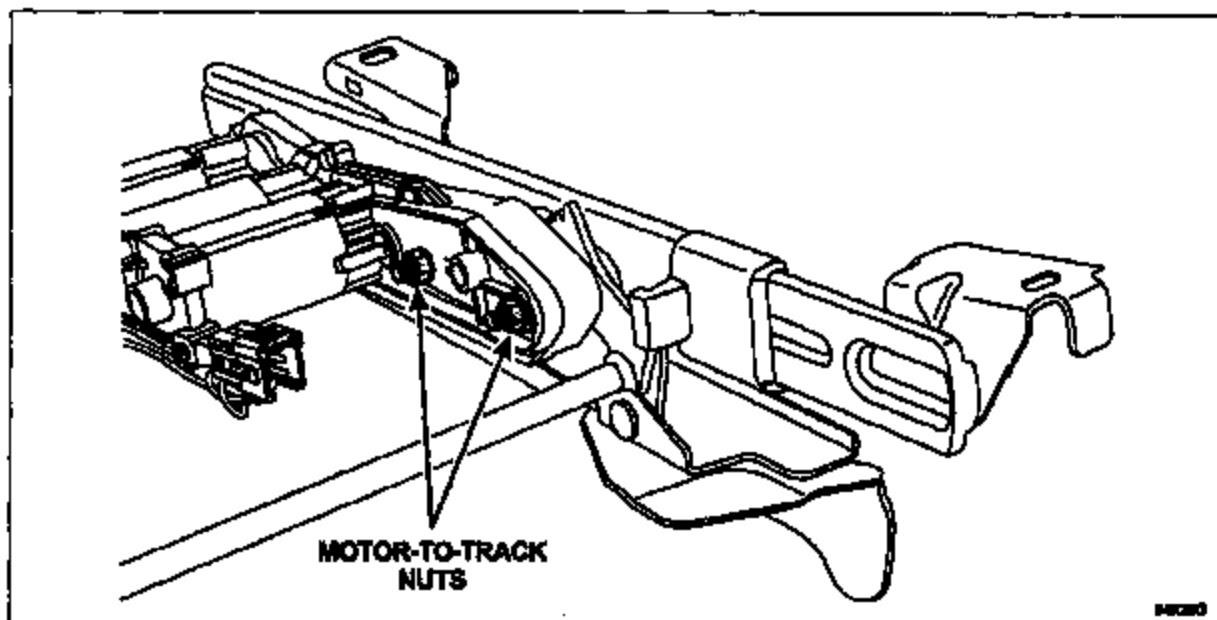


FIGURE 7

9. Remove the outboard retainer clip. See Figure 8.

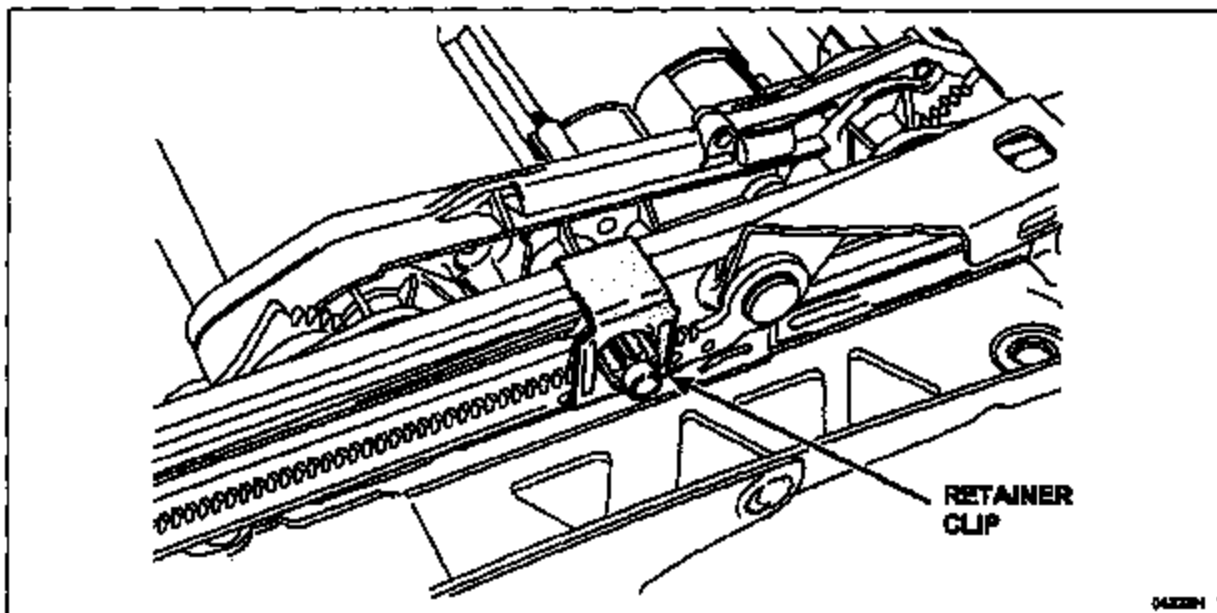


FIGURE 8



10. Remove the two (2) bolts holding the seat track motor assembly to the outboard track.  
See Figure 9.

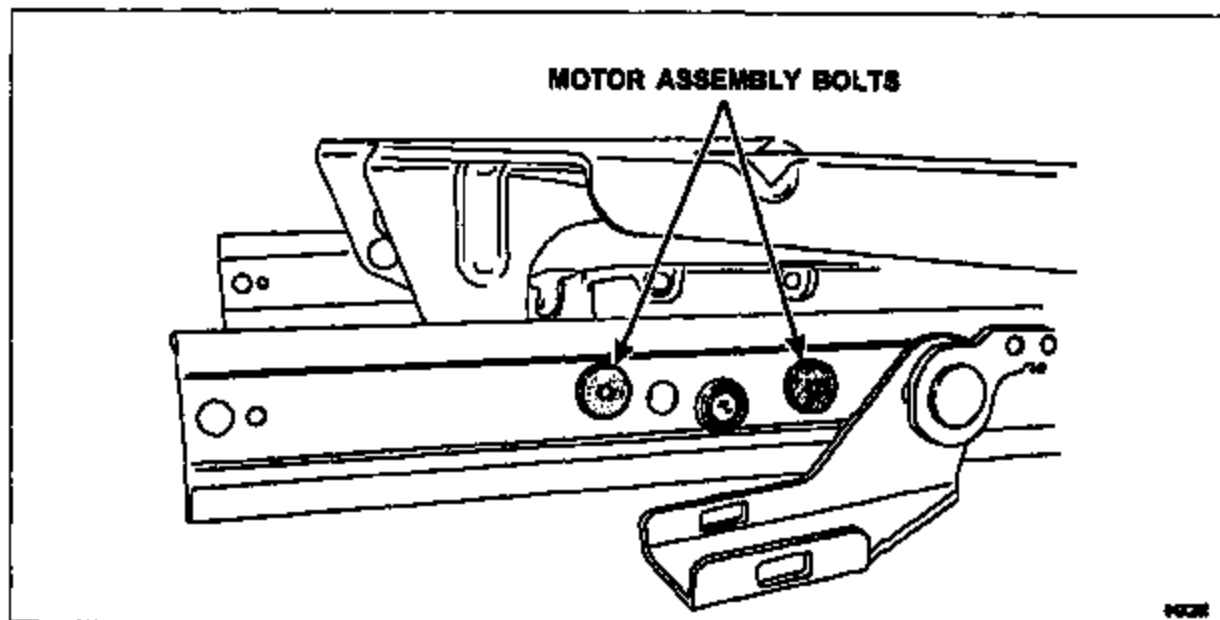


FIGURE 9

11. NOTE: The pinion cage will be removed with the outboard track.  
Carefully pry between the seat track motor assembly and the outboard track and remove the outboard track. See Figure 10.

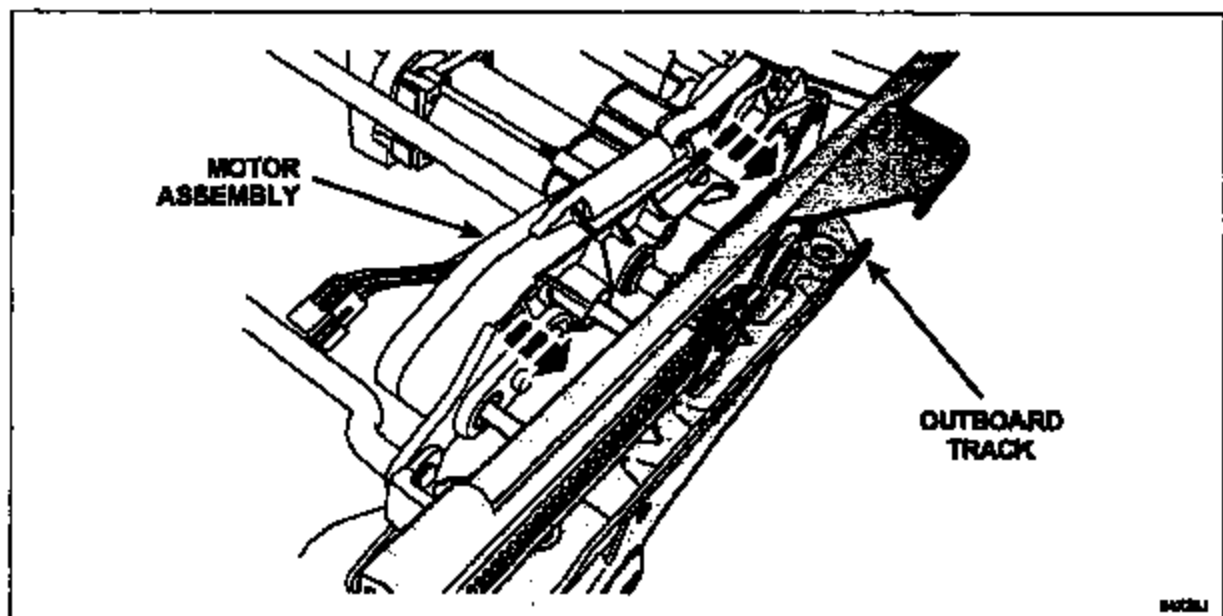


FIGURE 10



12. Carefully pry and remove the two (2) support straps. See Figure 11.

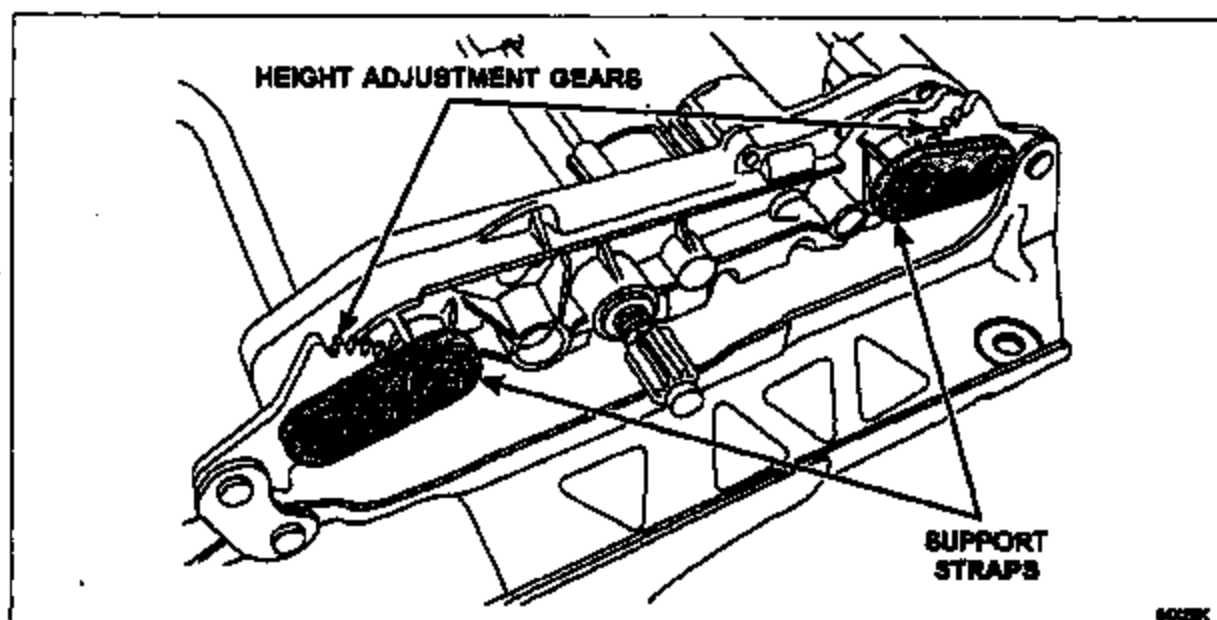


FIGURE 11

13. Pry and remove the seat track motor assembly from the upper support assembly. See Figure 12.

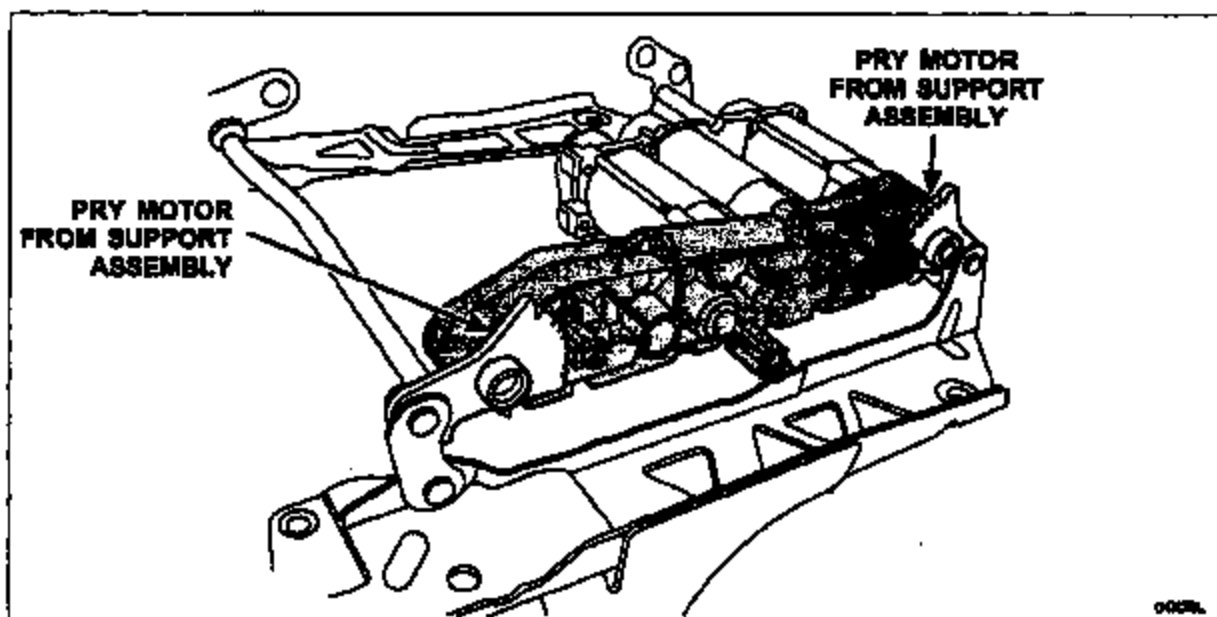


FIGURE 12



## ASSEMBLY

1. NOTE: The front and rear height adjustment gears do not have to mesh with the seat track motor assembly gears at the same teeth as when disassembled.

NOTE: Make sure the motor is positioned right side up.

Install the seat track motor assembly to the upper support assembly. See Figure 13.

- A) Be sure to install the seat track motor assembly pivots through the front and rear height adjustment gear brackets.
- B) Mesh the seat track motor assembly gears to the front and rear height adjustment gears. There should not be a gap between the upper support assembly gears and the seat track motor assembly housing.

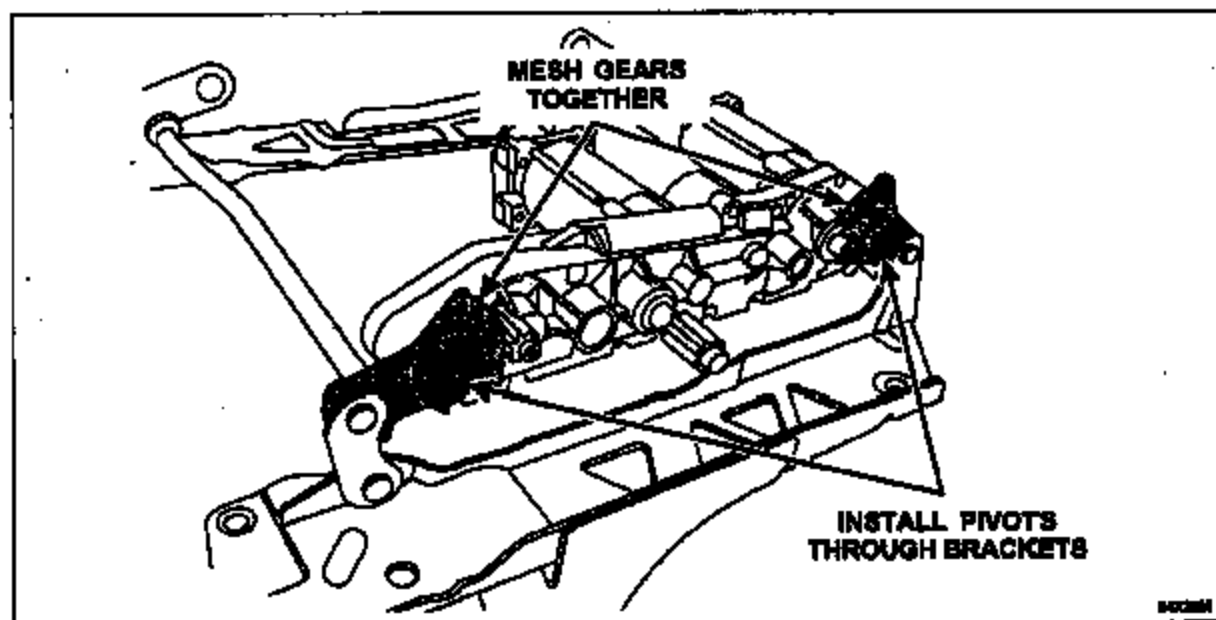


FIGURE 13

2. **WARNING: THE SUPPORT STRAPS ARE LOAD-BEARING COMPONENTS DURING A CRASH EVENT. THE SUPPORT STRAPS MUST BE CORRECTLY INSTALLED DURING ASSEMBLY OF THE SEAT TRACK. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN THE FAILURE OF THE SEAT TO PERFORM AS DESIGNED WITH RESULTANT RISK OF PERSONAL INJURY TO THE VEHICLE OCCUPANT.**

NOTE: The support straps must fit flush against the front and rear height adjustment gears.

Install the support straps. See Figure 11.

3. Check to make sure the index marks on the outboard track C-channel and plastic-coated slide are still in alignment. If necessary, slide the track to realign the marks. See Figure 14.

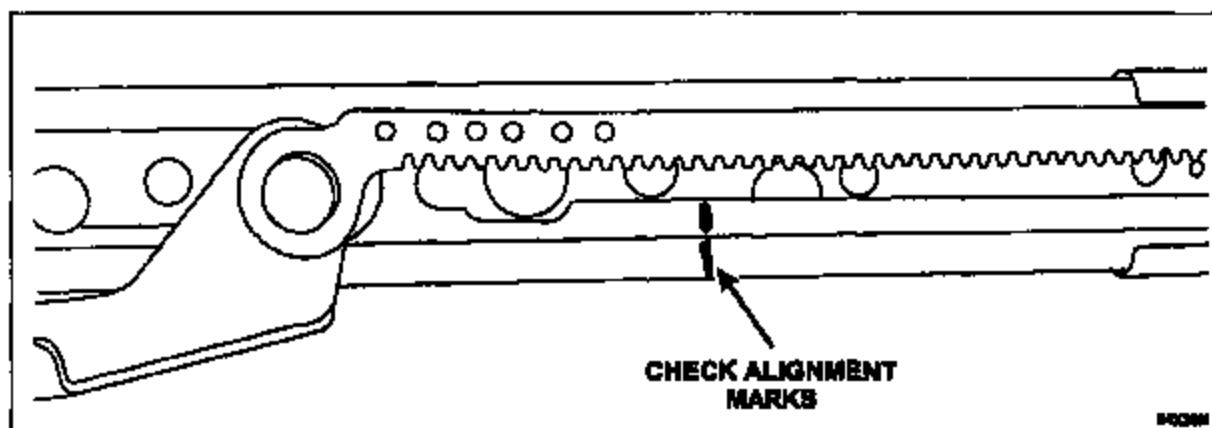


FIGURE 14

4. **WARNING: THE PINION CAGE IS A LOAD-BEARING COMPONENT DURING A CRASH EVENT. THE PINION CAGE MUST BE CORRECTLY INSTALLED DURING ASSEMBLY OF THE SEAT TRACK. FAILURE TO FOLLOW THIS INSTRUCTION MAY RESULT IN THE FAILURE OF THE SEAT TO PERFORM AS DESIGNED WITH RESULTANT RISK OF PERSONAL INJURY TO THE VEHICLE OCCUPANT.**

Position the pinion cage onto the outboard track. See Figure 15.

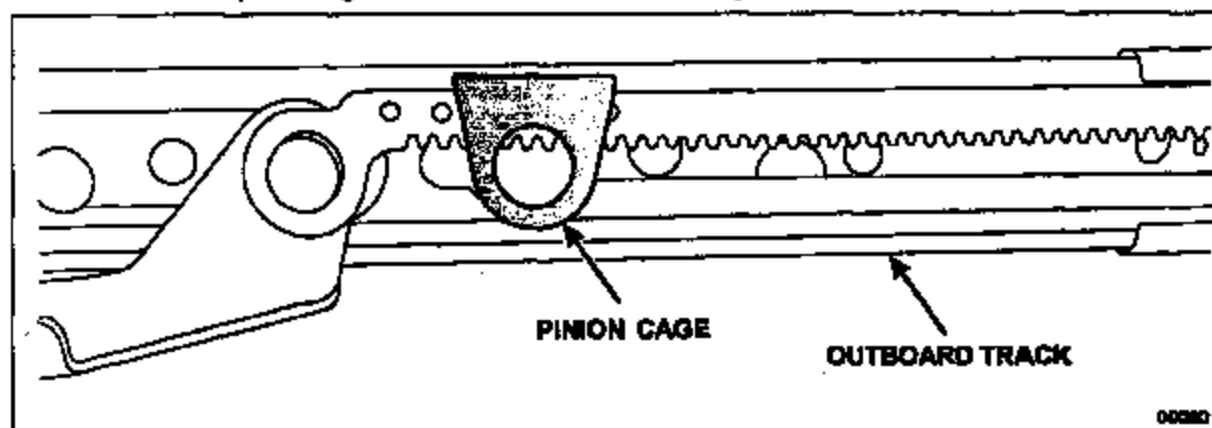


FIGURE 15



5. Install the outboard track as follows: See Figure 16.
- A) Position the track studs through the seat track motor assembly.
  - B) While sliding the track studs through the seat track motor assembly, position the pinion cage opening around the seat track motor assembly gear.
  - C) Fit the support straps and seat track motor assembly gear bushing alignment pins into the track openings.

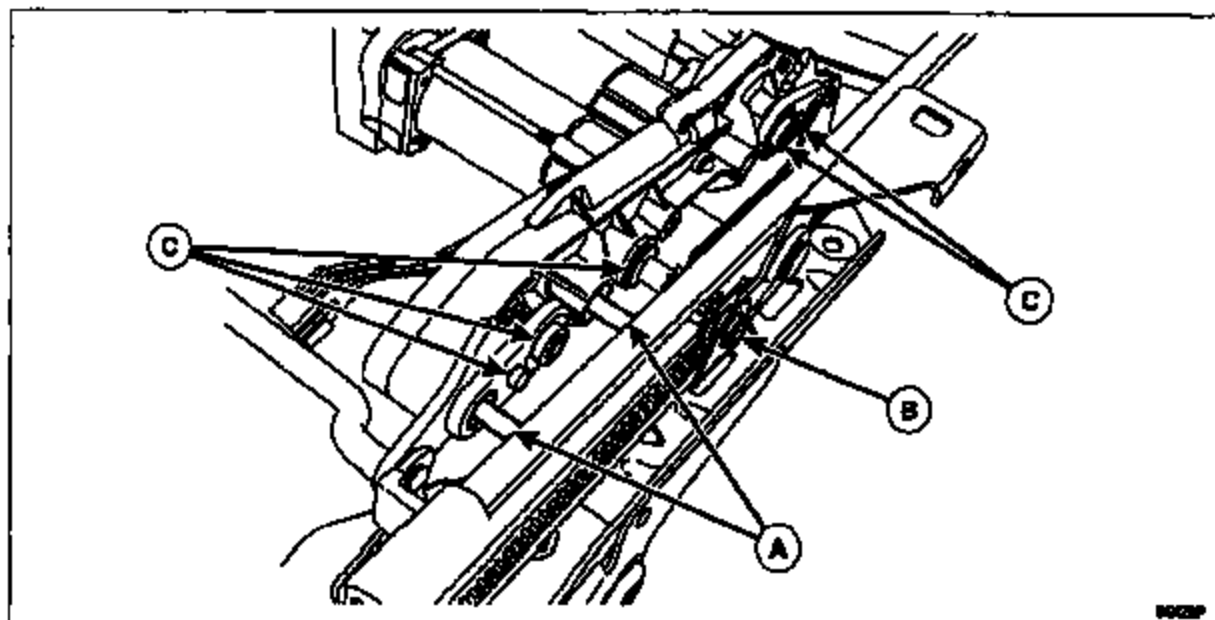


FIGURE 16



6. When assembled, make sure the outboard track, support straps, front and rear height adjustment gears and seat track motor assembly all fit flush against each other. Make sure the support straps and seat track motor assembly gear bushing alignment pins fit into the track openings. See Figure 17.

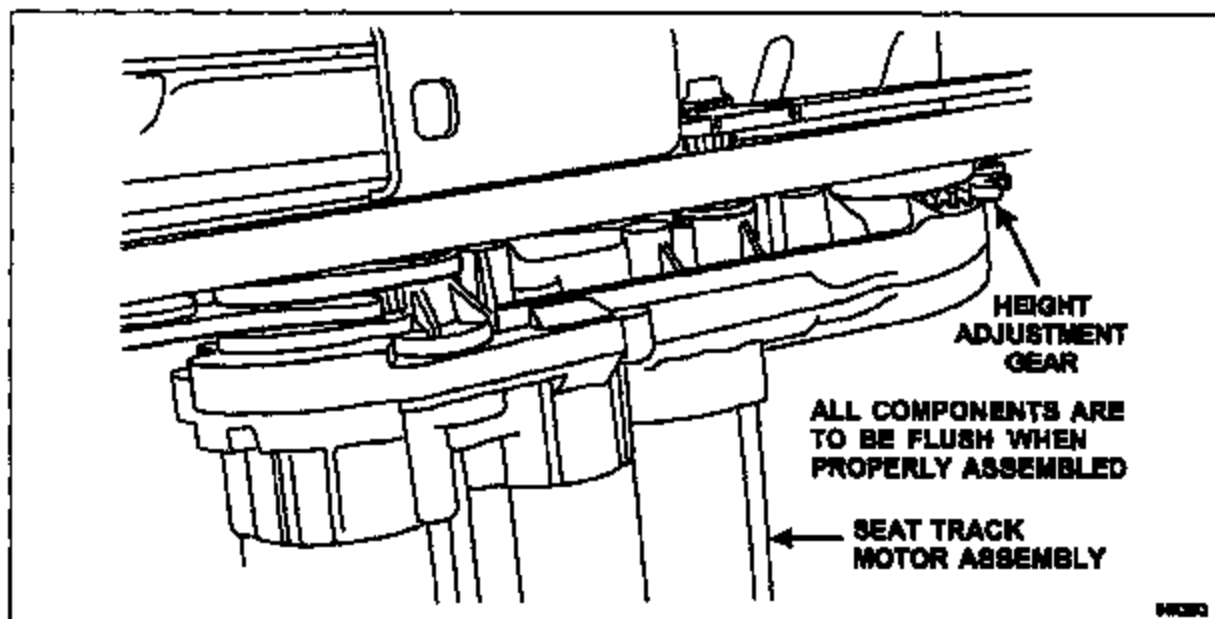
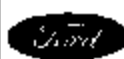


FIGURE 17

7. **CAUTION:** Do not overtighten or damage will occur.  
Install the two (2) bolts holding the seat track motor assembly to the outboard track. Tighten to 12 Nm (9 lb-ft). See Figure 9.
8. Position the connector bracket (Thunderbird only) and install the two (2) nuts. Tighten to 14 Nm (10 lb-ft). See Figure 7.
9. Install the outboard retainer clip. See Figure 8.
10. **CAUTION:** The index marks on the outboard track C-channel and plastic-coated slide must align at this step.  
Check to make sure the index marks on the outboard track C-channel and plastic-coated slide are still in alignment. If necessary, slide the track to realign the marks. See Figure 3.



11. Check to make sure the index marks on the inboard track C-channel and plastic-coated slide are still in alignment. If necessary, slide the track to realign the marks. See Figure 18.

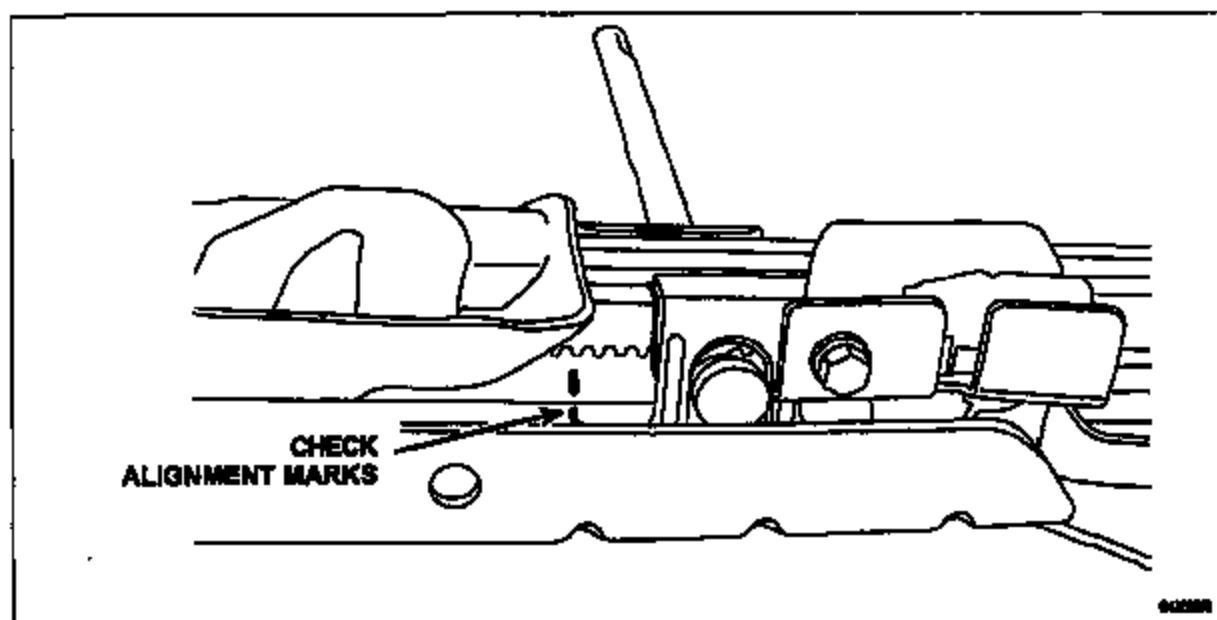


FIGURE 18





12. NOTE: When assembled, a small gap between one of the gears and the drive tube may exist.

Assemble the seat track motor assembly, upper support assembly and inboard track together as follows: See Figure 19.

- A) Align the drive tube to the motor stub shaft. Tap the nose of the inboard track gear toward the seat track motor stub shaft.
- B) To keep the motor assembly level, position a block of metal or wood behind the motor gear.
- C) While tapping the parts together, simultaneously engage the front and rear lift links to the inboard track.
- D) When the lift links are up against the inboard track, with the bushings through the hole and seated, the drive tube is fully engaged.

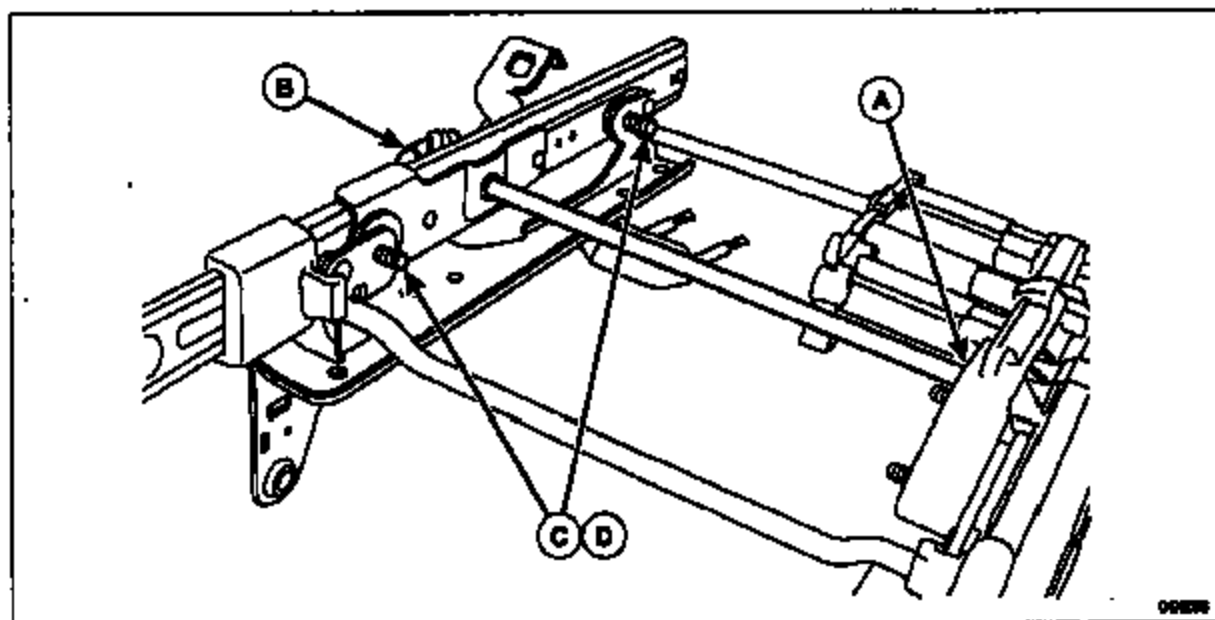


FIGURE 19

- 13. Install the two (2) nuts holding the inboard track to the upper support assembly lift links. Tighten to 27 Nm (20 lb-ft). See Figure 5.
- 14. Check to make sure the index marks on the inboard track C-channel and plastic-coated slide are still in alignment. The index marks on the inboard track C-channel and plastic-coated slide must align at this step. If the index marks do not match up, repeat Steps 10 through 12. See Figure 4.
- 15. Position the seat track in the vehicle. The left and right front mounting feet holes should align with the floor pan mounting holes, without pushing or pulling the seat track to force alignment. Check the witness marks (indentations) in the carpet. The tracks should line up closely with them. If the seat track does not align to the vehicle, check to make sure the index marks on the inboard and outboard track rails and guides are still in alignment. Repeat the necessary steps until the index marks align.
- 16. Install the connector bracket to the upper track support assembly (Taurus/Sable only).
- 17. Taurus/Sable — go back to steps 5 and 6 on page 1 to properly install the seat track assembly back into the vehicle.  
Thunderbird — go back to steps 5, 6 and 7 on page 2 to properly install the seat track assembly back into the vehicle.



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

July 2004

**Safety Recall 04S18**

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 2004 Model Year Taurus, Sable, and Thunderbird Vehicles equipped with driver or driver and passenger power seats.

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 is the issue?**

On your vehicle, the power seat track may contain inadequate welds between the track recliner bracket and the lower support bracket. This condition may cause a squeak/rattle condition to develop, and possibly result in a loose seat. In the rare circumstance that a vehicle having a seat with multiple inadequate welds is in a collision, the seat may not perform as intended, potentially increasing the risk of an injury.

**What will Ford and your dealer do?**

Ford Motor Company and your dealer will repair your seat track free of charge (parts and labor). We urge you to return to your dealer for this service.

**How long will it take?**

The time needed for this 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 are we asking you to do?**

Please call your dealer without delay and request a service date for Safety Recall 04S18. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefilmservice.com> for dealer addresses, maps, and driving instructions.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Have you changed your address or sold the vehicle?**

If you have, 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 recall.

**Can we assist you further?**

If you have difficulty 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 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

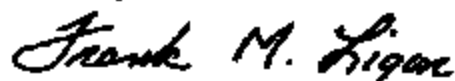
If you wish to contact us through the Internet, our address is:

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

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write 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 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations