

Ford Motor Company

L. W. Camp, Director
Automotive Safety Office
Environmental and Safety Engineering

November 10, 2000

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

Dear Mr. Weinstein:

Subject: Safety Recall 00V-218 NSA-11paw
(Ford Number 00S20)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2000 Focus vehicles. Specific details were forwarded to you in our letters dated August 4, 2000 and September 6, 2000.

Sincerely,



00S20dlr.doc/ty
Enclosures

RECEIVED
NOV 14 03 09 02
OFFICE
DEFECTS INVESTIGATION



Ford Motor Company

October 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S20: Certain 2000 Model Year Focus – A-pillar Trim Replacement

AFFECTED VEHICLES

Certain 2000 model year Focus 4-door and wagon vehicles built at the Wayne Assembly Plant from Job #1 2000 through July 27, 2000. Also certain 2000 model year Focus 3-door vehicles built at the Hermosillo Assembly Plant from Job #1 2000 through July 31, 2000.

NON-COMPLIANCE

Testing indicates that certain 2000 model year Focus vehicles may not comply with FMVSS 201 interior head impact requirements at the top of the A-pillar.

In the event of an accident, an occupant contacting that location may not be provided the interior impact protection intended.

SERVICE ACTION

Before delivering any of the vehicles involved in this recall, dealers must replace both left hand and right hand A-pillar trim panels.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

SEED STOCK:

Parts are available in limited quantities for this concern, and dealers will be provided parts based on current inventory – the first shipments will begin the week of 10/23/00. Please refer to Attachment II for details.

ATTACHMENTS

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

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Recall Questions:.....1-800-325-5621

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

**DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S20
Certain 2000 Focus Vehicles - A-pillar Trim Replacement**

OASIS

OASIS will not be activated at this time. To determine if a vehicle is eligible for this recall we will be sending dealers a VIN list for sold/unsold units. This list will be sent overnight mail on Friday, October 20, 2000, and should arrive at dealers on Monday, October 23, 2000. This list will be used in lieu of OASIS to allow dealerships to manage the limited quantity of parts available. OASIS will be turned on when we have sufficient parts in the field to support general release of the campaign – anticipated to occur late November.

PROMPTLY CORRECT

Promptly correct all affected vehicles on your dealer VIN list provided. Also, correct other eligible vehicles brought to your dealership.

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 00S20
Certain 2000 Focus Vehicles - A-pillar Trim Replacement**

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both A-pillar trim panels	00S20B	0.6 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

PARTS REQUIREMENTS

Parts Order Information for 3-Door and 4-Door Focus

Parts will be direct shipped to dealers beginning the week of 10/23/00. Seed stock will continue for the next few weeks thereafter. You will not be able to place orders until late November at which time normal order processing will begin.

Part Number	Description	Color	Quantity
YS4Z-6103598-AAA	A-Pillar Kit (3 Door Sedan)	Dawn Gray (All 3 Dr. are same color)	1 (16% of vehicle population)
YS4Z-5403598-AAC	A-Pillar Kit (4 Door Sedan/Wagon)	Graphite	1 (62% of vehicle population)
YS4Z-5403598-AAD	A-Pillar Kit (4 Door Sedan/Wagon)	Parchment	1 (22% of vehicle population)

DOR/COR number 50177 identifies parts ordered for this campaign.

FOCUS A-PILLAR TRIM REPLACEMENT

AFFECTED VEHICLES: CERTAIN 2000 FOCUS 3 DR, 4 DR AND WAGON MODELS

OVERVIEW

These instructions provide direction to replace both right and left side A-pillar trim panels with *new*, redesigned trim panels. In order for these *new* trim panels to fit correctly, the headliner will need to be trimmed. Templates are provided to aid in accurately marking the headliner in the areas to be trimmed. Except where noted, all steps in this procedure are applicable to both right and left sides of all affected models.

PROCEDURE

1. Remove the instrument panel side trim panel. See Figure 1.

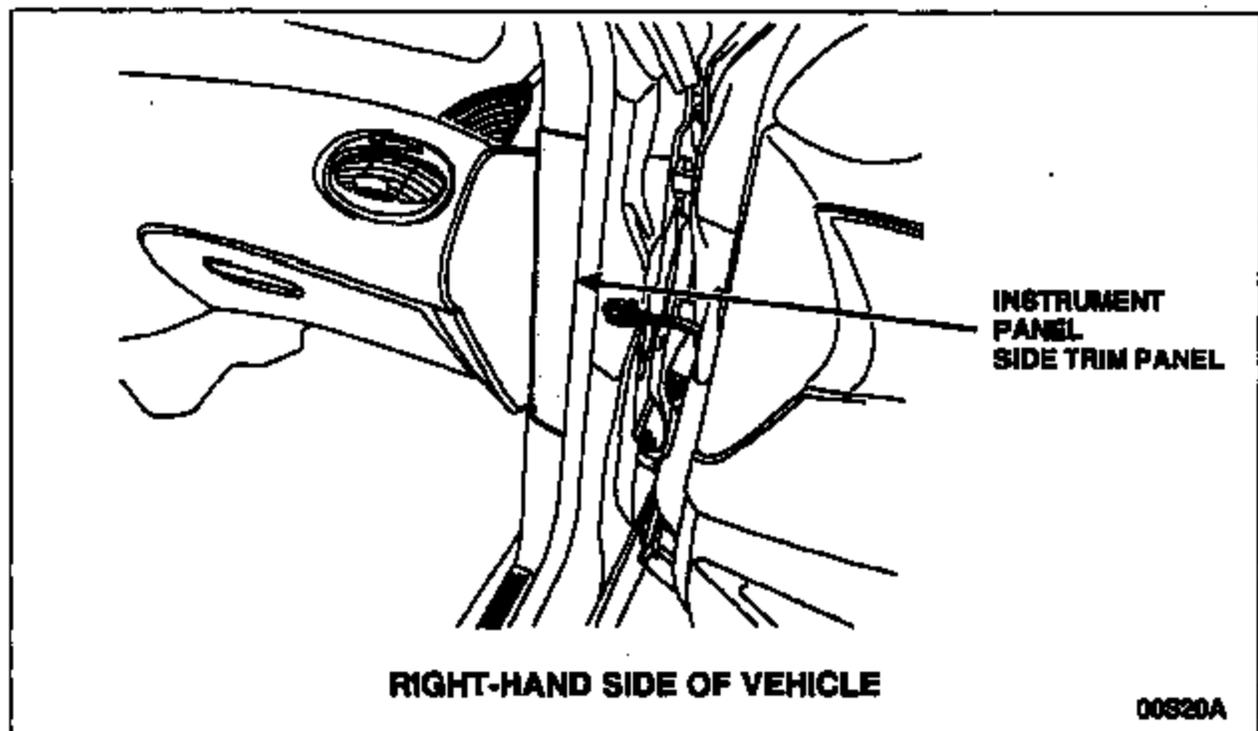


FIGURE 1

2. Detach the upper B-pillar trim panel. It is not necessary to detach the seat belt anchor bolt.
3. Remove and discard the A-pillar trim panel, then remove and discard both body-mounted A-pillar trim panel clips.



4. On the left side of the vehicle, the interior lamp wire is glued to the headliner. Break the glue bond and move the wire and the washer hose (if equipped) up between the headliner and the roof panel. Be sure to move the wire and hose far enough out of the way to avoid damage when trimming the headliner. See Figure 2.

On the right side of the vehicle, unclip, then position aside the antenna wire.

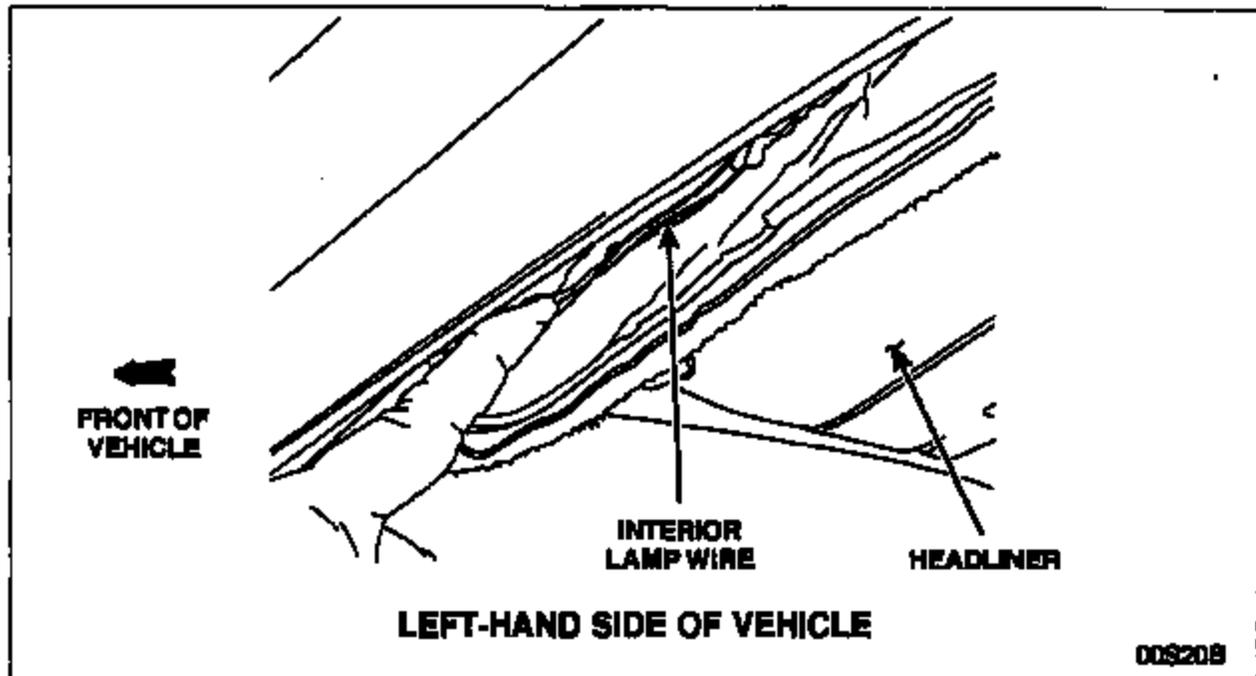


FIGURE 2

5. NOTE: Downloading and printing these instructions from the web may cause the size of the template to vary. Once they are printed, verify the templates are correctly sized. The lines should be spaced 100 mm apart from each other, plus or minus 1 mm. Resize the template using a photocopy machine as necessary. See the last page of this instruction sheet for the templates.



6. Carefully cut out the correctly sized templates (Page 5 of 5).
7. NOTE: A depression has been provided to aid in correct positioning.

Position the template up to the headliner, following the contour of the outside edge of the headliner. With a pencil, mark the headliner following the template. See Figure 3.

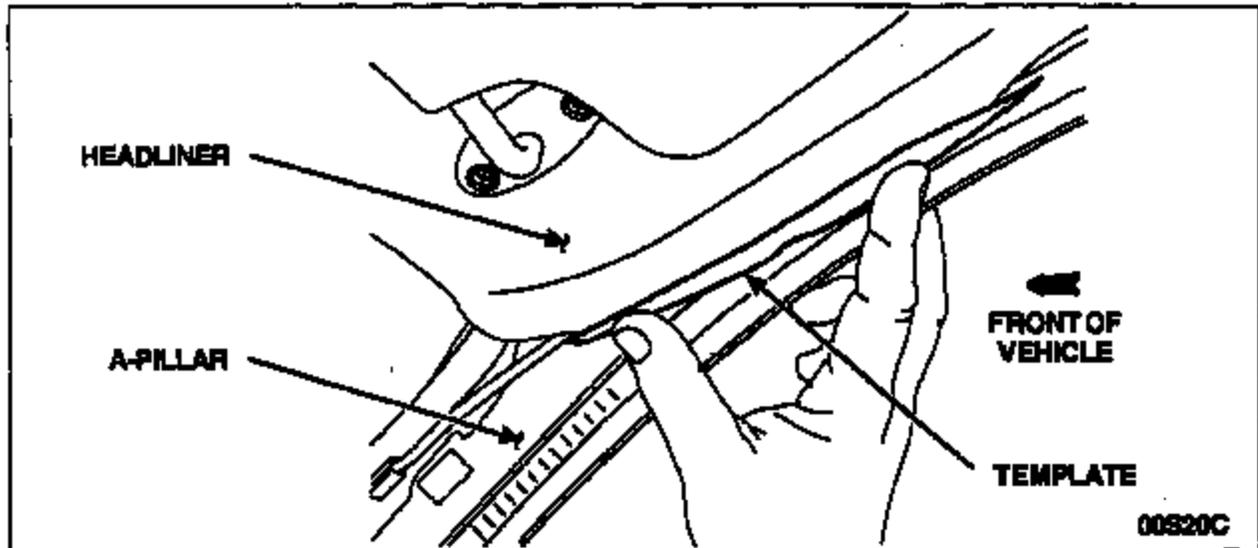


FIGURE 3

8. Following the method outlined below, trim the headliner along the marked line using a fresh razor blade in a sturdy utility knife.
 - A. To assist you in accurately cutting through the headliner, start by making small cuts along the marked line. See Figure 4.

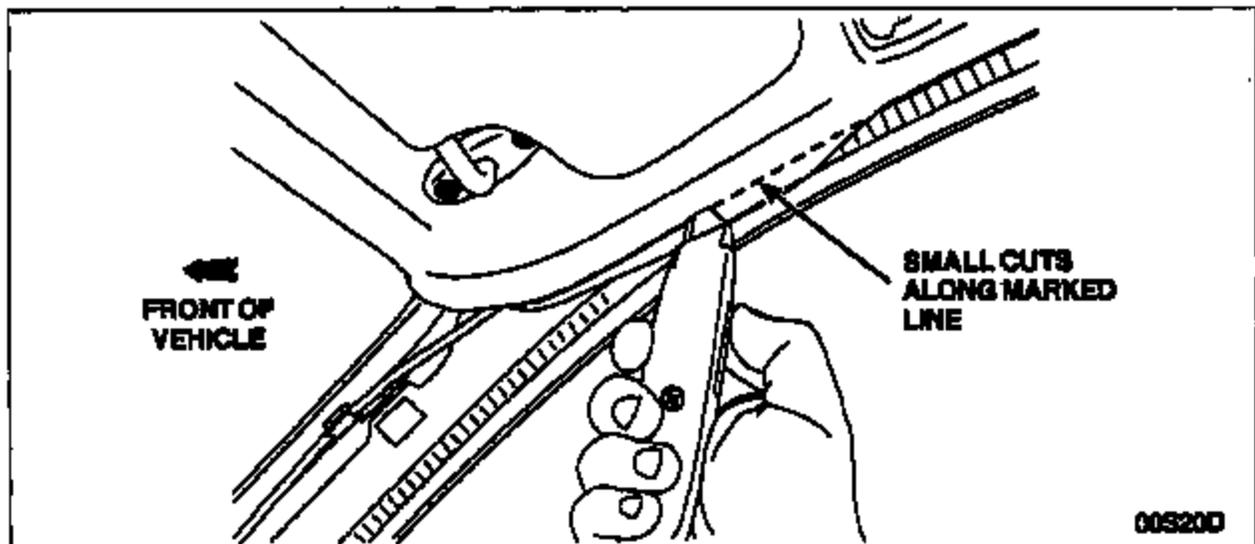
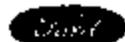


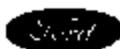
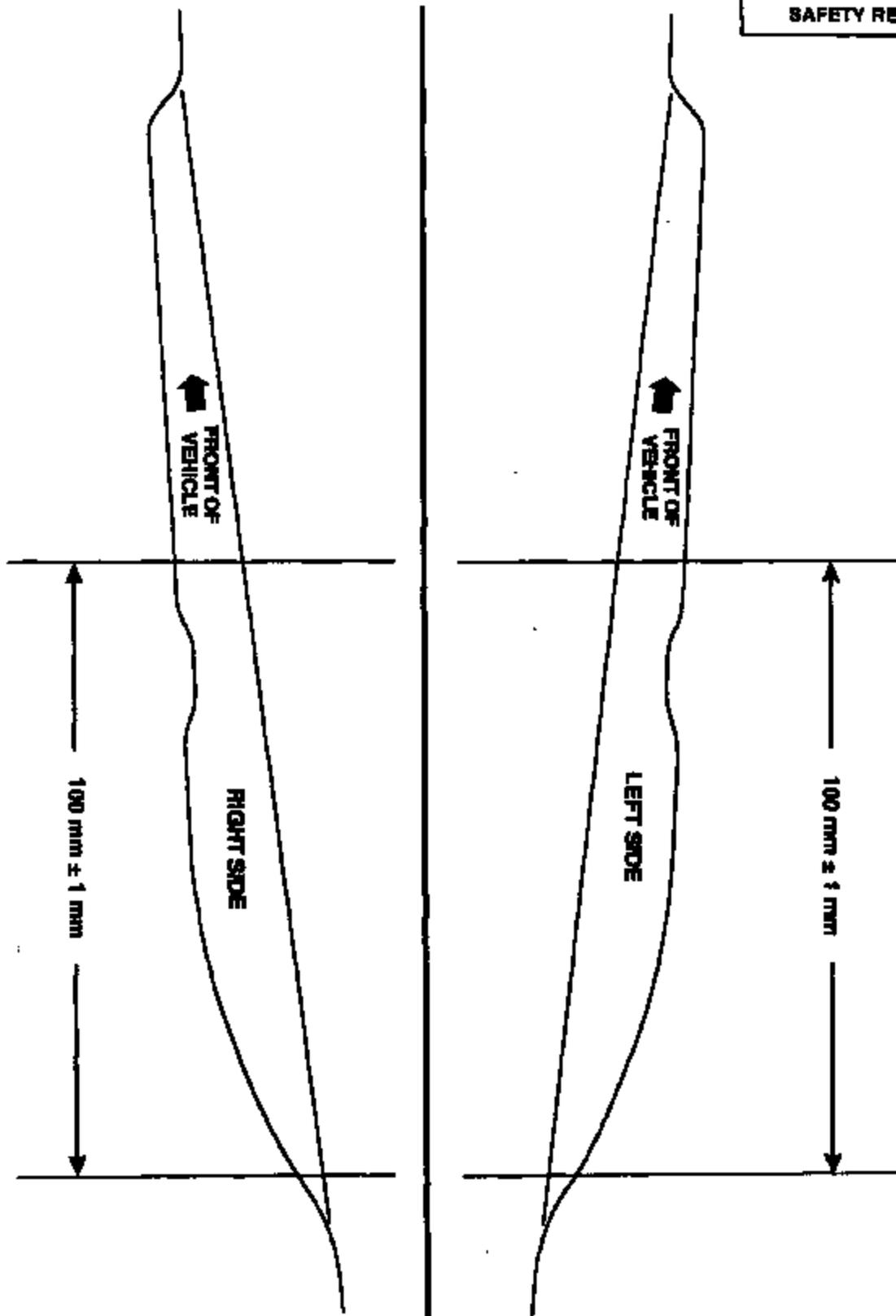
FIGURE 4

- B. Carefully cut through the cloth surface of the headliner along the perforated line.
 - C. Making one or two more cuts, completely cut through the foam padding of the headliner.



9. Reposition the washer hose, interior lamp wire and antenna wire.
10. Install the *new* body mount trim panel clips provided in the kit.
11. Install the *new* A-pillar trim panels.
12. Reattach the B-pillar trim panels.
13. Install the instrument panel side trim panels.





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DEARBORN, MICHIGAN 48121
09/00

00S20E

Ford Motor Company

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

November 2000

00S20

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 certain 2000 Focus vehicles fail to conform to the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 201 "Occupant Protection in Interior Impacts".

What the non-compliance issue is...

Testing indicates that certain 2000 model year Focus vehicles may not comply with FMVSS 201 interior head impact requirements at the top of the A-pillar. In the event of an accident, an occupant contacting that location may not be provided the interior impact protection intended.

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

The dealer will replace both left hand and right hand A-pillar trim panels on your vehicle.

Ford Motor Company will repair your vehicle free of charge (parts and labor). You are urged to contact your dealer and arrange to have this concern addressed as soon as possible.

How long will it take?

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

What we are asking you to do...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 00S20.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

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 your dealership Service Manager. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(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

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).

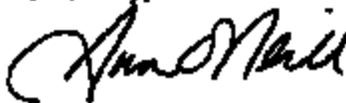
Quality Care service is there for you all year round.

QualityCare
by Ford Service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

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

Sincerely,



Ann O'Neil
Director
Vehicle Service and Programs

Ford Motor Company

October 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: **DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S20-S1, Supplement #1: Certain 2000 Model Year Focus – A-pillar Trim Replacement**

Re: **DEMONSTRATION/DELIVERY HOLD: Safety Recall 00S20: Certain 2000 Model Year Focus – A-pillar Trim Replacement – Dated October 2000.**

SUPPLEMENTAL INFORMATION

The purpose of this bulletin is to advise you that Attachment II has been amended from the original bulletin. The previous Attachment II contained incorrect part information for the 4 Door and Wagon A-Pillar trim.

The Attachment II of Safety Recall 00S20-S1, Supplement #1 contains the correct part number information.

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PROCEDURE

1. Remove the instrument panel side trim panel. See Figure 1.

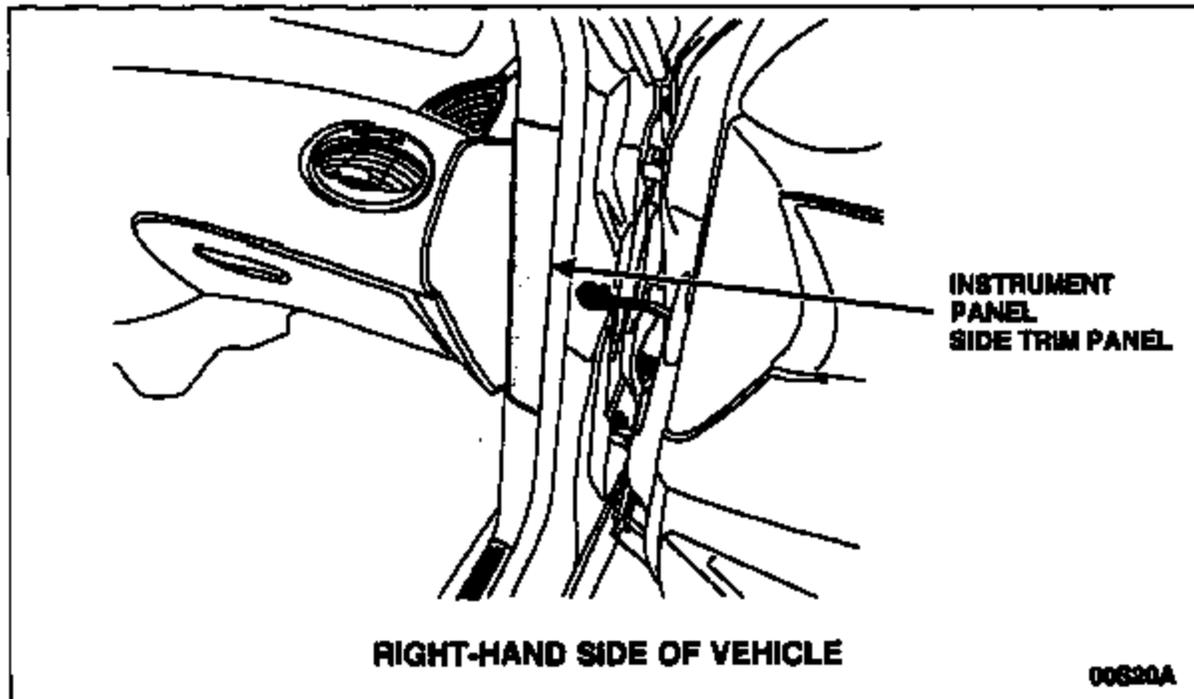


FIGURE 1

2. Detach the upper B-pillar trim panel. It is not necessary to detach the seat belt anchor bolt.
3. Remove and discard the A-pillar trim panel, then remove and discard both body-mounted A-pillar trim panel clips.



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0200

4. On the left side of the vehicle, the interior lamp wire is glued to the headliner. Break the glue bond and move the wire and the washer hose (if equipped) up between the headliner and the roof panel. Be sure to move the wire and hose far enough out of the way to avoid damage when trimming the headliner. See Figure 2.
- On the right side of the vehicle, unclip, then position aside the antenna wire.

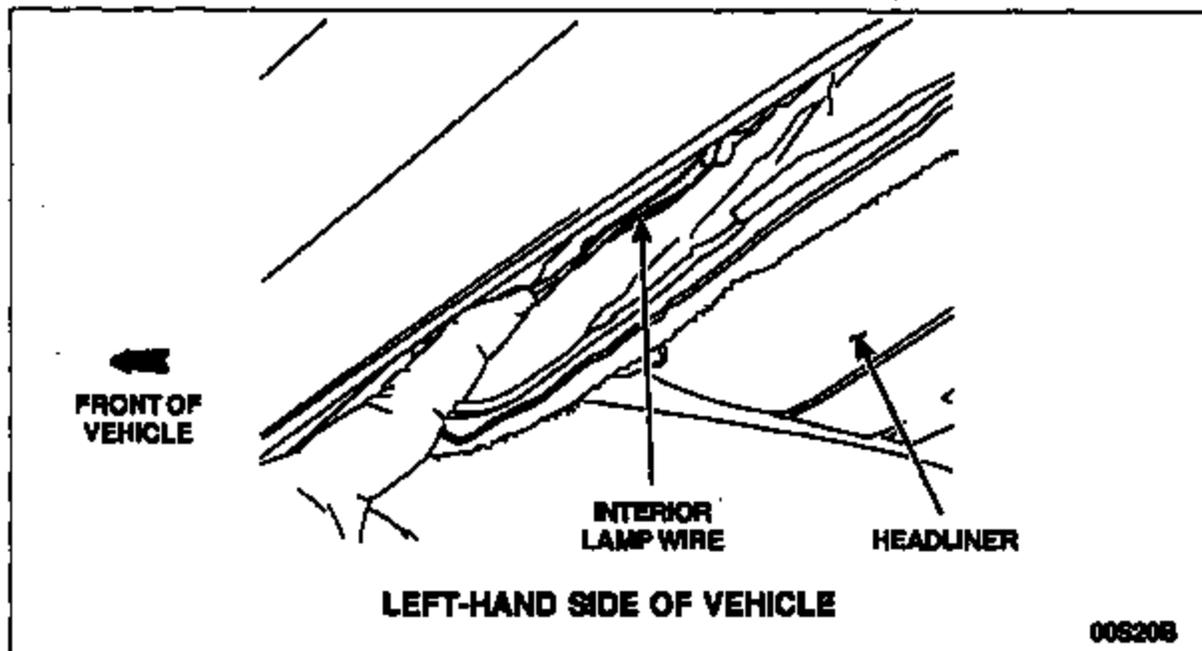


FIGURE 2

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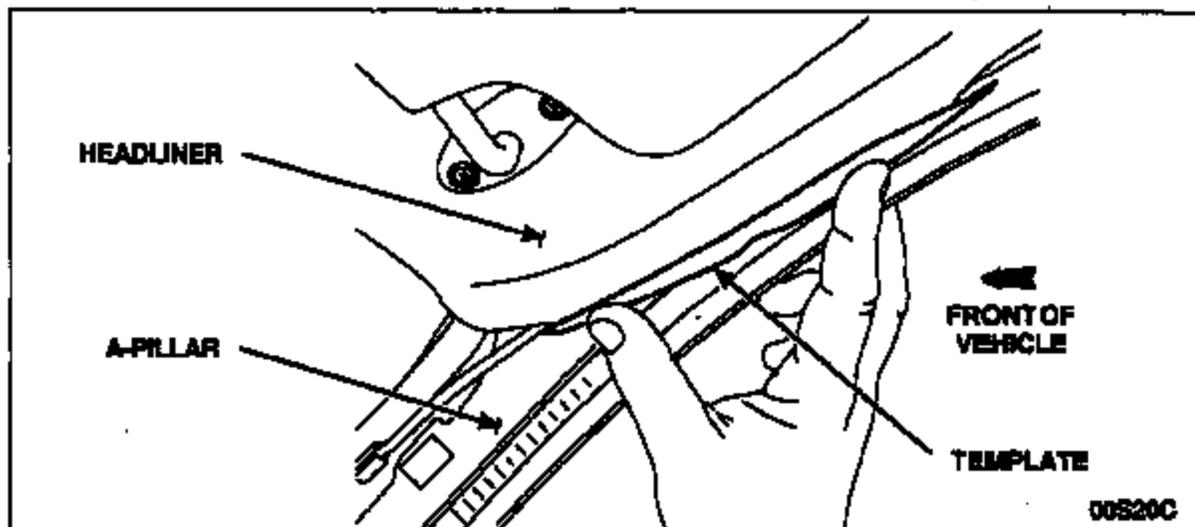


FIGURE 3

8. Following the method outlined below, trim the headliner along the marked line using a fresh razor blade in a sturdy utility knife.
 - A. To assist you in accurately cutting through the headliner, start by making small cuts along the marked line. See Figure 4.

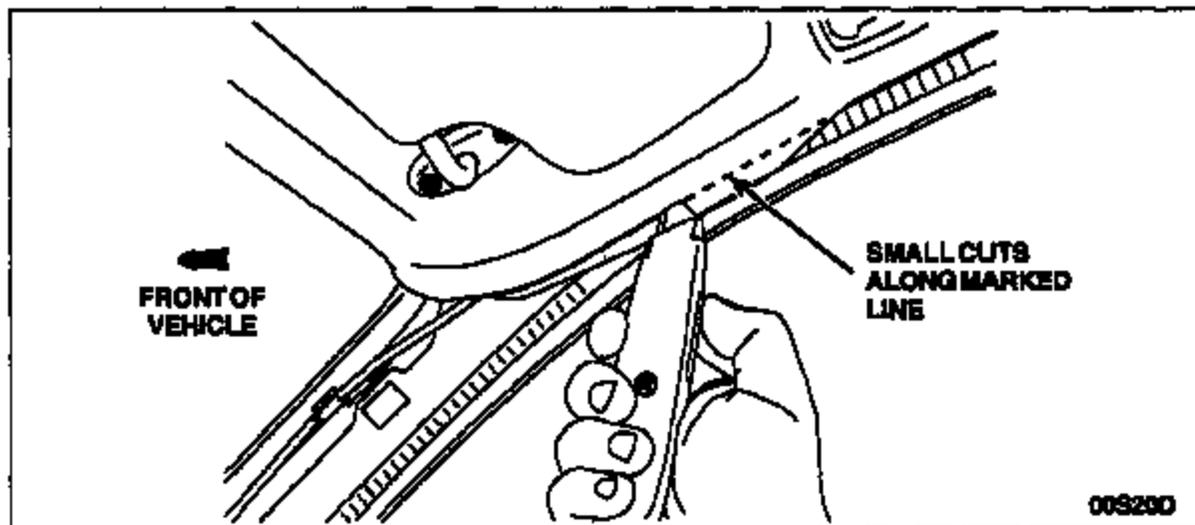


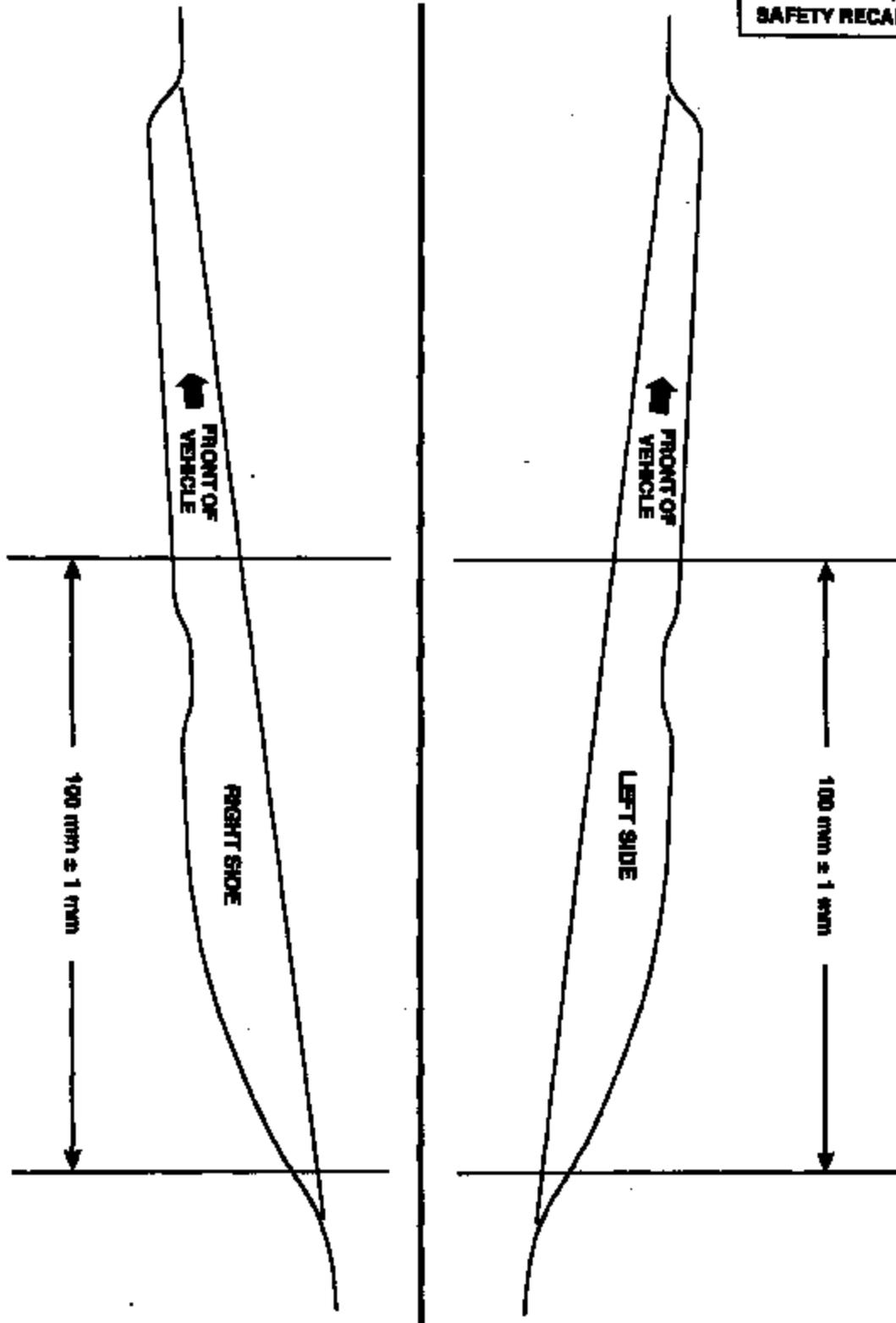
FIGURE 4

- B. Carefully cut through the cloth surface of the headliner along the perforated line.
 - C. Making one or two more cuts, completely cut through the foam padding of the headliner.

9. Reposition the washer hose, interior lamp wire and antenna wire.
10. Install the new body mount trim panel clips provided in the kit.
11. Install the new A-pillar trim panels.
12. Reattach the B-pillar trim panels.
13. Install the instrument panel side trim panels.



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DEARBORN, MICHIGAN 48121
0800

00820E

Ford Motor Company

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

November 2000

00S20

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.

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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
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. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs