

Ford Motor Company

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

January 12, 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-356 NSA-11paw
(Ford Number 00S51)**

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1998 through 2001 Town Car Limousines. Specific details were forwarded to you in our letter dated December 1, 2000.

Sincerely,

James P. Vondale

00S51dir.docxty
Enclosures



Ford Motor Company

December 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 00S51: Certain 1998 - 2001 Model Year Town Car Limousines – FMVSS 110 Compliance

REF: Dealer Announcement dated December 17, 1998, Lincoln Commitment Special Handling Procedure (Attachment IV)

AFFECTED VEHICLES

Certain 1998 - 2001 model year Lincoln Town Cars modified to 60-inch stretch or longer Limousines, from September 19, 1997, through September 26, 2000.

NON-COMPLIANCE

Certain 1998 - 2001 model year Town Car 60-inch stretch or longer Limousines, originally equipped with Michelin P225/70R16 101S WSW tires, may not comply with certain FMVSS 110 requirements for normal load limit of the tires.

The vehicles as built by Ford Motor Company satisfy all applicable Federal Motor Vehicle Safety Standards (FMVSS). However, as modified to stretch limousines by the coach builders, the load on the Michelin P225/70R16 101S tires may exceed FMVSS requirements.

SERVICE ACTION / PROCEDURE

Ford is informing fleets that operate these limousine vehicles, and Qualified Vehicle Modifier (QVM) companies who modify the Lincoln Town Car into stretch limousines, that the tires must be replaced with tires that carry a higher load rating.

The dealer must replace all 5 tires (including the spare tire) with new, higher load-rated, Michelin P225/70R16 107T reinforced WSW tires. This must be done on all of the affected vehicles. The required procedure is outlined below:

- Customers who are affected by this program are being advised to contact the Program Headquarters at 1-800-248-0186 with a preferred dealer that they wish to have service their vehicle. Program Headquarters will check to confirm the dealership is enrolled in the Ford Tire Program/ATW.
- Program Headquarters will send a MORS III message to the affected dealer informing them of:
 1. The customer's name, address and phone numbers.
 2. The vehicle VIN.
 3. The MORS III reference number.

- The dealer is to then contact their local Michelin Tire supply point to order replacement tires (Ford Part Number 9004 70891), quoting the MORS III reference number as a means of tracking the order.
- The Michelin Supply Point will then order the tires, and deliver them to your dealership when they arrive. Shipment time is estimated at five days.
- The dealer is to then contact the affected customer and arrange a service date to have their vehicle's tires replaced.

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.

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 December 17, 1998, 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 these Lincoln Town Car Limousine customers.

Does Current Tire Condition Affect Replacement Procedure?

All affected tires should be replaced regardless of mileage or the tread remaining on the tire. If the tires are damaged or worn out, they should still be replaced.

Can a Customer Upgrade Their Tires?

Ford Motor Company will only pay for new replacement tires as designated in this program. Any deviation from these approved replacement tires may not meet FMVSS 110 requirements and may change the vehicle's handling, ride, vibration, and noise characteristics and cannot be claimed through Ford.

REPLACEMENT TIRE AVAILABILITY

We anticipate approximately 50,000 tires may be required to meet the replacement tire needs of this program. The Lincoln Town Car Limousine is the only vehicle that specifies these tires as original equipment.

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
Customer Notification 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

Safety Recall 00S51
Certain 1998 - 2001 Model Year Town Car Limousines
FMVSS 110 Compliance

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PROMPTLY CORRECT

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealer Consolidated Communicator (FDCC). Only vehicles on this VIN list, modified by Ford-recognized QVMs (Quality Vehicle Modifiers), are eligible for this campaign.

DEALER-OWNER CONTACT

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

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

Enter claims in ACES II for these Limousine vehicles, originally equipped with Michelin P225/70R16 101S WSW tires, using DWE - with the following information:

- Enter information on a recall claim type. DO NOT use a warranty claim type.
- Refer to ACESII User Manual for claims preparation and submission information.
- Program Code - 00S51.
- Enter S51TIRE as the base part and enter the total value of the tires from the "Suggested List Price" column of the latest Ford Motor Company Tire Price List.
- Use the appropriate labor operation from Attachment II.
- Freight is reimbursable at actual cost in the miscellaneous expense area of the claim.
NOTE: Freight is only reimbursable for rural dealers whose only means of acquiring tires is by having them shipped in via common carrier.
- Tire disposal and applicable local waste tax will be reimbursed - enter OTHER in the miscellaneous expense area of the claim with actual cost.
- Enter the entire DOT codes and the part number of the replacement tires being used in the comments area of the claim.

RENTAL CARS

As this campaign utilizes the Lincoln Commitment Special Handling Procedure, rental coverage is available. Replacement tires are expected to be readily available; therefore, minimal rental assistance should be required. Rental vehicles should only be used while the customer's vehicle is being serviced.

Safety Recall 00S51
Certain 1998 - 2001 Model Year Town Car Limousines
FMVSS 110 Compliance

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace and balance 5 tires	00S51B	1.2 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour
Lincoln Commitment Special Handling	Misc. Expense Code "LCHP"	See Attachment IV

Note: Front-end alignment is not included in this program.

PARTS REQUIREMENTS

Parts Ordering Information

There will not be an initial tire shipment to each dealership due to the small volume of affected vehicles.

- Customers who are affected by this program are being advised to contact the Program Headquarters at 1-800-248-0188 with a preferred dealer that they wish to have service their vehicle. Program Headquarters will check to confirm the dealership is enrolled in the Ford Tire Program/ATW.
- Program Headquarters will send a MORS III message to the affected dealer informing them of:
 1. The customer's name, address and phone numbers.
 2. The vehicle VIN.
 3. The MORS III reference number.
- The dealer is to then contact their local Michelin Tire supply point to order replacement tires (Ford Part Number 9004 70891), quoting the MORS III reference number as a means of tracking the order.
- The Michelin Supply Point will then order the tires, and deliver them to your dealership when they arrive. Shipment time is estimated at five days.

The dealer is to then contact the affected customer and arrange a service date to have the tires replaced on their vehicle.

Safety Recall 00851
Certain 1998 - 2001 Model Year Town Car Limousines
FMVSS 110 Compliance

DEALER PRICE

For latest prices on replacement tires, refer to the most recent Ford Motor Company Tire Price List. The current price for these tires is listed below:

Tire Size	Brand Name	Part Number	Suggested List
225/70R16 107T	Michelln	9004 70891	\$129.95

EXCESS STOCK RETURN

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

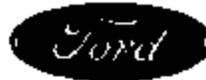
Safety Recall 00851
Certain 1998 - 2001 Model Year Town Car Limousines
FMVSS 110 Compliance

TECHNICAL INSTRUCTIONS:

Replace and balance all five (5) tires including the spare tire.
Refer to the Workshop Manual, Section 204-04 for Safety Precautions related to wheel and tire removal and replacement. Support vehicles with appropriately rated jack stands if they are too long to fit on standard shop lifts. Follow the manufacturers instructions when using tire changers and balancers.

**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:

Special Service	Dealer Compensation	Claim Procedure
<ul style="list-style-type: none"> Pick up the customer's vehicle (at a location of their preference such as home or place of business) and return after repair* Drop off comparable rental vehicle Refill fuel tank Wash and vacuum vehicle Return vehicle to customer after repair is completed 	<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 & Policy Manual</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"</p> <p>EXAMPLE (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> Total Submitted = \$82.55</p> <p>*travel time+fueling/washing labor</p>
Provide comparable rental vehicle to customer when vehicle is picked up	<p>Actual cost up to a maximum of \$35 per day for a Lincoln rental or up to \$28 per day for a Mercury or Ford rental</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "RENTAL" (if additional days are required, call 1-800-325-5821 for authorization)
Perform Recall/ONP repair at dealership	Inspection/repair labor allowance as specified in Recall/ONP Bulletin	See applicable Recall/ONP Bulletin

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

If Customer Brings Vehicle to Dealer:

Special Service	Dealer Compensation	Claim Procedure
Perform Recall/ONP repair at dealership	Inspection/repair labor allowance as specified in Recall/ONP Bulletin	See applicable Recall/ONP Bulletin
Provide comparable rental vehicle to customer	<p>Actual cost up to a maximum of \$35 per day for a Lincoln rental or up to \$28 per day for a Mercury or Ford rental</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "RENTAL" (if additional days are required, call 1-800-325-5821 for authorization)
Refill fuel tank and wash/vacuum vehicle	Up to 0.5 hour additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum	Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "LCHP"

Ford Motor Company

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
1-800-392-3873

January 2001

00S51

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 determined that certain 1998 - 2001 model year Lincoln Town Cars, modified to 60 inch stretch or longer limousines, may not conform to the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 110 for normal load limit of the tires.

We apologize for this inconvenience and want to assure you that we are dedicated to maintaining your Lincoln Town Car Limousine as an exceptional vehicle. Our commitment, together with your dealer, is to provide you with the highest level of service and support possible.

What the non-compliance issue is ...

Your vehicle, modified to 60 inch stretch or longer, and originally equipped with Michelin P225/70R16 101S WSW tires, may not comply with FMVSS 110 requirements for normal load limit of the tires.

The vehicles as built by Ford Motor Company meet all applicable FMVSS requirements. However, as modified by the coach builders, the load on these tires may exceed normal load limits as specified by FMVSS 110.

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

Your dealer must replace all 5 tires (including the spare tire) on your vehicle with higher load rated Michelin 225/70R16 107T reinforced WSW tires.

Ford Motor Company will repair 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 ...**

We are asking you to contact Program Headquarters at 1-800-248-0188 to identify a dealer of your preference to replace the tires on your vehicle. Please have this letter with you when calling.

You will need to supply your vehicle identification number (VIN), which is located in the upper left side of this letter under your name and address. Program Headquarters will arrange for the dealer to procure the tires from Michelin. The dealer will then contact you and arrange a service date to have your vehicle's tires replaced.

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's Service Manager. If you still need assistance, please contact the Lincoln Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 521-4140
(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 or 1-888-327-4863.

**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. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs