



A.R. O'Neill
 Director
 Vehicle Service and Programs
 Ford Customer Service Division

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

July 2001

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 01S21:
 Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250
 through F550, Grand Marquis, Navigator, Ranger, Town Car, and Windstar vehicles -
 Seat Belt Buckle Retention

AFFECTED VEHICLES

Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 through F550, Grand Marquis, Navigator, Ranger, Town Car, and Windstar vehicles.

SAFETY CONCERN

In some of the affected vehicles, it is possible that the driver's and/or front passenger's outboard seat belt buckle may not fully latch. In the event of an accident, the restraint system may not provide the designed level of occupant protection.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must inspect the front driver's seat and outboard front passenger's seat belt buckle for proper latch performance. This inspection must be performed by using a special dealership tool developed to identify 100% of the potentially defective buckles. It is anticipated that the tool will likely reject between 15 and 25% of buckles tested, although the actual defect rate is believed to be less than 5%. This is acceptable to ensure all of the potentially defective buckles are identified. If, during the inspection, it is found that either buckle will not pass the special tool test, it must be replaced. The inspection tools should arrive at your dealership on Monday, 7/16/01. If the inspection tool has not arrived by close of business Tuesday, is unusable, or has been damaged, please contact the Special Service Support Center.

If a customer should have questions regarding this concern, instruct them to quickly and firmly push the seat belt tongue into the buckle and to pull it to help ensure the seat belt is securely latched before driving their vehicle to your dealership. If the seat belt buckle release button does not return to its full up position, the buckle may not be fully latched, (see Owner Letter).

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.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Dealer Q & A
Order Form for Low Volume Parts
Customer Notification Letter

QUESTIONS?

Claims Information:.....1-800-423-8851
Special Service Support Center.....1-800-325-5821

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

ATTACHMENT I

Page 1 of 1

DEMONSTRATION / DELIVERY HOLD: Safety Recall #1921
Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 - F550,
Grand Marquis, Navigator, Ranger, Town Car, and Windstar vehicles
Seat Belt Buckle Retention

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 Online Involved Unit Listing available on QCDealer.com. Also, correct other affected vehicles identified in OASIS which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any of your affected owners whose names are not on your VIN list but whose vehicles are identified in OASIS. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

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

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 applicable to this recall, which were 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 will be provided for customers who have had their vehicle inspected, and found to require replacement parts.

ATTACHMENT II

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DEMONSTRATION / DELIVERY HOLD: Safety Recall 01821

Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 Through F-550,
Grand Marquis, Navigator, Ranger, Town Car and Windstar – Seat Belt Buckle Retention

LABOR ALLOWANCES

Vehicle	Operation	Time (Hrs)	Labor Operation
All	Administration	0.1	ADMIN
All	Inspect (no buckle replacements)	0.3	01S21A
Crown Victoria/ Grand Marquis	Bucket Seats (with or without power seats) Inspect and Replace One (1) Seat Belt Buckle	0.7	01S21C
	Inspect and Replace Two (2) Seat Belt Buckles	1.2	01S21H
	60/40 Split Bench Seat (with or without power seats) Inspect and Replace One (1) Seat Belt Buckle	0.7	01S21C
	Inspect and Replace Two (2) Seat Belt Buckles	1.0	01S21F
Town Car	40/20/40 Split Bench Seat With Side Airbags Inspect and Replace One (1) Seat Belt Buckle	1.8	01S21M
	Inspect and Replace Two (2) Seat Belt Buckles	2.1	01S21N
	40/20/40 Split Bench Seat Without Side Airbags Inspect and Replace One (1) Seat Belt Buckle	0.7	01S21C
	Inspect and Replace Two (2) Seat Belt Buckles	1.0	01S21F
Ranger (All)	With Buckle Pre-Tensioners 60/40 Split Bench Seat Inspect and Replace One (1) Seat Belt Buckle	1.3	01S21Q
	Inspect and Replace Two (2) Seat Belt Buckles	1.6	01S21J
	Without Buckle Pre-Tensioners 60/40 Split Bench Seat Inspect and Replace One (1) Seat Belt Buckle	0.7	01S21C
	Inspect and Replace Two (2) Seat Belt Buckles	1.1	01S21G
Expedition/ Navigator	Bucket Seats With or Without Side Air Bags Inspect and Replace One (1) Seat Belt Buckle	0.8	01S21D
	Inspect and Replace Two (2) Seat Belt Buckles	0.9	01S21E
	60/40 Split Bench Seat (with or without power seats) Inspect and Replace One (1) Seat Belt Buckle	0.4	01S21O
	Inspect and Replace Two (2) Seat Belt Buckles	0.5	01S21P

ATTACHMENT II

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F-150	Without SIR		
	Bucket Seats (with or without power seats)		
	Inspect and Replace One (1) Seat Belt Buckle	0.6	01S21B
	Inspect and Replace Two (2) Seat Belt Buckles	0.7	01S21C
	60/40 Split Bench Seat (with or without power seats)		
	Inspect and Replace One (1) Seat Belt Buckle	0.4	01S21O
	Inspect and Replace Two (2) Seat Belt Buckles	0.6	01S21B
	Full Bench Seat (with or without power seats)		
	Inspect and Replace One (1) Seat Belt Buckle	0.4	01S21O
	Inspect and Replace Two (2) Seat Belt Buckles	0.5	01S21P
	With SIR		
	Bucket Seats (with or without power seats)		
	Inspect and Replace One (1) Seat Belt Buckle	1.1	01S21G
	Inspect and Replace Two (2) Seat Belt Buckles	1.4	01S21I
60/40 Split Bench Seat (with or without power seats)			
Inspect and Replace One (1) Seat Belt Buckle	1.2	01S21H	
Inspect and Replace Two (2) Seat Belt Buckles	1.4	01S21I	
Excursion	Bucket Seats (with or without power seats)		
	Inspect and Replace One (1) OR (2) Two Seat Belt Buckles	0.7	01S21C
	40/20/40 Split Bench Seat		
	Inspect and Replace One (1) Seat Belt Buckle	0.7	01S21C
	Inspect and Replace Two (2) Seat Belt Buckles	0.9	01S21E
F-Super Duty	With SIR		
	Bucket Seats (with or without power seats)		
	Inspect and Replace One (1) Seat Belt Buckle	1.1	01S21G
	Inspect and Replace Two (2) Seat Belt Buckles	1.4	01S21I
	40/20/40 Split Bench Seat (with or without power seats)		
	Inspect and Replace One (1) Seat Belt Buckle	1.1	01S21G
	Inspect and Replace Two (2) Seat Belt Buckles	1.4	01S21I
	Without SIR		
	Bucket Seats (with or without power seats)		
	Inspect and Replace One (1) OR (2) Two Seat Belt Buckles	0.7	01S21C
	60/40 Split Bench Seat (with or without power seats)		
	Inspect and Replace One (1) OR (2) Two Seat Belt Buckles	0.7	01S21C
	Full Bench Seat		
	Inspect and Replace One (1) Seat Belt Buckle	0.5	01S21P
Inspect and Replace Two (2) Seat Belt Buckles	0.6	01S21B	
Windstar	Inspect and Replace One (1) Seat Belt Buckle	0.6	01S21P
	Inspect and Replace Two (2) Seat Belt Buckles	0.7	01S21C

ATTACHMENT II

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PARTS REQUIREMENTS**Parts Ordering Information**

Parts will not be direct shipped for this recall. Parts shown below with an asterisk (*) represent low volume vehicle seat belt buckles that will require special ordering. If it is found that a part designated with an asterisk (*) is needed, you are requested to use the attached order form, and FAX the information to the Special Service Support Center (1-800-998-1717). All other parts are available through the normal order process and do not require a call to the Special Service Support Center.

Dealers are encouraged to only order seat belt buckles to repair vehicles that have failed the technician inspection process using the special tool provided.

Parts <u>without</u> an asterisk (*)	Effective immediately	Normal order process
Parts marked <u>with</u> an asterisk (*)	First 30 days after launch	Fax 1-800-998-1717
Parts marked <u>with</u> an asterisk (*)	31 days after launch	Normal order process

Vehicle	Color	Left-Hand	Right-Hand
Crown Vic Grand Marquis	Denim Light Parchment Med Graphite Med Parchment Midnight Black	1W7Z-5481202-AAD *1W7Z-5481202-AAA 1W7Z-5481202-AAB *1W7Z-5481202-AAC 1W7Z-5481202-AAE	1W7Z-5481202-AAD *1W7Z-5481202-AAA 1W7Z-5481202-AAB *1W7Z-5481202-AAC 1W7Z-5481202-AAE
Lincoln Town Car	Denim Med Parchment Med/Lt Graphite Med/Lt Parchment Midnight Black	*1W1Z-5481202-AAA *1W1Z-5481202-AAE 1W1Z-5481202-AAB 1W1Z-5481202-AAD 1W1Z-5481202-AAC	*1W1Z-5481202-AAA *1W1Z-5481202-AAE 1W1Z-5481202-AAB 1W1Z-5481202-AAD 1W1Z-5481202-AAC
Windstar Power	Med Graphite Med Parchment	1F2Z-1681203-AAB 1F2Z-1681203-AAA	1F2Z-1681202-AAB 1F2Z-1681202-AAA
Windstar Manual	Med Graphite Med Parchment	1F2Z-1681203-BAB 1F2Z-1681203-BAA	1F2Z-1681202-AAB 1F2Z-1681202-AAA
Ranger	Black	1L5Z-1081203-AAA	1L5Z-1081202-AAA

ATTACHMENT B

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PARTS REQUIREMENTS**Parts Ordering Information - Continued**

Vehicle	Color	Left-Hand	Right-Hand
Excursion Manual Bucket	Dark Denim Blue Med Graphite Med Parchment	*1C3Z-2561203-BAB 1C3Z-2561203-BAC *1C3Z-2561203-BAA	*1L7Z-7861202-AAF 1L7Z-7861202-AAB 1L7Z-7861202-AAA
Excursion Power Bucket	Dark Denim Blue Med Graphite Med Parchment	*1C3Z-2561203-CAB 1C3Z-2561203-CAC 1C3Z-2561203-CAA	*1L7Z-7861202-AAF 1L7Z-7861202-AAB 1L7Z-7861202-AAA
Excursion Manual 40/20/40 Bench	Dark Denim Blue Med Graphite Med Parchment	*1C3Z-2561203-BAB 1C3Z-2561203-BAC *1C3Z-2561203-BAA	*1L7Z-7861202-AAF 1L7Z-7861202-AAB 1L7Z-7861202-AAA
Excursion Power 40/20/40 Bench	Dark Denim Blue Med Graphite Med Parchment	*1C3Z-2561203-CAB 1C3Z-2561203-CAC 1C3Z-2561203-CAA	*1L7Z-7861202-AAF 1L7Z-7861202-AAB 1L7Z-7861202-AAA
Expedition Manual Bucket	Dark Graphite Med Graphite Med Parchment	*1L7Z-7861203-AAG *1L7Z-7861203-AAH *1L7Z-7861203-AAF	1L7Z-7861202-AAC 1L7Z-7861202-AAB 1L7Z-7861202-AAA
Expedition Power Bucket	Dark Graphite Med Graphite Med Parchment	*1L7Z-7861203-BAC 1L7Z-7861203-BAB 1L7Z-7861203-BAA	1L7Z-7861202-AAC 1L7Z-7861202-AAB 1L7Z-7861202-AAA
Expedition Navigator Power Bucket	Dark Graphite Med Graphite Med Parchment	*1L7Z-7861203-BAC 1L7Z-7861203-BAB 1L7Z-7861203-BAA	*1L7Z-7861202-BAD 1L7Z-7861202-BAC 1L7Z-7861202-BAB
Navigator Power Bucket with Memory	Dark Graphite Med Graphite Med Parchment	1L7Z-7861203-CAC 1L7Z-7861203-CAB 1L7Z-7861203-CAA	*1L7Z-7861202-BAD 1L7Z-7861202-BAC 1L7Z-7861202-BAB
Expedition 60/40 Bench	Dark Graphite Med Graphite Med Parchment	*1L7Z-7861203-AAG *1L7Z-7861203-AAH *1L7Z-7861203-AAF	1L7Z-78612B18-AAB *1L7Z-78612B18-AAC *1L7Z-78612B18-AAA
F150 Super Crew Bench	Black Dark Graphite Med Graphite Med Parchment	*1L7Z-7861203-CAD 1L7Z-7861203-CAC *1L7Z-7861203-CAB 1L7Z-7861203-CAA	1L7Z-7861202-BAA *1L7Z-7861202-BAD 1L7Z-7861202-BAC 1L7Z-7861202-BAB

PARTS REQUIREMENTS**Parts Ordering Information – Continued**

Vehicle	Color	Left-Hand	Right-Hand
F150 Super Crew Bucket	Black Dark Graphite Med Graphite Med Parchment	*1L7Z-7861203-CAD 1L7Z-7861203-CAC *1L7Z-7861203-CAB 1L7Z-7861203-CAA	*1L7Z-7861202-BAA *1L7Z-7861202-BAD 1L7Z-7861202-BAC 1L7Z-7861202-BAB
F150 Super Crew 60/40 Bench	Dark Graphite Med Graphite Med Parchment	1L7Z-7861203-CAC *1L7Z-7861203-CAB 1L7Z-7861203-CAA	*1L7Z-78612B18-AAB *1L7Z-78612B18-AAC *1L7Z-78612B18-AAA
F250/350 SD Regular Cab 40/20/40 Bench	Med Graphite Med Parchment	1C3Z-2561203-BAC *1C3Z-2561203-BAA	1L7Z-7861202-AAB 1L7Z-7861202-AAA
F250/350 SD Regular Cab Bucket	Med Graphite Med Parchment	1C3Z-2561203-CAC 1C3Z-2561203-CAA	1L7Z-7861202-AAB 1L7Z-7861202-AAA
F250/350 SD Crew Cab 48/20/48 Bench	Med Graphite Med Parchment	1C3Z-2561203-BAC *1C3Z-2561203-BAA	1L7Z-7861202-AAB 1L7Z-7861202-AAA
F250/350 SD Crew Cab Bucket	Med Graphite Med Parchment	1C3Z-2561203-CAC 1C3Z-2561203-CAA	1L7Z-7861202-AAB 1L7Z-7861202-AAA
F250/350 SD Super Cab 60/40 Bench (SFR)	Black	1C3Z-2661203-AAA	1L3Z-1661202-AAA
F250/350 SD Super Cab Bucket (SFR)	Black	1C3Z-2661203-AAA	1L3Z-1661202-AAA
F150 Regular Cab Bench	Dark Graphite Med Graphite Med Parchment	1L3Z-15612B19-AAF *1L3Z-15612B19-AAE *1L3Z-15612B19-AAD	1L3Z-15612B18-AAC 1L3Z-15612B18-AAB *1L3Z-15612B18-AAA
F150 Regular Cab Power 60/40 Bench	Dark Graphite Med Graphite Med Parchment	*1L3Z-1561203-BAC *1L3Z-1561203-BAB 1L3Z-1561203-BAA	1L3Z-15612B18-AAC 1L3Z-15612B18-AAB *1L3Z-15612B18-AAA
F150 Regular Cab Manual 60/40 Bench	Dark Graphite Med Graphite Med Parchment	1L3Z-1561203-AAC *1L3Z-1561203-AAB *1L3Z-1561203-AAA	1L3Z-15612B18-AAC 1L3Z-15612B18-AAB *1L3Z-15612B18-AAA
F150 Regular Cab Power Bucket	Dark Graphite Med Graphite Med Parchment	*1L3Z-1561203-BAC 1L3Z-1561203-BAB 1L3Z-1561203-BAA	*1L3Z-1561202-AAC *1L3Z-1561202-AAD *1L3Z-1561202-AAE

PARTS REQUIREMENTS**Parts Ordering Information – Continued**

Vehicle	Color	Left-Hand	Right-Hand
F150 Regular Cab Manual Bucket	Dark Graphite Med Graphite Med Parchment	1L3Z-1561203-AAC *1L3Z-1561203-AAB *1L3Z-1561203-AAA	*1L3Z-1561202-AAC *1L3Z-1561202-AAD *1L3Z-1561202-AAE
F150 Super Cab Bench	Dark Graphite Med Graphite Med Parchment	1L3Z-15612B18-AAF *1L3Z-15612B18-AAE *1L3Z-15612B18-AAD	1L3Z-15612B18-AAC 1L3Z-15612B18-AAB *1L3Z-15612B18-AAA
F150 Super Cab - 50/40 Bench (SR)	Black	1L3Z-1861203-AAA	1L3Z-1861202-AAA
F150 Super Cab - Bucket (SR)	Black	1L3Z-1861203-AAA	1L3Z-1861202-AAA
Seatbelt Extension	Black	1L3Z-54611C22-AA	1L3Z-54611C22-AA

Note: Seatbelt buckles annotated with an asterisk (*) above require special ordering.
(See above, page 3 of 6).

SPECIAL PARTS NOTE – SEAT BELT EXTENSION

The seatbelt extension, 1L3Z-54611C22-AA, listed above must also be inspected with the special tool provided and replaced as necessary. If the dealer has knowledge of a vehicle that has had this item installed, contact the owner, provide a copy of the attached owner notification letter, and schedule a service appointment.

ORDER INFORMATION

DOI/COR number is 50249. This number identifies parts ordered for this campaign through the Special Service Support Center (1-800-998-1717).

PARTS PURGE

NOTE: Dealers must use claim reason code "GC" and reference program 91821 in the comments box on the claim form.

Inspect dealer stock and purge all suspect seat belt buckles identified in the above chart that have the following packaging date code (on or before this date):

052701 - Month, Day and Year format. Parts with this date or earlier must be purged.

PARTS RETENTION

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

DEALER PRICE

For latest prices, refer to DOES II or updated price book.

EXCESS STOCK RETURN

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

ATTACHMENT B
PAGE 1 OF 4
SAFETY RECALL 01S21

SEAT BELT BUCKLE INSPECTION AND/OR REPLACEMENT PROCEDURE

AFFECTED VEHICLES: CERTAIN 2001 MODEL YEAR CROWN VICTORIA, EXCURSION, EXPEDITION, F-150, F-250 THROUGH 350, GRAND MARQUIS, NAVIGATOR, RANGER, TOWN CAR AND WINDSTAR

OVERVIEW

Only some of the affected vehicles are expected to need seat belt buckle replacement. This document contains the necessary information for inspecting and, if necessary, replacing the driver and/or passenger front seat belt buckle assembly(s) on the affected vehicles. Center seat belt buckles are not affected. A special tool has been developed to identify possibly defective buckles and make sure the inspection of the buckle mechanism is consistent. Although the special tool has been developed to identify 100% of the potentially faulty buckles, it can also identify good buckles as defective. This is acceptable in order to ensure ALL defective buckles are identified. If the tool rejects any buckle, it must be replaced. This document also contains amendments to the Workshop Manual sections related to buckle replacement. Be sure to read this document before attempting to replace the seat belt buckles.

INSPECTION

⚠ WARNING: CYCLE THE GAUGE COMPLETELY FOR EACH TEST. FAILURE TO FULLY CYCLE THE GAUGE BY LEAVING IT IN THE FULLY EXTENDED POSITION (ROTATED CLOCKWISE TO THE STOP) AND MANUALLY INSERTING THE TOOL INTO THE BUCKLE CAN RESULT IN ACCEPTING BAD BUCKLES AS GOOD BUCKLES. FOLLOW THESE INSTRUCTIONS TO PREVENT ACCEPTING ANY BAD BUCKLES AS GOOD.

1. **NOTE:** Make sure that the knob on the special tool is fully unscrewed (the gauge tongue is retracted) before installing it on the buckle.

⚠ Slowly press and release the red seat belt release button located on the driver side seat belt buckle. Then, install the special tool onto the driver side seat belt buckle and hold it in place. See Figure 1.

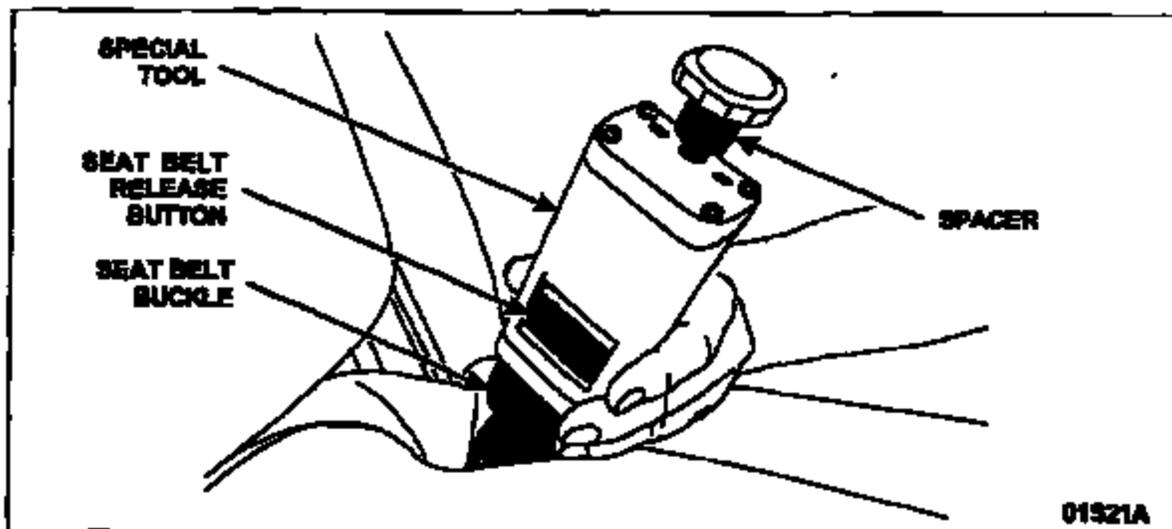


FIGURE 1

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07/01

2. **WARNING: MAKE SURE YOU TURN THE KNOB ON THE SPECIAL TOOL SMOOTHLY BY HAND IN THIS STEP. FAILURE TO DO SO MAY RESULT IN A DEFECTIVE BUCKLE PASSING INSPECTION.**

NOTE: When the gauge tongue is near the end of its travel, the buckle is likely to make a "click" sound. Do not stop turning the knob at this point. Disregard the click and continue to turn the knob until it bottoms out. Do not try to tighten the knob once it reaches the stop.



While holding the special tool in place, turn the knob on the special tool until it bottoms out. If resistance is felt while turning the knob on the special tool, it may require lubrication. Lubricate the threads on the knob shaft with Lubriplate® (130-AA) white grease or similar white lithium grease. See Figure 2.

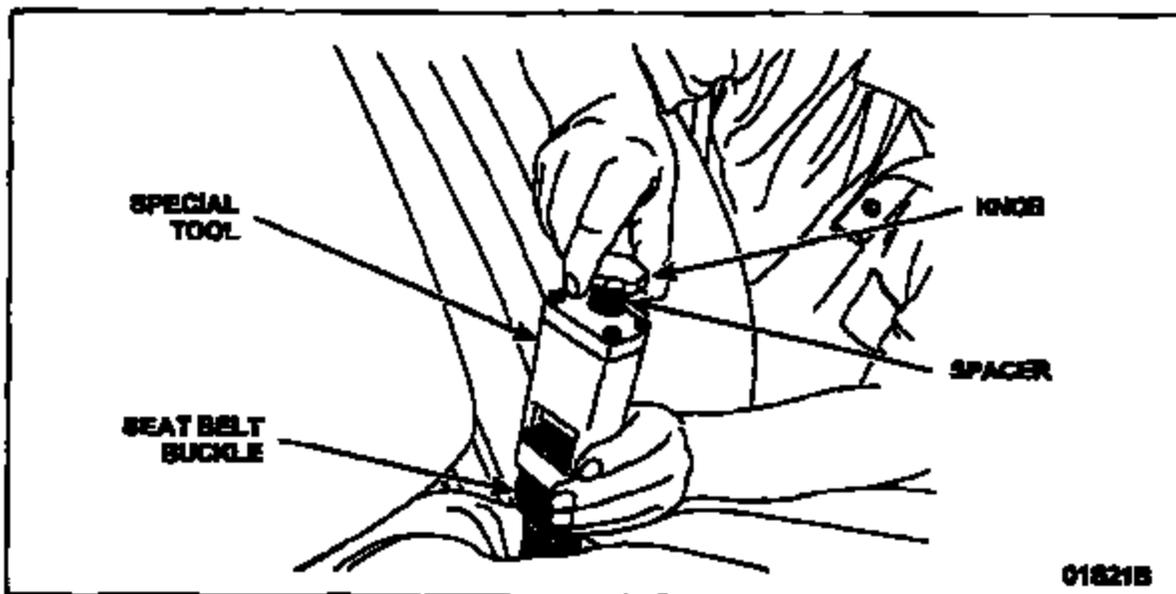


FIGURE 2

3. Pull on the body of the special tool in an attempt to remove it from the belt buckle. Do this without pressing the red seat belt release button. **DO NOT PULL ON THE KNOB OF THE SPECIAL TOOL DURING BUCKLE INSPECTION AS THIS MAY DAMAGE THE TOOL.**
- If the special tool does not stay locked into place in the belt buckle, but instead disengages from the belt buckle, the belt buckle must be replaced. Refer to the Service Procedure section of this document for instruction.
 - If the special tool does stay locked into place in the belt buckle and cannot be disengaged without depressing the red seat belt release button, the belt buckle does not need to be replaced.
4. Depress the red seat belt release button to remove the special tool from the seat belt buckle. After removal, unscrew the knob completely. *Do not attempt to unscrew the knob until the tool is removed from the belt buckle or damage will result.*
5. Repeat Steps 1-4 on the passenger side seat belt buckle.

Ford Motor Company

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SERVICE PROCEDURE

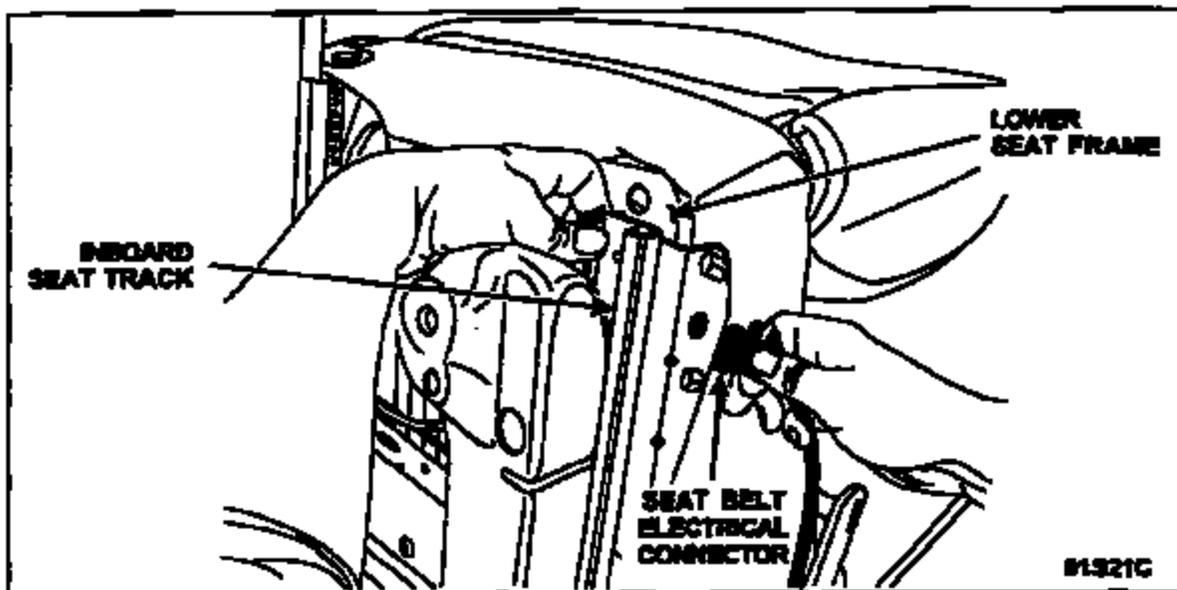
NOTE: All Workshop Manual references in this document are to the June 2001 CD version.

CROWN VICTORIA, GRAND MARQUEE AND TOWN CAR

1. Replace the affected front row seat belt buckle(s). Refer to the service procedures in section 501-20A of the appropriate CD for the vehicle being serviced.

EXCURSION AND F-250 THROUGH 950

1. Replace the affected front row seat belt buckle(s). Refer to the service procedures in section 501-20A of the appropriate CD for the vehicle being serviced, with the following exceptions for manual 60/40 split bench and manual captain's chair:
 - A. On vehicles equipped with captain's chairs, the driver seat must be removed from the vehicle. Refer to the service procedures in section 601-10 of the appropriate CD for the vehicle being serviced.
 - B. The following steps must be performed to remove the driver seat belt buckle from the seat on captain's chairs and 40 percent seats of the 60/40 split bench seats.
 - Remove the rear mounting bolt from the inboard seat track.
 - Remove the buckle retaining nut.
 - Position the rear of the inboard seat track away from the seat frame for clearance to remove the electrical connector. See Figure 3.

**FIGURE 3**

- Remove the buckle and route the electrical connector through the side of the lower seat frame.
- For installation, reverse the steps above. Tighten the seat track bolt to 25 Nm (19 lb-ft) and the belt buckle nut to 40 Nm (30 lb-ft).

EXPEDITION AND NAVIGATOR

1. Replace the affected front row seat belt buckle(s). Refer to the service procedures in section 501-20A of the appropriate CD for the vehicle being serviced.

F-150

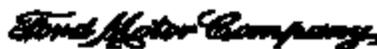
1. Replace the affected front row seat belt buckle(s). Refer to the service procedures in section 501-20A of the appropriate CD for the vehicle being serviced, with the following exceptions:
 - For vehicles with 60/40 split bench seats equipped with Seat Integrated Restraint (SIR) systems: During seat belt buckle removal, the 60 percent seat cushion does not have to be removed to access the seat belt buckle bolt.
 - For vehicles equipped with SIR: During seat removal, position the seat forward to access the fifth foot trim cover fastener.

RANGER

1. Replace the affected front row seat belt buckle(s). Refer to the service procedures in section 501-20A of the appropriate CD for the vehicle being serviced, with the following exceptions:
 - Remove both center seat belt bolts and leave the belts attached to the seat during removal.
 - During seat installation, it is not necessary to route the center seat belts through the locating strap since they are still attached to the seat. Tighten both bolts to 40 Nms (30 lb-ft).

WINDSTAR

1. Replace the affected front row seat belt buckle(s). Refer to the service procedures in section 501-20A of the appropriate CD for the vehicle being serviced.



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**Attachment IV
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**DEMONSTRATION / DELIVERY HOLD: Safety Recall 01821
Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 Through F-650,
Grand Marquis, Navigator, Ranger, Town Car and Windstar – Seat Belt Buckle Retention
Q & A**

Q.1 Is this a recall?

A.1 Yes, this is a supplier-initiated voluntary safety recall.

Q.2 How many vehicles are involved in this program?

A.2 Approximately 1.4 million 2001 model year vehicles. PLEASE NOTE: THE NHTSA SITE IDENTIFIES THE "POTENTIAL NUMBER OF UNITS AFFECTED" AS 3,000,000. SINCE IN NHTSA'S TERMS THIS IS AN EQUIPMENT RECALL, THE 3 MILLION REFERS TO THE NUMBER OF BUCKLES DISPERSED AMONG MULTIPLE VEHICLE LINES (AS SHOWN BELOW). NOT AFFECTED VEHICLES.

- About 83,820 Ford Crown Victoria vehicles built at the St. Thomas Assembly Plant from 4/17/00 until 5/28/01.
- About 88,150 Mercury Grand Marquis vehicles built at St. Thomas from 4/17/00 until 5/29/01.
- About 63,547 Lincoln Town Cars built at Wilson from 3/27/00 until 5/30/01.
- About 203,542 Ford Windstars built at Oakville from 3/23/00 until 5/30/01.
- About 245,296 Ford Rangers built at Twin Cities Assembly Plant from 3/28/00 until 5/30/01, and at Edison from 3/13/00 until 5/25/01.
- About 318,880 Ford F-150 trucks built at Norfolk from 4/18/00 until 5/25/01, at Ontario from 5/10/00 until 5/28/01, at Kansas City from 9/11/99 until 5/25/01 and at Cuautlan from 5/16/00 until 6/09/01.
- About 178,191 Ford Super Duty F-250/550 trucks built at Kentucky Truck Plant from 4/17/00 until 5/27/01 and at the Cuautlan Assembly Plant from 5/16/00 until 6/18/01.
- About 23,104 Ford Excursion trucks built at Kentucky Truck from 4/17/00 until 10/2/00.
- About 161,063 Ford Expedition vehicles built at the Michigan Truck Plant from 4/11/00 until 6/31/01.
- About 31,807 Lincoln Navigators built at Michigan Truck from 4/11/00 until 5/31/01.

Q.3 Is Explorer affected??

A.3 No, it uses a different buckle made by a different supplier.

Q.4 How many of these vehicles are still on dealer lots? How many have been sold?

A.4 There are approximately 394,000 unsold and approximately 1,000,000 sold.

Q.5 What is the issue?

A.5 Seat belt tongues that are not inserted into the buckle firmly may not latch properly. If the buckle is not properly latched, the seat belt may not provide the intended level of occupant protection in the event of a crash. The possibility of a non-latch condition is present only if several different manufacturing conditions are present in the same buckle.

Attachment IV
Page 2 of 3

DEMONSTRATION / DELIVERY HOLD: Safety Recall 01S21

**Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 Through F-550, Grand Marquis, Navigator, Ranger, Town Car and Windstar – Seat Belt Buckle Retention
Q & A**

- Q.6 What seating positions in the vehicle may have these potentially defective buckles?**
A.6 The driver and the front outboard passenger seating positions are the only positions that use this particular buckle.
- Q.7 Is this a potential "real world" safety issue?**
A.7 This is an issue that could affect real world safety. All of the buckles are capable of being fully latched and will comply with all safety regulations when latched. The safety issue is the potential for an inadequate latch if the buckles are fastened slowly or with low force.
- Q.8 Why are vehicles built before and after the dates of this action not affected by this recall? Why are other 2001 models not affected?**
A.8 These seat belt buckles are brand new for the 2001 MY. The remaining 2001 MY vehicle models do not utilize this buckle.
- Q.9 What is the fix?**
A.9 Dealers will inspect vehicles to determine which buckles may actually be affected. Buckles, which fail the dealership inspection, will be replaced.
- Q.10 When will you alert owners?**
A.10 In July (All owner letters will be mailed between 7/25/01 and 7/27/01).
- Q.11 What would you tell customers who are concerned about driving their vehicles?**
A.11 The defect rate is very low. It is doubtful that they have a defective seat belt buckle in their vehicle. But even if they did – they can take steps to help assure that the seat belt is buckled properly, by firmly and rapidly pushing the tongue into the buckle and then wiggling it to confirm a solid latch. Customers may also check visually to ensure that the seat belt buckle release button has returned to its full up position. Customers should then also go to their dealership who will conduct the approved inspection procedure to determine if they have an affected buckle.
- Q.12 Tell me about the test – will it catch all defective buckles?**
A.12 A special tool has been developed to identify 100% of the potentially faulty buckles. It may also reject some good buckles. This is acceptable to make sure we get all defective buckles out of these vehicles. The device has a special seat belt tongue designed specifically to identify potentially defective buckles. It is screwed down on the buckle. If the buckle releases, it must be replaced. (It is anticipated that the tool will likely reject between 15 and 25% of buckles tested, although the actual defect rate is believed to be less than 5%).

**Attachment IV
Page 3 of 3**

**DEMONSTRATION / DELIVERY HOLD: Safety Recall #1821
Certain 2001 Model Year Crown Victoria, Excursion, Expedition, F-150, F-250 Through F-350,
Grand Marquis, Navigator, Ranger, Town Car and Windstar – Seat Belt Buckle Retention
Q & A**

- Q.13** What if my vehicle is equipped with a seat belt extension for the driver or front seat passenger?
- A.13** If your vehicle has been equipped with seat belt extensions for the driver or front seat passenger, please bring them with you when you visit your dealership to also have them inspected.



01V-227.001 (7)

A.R. O'Neil
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
www.dealerconnection.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 a small percentage of 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 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: 9AM - 6PM

Hearing impaired call (800) 232-2962

TDD for the hearing impaired.

Or you may contact us through the Internet

...

www.owningconnection.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 1-888-327-4298 or 1-800-424-6383.

Quality Care
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.

