



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

August 2003

Safety Recall 03S06

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 2001 to 2003 model year Econoline 5.4L Cutaway Chassis Cabs built with the school bus option.

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?

In some of the affected vehicles, the rear crossmember, reinforcement brackets and bolts may not have been installed. In the event of an accident, the gasoline fuel tank may not be properly protected, which could result in a fuel leak. A fuel leak in the presence of an ignition source could result in a fire.

What will Ford Motor Company do?

In an effort to service these vehicles in a timely manner, Ford Motor Company has contracted the services of Engineering Analysis Associates, Inc. (EAA). An EAA representative will contact you, inspect for the presence of the crossmember and reinforcement bracket assemblies and, if missing, install these components on your vehicle.

How long will it take?

The time needed for this repair is less than one-half day.

What we asking you to do?

If you have not already been contacted, you may contact EAA at 1-800-821-3036 to schedule an appointment. When the EAA associate arrives at your location, we ask that you allow him or her to inspect your vehicle and, if necessary, install the missing components.

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 previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company. You may also be eligible for a refund if you had this service performed as an emergency repair away from an authorized servicing dealer.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121.

Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332..

Have you changed your 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 recall.

Can we assist you further?

If you have trouble getting your vehicle repaired promptly and without charge, 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 through Friday: 8AM – 11PM

Saturday: 8AM – 6PM

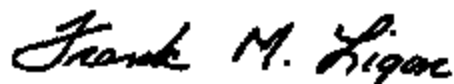
Hearing impaired call (800) 232-5952 TDD for the hearing impaired.

www.ownerconnection.com

If you are still having trouble 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