



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

January 2004

Safety Recall 03S08

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 1996 through 2003 Model Year Ford Crown Victoria Compressed Natural Gas (CNG) vehicles.

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 the very rare and unlikely event of a Crown Victoria Natural Gas vehicle forward compartment interior fire, a potential exists for such fire to progress rearward in the vehicle through the rear seat resulting in a locally directed flame at the gas cylinder, which is located immediately behind the rear seat. This flame may potentially damage the fiberglass wrap and reduce the tank strength. If this were to happen, the natural gas tank could potentially rupture.

What will Ford and your dealer do?

Ford Motor Company and your dealer will install an insulator between the rear seat back sound deadening pad and the seat back strainer free of charge (parts and labor). We urge you to return to your dealer for this service. Dealers will be able to order the parts beginning February 4, 2004.

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?

Call your dealer without delay and request a service date for Safety Recall 03S08. Please have this letter with you when you call. The Ford representative will ask for the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

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 safety 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 Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you:

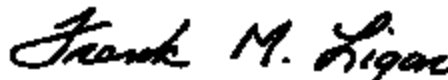
**Office Hours: (Eastern Time Zone)
Monday-Friday: 9:30AM - 6:00PM**

Or you may contact us through the Internet at www.fleet.ford.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 1-888-327-4238 or 1-800-424-8393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations