

*Ford Motor Company*

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

January 12, 2004

RECEIVED  
2004 JAN 15 P 7:51  
OFFICE OF DEFECTS  
INVESTIGATION

Mr. George Person, Chief  
Recall Management Division (NVS-215)  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

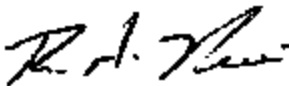
Dear Mr. Person:

**Subject: Safety Recall 03V-472  
(Ford Number 03S08)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations – Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1996 through 2003 model year Crown Victoria Natural Gas vehicles. Specific details were submitted to you in a letter dated November 3, 2003. Owner notification letters were mailed on January 7, 2004.

Sincerely,



J. P. Vondale

Attachment(s)  
03S08 Dealer-Owner Bulletin





Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

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

November 2003

## **ADVANCE SAFETY RECALL NOTIFICATION**

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Advance Notification: Safety Recall 03S08:  
All 1996 - 2003 Model Year Ford Crown Victoria Natural Gas Vehicles  
Addition of Insulator

### **AFFECTED VEHICLES**

All 1996 -- 2003 model year Ford Crown Victoria vehicles factory equipped with a natural gas vehicle fuel system, built at the St. Thomas Assembly Plant from Job #1 1996 through June 23, 2003.

### **SAFETY CONCERN**

In the very rare and unlikely circumstance of a vehicle interior fire in which a flame becomes locally directed at the natural gas tank located immediately behind the rear seat back, the natural gas fuel tank strength could be reduced, potentially resulting in a tank rupture.

### **SERVICE ACTION**

Parts and technical instructions are not available at this time. When available, the dealer will install an insulator behind the current rear seat back, attaching it with metal clips.

We expect that parts will be available in the near future. Repair instructions and updated parts ordering information will be provided to dealers at that time.

### **CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

### **OASIS**

OASIS will not be activated at this time. Dealer involved unit listings will be provided when the final bulletin is issued.

### **QUESTIONS?**

If dealers have any questions, please call the Special Service Support Center at 1-800-325-5821.

Sincerely,

Frank M. Ligon



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1604  
Dearborn, Michigan 48121

January 2004

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 03S08:  
Certain 1996 through 2003 Model Year Ford Crown Victoria Compressed Natural Gas (CNG) Vehicles  
Insulator Installation

**AFFECTED VEHICLES**

Certain 1996 through 2003 model year Ford Crown Victoria commercial vehicles that are factory equipped with a compressed natural gas (CNG) fuel system, and were built at the St. Thomas Assembly Plant from May 23, 1995 through June 23, 2003.

Affected vehicles are identified in OASIS. In addition, visit <https://web.fsvinlists.dealerconnection.com> for a list of vehicles assigned to your dealership.

**REASON FOR THIS SAFETY RECALL**

In a very rare event an interior fire may progress rearward in the vehicle through the rear seat resulting in a locally directed flame at the natural gas cylinder located immediately behind the rear seat. This may potentially damage the fiberglass wrap and reduce the tank strength. If this were to happen, the natural gas tank could potentially rupture.

**SERVICE ACTION**

At no charge to the vehicle owner, dealers are to install an insulator between the rear seat back sound insulator and the seat back strainer. This must be done on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers.

**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.

**AN OPPORTUNITY TO BUILD CUSTOMER LOYALTY**

With increased service capacity, use the resulting service traffic to acquire new retail service customers, or become re-acquainted with current ones. Take this opportunity to make a lifetime customer by demonstrating:

- **Care** by using the Quality Care Report Card every time to identify additional service needs that may require attention.
- **Convenience** by offering convenient payment terms, by scheduling service appointments and by providing convenient hours and days of operation.
- **Competitive Pricing** by promoting national, regional, and your individual dealer service specials.

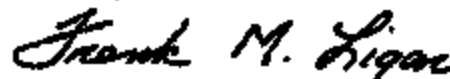
**ATTACHMENTS**

- 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
- Field Service Action (FSA) VIN Lists Support: ..... 1-800-555-9601
- Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,



Frank M. Ligon

**Safety Recall 03508**  
Certain 1996 through 2003 Model Year Ford Crown Victoria Compressed Natural Gas (CNG)  
Vehicles - Insulator Installation

**OASIS ACTIVATED?** Yes

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavevinlists.dealerconnection.com>.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this action.

**STOCK VEHICLES**

Correct all affected stock vehicles before delivery.

**SOLD VEHICLES**

- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter and schedule a service date.
- Also, correct other affected vehicles identified in OASIS which are brought to your dealership.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

**RELATED DAMAGE**

Related damage claims are not approved for this program.

**ADDITIONAL LABOR TIME**

This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.

**OWNER REFUNDS**

Refund claims for reimbursement will not be accepted for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.

**Safety Recall 03S08**

Certain 1996 through 2003 Model Year Ford Crown Victoria Compressed Natural Gas (CNG)  
Vehicles - Insulator Installation

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
install insulator	03S08B	0.6 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are expected to be available on February 4, 2004.

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels.

Orders will not be accepted until February 4, 2004.

Part Number	Description	Quantity
4W7Z- 5446689-BA	Insulator Kit	1

The DOR/COR for this program is 50313. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5821).

**DEALER PRICE**

For latest prices, refer to DOES II.

## CERTAIN 1998-2003 CROWN VICTORIA NATURAL GAS VEHICLES — INSULATOR INSTALLATION

### INSTALLATION

1. Remove the rear seat cushion and backrest pad. Refer to Section 501-10 of the appropriate year Crown Victoria/Grand Marquis workshop manual for seat removal and installation procedures.
2. Lift the sound deadening pad up and stow it on the package tray to provide access to the backseat strainer.
3. **CAUTION:** The insulator has markings identifying the proper mounting position (front to back). Also, the retainer holes in the insulator are located specifically to match existing holes in the backseat strainer and will only line up properly when the insulator is correctly placed on the strainer.

Position and center the insulator on the backseat strainer. Align the retainer holes and install the eight (8) clips. See Figure 1.

4. Reposition the sound deadening pad and install the backrest pad and rear seat cushion. Tighten the backrest pad/safety belt anchor attaching nuts to 48 Nm (35 lb-ft).

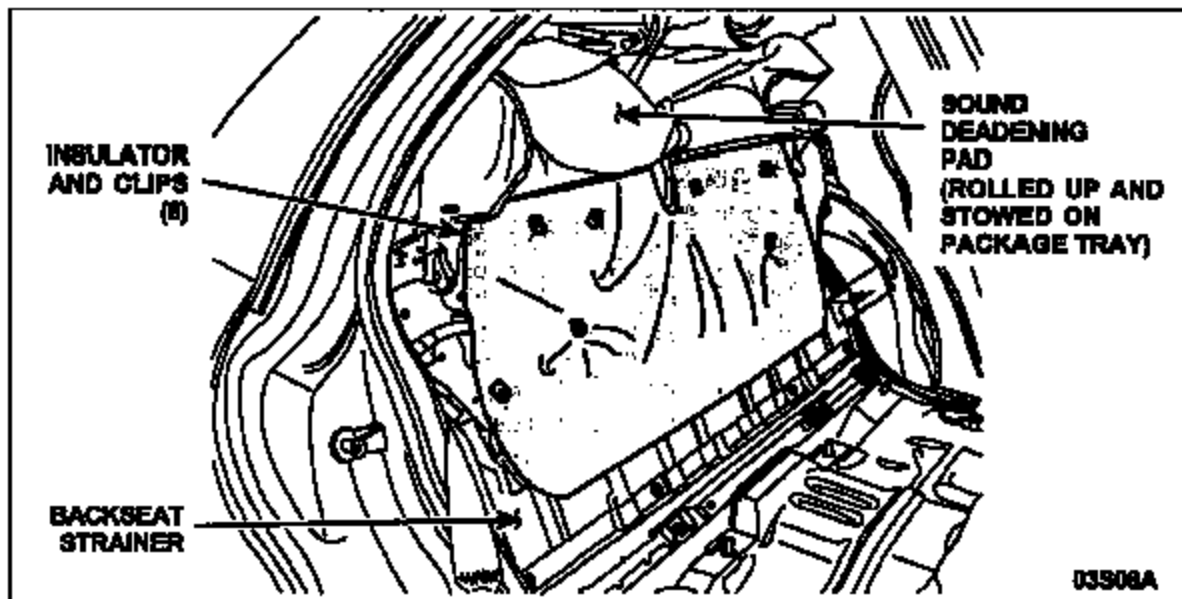


FIGURE 1





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:

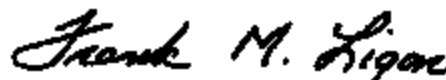
Office Hours: (Eastern Time Zone)  
Monday-Friday: 9:30AM - 6:00PM

Or you may contact us through the internet at [www.fleet.ford.com](http://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 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations