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Ford Motor Company  
P. O. Box 1904  
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July 2004

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

**SUBJECT:** Safety Recall 04S15:  
Certain 2003 Model Year F-Super Duty and Excursion Vehicles Equipped With 6.0L  
Diesel Engine  
Negative Battery Terminal to Engine Block Connection

### **AFFECTED VEHICLES**

Certain 2003 model year F-Super Duty and Excursion vehicles built at the Kentucky Truck Plant from December 1, 2002 through March 31, 2003. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, see <https://web.fsavinlists.dealerconnection.com>. This information will be available on July 8, 2004.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, it may be possible that the ground stud that retains the negative battery terminal eyelet to the engine block may be loose. A loose battery ground wire may produce high resistance to current flow. As a result, current may take an alternate path to ground through the radio suppression strap causing it to heat and potentially melt or ignite adjacent components.

### **SERVICE ACTION**

At no charge to the vehicle owner, dealers are to inspect the negative battery terminal eyelet-to-engine block connection. Dealers are to remove the B+ attachment nut and double eyelet stud from the engine and clean surfaces of the engine and cable eyelet; after cleaning, reinstall the ground cable eyelet to the engine with a new stud and torque to specifications. If the connection of the negative battery terminal eyelet-to-engine block was loose, dealers will also inspect the radio suppression strap and surrounding components for signs of heat damage and repair as necessary. 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.**

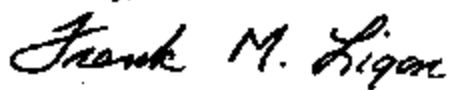
**ATTACHMENTS**

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  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,



Frank M. Ligon

**Safety Recall 04S15**

Certain 2003 Model Year F-Super Duty and Excursion Vehicles Equipped With 6.0L Diesel Engine  
Negative Battery Terminal to Engine Block Connection

**OASIS ACTIVATED?** Yes. OASIS will be activated on July 8, 2004

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDDealer.com or at <https://web.fsa VIN lists.dealerconnection.com> on July 8, 2004.  
Owner names and addresses will be available on July 29, 2004.

**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 recall action.

**STOCK VEHICLES**

Correct all affected stock vehicles before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- 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 (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval prior to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- 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.

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**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 1904, Dearborn, MI 48121.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 04S15
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

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

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect engine ground, replace stud bolt, torque stud bolt, B+ bracket and torque nut. Inspect Radio Suppression strap for signs of discoloration and melted strands	04S15C	0.4 hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this recall. The engine ground stud (W704983-S309A) is expected to be available at depots by July 16, 2004. For emergency repairs prior to this date, call the Special Service Support Center (1-800-325-5621). For part requirements July 16, 2004 and after, place your order through normal order processing channels.

Part Number	Description	Quantity
W704983-S309A	Stud/Bolt Engine Ground	1
F81Z-19A095-AA*	Radio Suppression strap* (if needed)	1 (if needed)

**\*NOTE:** This part number must be ordered for this recall through the Special Service Support Center (1-800-325-5621). It is anticipated that less than one percent of vehicles will require a radio suppression strap.

The DOR/COR for this program is 50323. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

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

**EXCESS STOCK RETURN**

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