



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

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

July 2004

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

SUBJECT: Safety Recall 04S16:
Certain 2003 Model Year Ford Crown Victoria Police/Commercial and Lincoln Town Car
Vehicles Sold to Fleets
Rear Axle Shaft Fracture

AFFECTED VEHICLES

- Certain 2003 model year Ford Crown Victoria Police/Commercial (Body codes P70, P71 and P72) vehicles built at the St. Thomas Assembly Plant from October 10, 2001 through December 4, 2002.
- Certain 2003 model year Lincoln Town Car vehicles sold to fleets (Body codes M84 and M81 ordered with FIN code) built at the Wixom Assembly Plant from November 14, 2001 through December 3, 2002.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinilists.dealerconnection.com>. This information will be available on July 8, 2004.

REASON FOR THIS SAFETY RECALL

Due to significant differences in vehicle design and customer usage, the affected vehicles typically input higher loads into the vehicle chassis during fleet usage, overloading the wheel bearings and axles. This may lead to early bearing failure and ultimately, axle shaft fracture. In the event of axle shaft fracture, the vehicle would lose drive function and would coast to a stop. Loss of drive function could lead to a vehicle crash.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to install an axle repair kit consisting of new rear axle shafts, rear wheel bearings, and rear axle seals. This must be performed on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers.

Based on our records, vehicles that were previously repaired with axle repair kit 3W1Z-4A109-AA (introduced with Technical Service Bulletin #03-05-05) do not require any further repair and are not included in this program.

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.

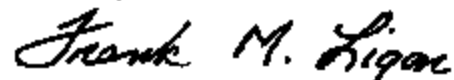
ATTACHMENTS

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 04916
Certain 2003 Model Year Ford Crown Victoria Police/Commercial and Lincoln Town Car Vehicles
Sold to Fleets
Rear Wheel Bearings, Seals and Axle Shafts

OASIS ACTIVATED? Yes. OASIS will be activated by July 6, 2004.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDDealer.com or at <https://web.fsavinlists.dealerconnection.com> by July 8, 2004.
Owner names and addresses will be available by July 20, 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.

Safety Recall 04S16

**Certain 2003 Model Year Ford Crown Victoria Police/Commercial and Lincoln Town Car Vehicles
Sold to Fleets
Rear Wheel Bearings, Seals and Axle Shafts**

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: 04S16
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - 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.

Safety Recall 04S16

Certain 2003 Model Year Ford Crown Victoria Police/Commercial and Lincoln Town Car Vehicles
Sold to Fleets
Rear Wheel Bearings, Seals and Axle Shafts

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Rear Axle Shafts and Bearings (Crown Victoria and Town Car)	04S16B	1.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

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

Part Number	Description	Quantity
3W1Z-4A109-AA	Shaft Repair Kit	1
XL-3	Friction Modifier (only required on vehicles with traction lock axles) Sold in a package of 12 – 4 fl oz (118. ml) bottles. Approximately 1 in 3 units will require additive.	1 bottle

Shaft Repair Kit Information:

Package Weight 49.80 lbs (22.6 kg)
Pallet Quantity 10
Pallet Weight In excess of 500 lbs (227kg)

Due to the extreme space requirements for the kit, ordering more frequent orders of smaller quantities is recommended.

The DOR/COR for this program is 50324. 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.