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July 9, 2004

ADVANCE SAFETY RECALL NOTIFICATION

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

SUBJECT: Safety Recall 04S17: All 1999 through 2001 Model Year Taurus and Sable Vehicles – Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

REF: Customer Satisfaction Program 04M04: All 1999 through 2001 Model Year Taurus and Sable Vehicles - Front Coil Spring Extended Warranty Coverage

AFFECTED VEHICLES

All 1999 through 2001 model year Taurus and Sable vehicles built at the Chicago Assembly Plant from April 15, 1998 through August 13, 2001 and at the Atlanta Assembly Plant from March 23, 1998 through July 27, 2001 and originally sold in, or currently registered in, the states of Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Kentucky, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin.

OASIS will be activated and a list of unsold vehicles assigned to your dealership will be available on <https://web.fsavnljts.dealerconnection.com> when spring shields are available and the full Safety Recall bulletin is posted on FMCdealer.com. Estimated timing is late November 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways for winter) for an extended period of time. There is a potential for a fractured spring to move past the spring seat and contact a front tire. If a spring should fracture and come in contact with a tire, the tire may rupture resulting in a rapid air loss, which could increase the risk of a crash without warning. Only a small percentage of the springs in the affected vehicles are expected to experience a fracture.

SERVICE ACTION

On all affected vehicles, dealers are to install protective shields on both front coil springs. This repair will be performed at no charge to the vehicle owner. Instructions will be provided when the full Safety Recall bulletin is posted on FMCdealer.com.

IMPORTANT NOTES:

- Parts are not currently available for this repair (04S17).
- The full bulletin for Safety Recall 04S17, which will contain parts ordering and service procedures, will be posted to the WEB in late November 2004 (estimated).
- Affected vehicles with broken springs are to be serviced under Customer Satisfaction Program 04M04 (Front Coil Spring Extended Coverage).
- Replacing broken front springs under program 04M04 will not "close-out" Safety Recall 04S17.

CUSTOMER NOTIFICATION

- **04M04 & 04S17: Corrosion States**

During the first week of August, 2004, owners of affected vehicles that were originally sold in, or currently registered in, corrosion states will be sent one letter notifying them of Safety Recall 04S17 (Protective Spring Shield) and Customer Satisfaction Program 04M04 (Front Coil Spring Extended Coverage). The customer letter will clearly state that the spring shields will not be available until December 2004.

- **04M04: Non-Corrosion States**

During the first week of August, 2004, owners of affected vehicles that were originally sold in, and currently registered in, non-corrosion states will be sent a letter notifying them of Customer Satisfaction Program 04M04 (Front Coil Spring Extended Warranty Coverage).

OWNER REFUNDS

Owner refunds are not approved for this safety program. Owners of affected vehicles that require refunds for broken spring repairs are to be refunded through Customer Satisfaction Program 04M04.

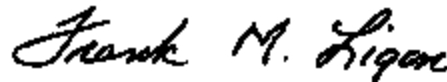
OASIS

OASIS will be activated in late November 2004 when spring shields are available and the full Safety Recall bulletin is posted on FMCdealer.com.

QUESTIONS?

Special Service Support Center (Dealer Only) Questions:1-800-325-5821

Sincerely,



Frank M. Ligon

Dealer Questions & Answers
04M04/04S17
All 1999 through 2001 Model Year Taurus and Sable Vehicles
Front Coil Spring

Q1. What is the issue?

- A. Ford is voluntarily recalling 1999 through 2001 Model Year Taurus and Sable Vehicles, to address concerns relating to front coil spring fractures and corrosion. This concern affects vehicles located in high corrosion areas of United States and Canada.

Q2. What is the problem?

- A. In corrosion areas, chipping of the corrosion protection from the springs and subsequent exposure to road salt may lead corrosion pitting and cracks. Chipping of coating is primarily attributed to sand and/or grit being trapped between #1 coil and end of rubber on bottom spring seat. Once fatigue cracks form in these corrosion pits, the cracks propagate until the spring fractures.

Q3. Is this a safety recall?

- A. 04S17 is a Ford-initiated voluntary safety recall to install protective shields on the front springs of all affected vehicles located in corrosion areas of U.S. and Canada.
- B. 04M04 is a Customer Satisfaction Program that provides extended warranty coverage for front coil springs on all affected vehicles. This includes vehicles in non-corrosion as well as corrosion areas.

Q4. What should I do if an owner who lives outside the corrosion area wants to have the protective shields installed on their vehicle?

- A. If the vehicle is a 1999 through 2001 model year Taurus or Sable, you should:
- Contact the Special Service Support Center to get the claim approved.
 - Install the protective spring shields.

Q5. Are the coil springs being replaced under 04M04 any different than the original front coil springs?

- A. Yes, the replacement coils springs have Morton Gen II coating added to improve corrosion performance.

Q6. When will new level parts be available for springs that break?

- A. Replacement springs for 1999 Taurus/Sable vehicles will be available after 7/26/04. Replacement springs for 2000/2001 Taurus/Sable vehicles are currently available.

Q7. When will the spring shields be available for Safety Recall 04S17?

- A. We expect that spring shields will be available in December 2004.

Q8. Any accidents or injuries caused by this condition?

- A. We have no reports of accidents or injuries.