



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

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

January 25, 2005

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

**SUBJECT:** Safety Recall 04S17 – Supplement #2: Revised Claiming Instructions and Parts Ordering Update

**REF:** Safety Recall 04S17 – Supplement #1: All 1999 through 2001 Model Year Taurus & Sable Vehicles Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States – Dated December 22, 2004

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

**REF:** ADVANCE SAFETY RECALL NOTIFICATION 04S17, dated July 9, 2004.  
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, dated July 2004.  
All 1999 through 2001 Model Year Taurus and Sable Vehicles - Front Coil Spring  
Extended Warranty Coverage

**New!**

**REASON FOR THIS SUPPLEMENT #2**

**REVISED CLAIMING INSTRUCTIONS:** Based on communication with dealers, we have determined that some stabilizer bar links may be damaged during the repair process. As a result, we have revised the claiming instructions to allow stabilizer bar links to be claimed without calling the Special Support Service Center for prior approval.

**PARTS ORDERING UPDATE:** Sufficient parts are now available to allow for normal ordering. Shipments of seed stock, which began the week of 12/13/04, have ended.

**New!****REASON FOR THIS SUPPLEMENT #1**

The service kit for this program does not fit the affected 1999 model year vehicles. This bulletin is being re-issued in order to revise the part usage for these vehicles. A unique service kit for 1999 model year vehicles is under development. Until the 1999 unique service kit is available, 1999 model year vehicles should be repaired by following these steps:

- 1) Order two parts kits.
- 2) Remove the inner spring shields marked with an "R" (Right Side) from both kits.
- 3) Install the inner spring shields marked with an "R" on both the RIGHT and LEFT sides of the 1999 vehicle.

**NOTE:** Follow normal repair procedures for all affected 2000 and 2001 vehicles.

**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 following states:

<b>U.S. States</b>				
Connecticut	Iowa	Michigan	New York	West Virginia
Delaware	Kentucky	Minnesota	Ohio	Wisconsin
District of Columbia	Maine	Missouri	Pennsylvania	
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Vermont	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 15, 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 during winter months) for an extended period of time. There is a potential for a fractured front coil spring to move past the spring seat and contact a front tire. If a front coil 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 affected vehicles are expected to experience a front coil spring 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. See Attachment III for spring shield installation instructions.

**IMPORTANT NOTES:**

- 1) Due to clearance issues, spring shields should only be installed on vehicles fitted with standard size or smaller size tires. All affected vehicles were built with P225/55R16 or smaller size tires.
- 2) Replacement of fractured front coil springs is covered under Owner Notification Program 04M04.
- 3) Front coil spring protective shields must be installed for affected vehicles even if new front coil springs have been installed under program 04M04. Completion of program 04M04 will not "close-out" Safety Recall 04S17.
- 4) Vehicles with 04S17 completed are still eligible for 04M04.

**REFERENCE - OWNER NOTIFICATION 04M04**

ADDITIONAL COVERAGE: Owners of affected 1999 through 2001 model year Taurus and Sable vehicles are provided additional warranty coverage on front coil springs. This coverage extends the limited warranty on the front coil springs to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. On affected vehicles that already have more than 150,000 miles, this coverage will last until July 31, 2005. This coverage is automatically transferred to subsequent owners.

**OWNER NOTIFICATION MAILING**

Owner Letters for Safety Recall 04S17, mailed in August 2004, instructed owners to delay making service appointments until parts become available in December 2004.

**New!** Beginning in late January 2005, we will be notifying all affected 2000 & 2001 model year owners via postcard that parts are available; 1999 model year owners will be notified after the revised service kit has been provided to dealers. The postcard will advise the owners to schedule an appointment with their dealer to have Safety Recall 04S17 performed as soon as possible.

**PLEASE NOTE:**

**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. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information **New!**  
Attachment II: Labor Allowances and Parts Ordering Information **New!**  
Attachment III: Technical Information **New!**  
Attachment IV: Dealer Questions and Answers  
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 04S17– Supplement #2**  
All 1999 through 2001 Model Year Taurus & Sable Vehicles  
Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

**OASIS ACTIVATED?** Yes. OASIS will be activated by December 13, 2004.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDDealer.com or at <https://web.fsavinlists.dealerconnection.com> by December 15, 2004. Owner names and addresses will be available by December 15, 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 units in your new vehicle inventory 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 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 installation of the protective spring shield, 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.
- Related damage caused by a fractured front coil spring must be claimed under program 04M04.

**New!** NOTE: Stabilizer bar links (base part numbers 5K483 and 5K484) may be replaced if needed and submitted on the repair line of the Field Service Action. (Related damage flag is not required for stabilizer bar links and there is no requirement to call the Special Service Support Center for prior approval.)

**Safety Recall 04S17– Supplement #2**  
All 1999 through 2001 Model Year Taurus & Sable Vehicles  
Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

**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 (other than tires larger than P225/55R16) which might prevent the repair of the covered condition, call the Special Service Support Center. For vehicles with non-standard tires, reference Attachments III and IV.

**OWNER REFUNDS**

- Refunds are not authorized for this program.

**RENTAL VEHICLES**

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

**CLAIMS PREPARATION AND SUBMISSION**

- **New!** Dealers are authorized to claim (2) service kits when submitting a claim for affected 1999 model year vehicles.
- **New!** Dealers are authorized to claim (2) stabilizer bar links (base part numbers 5K483 and 5K484), if needed, when submitting a claim for all affected vehicles.
- Enter claims using Direct Warranty Entry (DWE).
- 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 04S17– Supplement #2**  
 All 1999 through 2001 Model Year Taurus & Sable Vehicles  
 Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Install Protective Spring Shields on both front strut assemblies.*	04S17B	0.6 Hrs.

\* Due to clearance issues, spring shields should only be installed on vehicles fitted with standard size or smaller size tires. All affected vehicles were built with P225/55R16 or smaller size tires.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**New!** Ordering restrictions have been removed as of 1/24/05. Follow normal order process. The Protective Spring Shield Kit (5304) for the affected 1999 model year vehicles is expected to become available by mid-March 2005.

**New!** Dealers are encouraged to evenly space their parts orders throughout the week in order to maximize the efficiency of their facing depots.

Part Number	Description	Quantity
5F1Z-5304-AA	Protective Spring Shield Kit (Kit contains RIGHT and LEFT protective spring shields and attaching hardware.)  <b>New!</b> Affected 1999 model year vehicles require the use of two RIGHT protective spring shields that must be obtained from two service kits.	1*

**New!** \*Use two service kits for repairs on all affected 1999 vehicles. (See Attachment III.)

The DOR/COR for this program is 50337. 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.

**EXCESS STOCK RETURN**

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

## 1999 – 2001 MODEL YEAR TAURUS AND SABLE VEHICLES — FRONT COIL SPRING PROTECTIVE SHIELD INSTALLATION

### SERVICE PROCEDURE

**NEW** NOTE: Until a *new* service kit is available, affected 1999 Model Year vehicles will require two (2) service kits (Part Number — 5F1Z-5304-AA). The RIGHT inner protective shields will be installed on both sides of the vehicle.

NOTE: Due to clearance issues, spring shields should only be installed on vehicles fitted with standard size or smaller size tires. All affected vehicles were built with P225/55R16 or smaller size tires.

1. Remove the front wheel and tire assemblies.
2. **CAUTION: Do not use power tools to remove the stabilizer bar link nuts. Damage to the boot or ball joint can result.**

NOTE: To remove the stabilizer bar link nut, use the hex holding feature to keep the stabilizer bar link ball joint from turning while removing the nut.

Remove the upper stabilizer bar link attaching nut and disconnect the stabilizer bar link from the strut assembly. Discard the nut.

3. Position the outer protective shield over the strut assembly. Place the nut plate above the strut, line up the holes in the strut and the outer protective shield, and install the Torx bolts from below. **DO NOT** tighten the bolts to specification at this time. See Figure 1.

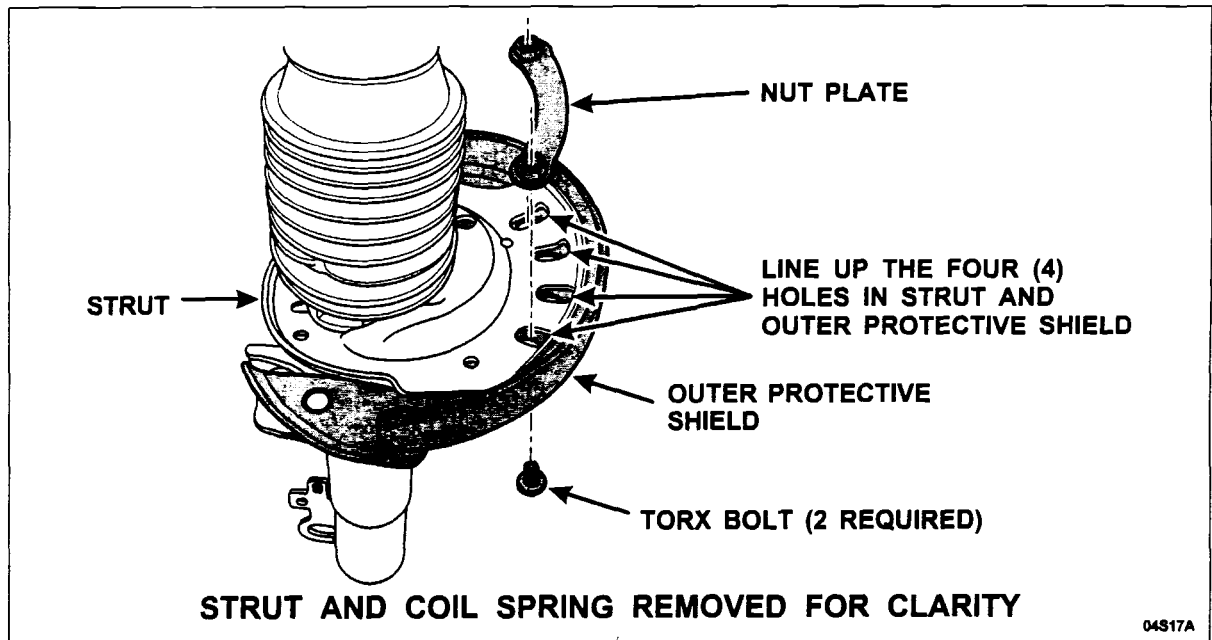


FIGURE 1



4. NOTE: When installing the stabilizer bar link nut, use the hex holding feature to keep the stabilizer bar link ball joint from turning.
  - a) Position the inner protective shield lower mounting tab behind the stabilizer bar link mounting bracket.
  - b) Before installing the stabilizer bar link, place the supplied washer over the stabilizer bar link stud. See Figure 2.
  - c) Reposition the stabilizer bar link and install *new* retainer nut. DO NOT tighten the nut at this time. See Figure 3.
5. Install the two (2) bolts and the two (2) nuts securing the inner and outer protective shields together. DO NOT tighten the nuts to specification at this time. See Figure 3.

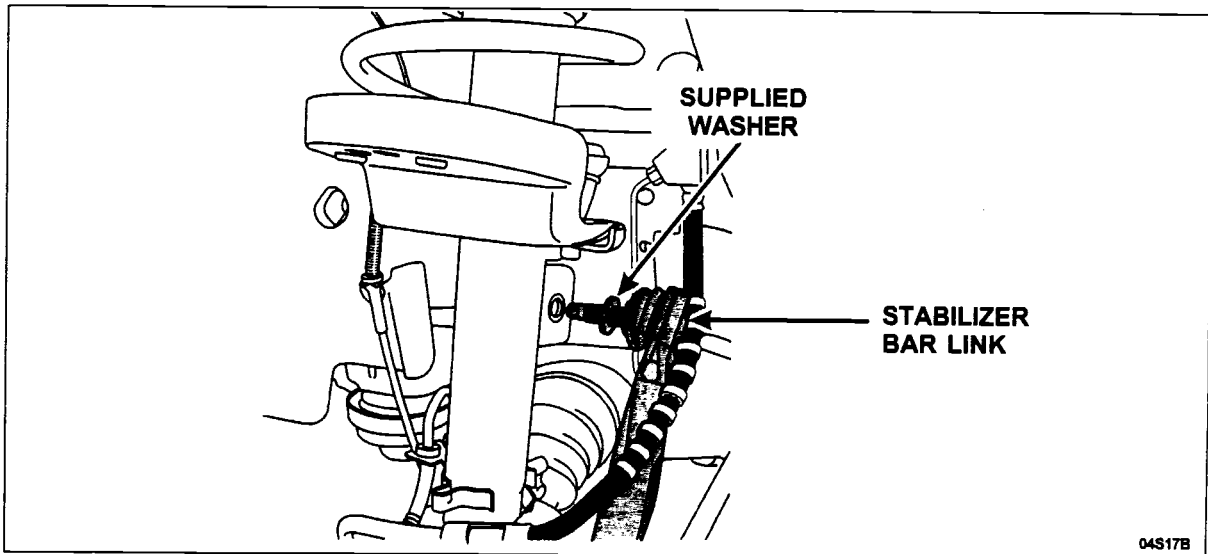


FIGURE 2

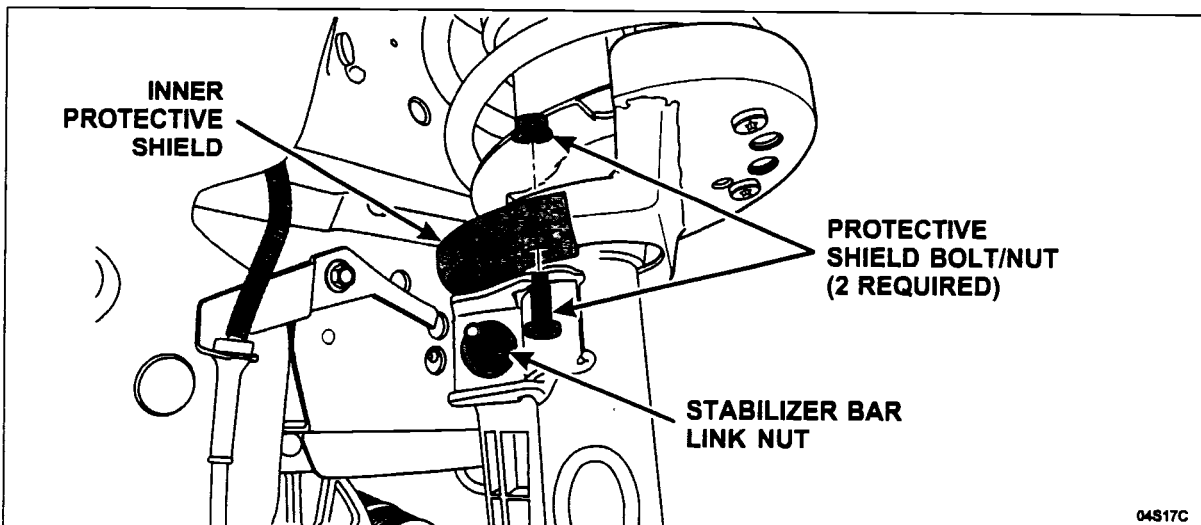
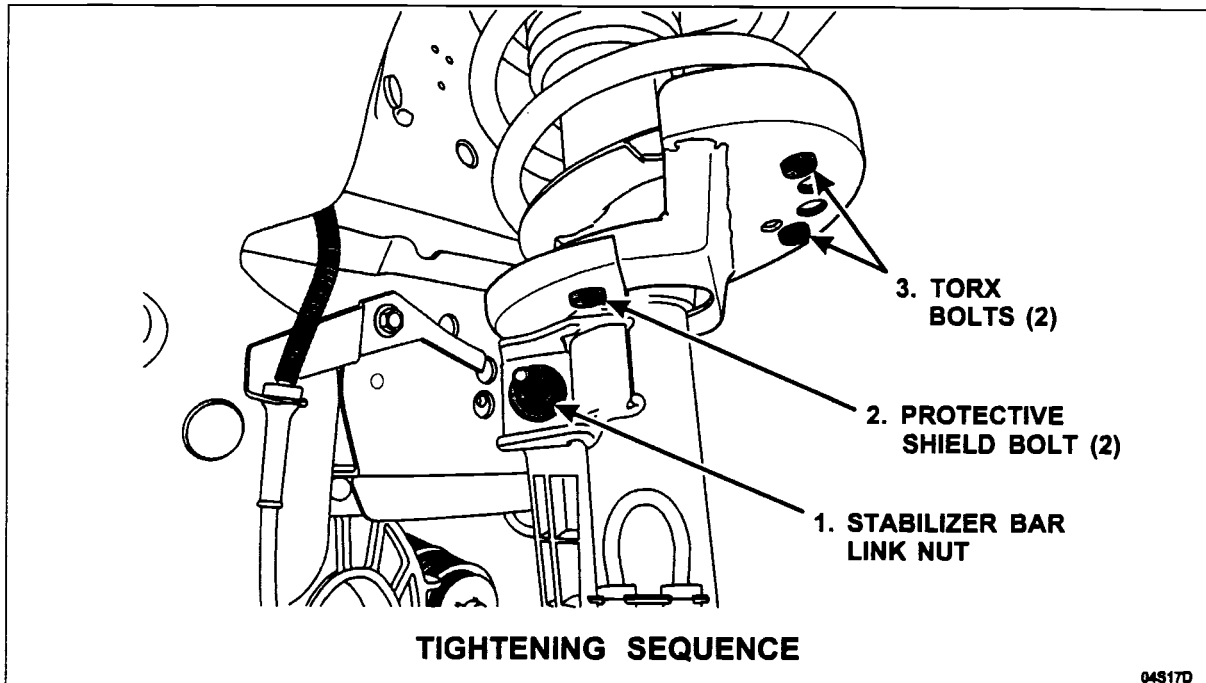


FIGURE 3





6. Tighten the fasteners in the following sequence (see Figure 4):
  1. Stabilizer bar link nuts – 90 Nm (66 lb-ft)
  2. Outer-to-inner protective shield bolts – 27 Nm (20 lb-ft)
  3. Torx bolts-to-nut plate – 27 Nm (20 lb-ft)



**FIGURE 4**

7. Install both front wheel and tire assemblies. Tighten the lug nuts to 129 Nm (95 lb-ft).



**Safety Recall 04S17– Supplement #2**  
All 1999 through 2001 Model Year Taurus & Sable Vehicles  
Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

**Dealer Questions & Answers**

**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 corrosion. This concern affects vehicles registered 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 to corrosion pitting and cracks. Chipping of the coating is primarily attributed to sand and/or grit being trapped between #1 coil and the end of the rubber on the bottom spring seat. Once fatigue cracks form in these corrosion pits, the cracks may 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 registered in corrosion areas of U.S. and Canada.  
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 1) Contact the Special Service Support Center to get the repair approved, 2) Install the protective spring shields.

**Q5. What should I do if an owner has larger than standard tires installed on the vehicle?**

A Due to clearance issues, Safety Recall 04S17 should only be installed on vehicles fitted with standard size or smaller size tires. All affected vehicles were built with P225/55R16 or smaller size tires. On vehicles fitted with tires larger than P225/55R16, Safety Recall 04S17 will remain open and the owner will continue to receive reminder notices of an open recall. The owner can have the service performed in the future if, and when, P225/55R16 or smaller size tires are installed on their vehicle.

Safety Recall 04S17



**Important Parts Notification**

**Safety Recall 04S17**

Dear Taurus or Sable Owner,

January 2005

In August 2004 we mailed you a letter announcing a Safety Recall that explained the need to install protective spring shields on your Taurus or Sable vehicle. At that time, parts were not yet available. **YOUR DEALER CAN NOW ORDER PARTS FOR YOUR VEHICLE.** At no charge to you, your dealer will install the protective spring shields on your vehicle. Please contact your dealer to schedule an appointment.

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon

Director  
Service Engineering Operations



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

August 2004

Safety Recall 04S17 and Customer Satisfaction Program 04M04 (corrosion states)

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 1999 through 2001 model year Taurus and Sable 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 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 during winter months) 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.

**What will Ford and your dealer do?**

**Effective December 2004:** Ford has issued Safety Recall 04S17 to install protective spring shields on your vehicle, in addition to extending the warranty on the front coil springs as described below. We expect that these shields will be available in December 2004. When parts become available, you will be notified to contact your dealer for an appointment to have Safety Recall 04S17 performed on your vehicle. In this program, your dealer will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

**Effective Immediately:** In addition to Safety Recall 04S17, you are eligible for Customer Satisfaction Program 04M04. This program extends the coverage of the front coil springs, for fracture only, for a period up to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until July 31, 2005. Coverage is automatically transferred to subsequent owners. This coverage exceeds the original warranty coverage of your vehicle for this part.

If either front coil spring fractures, Ford Motor Company and your dealer will replace both front springs at no charge to you under the terms of this program.

**How long will it take?**

When you are notified that parts are available for Safety Recall 04S17 and you schedule an appointment with your dealer, the repair would require 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?**

**If you experience a fractured front spring on your vehicle:**

- Schedule an appointment with your dealer.
- Your dealer will replace **both** front springs at no charge within the extended warranty period.
- In December 2004, we will notify you to contact your dealer to have Safety Recall 04S17 (Installation of Front Coil Spring Protective Shields) performed on your vehicle.

**If your vehicle is operating normally:**

- You do not need to do anything until you are notified in December to have Safety Recall 04S17 performed on your vehicle.
- After you receive the notification, call your dealer without delay and request a service date for Recall 04S17.
- When you call your dealer, please provide them with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuineflmservice.com> for dealer addresses, maps, and driving instructions.

**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 recall.

**Have you previously paid to have the front coil springs replaced?**

If you paid to have this service done before the date of this letter, you may be eligible for a refund under program 04M04. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**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 Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD)

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

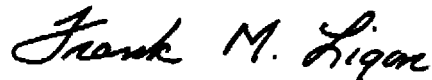
If you wish to contact us through the Internet, our address is:

**[www.ownerconnection.com](http://www.ownerconnection.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



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

January 2005

Safety Recall 04S17 (moved or purchased vehicle)

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

In August 2004, owners of 1999 through 2001 Taurus and Sable vehicles were notified of an extended warranty coverage program (Customer Satisfaction Program 04M04) for the front coil springs.

According to our records, you have since purchased or registered your vehicle in a state where salt is used on the roadways during the winter months. As a result, you are now also eligible for Safety Recall 04S17 (see attached Safety Recall 04S17 letter). This recall, which will be performed free of charge, provides for the installation of protective front spring shields on vehicles registered in high corrosion areas.

Parts are now available for this recall. Please contact your dealer as soon as possible to schedule an appointment for Safety Recall 04S17. At no charge to you, your dealer will install the protective spring shields on your vehicle. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon  
Director  
Service Engineering Operations

Attachment: Safety Recall 04S17 and Customer Satisfaction Program 04M04 letter dated August 2004.



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

January 2005

Safety Recall 04S17  
(Owners of affected 1999 MY vehicles - corrosion states)

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

In August 2004, owners of record were mailed a letter announcing Ford Safety Recall 04S17, which provides for the installation of protective front coil spring shields on 1999 through 2001 model year Taurus and Sable vehicles. At that time, it was anticipated that service parts would be available in December 2004. However, the availability of parts to service 1999 model year vehicles has been delayed until March 2005. Our records indicate that you are the registered owner of a 1999 model year Taurus or Sable vehicle. You will be notified again via postcard when parts are available, and asked to contact your dealer to schedule an appointment to have this service performed.

We apologize for any inconvenience that this delay may have caused.

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon  
Director  
Service Engineering Operations