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March 22, 2006

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

**SUBJECT:** Safety Recall 04S24 Supplement #1:  
Certain 2004 Model Year Freestar and Monterey Vehicles  
*Front Hub and Rotor Replacement*

**Ref:** Safety Recall 04S24 Dated September 9, 2004:

### **AFFECTED VEHICLES**

Certain 2004 model year Freestar and Monterey vehicles built at the Oakville Assembly Plant from February 23, 2004 through May 13, 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

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

*This bulletin is being supplemented to revise Attachment II for the required parts, and Attachment III informing technicians to replace both front hubs and rotors as separate components. The hub and rotor assembly kits that were offered when Safety Recall 04S24 was launched are no longer available.*

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

Some of the affected vehicles may have been produced with front wheel hubs that were not heat treated correctly. This condition may have created a small crack in the hub. If the crack was to progress, this could eventually result in wheel separation. Wheel separation may occur without warning leading to loss of vehicle control, and potentially result in a vehicle crash.

### **New! SERVICE ACTION**

*Dealers are to replace both front hubs and rotors on all of the affected vehicles.* This must be performed on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers. This service must be performed at no charge to the customer.

### **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.**

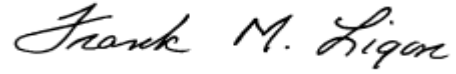
### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: **New!** *Labor Allowances and Parts Ordering Information*  
Attachment III: **New!** *Technical Information*  
Customer Notification Letter

**QUESTIONS & ASSISTANCE**

Parts Issues: Parts Support Center (Dealer only) .....1-800-207-2444  
All Other Issues: Special Service Support Center (Dealer Only) .....1-800-325-5621

Sincerely,



Frank M. Ligon

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S24-S1**

Certain 2004 Model Year Freestar and Monterey Vehicles

*Front Hub and Rotor Replacement*

**OASIS ACTIVATED?** Yes. OASIS was activated on September 2, 2004

**FSA VIN LIST ACTIVATED?** Yes

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

Owner names and addresses were available by September 27, 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 (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.

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**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.

**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 6251, Dearborn, MI 48121-6251.
- 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 the recall on the vehicle.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 04S24
  - 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. Related damage requires approval from Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
<b>New!</b> <i>Replace both front hubs and rotors</i>	04S24B	1.2 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

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

<b>New!</b> Part Number	<b>New!</b> Description	Quantity
<i>3F2Z-1104-AB</i>	<i>RH – Front Hub Assembly</i>	1
<i>3F2Z-1104-AA</i>	<i>LH – Front Hub Assembly</i>	1
<i>3F2Z-1125-AA</i>	<i>Rotor Assembly</i>	<i>1 Per Side</i>
<i>W705696-S436</i>	<i>HEX FLANGE BOLT</i>	<i>3 Per Side</i>

**RECALL PARTS SUPPORT CENTER**

The Recall Parts Support Center can be contacted via:

- Phone: 1-800-207-2444
- E-mail: [Ford@Renkim.com](mailto:Ford@Renkim.com)
- FAX: 1 (734) 374-1030

Please be prepared to provide the following information:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #: 04S24
- Vehicle Identification Number (if requested)

**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.