



Frank M. Ligon  
Ford Motor Company  
P. O. Box 1804  
Dearborn, Michigan 48121

March 2004

**Safety Recall 04S11**

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 2003 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?**

Under certain conditions, engine backflow events may allow transport of hot carbon or metallic debris to the air filter element on your vehicle. This may ignite the air filter element, with the potential for air induction system damage and/or an underhood fire.

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

Ford Motor Company and your dealer will replace the air filter element on your vehicle free of charge (parts and labor) with an air filter element that incorporates filter media that is not susceptible to this condition. We urge you to return to your dealer for this service.

**How long will it take?**

The time needed for this repair is less than one hour. 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?**

Please call your dealer without delay and request a service date for Safety Recall 04S11. 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. If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.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 safety recall.

**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

1-800-232-8982 (TDD for the hearing impaired.)

Office Hours: (Eastern Time Zone)

Monday - Friday: 8AM - 8PM

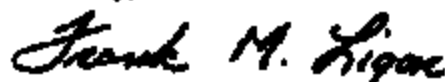
Saturday: 9AM - 5:30PM

If you wish to contact us through the Internet, our address is:  
[www.ownersconnection.com](http://www.ownersconnection.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