

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

July 2004

Special Field Action 04L20 (2002 MY E-350 Wagon – Rear Tire Pressure Labels)

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 certain 2002 model year E-350 wagons fail to comply to Federal Motor Vehicle Safety Standard (FMVSS) 120.

It has come to our attention that the Vehicle Certification Label on your 2002 E-350 wagon may have incorrect tire pressure information listed on the Vehicle Certification Label and on the tire label located inside the fuel filler door. We apologize for this inconvenience and want to correct this condition. Together with your Ford dealer, we are committed to your satisfaction.

What is the issue?

Your 2002 model year E-350 wagon was produced with LT225/75R16E tires and with a Vehicle Certification Label that indicates a rear tire inflation pressure of 70 PSI. The correct rear tire inflation pressure is 80 PSI.

Note: The affected vehicles were produced with Vehicle Certification Labels that overstate the Rear Gross Axle Weight Rating (GAWR) by 160 pounds. This program provides supplemental Vehicle Certification Labels to correct this non-compliance to Federal Motor Vehicle Safety Standard (FMVSS) 120. It should be noted that the GAWR correction on the label does not result in a reduction in rated vehicle payload or trailer towing capacity.

Failure to follow proper vehicle loading specifications or tire inflation recommendation can result in tire failure, increasing the risk of a crash.

What are we asking you to do?

Enclosed you will find two supplemental rear tire pressure labels. Please attach these labels to your E-350 wagon. One label is to be applied next to the Vehicle Certification Label and the other label is to be applied above the label located inside the fuel filler door of your E-350 wagon. Instructions are provided with this letter. If you prefer, your Ford dealer will install the labels for you at no charge.

If you wish to have your dealer install the labels, call your dealer and request a service date to have Special Service Action 04L20 performed on your vehicle.

On your appointment date, bring this letter and both labels to your dealer. If you lose your labels, let your dealer know in advance of your appointment, so the labels can be ordered.

Fleet Owners: To locate a dealer, call 1-800-34FLEET. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

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

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.

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.

Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

All Other Owners: 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 1-800-382-3673.

For the hearing impaired call 1-800-232-8952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

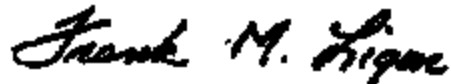
Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com.

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,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive style with a large, prominent "F" and "L".

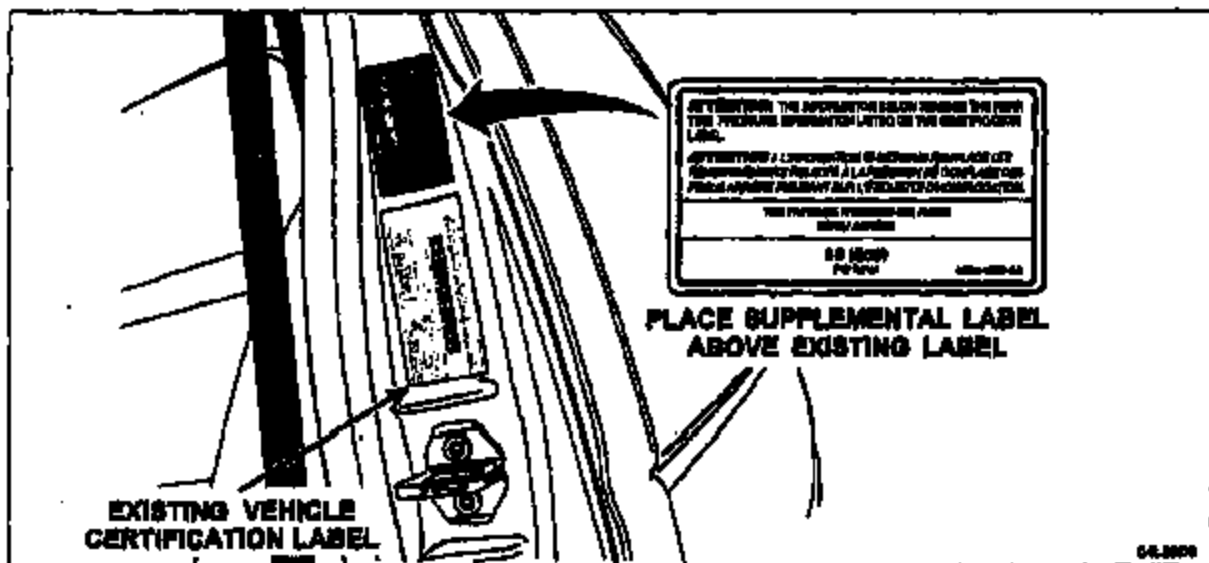
Frank M. Ligon
Director
Service Engineering Operations

**2002 E-350 SUPPLEMENTAL VEHICLE
CERTIFICATION LABEL INSTALLATION
REVISED REAR TIRE PRESSURE INFORMATION**

!! DO NOT REMOVE OR INSTALL OVER EXISTING LABELS !!

SUPPLEMENTAL SAFETY CERTIFICATION LABEL

1. Locate the Vehicle Certification Label on the driver's door jamb.
2. Clean the area above the label and allow the area to dry completely.
3. Peel the backing off the new supplemental label and affix it to the door jamb as shown in the illustration.



SUPPLEMENTAL FUEL DOOR LABEL

1. Open the fuel fill door. Clean the area above the tire pressure label and allow it to dry completely.
2. Peel the backing off the new supplemental label and affix it to the fuel fill door as shown in the illustration.
3. Using a black permanent marker, cross out the rear tire pressure on the ORIGINAL fuel door label.

