



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

July 2004

Safety Recall 04S16
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 Ford Crown Victoria Police/Commercial (Body codes P70, P71, P72), and Lincoln Town Car vehicles sold to fleets (Body codes M84 and M81 ordered with FIN code).

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?

Due to significant differences in vehicle design and customer usage, the affected vehicles typically input higher loads into the vehicle chassis during fleet usage, overloading the wheel bearings and axles. This may lead to early bearing failure and ultimately, axle shaft fracture. In the event of axle shaft fracture, the vehicle would lose drive function and would coast to a stop. Loss of drive function could lead to a vehicle crash.

What will Ford and your dealer do?

Ford Motor Company and your dealer will install new rear axle shafts, rear wheel bearings, and rear axle seals free of charge (parts and labor). We urge you to return to your dealer for this service.

Any vehicles in your fleet that were previously repaired with axle repair kit 3W1Z-4A109-AA (introduced with Technical Service Bulletin #03-05-05) do not require any further repair. Based on our records, previously repaired vehicles have not been included in this program.

How long will it take?

The time needed for this repair is 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?

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

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 previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

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.

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 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.

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 1-866-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon
Director
Service Engineering Operations