



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

July 2004

**Safety Recall 04S19**

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 2004 Model Year Ford Ranger Regular Cab Pickups.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

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|---|---|
| <b>What is the issue?</b>                 | On your vehicle, it may be possible that the frame has center rail section flanges that were not formed properly. In the event of a side impact collision, an improperly formed center rail section could potentially puncture the fuel tank, resulting in a fuel leak. A fuel leak in the presence of an ignition source could result in a fire.   |
| <b>What will Ford and your dealer do?</b> | Ford Motor Company and your dealer will inspect the frame on your Ranger free of charge, to determine if it was properly manufactured. If the frame is found to be incorrectly manufactured, your vehicle will not be repaired; Ford and your dealer will replace your vehicle. Your dealer will provide a rental vehicle until a suitable replacement vehicle can be obtained. We urge you to return to your dealer for this inspection. |
| <b>How long will it take?</b>             | The time needed for this inspection 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?**

Please call your dealer without delay and request a service date for Recall 04S19. 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.

**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.**

**Do you need a rental vehicle?**

If your vehicle does not pass the inspection, your dealer is authorized to provide a rental vehicle at no charge (except for fuel and insurance), until a replacement vehicle can be obtained.

**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 inspected 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 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

**Office Hours: (Eastern Time Zone)**

**Monday -- Friday: 8AM -- 5PM**

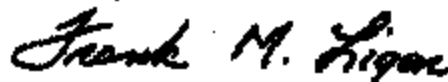
**Saturday: 9AM -- 5:30PM**

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 inspected 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 1-888-327-4238 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations