



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

January 2005

Safety Recall 04S17 (moved or purchased vehicle)

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

In August 2004, owners of 1999 through 2001 Taurus and Sable vehicles were notified of an extended warranty coverage program (Customer Satisfaction Program 04M04) for the front coil springs.

According to our records, you have since purchased or registered your vehicle in a state where salt is used on the roadways during the winter months. As a result, you are now also eligible for Safety Recall 04S17 (see attached Safety Recall 04S17 letter). This recall, which will be performed free of charge, provides for the installation of protective front spring shields on vehicles registered in high corrosion areas.

Parts are now available for this recall. Please contact your dealer as soon as possible to schedule an appointment for Safety Recall 04S17. At no charge to you, your dealer will install the protective spring shields on your vehicle. 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.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon  
Director  
Service Engineering Operations

Attachment: Safety Recall 04S17 and Customer Satisfaction Program 04M04 letter dated August 2004.