



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

August 2004

**Safety Recall 04S17 and Customer Satisfaction Program 04M04 (corrosion states)**

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 1999 through 2001 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?**

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. There is a potential for a fractured spring to move past the spring seat and contact a front tire. If a spring should fracture and come in contact with a tire, the tire may rupture resulting in a rapid air loss, which could increase the risk of a crash without warning.

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

**Effective December 2004:** Ford has issued Safety Recall 04S17 to install protective spring shields on your vehicle, in addition to extending the warranty on the front coil springs as described below. We expect that these shields will be available in December 2004. When parts become available, you will be notified to contact your dealer for an appointment to have Safety Recall 04S17 performed on your vehicle. In this program, your dealer will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

**Effective Immediately:** In addition to Safety Recall 04S17, you are eligible for Customer Satisfaction Program 04M04. This program extends the coverage of the front coil springs, for fractures only, for a period up to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until July 31, 2005. Coverage is automatically transferred to subsequent owners. This coverage exceeds the original warranty coverage of your vehicle for this part.

If either front coil spring fractures, Ford Motor Company and your dealer will replace both front springs at no charge to you under the terms of this program.

**How long will it take?**

When you are notified that parts are available for Safety Recall 04S17 and you schedule an appointment with your dealer, the repair would require 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?**

**If you experience a fractured front spring on your vehicle:**

- Schedule an appointment with your dealer.
- Your dealer will replace both front springs at no charge within the extended warranty period.
- In December 2004, we will notify you to contact your dealer to have Safety Recall 04S17 (Installation of Front Coil Spring Protective Shields) performed on your vehicle.

**If your vehicle is operating normally:**

- You do not need to do anything until you are notified in December to have Safety Recall 04S17 performed on your vehicle.
- After you receive the notification, call your dealer without delay and request a service date for Recall 04S17.
- When you call your dealer, please provide them 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.penguinfirmervice.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 recall.

**Have you previously paid to have the front coil springs replaced?**

If you paid to have this service done before the date of this letter, you may be eligible for a refund under program 04M04. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**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 1-888-436-7332. 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.crmconnection.com](http://www.crmconnection.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 1-800-424-6393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations