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

September 2004

Safety Recall 04S21

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 F-150 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 dealers, is to provide you with the highest level of service and support possible.

What is the issue?	Your truck may have a fuel tank with a depression at the seam between the top and bottom halves of the tank (not visible from outside the fuel tank). If a depression is large enough, fuel may permeate the fuel tank wall resulting in a fuel odor, illumination of the "Service Engine Soon" indicator light, or a fuel leak. A fuel leak in the presence of an ignition source could result in a fire. The symbol for the indicator light is:
What will Ford and your dealer do?	Ford Motor Company and your dealer will replace the fuel tank on your vehicle free of charge (parts and labor). We urge you to return to your dealer for this service.
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?	Call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Recall 04S21. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 7:45AM to 3:00PM on Saturday (Eastern Time Zone). Please have this letter with you when you call. The Ford representative will ask for the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. Arrangements will be made with the dealership of your choice to have parts available. If you do not already have a servicing dealer, you can access http://www.genuineflmservice.com for dealer addresses, maps, and driving instructions. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment.

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?

Your dealer is authorized to provide a rental vehicle at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs.

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 Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call 1-800-392-3673
    1-800-232-5952 (TDD for the hearing impaired.)

        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,

Frank M. Ligon
Director
Service Engineering Operations