



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

October 2004

Safety Recall 04S22
Safety Recall 04S23
Customer Satisfaction Program 04N03

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 and 2004 model year E-Series 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.

In addition, Ford Motor Company is providing a no-charge Customer Satisfaction Program 04N03, which provides additional warranty coverage for the Anti-Lock Brake System (ABS) Module.

Safety Recall 04S22 and 04S23

What is the issue?

We have identified two conditions on your vehicle that could cause possible smoke or fire:

Safety Recall 04S22

A diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in a burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires. **Therefore, Ford Motor Company is recommending that you do not park your vehicle in an enclosed structure until this safety recall is performed.**

Safety Recall 04S23

The air filter element installed in your vehicle during vehicle assembly may have filter paper that was not properly manufactured to prevent it from igniting during rare driving conditions, where hot particles in the engine air system may contact the air filter. This may create the potential for a fire in the air intake system or engine compartment.

What will Ford and your dealer do?

At no charge (parts and labor), Ford Motor Company and your dealer will:

- Install a new fuse in the ABS circuit.
- Install a heat shield over the ABS module.
- Replace the air filter element.

We urge you to return to your dealer for this service. Also, additional warranty coverage for the ABS module is provided.

Safety Recall 04S22 and 04S23 Continued

How long will it take? The time needed for both repairs 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 for the Safety Recalls? Please call your dealer without delay and request a service date for safety recalls 04S22 and 04S23. 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.

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

Motorhome Owners: To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuineflmservice.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.

Additional Warranty Coverage - Customer Satisfaction Program 04N03

What is the reason for this additional coverage program? In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty (for a one time replacement) of the ABS Module for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until September 30, 2005. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do? If the ABS Module requires replacement, Ford Motor Company and your dealer will replace it at no charge to you under the terms of 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 for the Customer Satisfaction Program? Please keep this letter as a reminder. If the ABS Module requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the part at no charge to you. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 04N03. The VIN is printed near your name at the beginning of this letter.

Have you previously paid for this repair? If you paid to have the ABS Module replaced before the date of this letter, you may be eligible for a refund. 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.

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.

NGV and Fleet Owners: 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.

Motorhome Owners: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Others Owners: 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 – 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