



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

September 2004

Safety Recall 04S20 - Vehicles built from Job #1 2002 through March 10, 2002 at St Louis Assembly Plant (SLAP) or through March 3, 2002 at Louisville Assembly Plant (LAP)

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 2002 Ford Explorer and Mercury Mountaineer 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 liftgate window may drop unexpectedly when it is being operated. When the window drops it may strike a person nearby or the glass may break creating the potential for cuts or bruises.

What will Ford and your dealer do?

Effective Late November 2004: At no charge, dealers will replace both strut mounting brackets and both hinges on the liftgate glass with new design parts. We expect these new design parts will be available late November 2004. We will notify you when parts are available so you can contact your dealer for an appointment to have Safety Recall 04S20 performed on your vehicle.

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. To ensure a proper repair, your dealer may also need your vehicle for a longer time when outside temperatures are very low.

What are we asking you to do?

WARNING: Until this recall has been performed, do not open or close your liftgate glass. The larger liftgate door is not affected by this recall, so you can still use it to access the rear compartment of your vehicle. **See the attached illustration for guidance.** When parts become available, we will notify you and ask you to call your dealer to request a service date for Recall 04S20. At that time, 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.

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.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

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 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

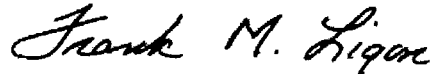
If you wish to contact us through the Internet, our address is:

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,



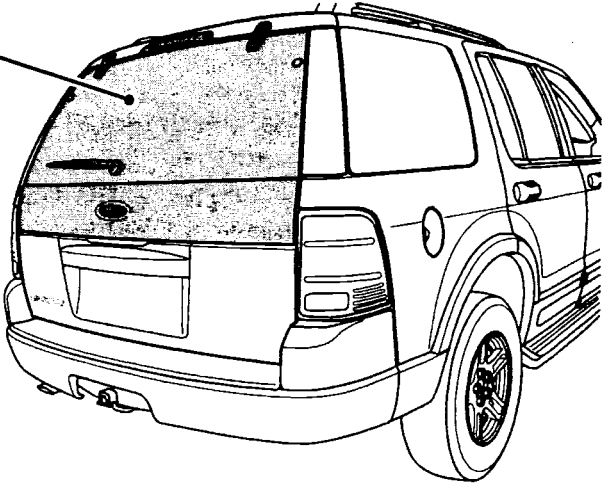
Frank M. Ligon

Director

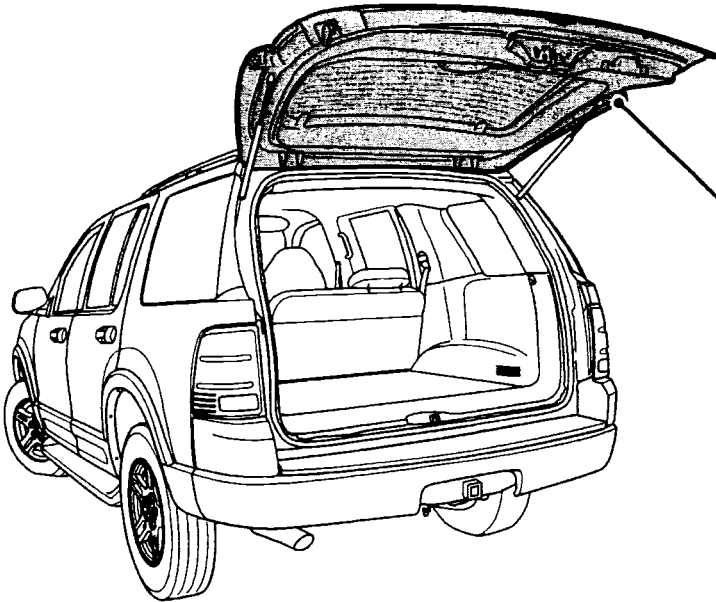
Service Engineering Operations

**CUSTOMER INSTRUCTIONS
UNTIL REPAIRS ARE COMPLETED**

**DO NOT
OPEN/CLOSE GLASS**



**OK TO
OPEN LIFTGATE**





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

September 2004

Safety Recall 04S20 - Vehicles built from March 11, 2002 at St Louis Assembly Plant (SLAP) or March 4, 2002 at Louisville Assembly Plant (LAP) through June 23, 2003

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 2002 and 2003 Ford Explorer and Mercury Mountaineer 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 liftgate window may drop unexpectedly when it is being operated. When the window drops it may strike a person nearby or the glass may break creating the potential for cuts or bruises.

What will Ford and your dealer do? **Effective Late November 2004:** At no charge, dealers will replace both hinges on the liftgate glass with new design parts. We expect these new design parts will be available late November 2004. We will notify you when parts are available so you can contact your dealer for an appointment to have Safety Recall 04S20 performed on your vehicle.

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.

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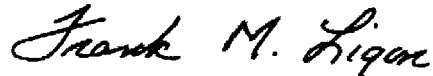
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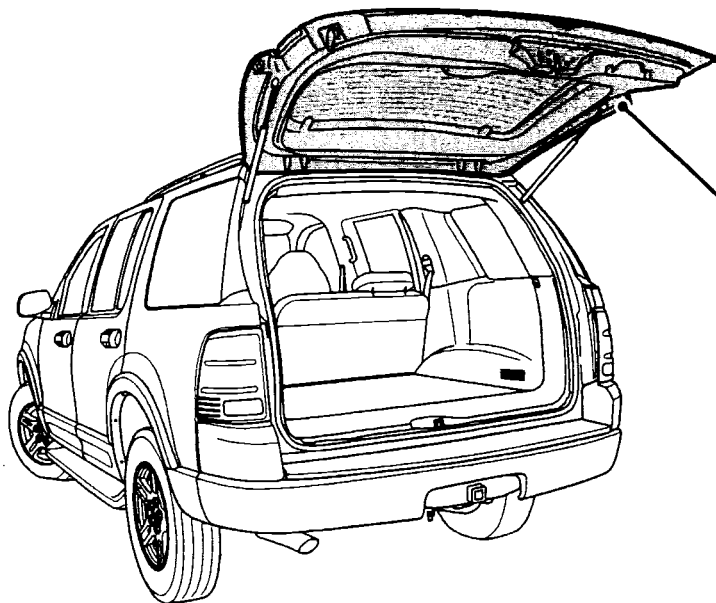
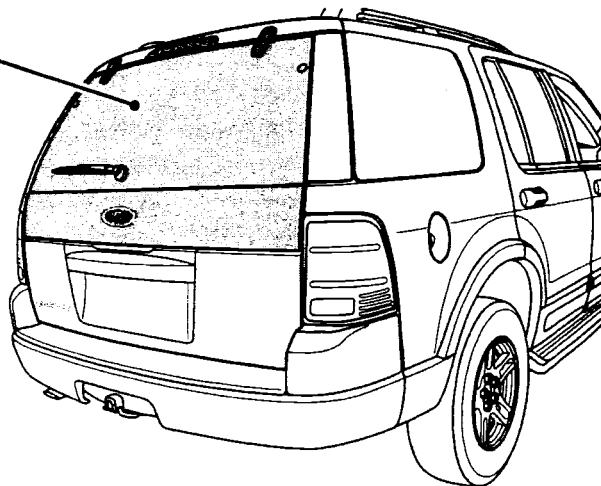
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Frank M. Ligon
Director
Service Engineering Operations

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