

*Ford Motor Company*

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2005 FEB -3 A 10: 11

**James P. Vondale, Director**  
Automotive Safety Office  
Environmental & Safety Engineering

OFFICE OF DEFECTS  
INVESTIGATION

January 31, 2005

Mr. George Person, Chief  
Recall Management Division (NVS-215)  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

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2005 FEB -3 P 1: 53  
OFFICE OF  
DEFECTS INVESTIGATION

Dear Mr. Person:

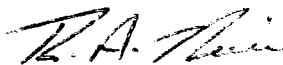
Subject: Quarterly Completion Report – Fourth Quarter 2004  
49 CFR Part 573.7

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations - Defect and Noncompliance Reports, Ford Motor Company is submitting the attached Quarterly Report for the period ending December 31, 2004.

Ford recently launched its new Global Campaign (GCAMP) system for managing the global Field Service Action process. This reporting system will now allow Ford to identify vehicles that were exported from the United States, its protectorates and territories. Such vehicles are identified in the attachment as "Exported" unreachable vehicles.

Detailed information is attached.

Sincerely,



J. P. Vondale

Attachment  
quarter14Q04-letter.doc

Fairlane Plaza South  
330 Town Center Drive, Dearborn, Michigan 48126-2738 USA



**FORD QUARTERLY SAFETY COMPLETION REPORT -- 49 CFR Part 573.7**  
**Quarter Ending December 31, 2004**

SAFETY RECALL NO.		QUARTERS REPORTED			OWNER NOTIFICATION		NOTES	VEHICLES INVOLVED	PROCEDURES COMPLETED <sup>a/</sup>		UNREACHABLE VEHICLES <sup>b/</sup>				
NHTSA	FORD	No.	FIRST	LAST	BEGAN	ENDED			INSPECTED	REPAIRED	UNDELIVERED	EXPORTED	STOLEN	SCRAPPED	OTHER
04V-332	04S17	1	4Q-04	2Q-06	2004-08-02	2004-08-02	c/	915495	n/a	28384	17726	111	17	228	0
04V-442	04S20	1	4Q-04	2Q-06	2004-09-30	2004-10-07	d/	901180	484	70823	29983	98	46	292	0
04V-444	04S22	1	4Q-04	1Q-06	2004-10-15	2004-10-18		213325	n/a	87159	7101	13	15	70	0
04V-327	04S15	2	3Q-04	4Q-05	2004-07-22	2004-07-22		84940	n/a	46955	2517	7	33	29	0
04V-328	04S16	2	3Q-04	4Q-05	2004-07-15	2004-07-15		47100	n/a	34164	802	0	0	29	0
04V-330	04S18	2	3Q-04	4Q-05	2004-07-20	2004-07-20		24257	n/a	13113	1995	86	0	5	0
04V-331	04S19	2	3Q-04	4Q-05	2004-07-19	2004-07-19		1399	807	74	217	49	0	0	0
04V-443	04S21	2	3Q-04	4Q-05	2004-09-17	2004-09-17		1689	n/a	620	457	0	0	0	0
04V-445	04S23	2	3Q-04	4Q-05	2004-09-27	2004-09-27		253095	n/a	104738	8400	53	18	58	0
04V-446	04S24	2	3Q-04	4Q-05	2004-09-20	2004-09-20		34013	n/a	23392	5223	43	0	0	0
04V-106	04S12	3	2Q-04	3Q-05	2004-04-05	2004-06-18		947644	n/a	652651	37685	301	28	249	0
04V-165	04S13	3	2Q-04	3Q-05	2004-04-21	2004-04-23		324148	n/a	250585	11328	513	3	143	0
04V-200	04S14	3	2Q-04	3Q-05	2004-05-06	2004-05-06		371	n/a	260	11	0	0	1	0
04V-229	04C07	3	2Q-04	3Q-05	2004-05-21	2004-05-21		6502	3820	161	273	1	0	0	0
03V-472	03S08	4	1Q-04	2Q-05	2004-01-07	2004-01-07		3940	n/a	1905	532	0	0	37	0
03V-507	03S10	4	1Q-04	2Q-05	2004-02-02	2004-02-02		135424	n/a	96692	4733	4	0	217	0
04V-105	04S11	4	1Q-04	2Q-05	2004-03-10	2004-03-12		400582	n/a	315360	33671	40	14	34	0
03V-349	03S07	5	4Q-03	1Q-05	2003-09-30	2003-09-30		300	n/a	287	1	0	0	0	0
03V-457	03S09	5	4Q-03	1Q-05	2003-11-11	2003-11-11		23894	14617	6285	419	4	0	58	0
03V-459	03C05	5	4Q-03	1Q-05	2003-11-21	2003-11-25		261741	n/a	175470	8228	70	0	39	0
03V-280	03S03	6	3Q-03	4Q-04	2003-08-29	2003-08-29		453351	105875	211375	31701	188	1	25	0
03V-281	03S04	6	3Q-03	4Q-04	2003-08-29	2003-09-15		1564160	n/a	893746	108859	861	0	112	0
03V-279	03S05	6	3Q-03	4Q-04	2003-08-08	2003-08-08		29927	2222	23495	1000	0	0	28	0
03V-282	03S06	6	3Q-03	4Q-04	2003-09-04	2003-10-17		73	51	20	3	0	0	0	0
03V-319	03C04	6	3Q-03	4Q-04	2003-09-12	2003-09-12		97	21	61	5	0	0	0	0
<b>Customer Satisfaction Programs</b>															
03V-482	03N01	*	*	*	2003-11-26	2003-11-26		529525	n/a	140622	35313	194	0	130	0
04V-421	04N02	*	*	*	2004-04-16	2004-04-16		88718	n/a	22370	4778	374	9	5	0

## **Quarterly Safety Recall Completion Report Notes**

- a/ "Procedures Completed" reflects the number of vehicles on which reports of action have been received from dealers and processed by Ford as of the end of the reporting period. Those in the "inspected" category were found to not require the recall service. Those in the "repaired" category did have the recall service performed.
- b/ "Unreachable Vehicles" reflects the number of vehicle owners that could not be reached. "Undelivered" represents the number of first-class letters to owners of recalled vehicles, as shown on Company records, returned by the United States Postal Service for reasons such as addressee unknown, no such street number, or no such business office in the state. "Exported" represents the number of recalled vehicles reported to have moved out of the United States, its protectorates or territories. "Stolen" or "scrapped" represents the number of recalled vehicles reported to be either stolen or scrapped such that the safety recall service cannot be performed or is inappropriate. Those in the "other" category are vehicles either "modified" or where the owner "refused" the recall service.
- c/ **04V-332 / 04S17**  
Letters were mailed in August 2004 instructing owners to delay making service appointments until parts become available in December 2004. Beginning January 10, 2005 owners of 2000 and 2001 model year vehicles were notified via postcard that parts are available. Owners of 1999 model year vehicles will be notified in February 2005. The postcard advised owners to schedule an appointment as soon as possible.
- d/ **04V-442 / 04S20**  
Letters were mailed in October 2004 instructing owners to delay making service appointments until parts become available in December 2004. Beginning December 27, 2004 owners were notified via postcard that parts are available. The postcard advised owners to schedule an appointment as soon as possible.