

Ford Motor Company

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OFFICE OF DEFECTS
INVESTIGATION

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

March 11, 2004

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


Dear Mr. Person:

**Subject: Safety Recall 04V-106
(Ford Number 04S11)**

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 a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2003 model year Taurus and Sable vehicles. Specific details were submitted to you in a letter dated March 1, 2004. Owner notification letters were mailed on March 10, 2004.

Sincerely,



J. P. Vondale

Attachment(s)
03611 Dealer-Owner Bulletin





Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

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

February 26, 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S11:
Certain 2003 Model Year Taurus and Sable Vehicles
Air Filter Element Replacement

AFFECTED VEHICLES

Certain 2003 model year Taurus and Sable vehicles built from Job #1 2003 through Job Last 2003. Affected vehicles will be identified in OASIS. In addition, for a list of unsold vehicles assigned to your dealership visit <https://web.fsavinjlstg.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

Under certain conditions, engine backflow events may allow transport of hot carbon or metallic debris to the air filter element. On the affected vehicles this may ignite the air filter element, with the potential for air induction system damage and/or an underhood fire.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the vehicles involved in this recall.

A complete Dealer Bulletin, repair instructions, and parts ordering information will be provided to Dealers on March 6, 2004.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

OASIS

Consult OASIS for affected vehicles (on or after February 27, 2004). Dealer involved unit listings for unsold vehicles will be available February 27, 2004.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,

Frank M. Ligon



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

March 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S11:**
Certain 2003 Model Year Taurus and Sable Vehicles
Air Filter Element Replacement

Ref: **DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S11 issued**
February 26, 2004

AFFECTED VEHICLES

Certain 2003 model year Taurus and Sable vehicles built from Job #1 2003 through Job Last 2003. Affected vehicles are identified in OASIS. In addition, for a list of all vehicles assigned to your dealership visit <https://web.fsaVINlists.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

Under certain conditions, engine backflow events may allow transport of hot carbon or metallic debris to the air filter element. On the affected vehicles this may ignite the air filter element, with the potential for air induction system damage and/or an underhood fire.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles until the service procedure has been performed. At no charge to the vehicle owner, dealers are to replace the air filter element on all the affected vehicles with an air filter element that incorporates filter media that is not susceptible to this condition. This must be done on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers.

Due to the simplicity of this repair, we urge you to make this convenient for customers by considering air filter element replacement in the write-up area or similar approach that would give customers "in-and-out" service.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

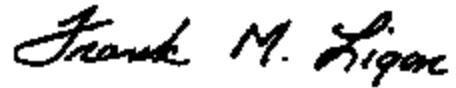
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Questions and Answers
Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5821

Sincerely,



Frank M. Ligon

DEMONSTRATION / DELIVERY HOLD-Safety Recall 04S11
Certain 2003 Model Year Taurus and Sable Vehicles
Air Filter Element Replacement

OASIS ACTIVATED? Yes

FSA VIN LIST ACTIVATED? Yes

Available through FMCDDealer.com or at <https://web.fsavinlists.dealerconnection.com>.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this action.

STOCK VEHICLES

Correct all affected stock vehicles before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs. Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED/SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval prior to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

DEMONSTRATION / DELIVERY HOLD-Safety Recall 04S11
Certain 2003 Model Year Taurus and Sable Vehicles
Air Filter Element Replacement

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Related damage must be claimed on a repair line that is separate from the FSA's repair line.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.

DEMONSTRATION / DELIVERY HOLD-Safety Recall 04S11
Certain 2003 Model Year Taurus and Sable Vehicles
Air Filter Element Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Air Filter Element	04S11B	0.2 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Dealers are encouraged to contact their local Ford Authorized Distributor when inventory is required. Parts are being seed stocked to all Ford Authorized Distributors (WD locations) during the first week in March. The Supplier Direct Ship (SDS) supplier currently supplies 95% of the FA-1683 filter requirement directly to Ford Authorized Distributors. When ordering through FCSD, the MINIMUM ORDER QUANTITY of 48 for the air filter family remains in effect. The air filter used in this program may have a part number specific minimum order quantity, which needs to be taken into account when trying to satisfy the family minimum order quantity of 48.

Part Number	Description	Quantity
FA-1683 or YF1Z-9601-AA	Air Filter Element	1

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

This part will not qualify for the 30 Month Field Service Action Return Policy (GA reason code). Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**DEMONSTRATION / DELIVERY HOLD-Safety Recall 04S11
Certain 2003 Model Year Taurus and Sable Vehicles
Air Filter Element Replacement**

TECHNICAL INFORMATION:

Please replace the air filter element on the affected vehicles.

Note: Due to the simplicity of this repair, we urge you to make this convenient for customers by considering air filter element replacement in the write-up area or similar approach that would give customers "in-and-out" service.

**DEMONSTRATION / DELIVERY HOLD-Safety Recall 04811
Certain 2003 Model Year Taurus and Sable Vehicles
Air Filter Element Replacement**

Q. Why are you recalling these vehicles?

A. Although the possibility of fire related to the air induction system is extremely rare, Ford is conducting a voluntary safety recall involving approximately 418,000 2003 Model Year Ford Taurus and Mercury Sables to replace the air filter element. We have received 65 reports of underhood fires involving the air filter.

Q. Have there been any accidents or injuries related to this condition?

A. We are not aware of any accidents. There is one report of a minor injury that is still under investigation.

Q. Which vehicles are affected?

A. Approximately 418,000 2003 Ford Taurus and Mercury Sable vehicles (the entire 2003 model year for these vehicles).

Q. What about vehicles built before the 2003 model year? What about 2004 cars?

A. This action is limited only to the 2003 model year. That's because an investigation by Ford discovered an unintended sub-supplier change to the composition of the air filter element. This change, combined with the physical characteristics of the 2003 Taurus and Sable air induction systems, created a greater susceptibility of the element material to smolder and/or catch on fire.

Other model year Taurus and Sable vehicles were built with the proper, specified air filter element.

Q. Can my existing stock of Motorcraft FA-1683 be used for this Recall?

A. Yes

Q. Is this a voluntary recall?

A. Yes – this is a Ford-initiated voluntary recall.

Q. What about cars currently in dealer inventory?

A. Affected vehicles still in dealer inventory must be repaired before delivery to customers. In addition, dealers are required to repair affected vehicles before allowing sales demonstration drives.



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

March 2004

Safety Recall 04S11

Mr. John Sample
123 Main Street
Anywhera, 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 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?

Under certain conditions, engine backflow events may allow transport of hot carbon or metallic debris to the air filter element on your vehicle. This may ignite the air filter element, with the potential for air induction system damage and/or an underhood fire.

What will Ford and your dealer do?

Ford Motor Company and your dealer will replace the air filter element on your vehicle free of charge (parts and labor) with an air filter element that incorporates filter media that is not susceptible to this condition. 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 hour. 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?

Please call your dealer without delay and request a service date for Safety Recall 04S11. 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.genuinefordservice.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 safety 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 1-866-438-7332

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

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

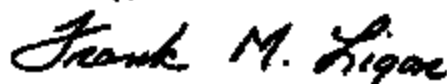
Saturday: 9AM – 5:30PM

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