

Ford Motor Company

RECEIVED
NVS-215

2004 MAY 11 AM 10:22

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

OFFICE OF
DEFECTS INVESTIGATION

May 7, 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-200
(Ford Number 04S14)**

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 2004 model year F-150 Pick-Up trucks. Specific details were submitted to you in a letter dated April 16, 2004. Owner notification letters were mailed on May 6, 2004.

Sincerely,

R. A. Levi

J. P. Vondale
J. P. Vondale

Attachment(s)
04S14 Dealer-Owner Bulletin





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

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

April 2004

TO: Certain U.S. Ford Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S14:
Certain 2004 Model Year F-150 Vehicles
Fuel Tank Replacement

REF:	Dealer Announcement dated 10/26/01, Special Handling Procedure
REF:	Dealer Announcement dated May 10, 1999, Low Volume Programs

DEFECT INVESTIGATION

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AFFECTED VEHICLES

A small number (less than 500) of 2004 Model Year F-150 vehicles built at the Kansas City and Norfolk Assembly Plants from July 18, 2003 through August 29, 2003. Affected vehicles are identified in OASIS. In addition, visit <https://web.fsavintists.dealerconnection.com> after April 21, 2004 for a list of vehicles assigned to your dealership.

REASON FOR THIS SAFETY RECALL

Some of the affected trucks may have a fuel tank with localized depressions in the fuel tank wall at the seam between 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, or a MIL light illumination. If left uncorrected, a fuel leak could eventually develop. There have been no reports of this condition from any customers.

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 fuel tanks on all the affected vehicles. This must be done on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers. The top portion of the removed fuel tank is to be returned to Ford Motor Company. See Attachment II for return instructions and Attachment III for cutting instructions.

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.

SPECIAL HANDLING PROCEDURE

The Special Handling Procedure has been activated for all 2004 F-150 owners affected by this program. Please see dealer announcement dated 10/26/01, Special Handling Procedure. This special handling procedure provides additional allowance to enable dealers to improve customer satisfaction.

Ford is asking for your support and the cooperation of your sales and service teams to make this a positive experience for our 2004 F-150 customers.

LOW VOLUME PROGRAM

This recall is being processed as a Low Volume Program. This type of field action was announced in an All-Dealer letter dated May 10, 1999.

The Customer Notification Letter directs owners to contact the Low Volume Coordination Center to arrange for this service. We will advise you via CuDL (Customer Data Link) of the owners that choose your dealership to perform the service provided by this recall. The parts will be ordered for your dealership by the coordination center.

If notified via CuDL, you are requested to contact the owner and arrange for a service appointment. The coordination center will advise owners that you will contact them within the next two business days.

ATTACHMENTS

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

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,



Frank M. Ligon

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S14
Certain 2004 Model Year F-150 Vehicles
Fuel Tank Replacement

OASIS ACTIVATED? Yes. OASIS will be activated by April 19, 2004.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinilists.dealerconnection.com> after April 21, 2004. Owner names and addresses will be available after May 7, 2004.

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. When you receive notification through CuDL (Customer Data Link), you should contact the owner and arrange for this service. Please note that the Low Volume Coordination Center will advise owners that they will hear from you within the next two business days. For more information, see "Low Volume Announcement Letter" dated May 10, 1999.
- 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 when available and schedule a service date. Correct other affected vehicles identified in OASIS which are brought to your dealership. Note: Owners should receive the "Special Handling Procedure." To familiarize yourself, please review "Special Handling Procedure" before calling owners.

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 04S14
Certain 2004 Model Year F-150 Vehicles
Fuel Tank Replacement

OWNER REFUNDS

Refunds are not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Related damage or refunds 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.
- To claim for "Special Handling", follow the instructions on page two of dealer announcement dated 10/26/01.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S14
Certain 2004 Model Year F-150 Vehicles
Fuel Tank Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Flush Fuel Tank, Remove Attached Parts, Cut Tank Per Technical Instructions and Replace Tank Assembly	04S14B	2.3 Hours
Special Handling:	Misc. Expense Code "SCHP"	See Special Handling

REMOVED FUEL TANK

Please note: The top portion of the removed fuel tank will need to be returned to Ford Motor for analysis. Please prepare the removed fuel tank for return (flush, neutralize, and cut in half per Attachment III).

PARTS REQUIREMENTS / ORDERING INFORMATION**CUSTOMER VEHICLES:**

Parts will be shipped to your dealership according to the procedures established for "Low Volume Programs." DO NOT order parts, except for dealer stock units (refer to "Low Volume Programs").

Note: When the customer calls the Coordination Center, the correct parts will be automatically sent to the dealer of their choice. Unused parts may be returned for credit. (See "Excess Stock Return" below).

STOCK VEHICLES:

Correct all vehicles in stock before delivery. First, inspect all affected stock vehicles to determine parts requirements. Then, contact the Low Volume Coordination Center at 1-800-248-0186 to order parts. When calling this number, identify Safety Recall 04S14 and have the VIN of the dealer stock vehicle to be serviced.

Part Number	Description	Quantity
*	FUEL TANK ASY (includes fuel delivery module, fuel and vapor lines, and heat shields)	1
PM-7-A	Motorcraft Fuel Neutralizer	1

* You must call the Low Volume Coordination Center at 1-800-248-0186 to order fuel tank assemblies.

The DOR/COR for this program is 50320. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-248-0186).

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S14
Certain 2004 Model Year F-150 Vehicles
Fuel Tank Replacement

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

PARTS RETENTION AND RETURN

Ship the top portion of the removed fuel tank (do not ship complete tank assembly) to:

Warranty Parts Return Center
15090 Commerce Dr. N
Dearborn, MI. Zip: 48120

Note: Dealers can retrieve their FCS 700 PEARS Return Document directly from FMCDdealer.com.
(See EFC0201603 dated 12/5/2002)

CERTAIN 2004 F-150 VEHICLES — FUEL TANK REPLACEMENT

OVERVIEW

This program involves replacing the complete fuel tank assembly (includes the fuel delivery module, fuel and vapor lines, and heat shields).

FUEL TANK REPLACEMENT

1. Remove the fuel tank. Refer to Section 310-00 of the 2004 F-150 Workshop Manual posted to the PTS website for the latest service procedures. Review all removal notes as necessary.
Retain the fuel tank support straps and bolts for reuse.
2. Install the new fuel tank assembly as prescribed in the workshop manual procedure. Review all installation notes as necessary.

FUEL TANK PREPARATION FOR RETURN

WARNING: FAILURE TO PERFORM THIS PROCEDURE AS OUTLINED CAN RESULT IN PERSONAL INJURY.

1. Remove the following components from the original tank and discard:
 - fuel delivery module, O-ring and lock ring
 - fuel and vapor tube assemblies
 - heat shields and retainer pins
2. Drain as much fuel from the fuel tank as possible. Up to eight (8) to ten (10) ounces of fuel remaining in the fuel tank is acceptable.
3. Pour the entire contents of one (1) four-ounce bottle of PM-7A Fuel Neutralizer into an empty one-gallon container.
4. Add enough water to fill the one gallon container. Add the water at a rate high enough to thoroughly mix the PM-7A with the water.
5. Pour the entire gallon of the PM-7A/water mixture into the tank.
6. Slop the PM-7A/water mixture aggressively around the fuel tank for 30 seconds.
7. Let the fuel tank stand for 5 minutes.
8. Slop the PM-7A/water mixture aggressively around the fuel tank again for 30 seconds.
9. Place a shop exhaust ventilation system hose in the fuel delivery module opening and pull the vapors out of the fuel tank for one minute.



10. **WARNING: OVER TIME, THE FUEL NEUTRALIZER WILL ALLOW THE FUEL TO VAPORIZE AND FUMES WILL COLLECT IN THE TANK. THEREFORE, IT IS IMPORTANT TO CUT THE TANK WITHIN ONE HOUR OF THE FUEL NEUTRALIZER TREATMENT AND THE VAPOR EVACUATION.**

Within one hour of the fuel neutralizer treatment, cut the fuel tank, using a suitable tool, approximately 40 mm (1.5 in.) below the tank seam. See Figure 1.

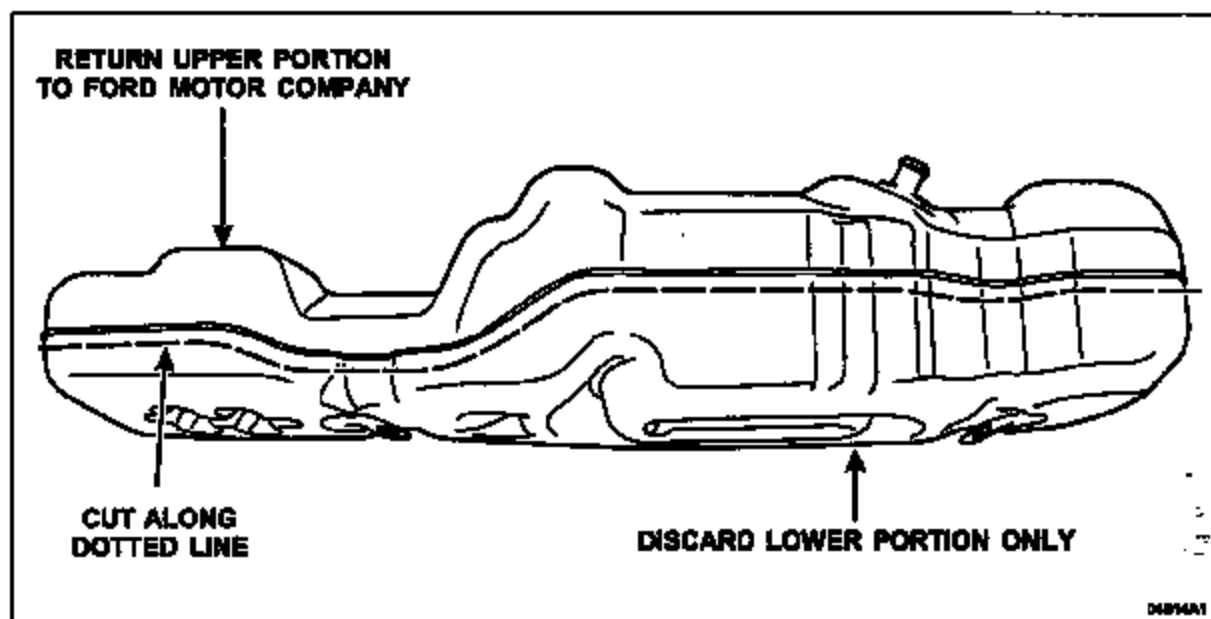


FIGURE 1

11. Tag the upper (larger) portion of the fuel tank with the vehicle identification number (VIN) of the vehicle it was removed from and the warranty repair order number. Return it to Ford Motor Company per the instructions found in Attachment II.
12. **DO NOT RETURN THE LOWER PART OF THE FUEL TANK. OUR RECEIVING DEPARTMENT WILL REFUSE SHIPMENT OF THE LOWER TANK AND IT WILL BE RETURNED TO THE SENDER.**

Dispose of the lower part of the fuel tank in compliance with any and all state or local laws.





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

April 2004

Safety Recall 04S14

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 localized depressions in the fuel tank wall at the seam between top and bottom halves of the tank. If a depression is large enough, fuel may permeate the fuel tank wall resulting in a fuel odor, or a Malfunction Indicator Light illumination. If left uncorrected, a fuel leak could eventually develop.

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 04S14. 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.genuinefordservice.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

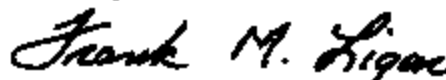
Saturday: 9AM – 5:30PM

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 1-800-424-9383.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

Special Customer Handling Procedure

- For use only when authorized for a specific Recall, CSP or SSI as noted in bulletin.
- For use when authorized on a specified vehicle line.
- Utilization of this tool is optional for dealers. In most cases Ford Motor Company will not communicate to customers.
- Does not apply to vehicles in dealer stock.
- May apply to Ford, Lincoln, and/or Mercury vehicles.
- Dealer labor rates and fuel/wash/vacuum cost may vary.

If Dealer Picks Up And Returns Vehicle For Customer		
Special Service	Dealer Compensation	Claim Procedure
<ul style="list-style-type: none"> • Pick up the customer's vehicle (at a location of their preference such as home or place of business) and return after repair* • Drop off comparable rental vehicle • Refill fuel tank • Wash and vacuum vehicle • Return vehicle to customer after repair is completed 	<p>Up to 2 hours additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum</p> <p>Note: Labor time to fill tank and wash/vacuum has been included in 2 hour allowance</p> <p>Labor subject to time recording procedures as outlined in Warranty & Policy Manual</p>	<p>Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "SCHP"</p> <p><u>EXAMPLE</u> (using example labor rate of \$65/hour and fuel cost of \$1.75/gallon):</p> <p>1.2 hrs. labor* = \$ 78.00</p> <p>9.0 gals fuel = \$ 15.75</p> <p>Wash/vacuum = \$ 7.00</p> <p>Total Submitted = \$100.75</p> <p>*travel time+fuelling/washing labor</p>
Provide comparable rental vehicle to customer when vehicle is picked up	<p>Use ESP guidelines for transportation allowance.</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "RENTAL" (if additional days are required, call 1-800-325-5621 for authorization)
Perform Recall/CSP/SSI repair at dealership	Inspection/repair labor allowance as specified in Recall/CSP/SSI Bulletin	See applicable Recall/CSP/SSI Bulletin

*Or repair on-site if appropriate; if on-site repair is performed, rental charges do not apply.

If Customer Brings Vehicle to Dealer		
Special Service	Dealer Compensation	Claim Procedure
Perform Recall/CSP/SSI repair at dealership	Inspection/repair labor allowance as specified in Recall/CSP/SSI Bulletin	See applicable Recall/CSP/SSI Bulletin
Provide comparable rental vehicle to customer	<p>Use ESP guidelines for transportation allowance.</p> <p>(This does not count against TAP allocation)</p>	Submit up to 3 days maximum using "RENTAL" (if additional days are required, call 1-800-325-5621 for authorization)
Refill fuel tank and wash/vacuum vehicle	Up to 0.5 hour additional labor (converted to a dollar amount) plus actual cost of fuel and wash/vacuum	Submit total dollar value (labor+fuel+wash/vacuum) using Misc. Expense Code "SCHP"

All Dealer Letter
Part Procurement Process for Low Volume Programs

Ford Customer Service Division



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

May 10, 1999

To: All Ford and Lincoln Mercury Dealers

cc: All Parts Managers
All Service Managers

Subject: Updated Part Procurement Process For Low Volume Recalls

The purpose of this communication is to update the process for dealer acquisition of service parts for certain Field Service Actions with a small number of involved vehicles.

Background:

- Situations where Field Service Actions have a small number of involved units require special handling.
- There are no controls in the parts system to prevent the over-ordering of parts in low volume situations.
- Many dealers order one or more parts even if they do not have an involved unit to insure customer satisfaction. This can result in parts in the inventory of dealers who do not need them and exhausted supply for dealers who do need them.
- With existing procedures, there is a cost to the Company and the Dealers (handling, returning, scrapping, etc.).

What's "Small Volume"?

- Generally, recalls, or CSP's involving 5,000 or fewer vehicles.

What We Propose:

- Procedures to better manage "Parts-To-Affected-Vehicle" process.
- Vehicle owner (retail customer/fleet/dealer) requested to contact a "process facilitator" via a special 1-800 toll-free line or with a special postcard provided with the owner letter.
- Process facilitator verifies VIN/Owner information and works with owner (or dealer) to identify repairing dealer.
- Process facilitator inputs part order and send a MORS III message with Customer/VIN/part shipping information to the identified repairing dealer.
- Dealer would be charged for the part at the lowest acquisition cost.

What's Different:

- Owner asked to call special toll-free line or send back special postcard.
- Parts would not be available through the normal parts ordering system.
- Owners would need to have an appointment.

Dealer Benefits:

- Eliminates back-orders—guarantees part availability.
- Increases customer satisfaction with your "Service Experience"
- New process will enable dealers to initiate pro-active service scheduling—with the information we will provide on the MORS III message, you call the customers to arrange a service appointment knowing that the part will be there and the customer's vehicle needs service.

Additional details will be provided as specific Field Service Actions suitable for this process are launched.

We ask that you share this procedure with your parts and service personnel to insure they are aware of this process.

A. R. O'Neill
Director
Vehicle Service and Programs

R. E. Turecki
Director
Global Parts Supply and Logistics