

Ford Motor Company

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

July 21, 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: Special Field Action 04V-232
(Ford Number 04L20)**

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 2002 model year E-350 Wagons and 2002 and 2003 model year E-250 Vans. Specific details were submitted to you in a letter dated May 4, 2004. Owner notification letters were mailed on July 8, 2004.

Sincerely,


J. P. Vondale

Attachment(s)
04L20 Dealer-Owner Bulletin





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

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

June 2004

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

SUBJECT: Special Field Action 04L20
Certain 2002 Model Year E-350 Wagons and 2002-2003 Model Year E-250 Vans
Vehicle Certification Label Correction

PROGRAM TERMS: This program will be in effect until December 31, 2004.

AFFECTED VEHICLES

- Certain 2002 model year E-350 wagons and E-250 vans produced with LT225/75R16E tires and built at the Lorain Assembly Plant from May 30, 2001 through July 28, 2002.
- Certain 2003 model year E-250 vans produced with LT225/75R16E tires and built at the Lorain Assembly Plant from April 24, 2002 through September 19, 2003.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, see <https://web.fsavintlists.dealerconnection.com>. This information will be available on July 1, 2004.

REASON FOR THIS ACTION

There are three separate actions contained in this program:

- On certain 2003 model year E-250 vans, the rear axle Gross Axle Weight Rating (GAWR) is incorrectly listed on the Vehicle Certification Label.*
- On certain 2002 model year E-250 vans, the front tire pressure is incorrectly listed on the Vehicle Certification Label and fuel filler door label.
- On certain 2002 model year E-350 wagons, the rear tire pressure is incorrectly listed on the Vehicle Certification Label and fuel filler door label.
- The affected vehicles were produced with Vehicle Certification Labels that overstate the Rear Gross Axle Weight Rating (GAWR) by 160 pounds. This program provides supplemental Vehicle Certification Labels to correct this non-compliance to Federal Motor Vehicle Safety Standard (FMVSS) 120. It should be noted that the GAWR correction on the label does not result in a reduction in rated vehicle payload or trailer towing capacity.

SERVICE ACTION

Owners of affected vehicles will be mailed supplemental labels containing correct information and instructions for installing the label(s). At no charge, owners may choose to have the dealer install the label(s).

ADDITIONAL LABELS

To assist customers who prefer to have this service completed at the dealership and arrive without the label, or for stock units, please call the Special Service Support Center at 1-800-325-5621 to obtain additional labels.

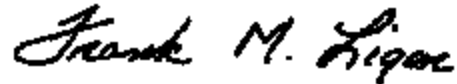
ATTACHMENTS

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

QUESTIONS?

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

Sincerely,



Frank M. Ligon

Special Field Action 04L20
Certain 2002 Model Year E-350 Wagons and 2002-2003 Model Year E-250 Vans
Vehicle Certification Label Correction

OASIS ACTIVATED? Yes. OASIS will be activated by June 29, 2004.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsvinlists.dealerconnection.com> by July 1, 2004. Owner names and addresses will be available by July 1, 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 program 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 field service action.

STOCK VEHICLES

Correct all affected stock vehicles before delivery. Labels for stock vehicles will be sent to dealers during the week of July 5, 2004. To order additional labels, call Special Service Support Center at 1-800-325-5621.

SOLD VEHICLES

- Labels are being mailed to owners; however, owners may choose to have the dealer install the labels.
- 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.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.

Special Field Action 04L20
Certain 2002 Model Year E-350 Wagons and 2002-2003 Model Year E-250 Vans
Vehicle Certification Label Correction

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2002 MY E-250 Vans and 2002 MY E-350 Wagons: <ul style="list-style-type: none">• Install one supplemental tire pressure label next to the Vehicle Certification Label.• Install one supplemental tire pressure label to the inside surface of the fuel filler door. (See Attachment III)	04L20B	0.3 Hours
2003 MY E-250 Vans: Install supplemental GAWR label next to the Vehicle Certification Label. (See Attachment III)	04L20C	0.2 Hours

PARTS REQUIREMENTS

Ordering Instructions for Additional Labels

Labels are being sent directly to customers of the affected vehicles. Dealers will be sent labels to service their stock vehicles. Additional labels for dealer stock vehicles or for customers who prefer to have this label installed at the dealership and arrive without the label may be ordered as follows:

Call 1-800-325-5621:

- Ask for additional labels for program 04L20.
- Provide your name, dealership P/A code, and mailing address.
- Provide vehicle model year and VIN of vehicle(s).

DEALER PRICE

Dealers will not be charged for labels ordered for this program.

- CERTAIN 2003 MODEL YEAR E-250 VANS — SUPPLEMENTAL VEHICLE CERTIFICATION LABEL INSTALLATION
- CERTAIN 2002 MODEL YEAR E-250 VANS AND E-350 WAGONS — SUPPLEMENTAL VEHICLE CERTIFICATION LABEL INSTALLATION AND DOOR TIRE PRESSURE LABEL INSTALLATION

OVERVIEW

This program involves installing supplemental labels adjacent to the vehicle certification label (located on the driver's door jamb) and for certain vehicles, a tire inflation pressure label (located inside the fuel fill door).

There are three (3) groups of vehicles involved in this program. See the chart below for information related to each group.

VEHICLE GROUP	NEW LABEL(S) TO BE INSTALLED
2003 E-250 Van	Supplemental Vehicle Certification Label with revised gross axle weight rating (GAWR) information.
2002 E-250 Van	Supplemental Vehicle Certification Label with revised FRONT tire pressure. Supplemental Fuel Door Tire Pressure Label with revised FRONT tire pressure.
2002 E-350 Wagon	Supplemental Vehicle Certification Label with revised REAR tire pressure. Supplemental Fuel Door Tire Pressure Label with revised REAR tire pressure.



SERVICE PROCEDURES

2003 E-250 VANS – REVISED REAR GAWR INFORMATION

1. Locate and clean the area above the safety certification label. **DO NOT** remove the original label.
2. Install the new supplemental label (Rear GAWR = 5360) on the vehicle above the existing label as shown in Figure 1.

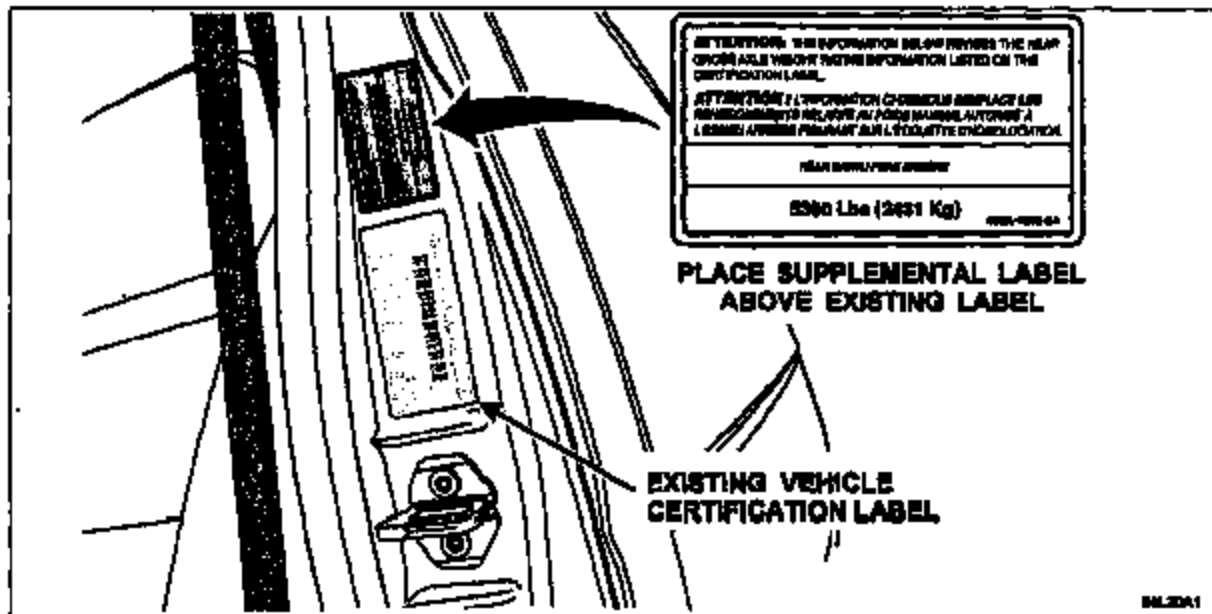
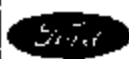


FIGURE 1



2002 E-250 VANS AND E-350 WAGONS – REVISED FRONT OR REAR TIRE PRESSURE INFORMATION

NOTE: Be sure to install the proper label for the vehicle being worked on.

- E-250 Vans – FRONT tire pressure = 52 psi
- E-350 Wagons – REAR tire pressure = 80 psi

1. Locate and clean the area above the vehicle certification label. DO NOT remove the original label.
2. Install the new supplemental label on the vehicle above the existing label as shown in Figure 2.

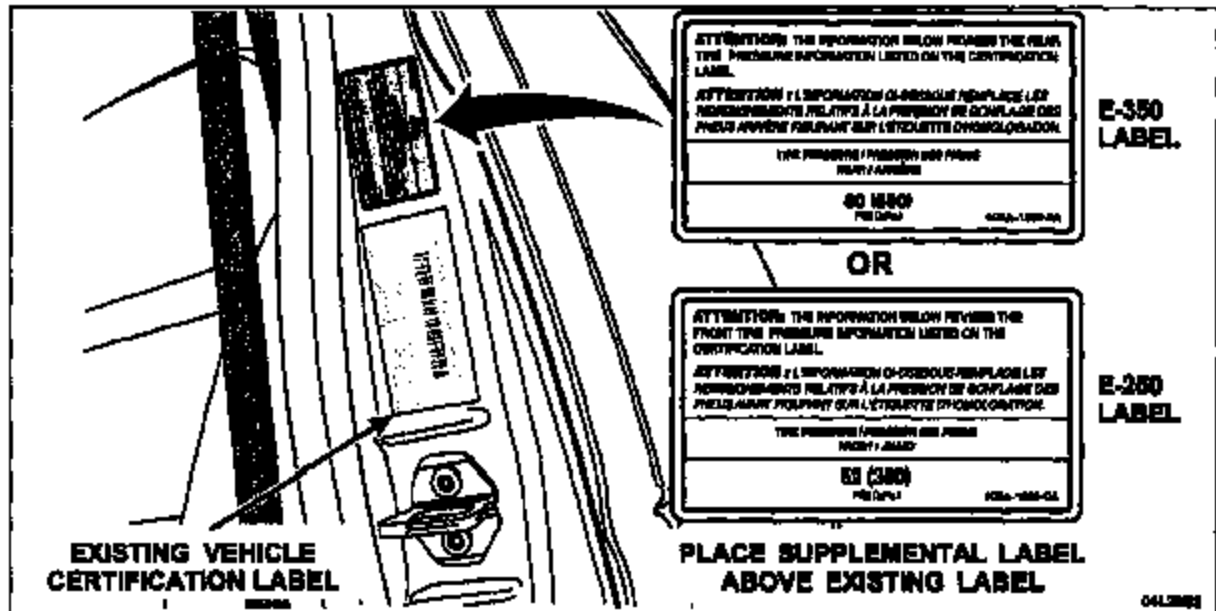


FIGURE 2

3. Locate and clean the area above the existing tire pressure label inside the fuel fill door.
4. Install the *new* label above the existing label. See Figure 3.
5. Using a black permanent marker, cross out the applicable (front or rear) tire pressure on the ORIGINAL fuel door label.

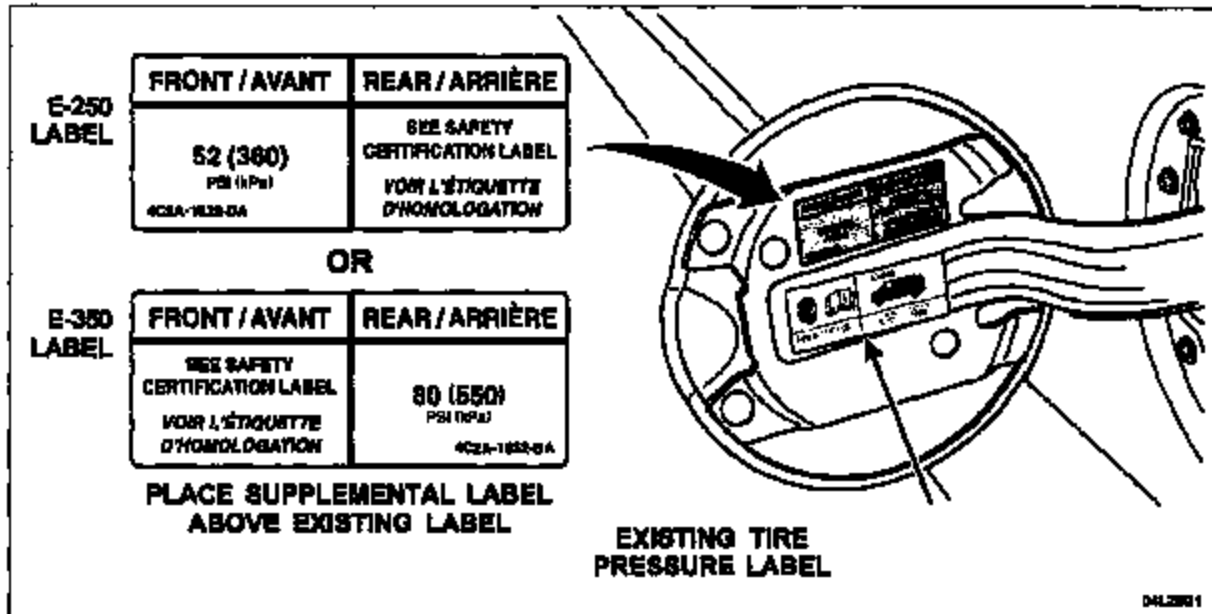


FIGURE 3



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

July 2004

Special Field Action 04L20 (2003 MY E-250 Van – GAWR Label)

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 certain 2003 model year E-250 vans fail to comply to Federal Motor Vehicle Safety Standard (FMVSS) 120.

It has come to our attention that the Vehicle Certification Label on your 2003 E-250 van may display an incorrect rear axle Gross Axle Weight Rating (GAWR). We apologize for this inconvenience and want to correct this condition. Together with your Ford dealer, we are committed to your satisfaction.

What is the Issue?

Your 2003 model year E-250 van was produced with LT225/75R16E tires and with a Vehicle Certification Label that indicates a 5520 pound rear axle GAWR at 80 PSI inflation pressure. The correct GAWR at 80 PSI is 5360 pounds for the rear axle.

Note: The affected vehicles were produced with Vehicle Certification Labels that overstate the Rear Gross Axle Weight Rating (GAWR) by 160 pounds. This program provides supplemental Vehicle Certification Labels to correct this non-compliance to Federal Motor Vehicle Safety Standard (FMVSS) 120. It should be noted that the GAWR correction on the label does not result in a reduction in rated vehicle payload or trailer towing capacity.

Failure to follow proper vehicle loading specifications or tire inflation recommendation can result in tire failure, increasing the risk of a crash.

What are we asking you to do?

Please attach the enclosed label to your E-250 van by following the instructions provided with this letter. If you prefer, your Ford dealer will install the label for you at no charge. If you wish to have your dealer install the label, call your dealer and request a service date to have Special Service Action 04L20 performed on your vehicles.

On your appointment date, bring this letter and the label to your dealer. If you lose the label, let your dealer know in advance of your appointment, so a label can be ordered.

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

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

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.

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.

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.

All Other 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

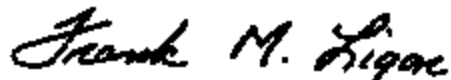
Saturday: 9AM – 5:30PM

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,

A handwritten signature in cursive script that reads "Frank M. Ligon".

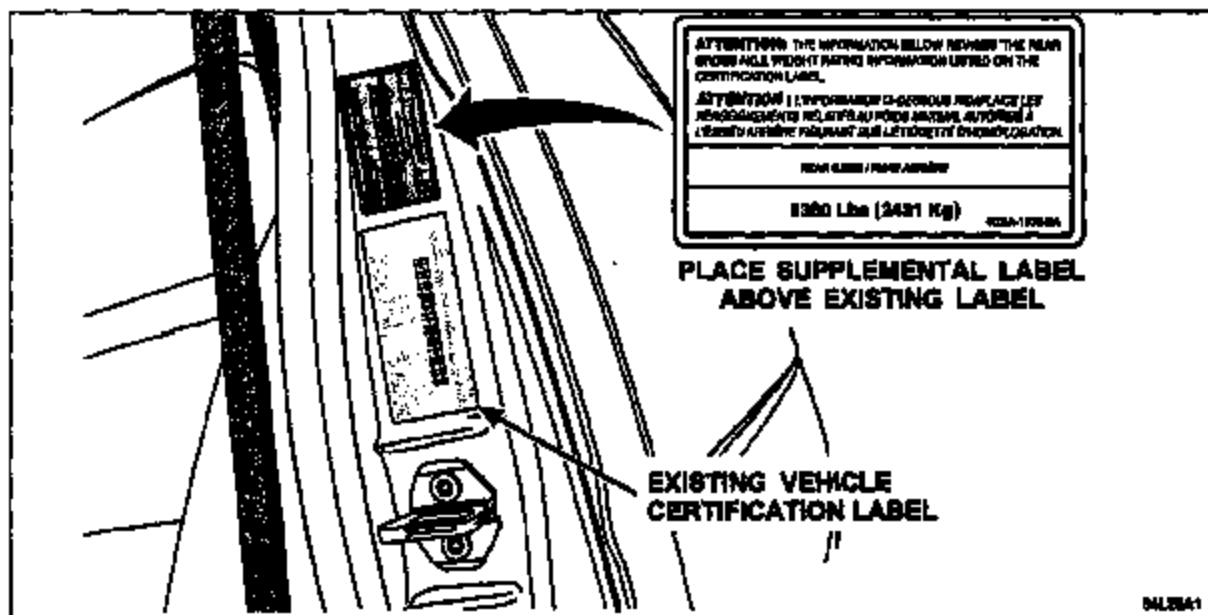
Frank M. Ligon
Director
Service Engineering Operations

2003 E-250 SUPPLEMENTAL VEHICLE CERTIFICATION LABEL INSTALLATION

Revised Rear Gross Axle Weight Rating (GAWR) Information

!! DO NOT REMOVE OR INSTALL OVER EXISTING LABELS !!

1. Locate the Vehicle Certification Label on the driver's door jamb.
2. Clean the area above the label and allow the area to dry completely.
3. Peel the backing off the *new* supplemental label and affix it to the door jamb above the existing label as shown in the illustration.



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DEARBORN, MICHIGAN 48121
08/04



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

July 2004

Special Field Action 04L20 (2002 MY E-250 Van – Front Tire Pressure Labels)

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 certain 2002 model year E-250 vans fail to comply to Federal Motor Vehicle Safety Standard (FMVSS) 120.

It has come to our attention that the Vehicle Certification Label on your 2002 E-250 van may have incorrect tire pressure information listed on the Vehicle Certification Label and on the tire label located inside the fuel filler door. We apologize for this inconvenience and want to correct this condition. Together with your Ford dealer, we are committed to your satisfaction.

What is the issue?

Your 2002 model year E-250 van was produced with LT225/75R16E tires and with a Vehicle Certification Label that indicates a front tire inflation pressure of 50 PSI. The correct front tire inflation pressure is 52 PSI.

Note: The affected vehicles were produced with Vehicle Certification Labels that overstate the Rear Gross Axle Weight Rating (GAWR) by 160 pounds. This program provides supplemental Vehicle Certification Labels to correct this non-compliance to Federal Motor Vehicle Safety Standard (FMVSS) 120. It should be noted that the GAWR correction on the label does not result in a reduction in rated vehicle payload or trailer towing capacity.

Failure to follow proper vehicle loading specifications or tire inflation recommendation can result in tire failure, increasing the risk of a crash.

What are we asking you to do?

Enclosed you will find two supplemental front tire pressure labels. Please attach these labels to your E-250 van. One label is to be applied next to the Vehicle Certification Label and the other label is to be applied above the label located inside the fuel filler door of your E-250 van. Instructions are provided with this letter. If you prefer, your Ford dealer will install the labels for you at no charge.

If you wish to have your dealer install the labels, call your dealer and request a service date to have Special Service Action 04L20 performed on your vehicle.

On your appointment date, bring this letter and both labels to your dealer. If you lose the labels, let your dealer know in advance of your appointment, so the labels can be ordered.

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

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

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.

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.

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.

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Call 1-800-392-3673.

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

Office Hours: (Eastern Time Zone)

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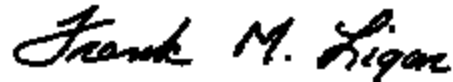
Saturday: 9AM – 5:30PM

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 1-800-424-8393.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive, flowing style.

Frank M. Ligon
Director
Service Engineering Operations

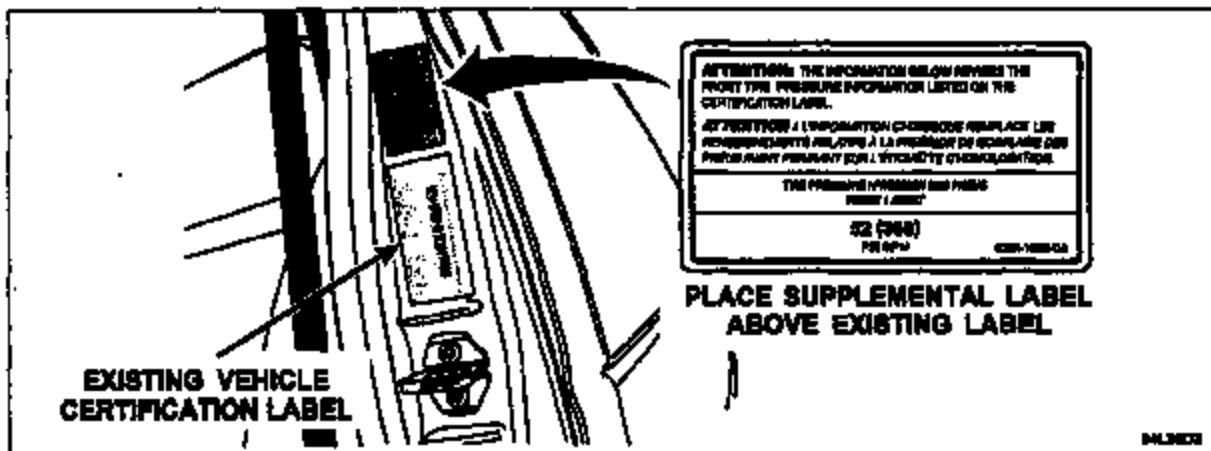
2002 E-250 SUPPLEMENTAL VEHICLE CERTIFICATION LABEL INSTALLATION

Revised Front Tire Pressure Information

!! DO NOT REMOVE OR INSTALL OVER EXISTING LABELS !!

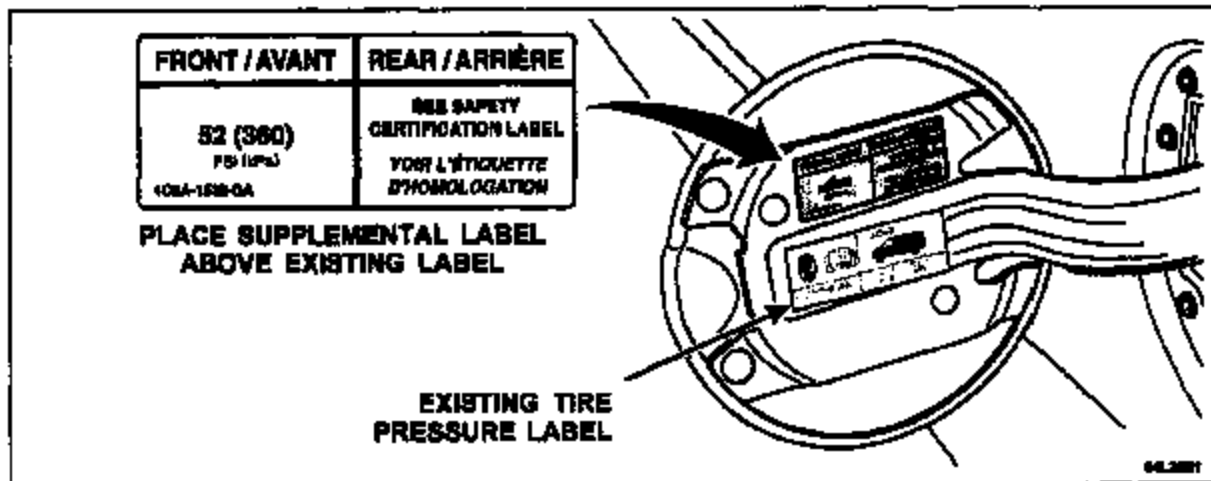
SUPPLEMENTAL VEHICLE CERTIFICATION LABEL

1. Locate the Vehicle Certification Label on the driver's door jamb.
2. Clean the area above the label and allow the area to dry completely.
3. Peel the backing off the *new* supplemental label and affix it to the door jamb above the existing label as shown in the illustration.



SUPPLEMENTAL FUEL DOOR TIRE PRESSURE LABEL

1. Open the fuel fill door. Clean the area above the tire pressure label and allow it to dry completely.
2. Peel the backing off the *new* supplemental label and affix it to the fuel fill door above the existing label as shown in the illustration.
3. Using a black permanent marker, cross out the front tire pressure on the ORIGINAL fuel door label.



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DEARBORN, MICHIGAN 48121
08/04



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

July 2004

Special Field Action 04L20 (2002 MY E-350 Wagon – Rear Tire Pressure Labels)

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 certain 2002 model year E-350 wagons fail to comply to Federal Motor Vehicle Safety Standard (FMVSS) 120.

It has come to our attention that the Vehicle Certification Label on your 2002 E-350 wagon may have incorrect tire pressure information listed on the Vehicle Certification Label and on the tire label located inside the fuel filler door. We apologize for this inconvenience and want to correct this condition. Together with your Ford dealer, we are committed to your satisfaction.

What is the issue?

Your 2002 model year E-350 wagon was produced with LT225/75R16E tires and with a Vehicle Certification Label that indicates a rear tire inflation pressure of 70 PSI. The correct rear tire inflation pressure is 80 PSI.

Note: The affected vehicles were produced with Vehicle Certification Labels that overstate the Rear Gross Axle Weight Rating (GAWR) by 160 pounds. This program provides supplemental Vehicle Certification Labels to correct this non-compliance to Federal Motor Vehicle Safety Standard (FMVSS) 120. It should be noted that the GAWR correction on the label does not result in a reduction in rated vehicle payload or trailer towing capacity.

Failure to follow proper vehicle loading specifications or tire inflation recommendation can result in tire failure, increasing the risk of a crash.

What are we asking you to do?

Enclosed you will find two supplemental rear tire pressure labels. Please attach these labels to your E-350 wagon. One label is to be applied next to the Vehicle Certification Label and the other label is to be applied above the label located inside the fuel filler door of your E-350 wagon. Instructions are provided with this letter. If you prefer, your Ford dealer will install the labels for you at no charge.

If you wish to have your dealer install the labels, call your dealer and request a service date to have Special Service Action 04L20 performed on your vehicle.

On your appointment date, bring this letter and both labels to your dealer. If you lose your labels, let your dealer know in advance of your appointment, so the labels can be ordered.

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

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

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.

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.

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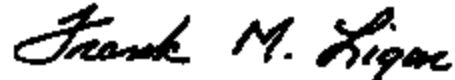
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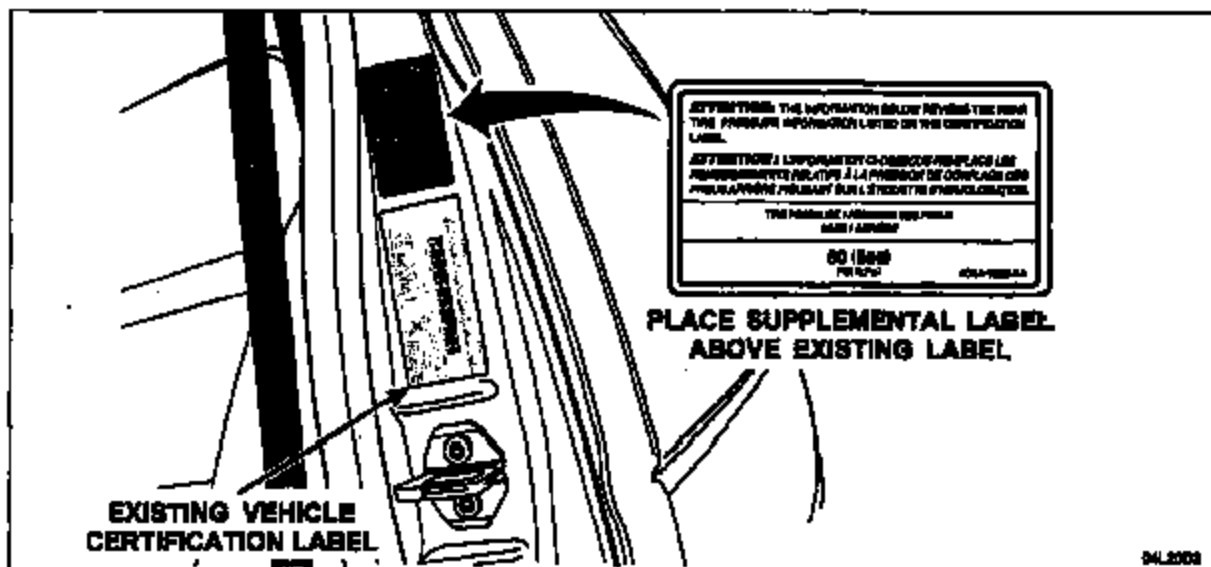
Frank M. Ligon
Director
Service Engineering Operations

**2002 E-350 SUPPLEMENTAL VEHICLE
CERTIFICATION LABEL INSTALLATION
REVISED REAR TIRE PRESSURE INFORMATION**

!! DO NOT REMOVE OR INSTALL OVER EXISTING LABELS !!

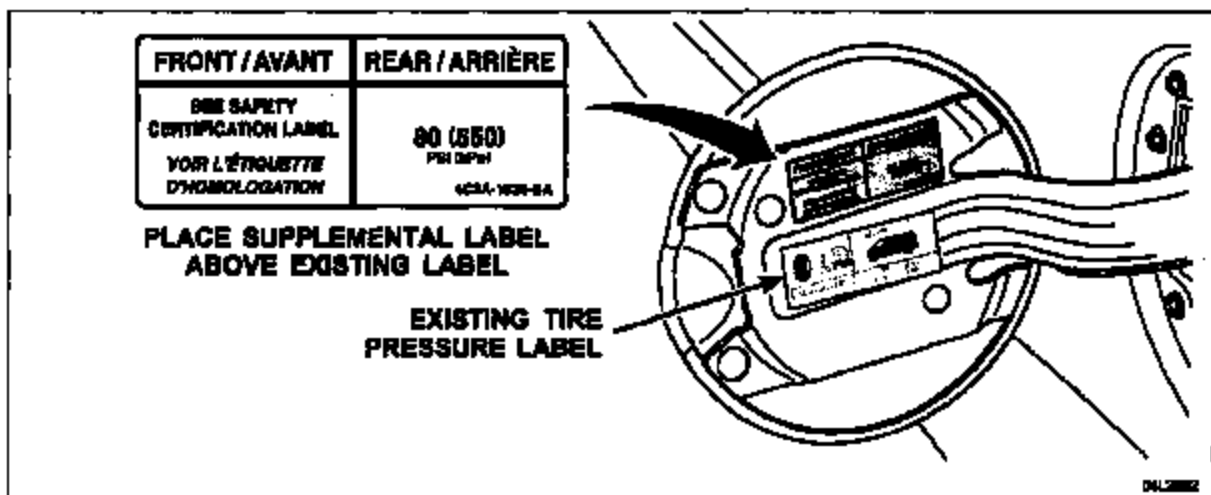
SUPPLEMENTAL SAFETY CERTIFICATION LABEL

1. Locate the Vehicle Certification Label on the driver's door jamb.
2. Clean the area above the label and allow the area to dry completely.
3. Peel the backing off the *new* supplemental label and affix it to the door jamb as shown in the illustration.



SUPPLEMENTAL FUEL DOOR LABEL

1. Open the fuel fill door. Clean the area above the tire pressure label and allow it to dry completely.
2. Peel the backing off the *new* supplemental label and affix it to the fuel fill door as shown in the illustration.
3. Using a black permanent marker, cross out the rear tire pressure on the **ORIGINAL** fuel door label.



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