

Ford Motor Company

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

July 20, 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

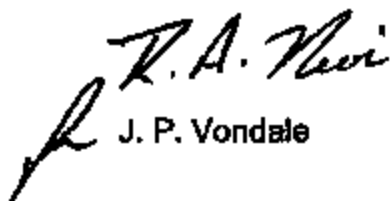
Dear Mr. Person:

**Subject: Safety Recall 04V-327
(Ford Number 04S15)**

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 F-Super Duty and Excursion vehicles. Specific details were submitted to you in a letter dated July 6, 2004. Owner notification letters are scheduled to be mailed on July 22, 2004.

Sincerely,


J. P. Vondale

Attachment(s)
04S15 Dealer-Owner Bulletin





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

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

July 2004

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

SUBJECT: Safety Recall 04S15:
Certain 2003 Model Year F-Super Duty and Excursion Vehicles Equipped With 6.0L
Diesel Engine
Negative Battery Terminal to Engine Block Connection

AFFECTED VEHICLES

Certain 2003 model year F-Super Duty and Excursion vehicles built at the Kentucky Truck Plant from December 1, 2002 through March 31, 2003. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, see <https://web.fsvinlists.dealerconnection.com>. This information will be available on July 8, 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, it may be possible that the ground stud that retains the negative battery terminal eyelet to the engine block may be loose. A loose battery ground wire may produce high resistance to current flow. As a result, current may take an alternate path to ground through the radio suppression strap causing it to heat and potentially melt or ignite adjacent components.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to inspect the negative battery terminal eyelet-to-engine block connection. Dealers are to remove the B+ attachment nut and double eyelet stud from the engine and clean surfaces of the engine and cable eyelet; after cleaning, reinstall the ground cable eyelet to the engine with a new stud and torque to specifications. If the connection of the negative battery terminal eyelet-to-engine block was loose, dealers will also inspect the radio suppression strap and surrounding components for signs of heat damage and repair as necessary. This must be done on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers.

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.

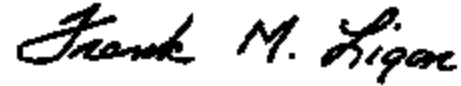
ATTACHMENTS

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

Safety Recall 04515

**Certain 2003 Model Year F-Super Duty and Excursion Vehicles Equipped With 6.0L Diesel Engine
Negative Battery Terminal to Engine Block Connection**

OASIS ACTIVATED? Yes. OASIS will be activated on July 6, 2004

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsayvinlists.dealerconnection.com> on July 8, 2004.
Owner names and addresses will be available on July 29, 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 recall 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 (when available) 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.

Safety Recall 04S15

Certain 2003 Model Year F-Super Duty and Excursion Vehicles Equipped With 6.0L Diesel Engine
Negative Battery Terminal to Engine Block Connection

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 1904, Dearborn, MI 48121.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 04S15
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "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.

Safety Recall 04S15

Certain 2003 Model Year F-Super Duty and Excursion Vehicles Equipped With 6.0L Diesel Engine
Negative Battery Terminal to Engine Block Connection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect engine ground, replace stud bolt, torque stud bolt, B+ bracket and torque nut. Inspect Radio Suppression strap for signs of discoloration and melted strands	04S15C	0.4 hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this recall. The engine ground stud (W704983-S309A) is expected to be available at depots by July 16, 2004. For emergency repairs prior to this date, call the Special Service Support Center (1-800-325-5621). For part requirements July 16, 2004 and after, place your order through normal order processing channels.

Part Number	Description	Quantity
W704983-S309A	Stud/Bolt Engine Ground	1
F81Z-19A095-AA*	Radio Suppression strap* (if needed)	1 (if needed)

*NOTE: This part number must be ordered for this recall through the Special Service Support Center (1-800-325-5621). It is anticipated that less than one percent of vehicles will require a radio suppression strap.

The DOR/COR for this program is 50323. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

EXCESS STOCK RETURN

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

**CERTAIN 2003 F-SUPER DUTY AND EXCURSION VEHICLES EQUIPPED
WITH 6.0L DIESEL ENGINE —
BATTERY GROUND CABLE INSPECTION**

SERVICE PROCEDURE

1. Raise and support the vehicle on a hoist.
2. Locate the battery ground cable stud bolt at the right front corner of the engine block. See Figure 1. Grasp the ground cable assembly by hand and determine if it is loose at the block.

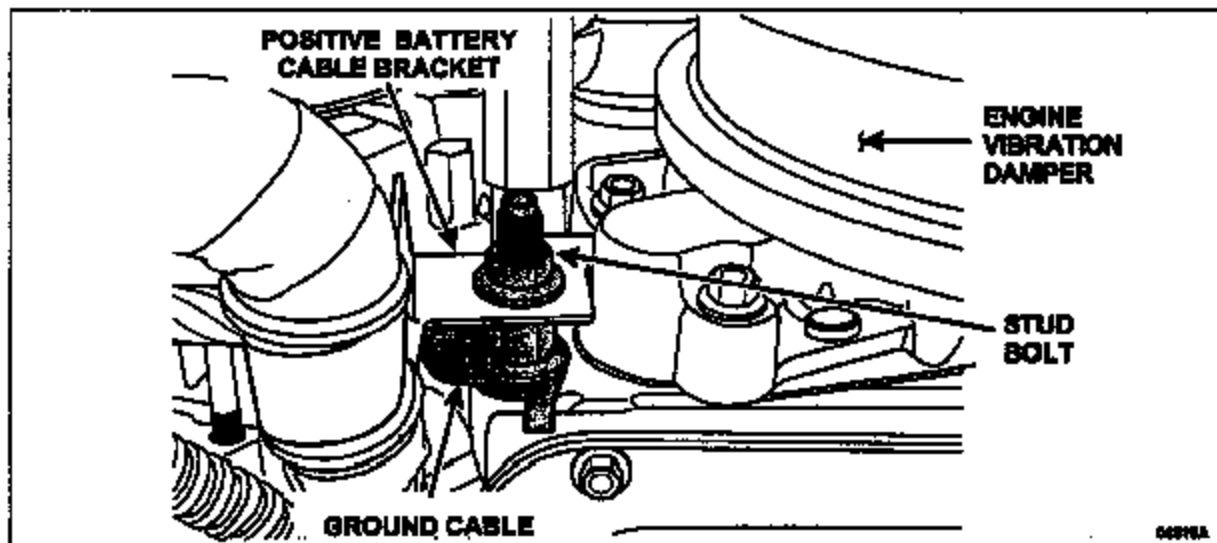


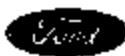
FIGURE 1

3. Remove the positive battery cable bracket from the stud bolt.
4. Remove the ground cable stud bolt from the engine block and discard.
5. Inspect for evidence of arcing or carbon buildup on the ground cable eyelet terminal. Clean as necessary.
6. To ensure a good ground path, use a wire brush or equivalent to clean the engine block surface and ground cable mating surfaces.
7. Install the new ground stud bolt. Tighten it to 62.5 Nm (46 lb-ft).
8. Install the positive battery cable bracket to the stud bolt. Tighten it to 30 Nm (22 lb-ft).
9. Grasp the ground cable assembly by hand and make sure it is tight at the engine connection.
10. Lower the hoist.



NOTE: The following steps are only required if the battery ground cable was found loose in Step 2.

11. Open the hood and locate the radio suppression strap near the right rear corner of the engine compartment.
12. Inspect the suppression strap for signs of heat damage from increased amperage flow due to the loose ground connection at the engine block.
 - If no damage is found, close the hood and release the vehicle.
 - If the suppression strap shows signs of heat damage, inspect the surrounding components for similar damage. Repair as necessary.



**Ford Motor Company
Recall Reimbursement Plan for Safety Recall 04S15**

Ford Motor Company has historically reimbursed customers for expenses to remedy a safety recall defect or noncompliance that were incurred before the customer was notified of the recall. These reimbursements have been processed through our dealer network, because our dealers are in the best position to quickly and efficiently satisfy these requests. We will continue to provide this service to our customers. However, new federal legislation now requires all motor vehicle manufacturers to establish processes through which customers may alternatively seek recall reimbursement directly from the manufacturer as well as from the dealers.

Regarding the specific reimbursement plan for Recall #04S15, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to August 2, 2004 (the "ending date" referred to in the letter below). After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2003. The following is the text of that letter and the Plan:

**General Recall Reimbursement Plan
(As submitted to the NHTSA)**

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a safety recall.

As the agency is aware, prior to this rule Ford has routinely reimbursed owners for the cost of such pre-notification remedies. Our practice will continue under the new rule with a few minor modifications. Set forth below is Ford's general reimbursement plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6(c)(8)(i).

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to an ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as 10 calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

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

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy; however, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized parts), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13(d)(4) the following information must be submitted:

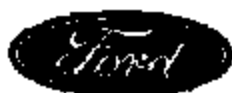
- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- A receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford.

This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



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

July 2004

Safety Recall 04S15

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 2003 Model Year F-Super Duty and Excursion vehicles equipped with 6.0L Diesel engines.

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?

The ground stud that attaches the negative battery terminal eyelet to the engine block may be loose. If the ground wire is loose, electric current may flow to the radio suppression strap causing it to heat and potentially melt or ignite adjacent components, which could result in a fire.

What will Ford and your dealer do?

Ford Motor Company and your dealer will inspect the negative battery terminal eyelet-to-engine block connection for looseness, clean the attachment area of the block and battery cable eyelet, and install a new stud to secure the cable to the engine. If the negative battery cable connection was found to be loose, dealers will also inspect the radio suppression strap and surrounding components for signs of heat damage and repair as necessary. These services will be done 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. In addition, your vehicle will require inspection prior to determining if additional parts need to be ordered.

What are we asking you to do? Please call your dealer without delay and request a service date for Recall 04S15. 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 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 1804, Dearborn, Michigan 48121. 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 1-888-438-7332. 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 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

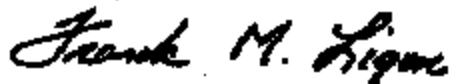
Saturday: 9AM – 5:30PM

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,



Frank M. Ligon
Director
Service Engineering Operations