



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

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

April 22, 2005

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

SUBJECT: Safety Recall 04S17 – Supplement #3
 All 1999 through 2001 Model Year Taurus & Sable Vehicles
 Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

REF: Safety Recall 04S17 – Supplement #2: Dated January 25, 2005

REF: Safety Recall 04S17 – Supplement #1: Dated December 22, 2004

REF: Safety Recall 04S17: – Dated December 2004

REF: ADVANCE SAFETY RECALL NOTIFICATION 04S17, dated July 9, 2004.

REF: Customer Satisfaction Program 04M04, dated July 2004.
 All 1999 through 2001 Model Year Taurus and Sable Vehicles - Front Coil Spring
 Extended Warranty Coverage

New!

REASON FOR SUPPLEMENT #3

Spring Shield Kits For 1999 Non-SHO Vehicles: A new protective spring shield kit (Part # 5F1Z-5304-B) is available for all affected 1999 non-SHO Taurus and Sable vehicles. (See Attachment II: Parts Requirements and Ordering Information)

Revised Technical Instructions For 1999 SHO Vehicles: All affected 1999 SHO vehicles will continue to use kit 5F1Z-5304-AA (the same kit used on all affected 2000 and 2001 vehicles) but the kits must be installed by following modified instructions (See Attachment III).

Revised Service Actions: The service actions have been revised to address affected vehicles that have been modified with oversize tires and vehicles that may have had service struts installed that do not contain mounting holes to anchor the protective spring shields.

AFFECTED VEHICLES

All 1999 through 2001 model year Taurus and Sable vehicles built at the Chicago Assembly Plant from April 15, 1998 through August 13, 2001 and at the Atlanta Assembly Plant from March 23, 1998 through July 27, 2001 and originally sold in, or currently registered in, the following states:

U.S. States				
Connecticut	Iowa	Michigan	New York	West Virginia
Delaware	Kentucky	Minnesota	Ohio	Wisconsin
District of Columbia	Maine	Missouri	Pennsylvania	
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Vermont	

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was made available on December 15, 2004.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. There is a potential for a fractured front coil spring to move past the spring seat and contact a front tire. If a front coil spring should fracture and come in contact with a tire, the tire may rupture resulting in a rapid air loss, which could increase the risk of a crash without warning. Only a small percentage of the affected vehicles are expected to experience a front coil spring fracture.

SERVICE ACTION

On all affected vehicles, dealers are to install protective shields on both front coil springs. This repair will be performed at no charge to the vehicle owner. See Attachment III for spring shield installation instructions.

IMPORTANT NOTES:

- 1) Replacement of fractured front coil springs is covered under Owner Notification Program 04M04.
- 2) Vehicles with 04S17 completed are still eligible for 04M04.
- 3) **New!** *It is not necessary to install front protective coil spring shields on affected vehicles if new front coil springs have been installed under program 04M04. Completion of program 04M04 will "close-out" Safety Recall 04S17.*
- 4) **New!** *Due to clearance issues, protective spring shields should only be installed on vehicles fitted with standard size or smaller size tires. All affected vehicles were built with P225/55R16 or smaller size tires. Call the Special Service Support Center if the vehicle has oversize tires.*
- 5) **New!** *Some vehicles may have had service struts installed that do not contain mounting holes to anchor the protective spring shields. Contact the Special Service Support Center if you encounter any of these vehicles.*

REFERENCE - OWNER NOTIFICATION 04M04

ADDITIONAL COVERAGE: Owners of affected 1999 through 2001 model year Taurus and Sable vehicles are provided additional warranty coverage on front coil springs. This coverage extends the limited warranty on the front coil springs to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. On affected vehicles that already have more than 150,000 miles, this coverage will last until July 31, 2005. This coverage is automatically transferred to subsequent owners.

OWNER NOTIFICATION MAILING

Owner Letters for Safety Recall 04S17, mailed in August 2004, instructed owners to delay making service appointments until parts become available in December 2004.

New! *In January 2005, we notified all affected 2000 & 2001 model year owners via postcard that parts were available. Beginning the week of May 2, 2005, we will notify all affected 1999 model year owners via postcard that parts are available. The postcard will advise the owners to schedule an appointment with their dealer to have Safety Recall 04S17 performed as soon as possible.*

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- New!** Attachment I: *Administrative Information*
 - New!** Attachment II: *Labor Allowances and Parts Ordering Information*
 - New!** Attachment III: *Technical Information*
 - New!** Attachment IV: *Dealer Questions and Answers*
- 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 04S17– Supplement #3
All 1999 through 2001 Model Year Taurus & Sable Vehicles
Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

OASIS ACTIVATED? Yes. OASIS was activated December 13, 2004.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses were made available December 15, 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 units in your new vehicle inventory 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 installation of the protective spring shield, 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.
- Related damage caused by a fractured front coil spring must be claimed under program 04M04.

NOTE: Stabilizer bar links (base part numbers 5K483 and 5K484) may be replaced if needed and submitted on the repair line of the Field Service Action. (Related damage flag is not required for stabilizer bar links and the Special Service Support Center does not need to be contacted for prior approval.)

Safety Recall 04S17– Supplement #3
All 1999 through 2001 Model Year Taurus & Sable Vehicles
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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 that might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program. Refunds for the replacement of broken front coil springs must be claimed against Customer Satisfaction Program 04M04.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- **New!** Dealers may claim only one (1) service kit when submitting a claim for affected 1999 model year vehicles that were repaired after April 27, 2005.
- Dealers are authorized to claim (2) stabilizer bar links (base part numbers 5K483 and 5K484), if needed, when submitting a claim for all affected vehicles.
- Enter claims using Direct Warranty Entry (DWE).
- 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 04S17– Supplement #3
 All 1999 through 2001 Model Year Taurus & Sable Vehicles
 Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Protective Spring Shields on both front strut assemblies.	04S17B	0.6 Hrs.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this recall. Follow normal order process.

Dealers are encouraged to evenly space their parts orders throughout the week in order to maximize the efficiency of their facing depots.

Part Number	Description	Quantity
5F1Z-5304-AA	New! Protective Spring Shield Kit for 2000 and 2001 MY Taurus/Sable and 1999 SHO Vehicles. (Kit contains protective spring shields and attaching hardware.)	1
New! 5F1Z-5304-B	New! Protective Spring Shield Kit for 1999 MY Taurus/Sable non-SHO Vehicles. (Kit contains protective spring shields and attaching hardware.)	1

The DOR/COR for this program is 50346. 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.

EXCESS STOCK RETURN

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

1999 – 2001 MODEL YEAR TAURUS AND SABLE VEHICLES — FRONT COIL SPRING PROTECTIVE SHIELD INSTALLATION

OVERVIEW

NEW This overview describes the part application for each of the affected vehicle applications.

2000 and 2001 Model Year Vehicles: Use parts kit 5F1Z-5304-AA and follow the instructions described below.

NEW **1999 Model Year Taurus SHO:** Use parts kit 5F1Z-5304-AA. Install shields on the opposite sides of the vehicle (install LEFT shield on RIGHT side of vehicle and install RIGHT shield on LEFT side of vehicle). Secure the shields as described in the instructions below.

NEW **1999 Model Year Taurus/Sable (Except SHO):** Use parts kit 5F1Z-5304-B and follow the instructions described below.

NEW **Tire Size:** Due to clearance issues, spring shields should only be installed on vehicles fitted with standard size or smaller size tires. All affected vehicles were built with P225/55R16 or smaller size tires. If you encounter a vehicle with tires larger than P225/55R16, call the Special Service Support Center at 1-800-325-5621 for direction.

NEW Some vehicles may have had service struts installed that do not contain mounting holes to anchor the protective spring shields. Contact the Special Service Support Center at 1-800-325-5621 if you encounter any of these vehicles.

SERVICE PROCEDURE

1. Remove the front wheel and tire assemblies.
2. **CAUTION: Do not use power tools to remove the stabilizer bar link nuts. Damage to the boot or ball joint can result.**

NOTE: To remove the stabilizer bar link nut, use the hex holding feature to keep the stabilizer bar link ball joint from turning while removing the nut.

Remove the upper stabilizer bar link attaching nut and disconnect the stabilizer bar link from the strut assembly. Discard the nut.



NEW

3. NOTE: Some vehicles may have had service struts installed that do not contain mounting holes to anchor the protective spring shields. Contact the Special Service Support Center at 1-800-325-5621 if you encounter any of these vehicles.

Position the outer protective shield over the strut assembly. Place the nut plate above the strut, line up the holes in the strut and the outer protective shield, and install the Torx bolts from below. DO NOT tighten the bolts to specification at this time. See Figure 1.

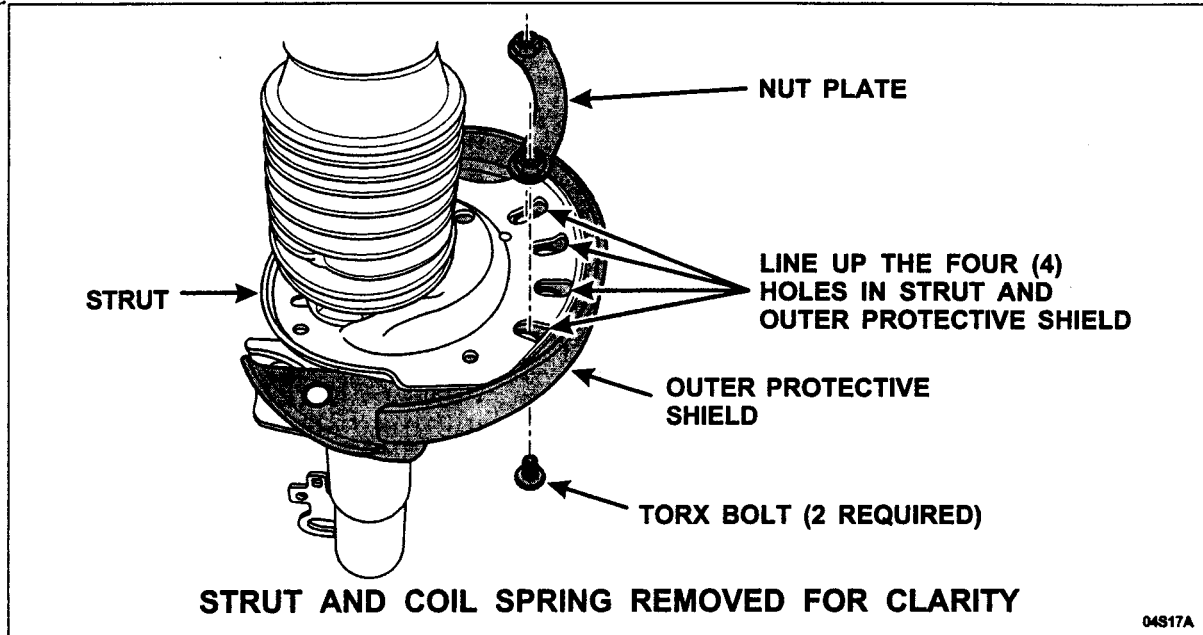


FIGURE 1



4. NOTE: When installing the stabilizer bar link nut, use the hex holding feature to keep the stabilizer bar link ball joint from turning.
 - a) Position the inner protective shield lower mounting tab behind the stabilizer bar link mounting bracket.
 - b) Before installing the stabilizer bar link, place the supplied washer over the stabilizer bar link stud. See Figure 2.
 - c) Reposition the stabilizer bar link and install *new* retainer nut. DO NOT tighten the nut at this time. See Figure 3.
5. Install the two (2) bolts and the two (2) nuts securing the inner and outer protective shields together. DO NOT tighten the nuts to specification at this time. See Figure 3.

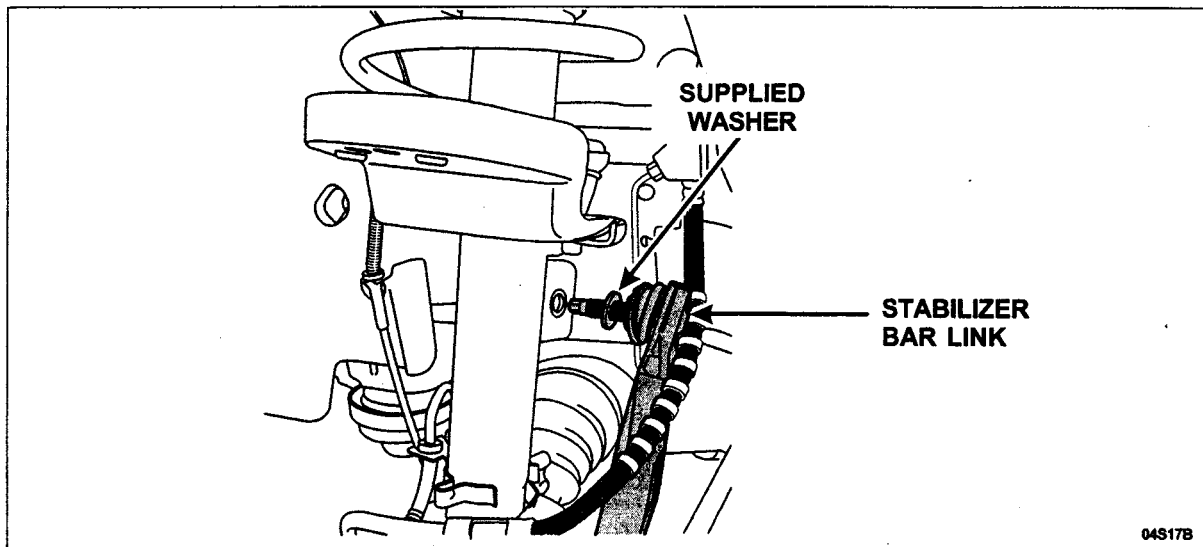


FIGURE 2

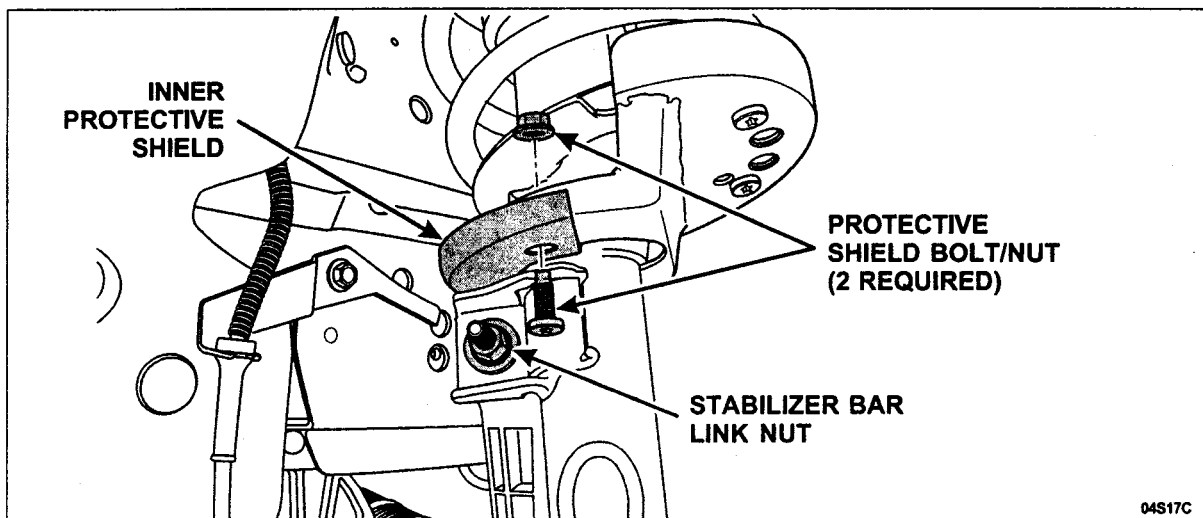


FIGURE 3



6. Tighten the fasteners in the following sequence (see Figure 4):
 1. Stabilizer bar link nuts – 90 Nm (66 lb-ft)
 2. Outer-to-inner protective shield bolts – 27 Nm (20 lb-ft)
 3. Torx bolts-to-nut plate – 27 Nm (20 lb-ft)

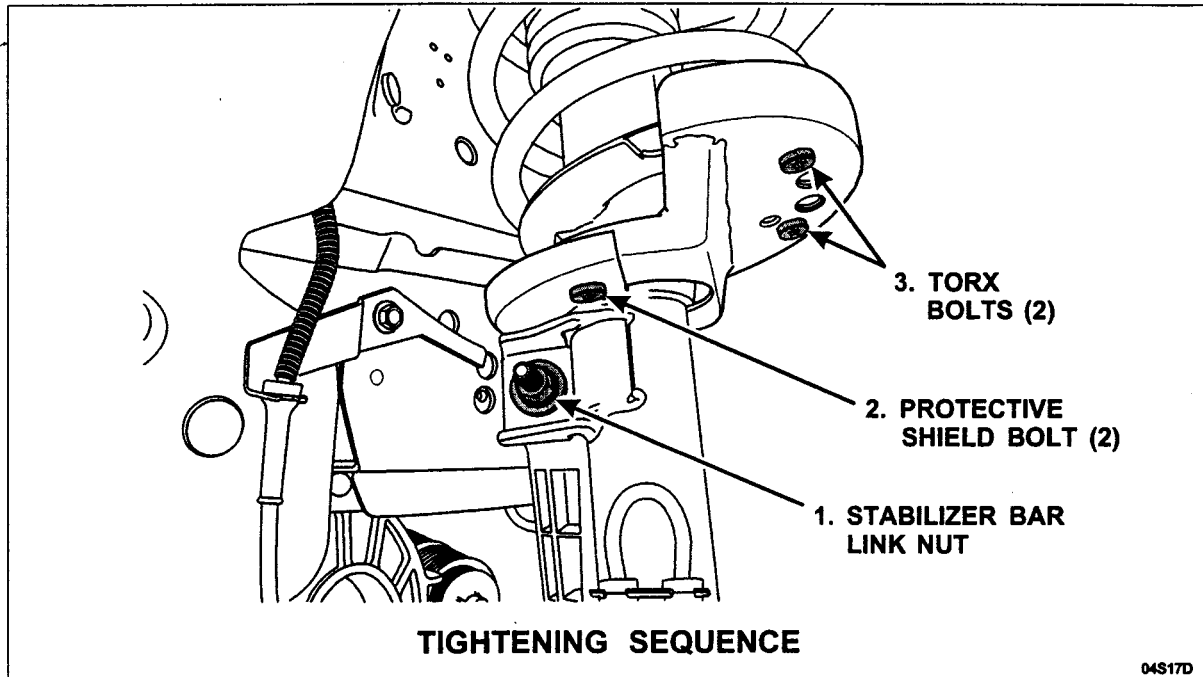


FIGURE 4

7. Install both front wheel and tire assemblies. Tighten the lug nuts to 129 Nm (95 lb-ft).



Safety Recall 04S17– Supplement #3

All 1999 through 2001 Model Year Taurus & Sable Vehicles

Installation of Front Coil Spring Protective Shields for Vehicles Operated in Corrosion States

Dealer Questions & Answers**Q1. What is the issue?**

A. Ford is voluntarily recalling 1999 through 2001 Model Year Taurus and Sable vehicles to address concerns relating to front coil spring corrosion. This concern affects vehicles registered in high corrosion areas of United States and Canada.

Q2. What is the problem?

A. In corrosion areas, chipping of the corrosion protection from the springs and subsequent exposure to road salt may lead to corrosion pitting and cracks. Chipping of the coating is primarily attributed to sand and/or grit being trapped between #1 coil and the end of the rubber on the bottom spring seat. Once fatigue cracks form in these corrosion pits, the cracks may propagate until the spring fractures.

Q3. Is this a safety recall?

A. 04S17 is a Ford-initiated voluntary safety recall to install protective shields on the front springs of all affected vehicles registered in corrosion areas of U.S. and Canada.
04M04 is a Customer Satisfaction Program that provides extended warranty coverage for front coil springs on all affected vehicles. This includes vehicles in non-corrosion as well as corrosion areas.

Q4. What should I do if an owner who lives outside the corrosion area wants to have the protective shields installed on their vehicle?

A. If the vehicle is a 1999 through 2001 model year Taurus or Sable, you should 1) Contact the Special Service Support Center to get the repair approved, 2) Install the protective spring shields.

Q5. What should I do if an owner has larger than standard tires installed on the vehicle?

A. **New!** Due to clearance issues, Safety Recall 04S17 should only be performed on vehicles fitted with standard size or smaller size tires. All affected vehicles were built with P225/55R16 or smaller size tires. *Contact the Special Service Support Center for direction if an affected vehicle is fitted with tires larger than P225/55R16.*

Q6. **New! What should I do if I cannot install the protective spring shields on a vehicle because service struts have been installed that do not contain mounting holes to anchor the protective spring shields?**

A. *Contact the Special Service Support Center if you encounter any of these vehicles.*



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

August 2004

Safety Recall 04S17 and Customer Satisfaction Program 04M04 (corrosion states)

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 1999 through 2001 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?

In some of the affected vehicles, the front coil springs could potentially fracture when operated in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. There is a potential for a fractured spring to move past the spring seat and contact a front tire. If a spring should fracture and come in contact with a tire, the tire may rupture resulting in a rapid air loss, which could increase the risk of a crash without warning.

What will Ford and your dealer do?

Effective December 2004: Ford has issued Safety Recall 04S17 to install protective spring shields on your vehicle, in addition to extending the warranty on the front coil springs as described below. We expect that these shields will be available in December 2004. When parts become available, you will be notified to contact your dealer for an appointment to have Safety Recall 04S17 performed on your vehicle. In this program, your dealer will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire contact should the spring fracture. Ford Motor Company will repair your vehicle free of charge (parts and labor).

Effective Immediately: In addition to Safety Recall 04S17, you are eligible for Customer Satisfaction Program 04M04. This program extends the coverage of the front coil springs, for fracture only, for a period up to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until July 31, 2005. Coverage is automatically transferred to subsequent owners. This coverage exceeds the original warranty coverage of your vehicle for this part.

If either front coil spring fractures, Ford Motor Company and your dealer will replace both front springs at no charge to you under the terms of this program.

How long will it take?

When you are notified that parts are available for Safety Recall 04S17 and you schedule an appointment with your dealer, the repair would require 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?

If you experience a fractured front spring on your vehicle:

- Schedule an appointment with your dealer.
- Your dealer will replace **both** front springs at no charge within the extended warranty period.
- In December 2004, we will notify you to contact your dealer to have Safety Recall 04S17 (Installation of Front Coil Spring Protective Shields) performed on your vehicle.

If your vehicle is operating normally:

- You do not need to do anything until you are notified in December to have Safety Recall 04S17 performed on your vehicle.
- After you receive the notification, call your dealer without delay and request a service date for Recall 04S17.
- When you call your dealer, please provide them 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.genuineflmservice.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 recall.

Have you previously paid to have the front coil springs replaced?

If you paid to have this service done before the date of this letter, you may be eligible for a refund under program 04M04. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

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 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD)

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

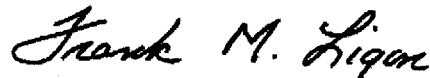
If you wish to contact us through the Internet, our address is:

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



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

April 2005

Safety Recall 04S17 (moved or purchased vehicle)

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

In August 2004, owners of 1999 through 2001 Taurus and Sable vehicles were notified of an extended warranty coverage program (Customer Satisfaction Program 04M04) for the front coil springs.

According to our records, you have since purchased or registered your vehicle in a state where salt is used on the roadways during the winter months. As a result, you are now also eligible for Safety Recall 04S17 (see attached Safety Recall 04S17 letter). This recall, which will be performed free of charge, provides for the installation of protective front spring shields on vehicles registered in high corrosion areas.

Parts are now available for this recall. Please contact your dealer as soon as possible to schedule an appointment for Safety Recall 04S17. At no charge to you, your dealer will install the protective spring shields on your vehicle. 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.

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

Attachment: Safety Recall 04S17 and Customer Satisfaction Program 04M04 letter dated August 2004.