



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

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

September 26, 2005

TO: All U.S. Ford Dealers

SUBJECT: Safety Recall 04S21 - Supplement #1
Certain 2004 Model Year F-150 Vehicles
Fuel Tank Replacement

REF:	Safety Recall 04S21: Original Bulletin dated September 10, 2004
REF:	Dealer Announcement dated October 26, 2001, Special Handling Procedure
REF:	Dealer Announcement dated May 10, 1999, Low Volume Programs

New! PURPOSE OF THIS SUPPLEMENT

This bulletin is being re-issued to advise that the repair procedure will change due to service part availability. The supply of fuel tank assemblies used to service vehicles affected by this safety recall is nearly exhausted; therefore, the administration and repair process changes are as follows:

- *This program still offers the customer the option of calling the Low Volume Coordination Center to have parts ordered for their vehicle. When this process is used the LVCC will send the customer selected dealer a fuel tank assembly (complete with FDM and fuel and vapor lines) if it is available. If the assembly is no longer available, the LVCC will send a fuel tank shell.*
- *Dealers can now order fuel tank assemblies through normal ordering processes for customers that do not utilize the Low Volume Coordination Center. If a fuel tank assembly is not available, dealers should order a fuel tank shell through normal ordering processes.*
- *The technical instructions have been revised to include instructions for replacing the fuel tank shell and transferring all components from the old tank shell to the new one.*
- *The top of the fuel tank no longer needs to be returned to Ford for analysis. Follow the fuel tank disposal instructions outlined in Attachment III.*
- *The labor allowance will remain the same even though the time needed to cut the fuel tank in half and prepare it for return to Ford is no longer necessary.*

AFFECTED VEHICLES

A small number of the 2004 Model Year F-150 vehicles built at the Norfolk Assembly Plant from March 4, 2004 through May 21, 2004, and the Dearborn Truck Plant from April 16, 2004 through June 21, 2004. Affected vehicles are identified in OASIS. In addition, for a list of affected vehicles assigned to your dealership visit <https://web.fsavinlists.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

Some of the affected trucks may have a fuel tank with a depression at the seam between the 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, a MIL light illumination, or a fuel leak. A fuel leak in the presence of an ignition source could result in a fire.

SERVICE ACTION

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.

New! *It is no longer necessary to cut the fuel tank in half and return the top half to Ford. Please follow the Fuel Tank Disposal instructions outlined in Attachment III.*

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: **New!** Labor Allowances and Parts Ordering Information
- Attachment III: **New!** 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 04S21-S1
Certain 2004 Model Year F-150 Vehicles
Fuel Tank Replacement

OASIS ACTIVATED? Yes. OASIS was activated on September 2, 2004.

FSA VIN LIST ACTIVATED? Yes

FSA VIN lists are available at <https://web.fsavinlists.dealerconnection.com> and/or through FMCDDealer.com. Owner names and addresses are also currently available.

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.

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. Note: Owners should receive the "Special Handling Procedure." To familiarize yourself, please review "Special Handling Procedure" before calling owners.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

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

RELATED DAMAGE

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

ADDITIONAL LABOR TIME

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

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S21-S1
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 must be claimed on a repair line that is separate from the FSA's repair line. (Prior approval required)
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. (Prior approval required)
- 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 04S21-S1
 Certain 2004 Model Year F-150 Vehicles
 Fuel Tank Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
New! Remove fuel tank and transfer components to new tank as needed. Destroy old fuel tank per instructions and install new fuel tank. Use this labor operation for either fuel tank assembly or fuel tank shell replacement.	04S21B*	2.3 Hours
Special Handling:	Misc. Expense Code "SCHP"	See <u>Special Handling</u>

* Note: The labor allowance for this repair remains the same even though the time needed to cut the fuel tank in half and prepare it for shipping is no longer necessary.

New! Updated Fuel Tank Disposal Requirement

Please note: The top portion of the removed fuel tank no longer needs to be returned to Ford for analysis. Please render the removed tank useless as outlined under "Fuel Tank Disposal" in Attachment III and dispose locally.

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

Parts will be shipped to your dealership according to the procedures established for "Low Volume Programs." Refer to "Low Volume Programs" for further details.

Note: When the customer calls the Coordination Center, an order for the correct fuel tank shell will be placed for the dealer of their choice. Unused parts may be returned for credit. (See "Excess Stock Return" below).

New! If an affected vehicle is brought to your dealership and you do not have a CuDL contact indicating that the customer has used the Low Volume Program procedure, the dealer should order a fuel tank assembly through normal ordering processes. If the assembly is no longer available, the dealer should order the fuel tank shell through normal ordering processes.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S21-S1

Certain 2004 Model Year F-150 Vehicles

Fuel Tank Replacement

Part Number	Description	Quantity
	Check fuel tank assembly availability first (part number below).	
New! *5L3Z-9002-EA	FUEL TANK ASSEMBLY (this assembly includes the fuel delivery module, heat shields and liquid and vapor lines).	1
	If the assembly is <u>not</u> available, order the fuel tank shell part number below.	
New! *5L3Z-9002-AB	FUEL TANK SHELL (does not include fuel delivery module, fuel and vapor lines and heat shields)	1
PM-7-A	Motorcraft Fuel Neutralizer (used for all repairs)	1

* **New!** It is no longer necessary to call the Low Volume Coordination Center to order a fuel tank. Order the needed fuel tank assembly if available. If an assembly is no longer available, order the appropriate fuel tank shell through normal ordering processes.

The DOR/COR for this program is 50333. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-248-0186).

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

New! It is no longer necessary to return the top portion of the fuel tank to Ford for analysis. Please dispose of the tank locally as outlined in "Fuel Tank Disposal" section of Attachment III.

CERTAIN 2004 MODEL YEAR F-150 VEHICLES — FUEL TANK REPLACEMENT

OVERVIEW

NEW!

This supplement provides additional service information and incorporates some related service information previously found only in the workshop manual. Be sure to review this entire document before beginning any repairs.

This program involves replacing the fuel tank. Based on service parts availability, you will receive either a complete fuel tank assembly or just a fuel tank shell.

- If supplied with a fuel tank shell, the fuel delivery module (FDM), fuel and vapor tubes and the heat shields must be transferred to the new tank.
- If supplied with a complete fuel tank assembly, it comes complete with the FDM, lines and shields.

You will be directed to the Workshop Repair Manual Section 310-00 for the following fuel tank service:

- Fuel Pressure Release
- Tank Removal and Installation
- FDM Removal and Installation

This Attachment III will provide instructions for the following:

- Heat shield transfer
- Fuel and vapor tube transfer
- Detailed views of the in-tank fuel line connection at the FDM
- Fuel tank disposal
- Fuel tube quick connect fitting disconnect and reconnect

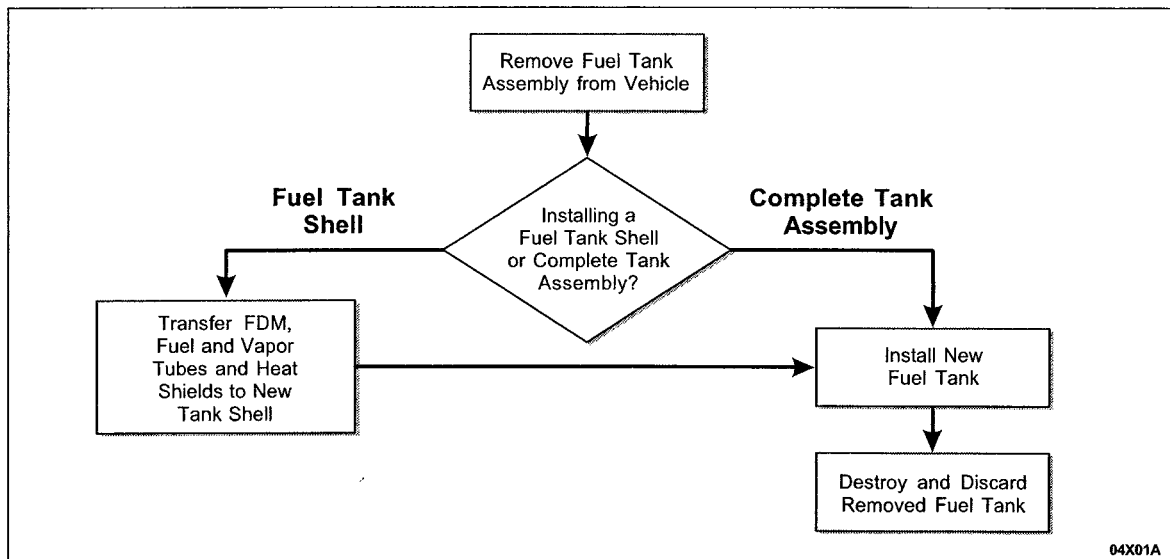


FIGURE 1



FUEL TANK REMOVAL

WARNING: FUEL IN THE FUEL SYSTEM REMAINS UNDER HIGH PRESSURE EVEN WHEN THE ENGINE IS NOT RUNNING. BEFORE SERVICING OR DISCONNECTING ANY OF THE FUEL LINES OR FUEL SYSTEM COMPONENTS, THE FUEL SYSTEM PRESSURE MUST BE RELIEVED TO PREVENT ACCIDENTAL SPRAYING OF FUEL, WHICH CAN CAUSE PERSONAL INJURY OR A FIRE HAZARD.

CAUTION: Fuel injection equipment is manufactured to very precise tolerances and fine clearances. It is therefore essential that absolute cleanliness is observed when working with these components. Always install blanking plugs to any open orifices or tubes.

CAUTION: When reusing liquid or vapor tube connectors, make sure to use compressed air to remove any foreign material from the connector retaining clip area before separating from the tube.

1. Refer to the online version of the 2004 F-150 Workshop Repair Manual, Section 310-00, for the latest service procedures. Be sure to review all removal notes, cautions and warnings. Release fuel pressure, drain the tank as necessary and remove the tank from the vehicle.
2. Retain the fuel tank straps and bolts for reuse.
 - If supplied with a fuel tank shell, proceed to Component Transfer in this Attachment III and Section 310-00 of the Workshop Repair Manual.
 - If supplied with a complete fuel tank assembly, proceed to Fuel Tank Installation in this Attachment III.



COMPONENT TRANSFER

REMOVAL

1. Remove the fuel delivery module (FDM) following the Workshop Repair Manual. Refer to the Fuel Tube Quick Connect Fitting instructions in this Attachment III. Be aware of a fourth fitting inside the fuel tank that connects to the underside of the FDM upper plate. See Figure 2.

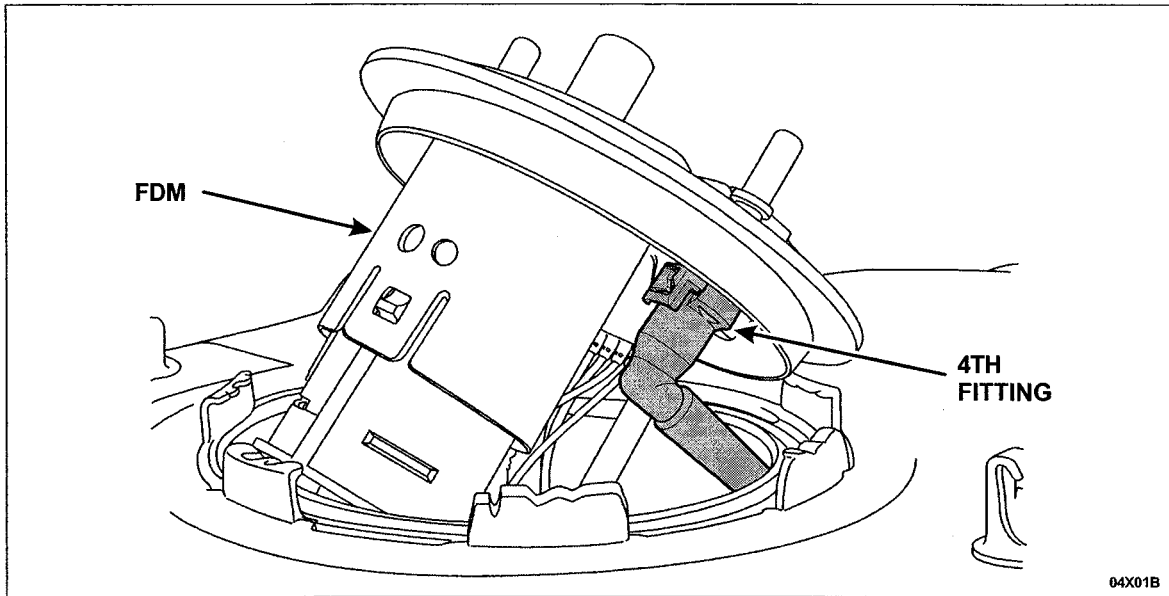


FIGURE 2

2. Remove the heat shields by pulling the retaining rivet center pins outward then prying the rivets from the shields. See Figure 3.

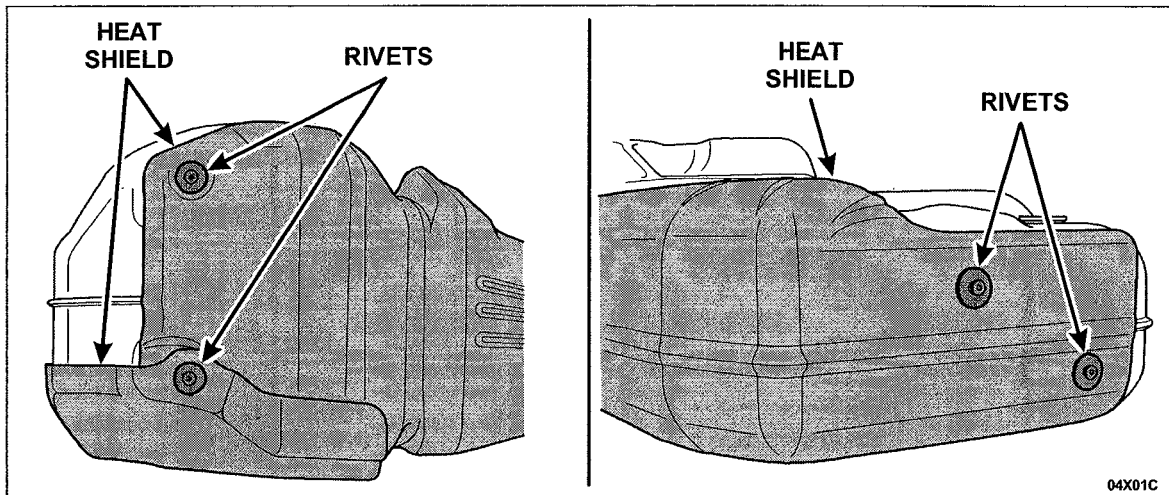


FIGURE 3



3. **CAUTION:** Disengage the fuel and vapor tubes from the clips by hand. Use extreme care if prying them out of the clips to avoid damaging the tubes.

Carefully remove the fuel and vapor tubes from the four (4) retaining clips. See Figure 4.

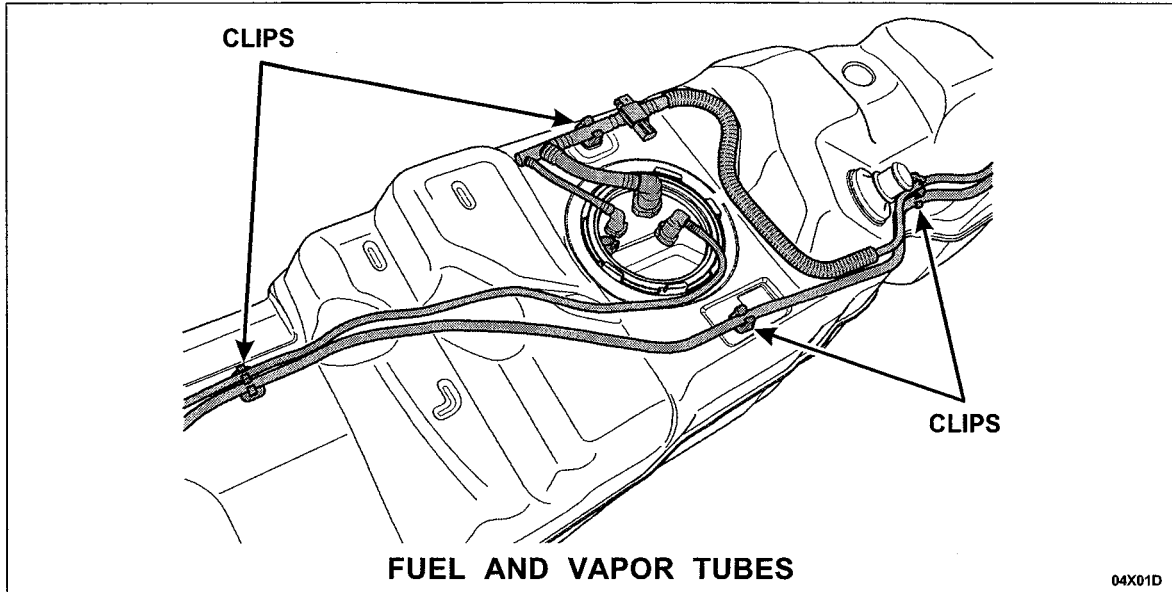


FIGURE 4

INSTALLATION

1. Position the fuel and vapor tubes in place and snap them into the four (4) retainer clips.
2. Position the heat shields and secure with the removed rivets. Note that the plastic shield goes OVER the metallic shield.
3. Install the FDM O-ring, then position the FDM and connect the internal fuel tube. See Figure 2. After the tube is connected to the port, squeeze the locking tab in to fully engage the lock mechanism. See Figure 6. Then, tug on the tube to make sure the fitting is fully seated.
4. Refer to the Workshop Repair Manual as necessary for the final FDM installation instructions.

FUEL TANK INSTALLATION

1. Refer to the Workshop Repair Manual Section 310-00 for fuel tank installation instructions. Be sure to review all installation notes, cautions and warnings.
2. Proceed to Fuel Tank Preparation For Disposal in this Attachment III.



FUEL TANK PREPARATION FOR DISPOSAL

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

WARNING: OVER TIME, THE FUEL NEUTRALIZER WILL ALLOW FUEL TO VAPORIZE AND FUMES WILL COLLECT IN THE TANK. THEREFORE, IT IS IMPORTANT TO PERFORM THE FUEL TANK DISPOSAL PROCEDURE (DRILLING HOLES IN TANK) WITHIN ONE HOUR OF PERFORMING THIS PREPARATION PROCEDURE.

1. If supplied with a complete tank assembly, 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. No more than eight (8) to ten (10) ounces of fuel remaining in the fuel tank is acceptable.
3. Pour the entire contents of one (1) four (4) ounce bottle of PM-7A Fuel Neutralizer into an empty one (1) gallon container.
4. Add enough water to fill the one (1) 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. Slosh the PM-7A/water mixture aggressively around the fuel tank for 30 seconds.
7. Let the fuel tank stand for five (5) minutes.
8. Slosh the PM-7A/water mixture aggressively around the fuel tank again for 30 seconds.
9. Dispose of the PM-7A/water mixture following all local and state ordinances.
10. Place a shop exhaust ventilation system hose in the fuel delivery module opening and pull the vapors out of the fuel tank for one (1) minute.

FUEL TANK DISPOSAL

1. Render the removed fuel tank useless by drilling several 25 mm (1 in) holes in the bottom of the tank. Also, using a small pair of pliers, reach inside the tank and remove the spring from the fuel fill valve, then drill a hole in the base of the filler neck.
2. Dispose of the fuel tank and contents following all local and state ordinances.



FUEL TUBE QUICK CONNECT FITTING

There are two (2) different types of fuel tube quick connect fittings. Review these warnings, cautions and instructions to safely and properly disconnect and reconnect the fittings. If the connector fitting retainer clip is found to be broken or damaged, refer to the Workshop Repair Manual for replacement instructions.

WARNING: FUEL IN THE FUEL SYSTEM REMAINS UNDER HIGH PRESSURE EVEN WHEN THE ENGINE IS NOT RUNNING. BEFORE SERVICING OR DISCONNECTING ANY OF THE FUEL LINES OR FUEL SYSTEM COMPONENTS, THE FUEL SYSTEM PRESSURE MUST BE RELIEVED TO PREVENT ACCIDENTAL SPRAYING OF FUEL, WHICH CAN CAUSE PERSONAL INJURY OR A FIRE HAZARD.

CAUTION: Fuel injection equipment is manufactured to very precise tolerances and fine clearances. It is therefore essential that absolute cleanliness is observed when working with these components. Always install blanking plugs to any open orifices or tubes.

CAUTION: When reusing liquid or vapor tube connectors, make sure to use compressed air to remove any foreign material from the connector retaining clip area before separating from the tube.

TYPE A FITTING

1. To disconnect: See Figure 5.
 - A) Press the tab corners to release the locking tab.
 - B) Pull the locking tab to the release position.
 - C) Disconnect the quick connect fitting.
 - Push the fitting toward the tube to release pressure.
 - Press the tab corners to release the fitting.
 - Disconnect the quick connect fitting.

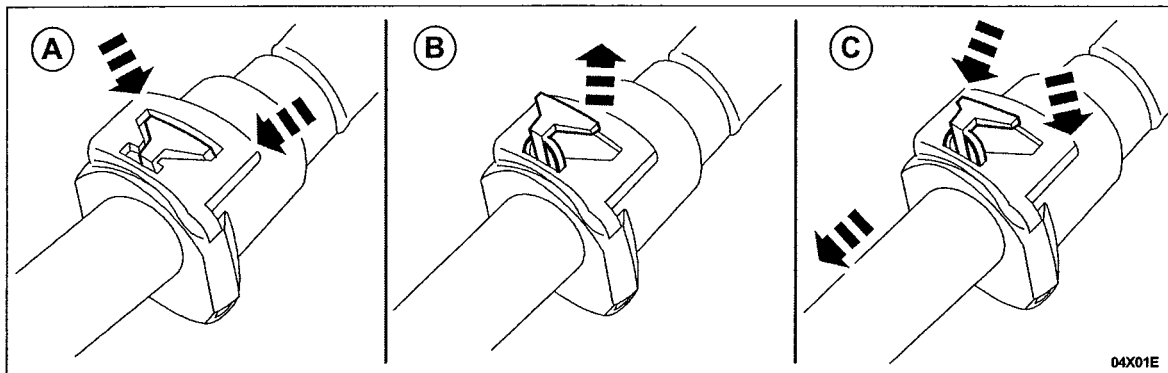


FIGURE 5



2. To reconnect: See Figure 6.

CAUTION: Make sure the quick connect fitting clicks into place when installing the tube.
To make sure that the quick connect fitting is fully seated, pull on the tube.

NOTE: Apply clean engine oil to the end of the tube before connecting the fitting.

A) Connect the tube into the quick connect fitting.

B) Press the locking tab down into the locked position. Verify proper connection by gently pulling on the tube.

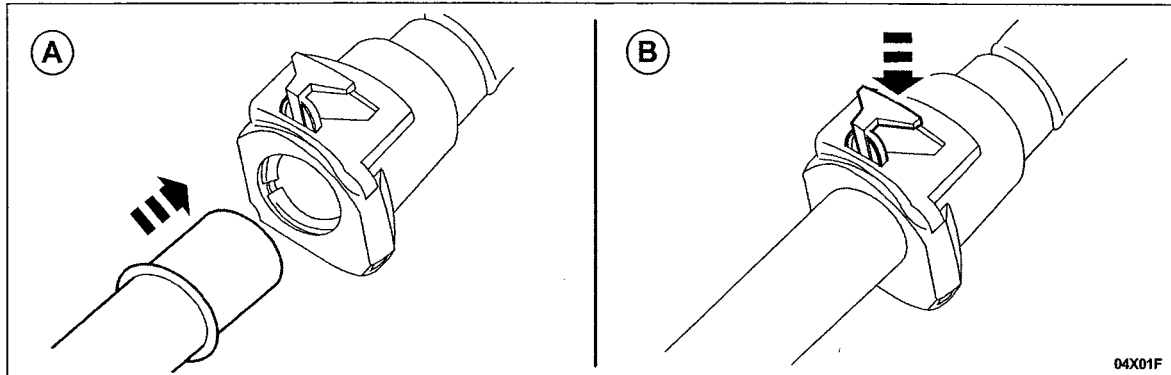


FIGURE 6

04X01F



TYPE B FITTING

1. To disconnect: See Figure 7.
 - A) Push the connector toward the tube to release pressure, then press the quick release fitting button and pull the fuel tube to disconnect.

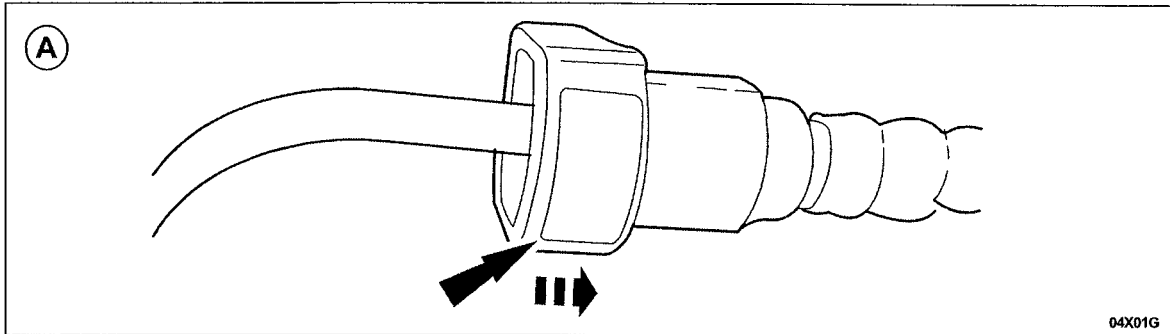


FIGURE 7

2. To reconnect: See Figure 8.

CAUTION: Make sure the quick connect fitting clicks into place when installing the tube. To make sure that the quick connect fitting is fully seated, pull on the tube.

NOTE: Apply clean engine oil to the end of the tube before connecting the fitting.

- A) Connect the quick release fitting. Verify proper connection by gently pulling on the tube.

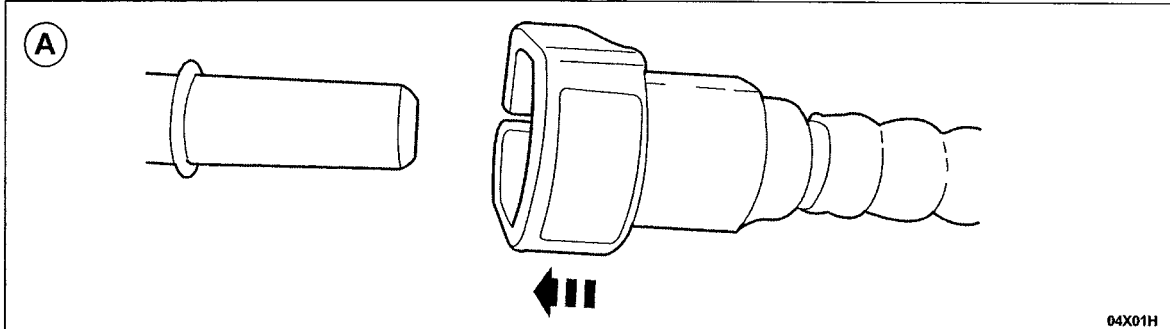


FIGURE 8





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

September 2004

Safety Recall 04S21

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 a depression at the seam between the 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, illumination of the "Service Engine Soon" indicator light, or a fuel leak. A fuel leak in the presence of an ignition source could result in a fire.

The symbol for the indicator light is:



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 04S21. 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.genuineflmservice.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 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations