

*Ford Motor Company*

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

September 24, 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

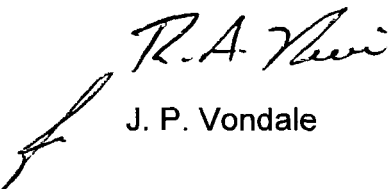
Dear Mr. Person:

Subject: Safety Recall 04V-443  
(Ford Number 04S21)

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations -- Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2004 model year F-150 vehicles. Specific details were submitted to you in a letter dated September 9, 2004. Owner notification letters were mailed on September 17, 2004.

Sincerely,



J. P. Vondale

Attachment(s)  
04S21 Dealer-Owner Bulletin





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

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

September 2, 2004

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

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S21:  
Certain 2004 Model Year F-150 Vehicles  
Fuel Tank Replacement

**AFFECTED VEHICLES**

A small number of 2004 Model Year F-150 vehicles built at the Norfolk Assembly Plant from March 4, 2004 through May 21, 2004, and at the Dearborn Truck Plant from April 16, 2004 through June 21, 2004. Affected vehicles are identified in OASIS. In addition, for a list of unsold 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 top and bottom halves of the tank (not visible from outside the fuel tank). If a depression is large enough, fuel may permeate the fuel tank wall resulting in a fuel odor, or a MIL light illumination. If left uncorrected, a fuel leak could eventually develop. A fuel leak in the presence of an ignition source could result in a fire.

**SERVICE ACTION**

**DO NOT DEMONSTRATE OR DELIVER** any of the vehicles involved in this safety recall until the fuel tank is replaced.

A complete Dealer Bulletin will be provided to Dealers the week of September 6, 2004 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**OASIS**

Consult OASIS for affected vehicles. FSA VIN listings for unsold vehicles will be available September 2, 2004.

**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.**

**QUESTIONS?**

Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,

Frank M. Ligon



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

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

September 2004

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

**SUBJECT:** DEMONSTRATION / DELIVERY HOLD:  
Safety Recall 04S21:  
Certain 2004 Model Year F-150 Vehicles  
Fuel Tank Replacement

**Ref:** DEMONSTRATION / DELIVERY HOLD dated September 2, 2004:  
Safety Recall 04S21:  
Certain 2004 Model Year F-150 Vehicles  
Fuel Tank Replacement

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

### **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 at 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 unsold 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**

Before demonstrating or delivering any of the vehicles involved in this safety recall, dealers are to replace the fuel tank. This must be performed on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers. This service must be performed at no charge to the customer.

The top portion of the removed fuel tank is to be returned to Ford Motor Company. See Attachment II for return instructions and Attachment III for cutting instructions.

### **PLEASE NOTE:**

**Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.**

**SPECIAL HANDLING PROCEDURE**

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

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

**LOW VOLUME PROGRAM**

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

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

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

**ATTACHMENTS**

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

**QUESTIONS?**

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

Sincerely,



Frank M. Ligon'

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S21**  
Certain 2004 Model Year F-150 Vehicles  
Fuel Tank Replacement

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

**FSA VIN LIST ACTIVATED?** Yes

FSA VIN lists are available at <https://web.fsavinlists.dealerconnection.com> and/or through FMCDealer.com.

Owner names and addresses will be available on September 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 action.

**STOCK VEHICLES**

Correct all affected stock vehicles before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs utilizing the "Low Volume Process". When you receive notification through CuDL (Customer Data Link), you should contact the owner and arrange for this service. Please note that the Low Volume Coordination Center will advise owners that they will hear from you within the next two business days. For more information, see "Low Volume Announcement Letter" dated May 10, 1999.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter when available and schedule a service date. Correct other affected vehicles identified in OASIS which are brought to your dealership. Note: Owners should receive the "Special Handling Procedure." To familiarize yourself, please review "Special Handling Procedure" before calling owners.
- 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.

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S21**  
Certain 2004 Model Year F-150 Vehicles  
Fuel Tank Replacement

**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.

**RENTAL VEHICLES**

Rental vehicles may be provided per the above referenced "Special Handling Procedure" guidelines.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Related damage or refunds must be claimed on a repair line that is separate from the FSA's repair line.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked.
- Refer to ACESII manual for claims preparation and submission information.
- To claim for "Special Handling", follow the instructions on page two of dealer announcement dated 10/26/01.

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S21**  
 Certain 2004 Model Year F-150 Vehicles  
 Fuel Tank Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Flush Fuel Tank, Remove Attached Parts, Cut Tank Per Technical Instructions and Replace Tank Assembly	04S21B	2.3 Hours
Special Handling:	Misc. Expense Code "SCHP"	See <u>Special Handling</u>

**REMOVED FUEL TANK**

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

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

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

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

**STOCK VEHICLES:**

Correct all vehicles in stock before delivery. Contact the Low Volume Coordination Center at 1-800-248-0186 to order parts. When calling this number, identify Safety Recall 04S21 and have the VIN of the dealer stock vehicle to be serviced.

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

\* You must call the Low Volume Coordination Center at 1-800-248-0186 to order the correct fuel tank assemblies. Be sure to include the provided fuel tank assembly part number on your claim.

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).

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S21**  
Certain 2004 Model Year F-150 Vehicles  
Fuel Tank Replacement

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

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

**PARTS RETENTION AND RETURN**

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

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

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



## CERTAIN 2004 F-150 VEHICLES — FUEL TANK REPLACEMENT

### OVERVIEW

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

### FUEL TANK REPLACEMENT

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

### FUEL TANK PREPARATION FOR RETURN

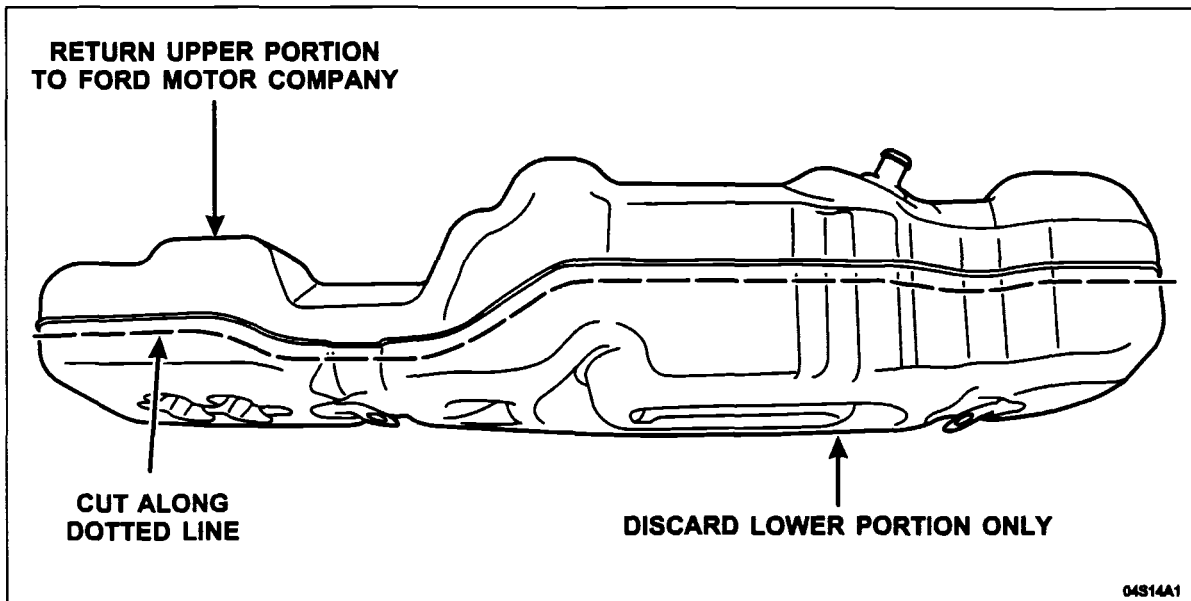
**WARNING: FAILURE TO PERFORM THIS PROCEDURE AS OUTLINED CAN RESULT IN PERSONAL INJURY.**

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



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

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



**FIGURE 1**

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

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





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

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.genuinefilmservice.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](http://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