

Ford Motor Company

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

December 16, 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-444
(Ford Number 04S22)

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 and 2004 model year E-Series vehicles. Specific details were submitted to you in a letter dated September 9, 2004. Owner notification letters were mailed on October 15, 2004.

Sincerely,



J. P. Vondale

Attachment(s)
04S22 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 7, 2004

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S22:
Certain 2003 and 2004 Model Year E-Series Vehicles
Anti-Lock Brake System (ABS) Module Service

AFFECTED VEHICLES

Certain 2003 model year E-Series vehicles built at the Lorain Assembly Plant from April 23, 2002 through September 19, 2003 and certain 2004 model year E-Series vehicles built at the Lorain Assembly Plant from May 06, 2003 through November 19, 2003. 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

In a very small percentage of the affected vehicles, a diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, or the module may overheat resulting in burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires.

SERVICE ACTION

DO NOT DEMONSTRATE, OR DELIVER any of the affected vehicles involved in this safety recall.

PLEASE NOTE: PARTS FOR THIS SAFETY RECALL ARE CURRENTLY NOT AVAILABLE. DUE TO THE RISK OF AN UNATTENDED VEHICLE FIRE, AFFECTED VEHICLES SHOULD NOT BE PARKED IN AN ENCLOSED STRUCTURE UNTIL THIS RECALL SERVICE HAS BEEN COMPLETED.

Information on part availability and service procedures will be provided in a follow-up communication.

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 7, 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

October 2004

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

SUBJECT: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S22:
Certain 2003 and 2004 Model Year E-Series Vehicles
Anti-Lock Brake System (ABS) Module Service

REF: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S22 Dated September 7,
2004 - Anti-Lock Brake System (ABS) Module Service

REF: Customer Satisfaction Program 04N03 Dated October 2004 – Additional Warranty
Coverage for Anti-Lock Brake System Module

Note: All vehicles affected by Safety Recall 04S22 are included in Customer Satisfaction Program 04N03. All customers with affected vehicles will receive one notification for both 04S22 and 04N03.

Note: The majority of vehicles affected by Safety Recall 04S22 are also affected by Safety Recall 04S23 – Air Filter Element Replacement. All customers that are affected by both safety recalls and Customer Satisfaction Program 04N03 will receive one notification for 04S22, 04S23, and 04N03.

AFFECTED VEHICLES

Certain 2003 model year E-Series vehicles built at the Lorain Assembly Plant from April 23, 2002 through September 19, 2003 and certain 2004 model year E-Series vehicles built at the Lorain Assembly Plant from May 06, 2003 through November 19, 2003. Affected vehicles are identified in OASIS. In addition, for a list of unsold vehicles assigned to your dealership visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on 10/04/2004.

REASON FOR THIS SAFETY RECALL

In a very small percentage of the affected vehicles, a diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires.

PLEASE NOTE: DUE TO THE RISK OF AN UNATTENDED VEHICLE FIRE, AFFECTED VEHICLES SHOULD NOT BE PARKED IN AN ENCLOSED STRUCTURE UNTIL THIS RECALL SERVICE HAS BEEN COMPLETED.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this safety recall, dealers are to install an ABS Module Service Kit. 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.

PLEASE NOTE: The majority of vehicles affected by Safety Recall 04S22 are also affected by safety recall 04S23 – Air Filter Element Replacement. Please verify affected vehicles in OASIS and complete all open recalls in one customer visit.

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 Letters

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 04S22
Certain 2003 and 2004 Model Year E-Series Vehicles
Anti-Lock Brake System (ABS) Module Service

OASIS ACTIVATED? Yes, OASIS will be activated by 10/01/2004.

PLEASE NOTE: The majority of vehicles affected by Safety Recall 04S22 are also affected by safety recall 04S23 – Air Filter Element Replacement. Please verify affected vehicles in OASIS and complete all open recalls in one customer visit.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by 10/04/2004. Owner names and addresses will be available by 10/22/2004.

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 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.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S22
Certain 2003 and 2004 Model Year E-Series Vehicles
Anti-Lock Brake System (ABS) Module Service

OWNER REFUNDS

Refunds are not authorized under 04S22. Follow the "Owner Refund" instructions in Customer Satisfaction Program 04N03 for ABS Modules that were replaced due to this condition.

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.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S22
 Certain 2003 and 2004 Model Year E-Series Vehicles
 Anti-Lock Brake System (ABS) Module Service

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install the ABS Module Service Kit	04S22B	0.2 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this safety recall. A limited supply of parts will be available October 4, 2004 through October 15, 2004. Please contact the Special Service Support Center (1-800-325-5621) to order parts for immediate repairs. When calling this number, identify Safety Recall 04S22 and provide the VIN of the vehicle to be serviced. After October 15, 2004, order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
3C2Z-2K021-AA	ABS Module Service Kit (heat shield, fuse and labels)	1

The DOR/COR for this program is 50332. 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.



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

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

September 7, 2004

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S22:
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QUESTIONS?

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

Sincerely,

Frank M. Ligon

CERTAIN 2003 AND 2004 E-SERIES VEHICLES — ANTI-LOCK BRAKE SYSTEM (ABS) MODULE SERVICE

OVERVIEW

This program involves installing a heat shield onto the ABS Module, replacing a fuse and attaching labels in the Owner's Guide and on the power distribution box (PDB) cover identifying the revised fuse amperage rating for the ABS Module circuit.

SERVICE PROCEDURE

1. Open the hood and remove the PDB cover.
2. Locate and remove the 4 wheel anti-lock brake system (4WABS) 60 amp (blue) fuse.

NOTE: Although the 2003 and 2004 PDB appear to be identical and are in the same physical location, the fuse locations have different numbers. See Figure 1.

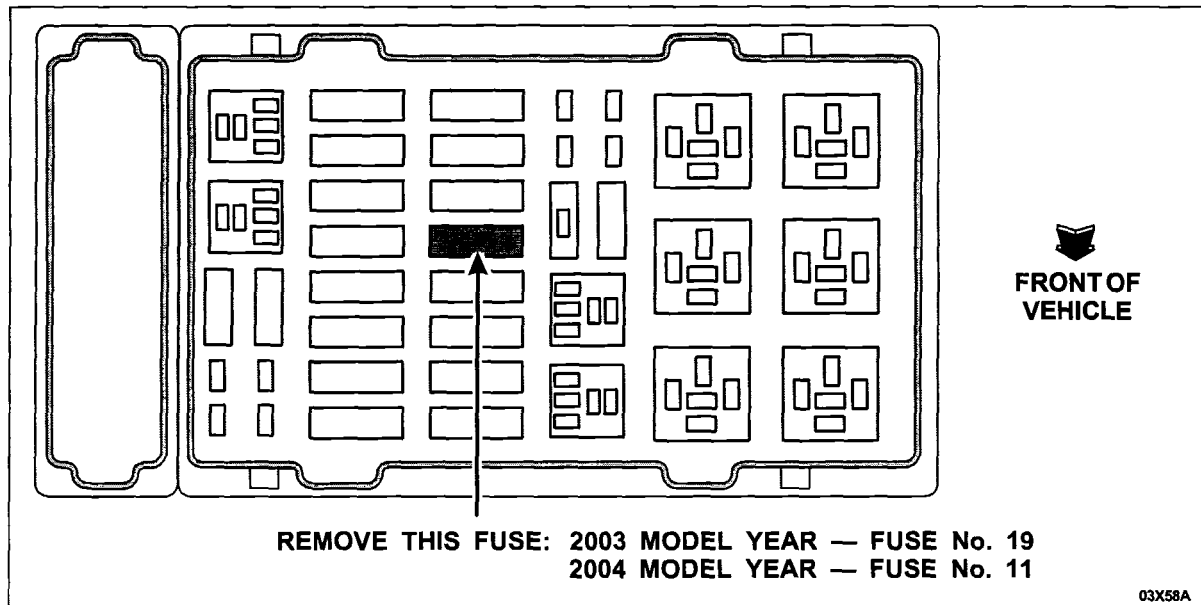


FIGURE 1

3. Install a **new** 30-amp (green) fuse in place of the original 60-amp (blue) fuse.
4. Install the PDB cover.



5. Install the ABS Module heat shield as follows:

NOTE: Prior to installing the heat shield, clean the top of the ABS module with the alcohol pad provided in the service kit.

- a) Hold the radiator coolant reservoir hose out of the way.
- b) Position the heat shield so it will fit securely against the connector-side of the module, set the retaining hooks under the lip of rear side of the module, then rotate the shield downward to snap it into place. See Figure 2.

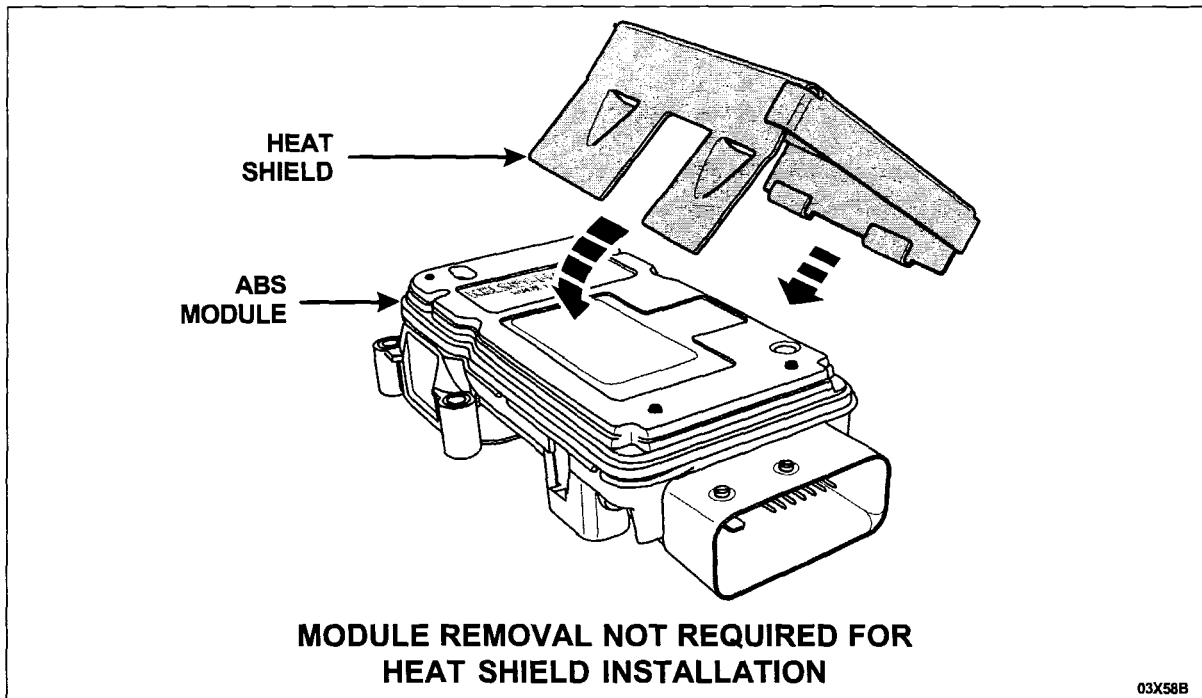


FIGURE 2



6. Clean the PDB cover and install the supplied PDB cover label. See Figure 3.

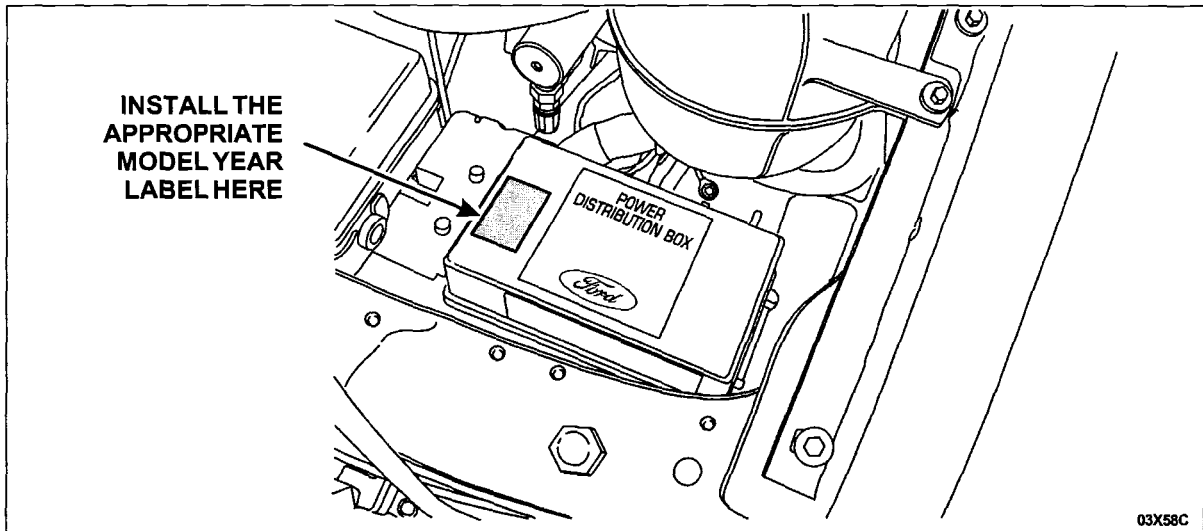


FIGURE 3

NOTE: Two sheets of labels are provided in the service kit. One sheet is for 2003 model year vehicles and one for 2004 model year vehicles. Use the appropriate model year sheet and discard the remaining sheet. See Figure 4.

Each sheet contains two (2) labels:

- One (1) label for the top of the Power Distribution Box (PDB). (WARNING LABEL)
- One (1) label to install in the Owner Guide. (30A** LABEL)

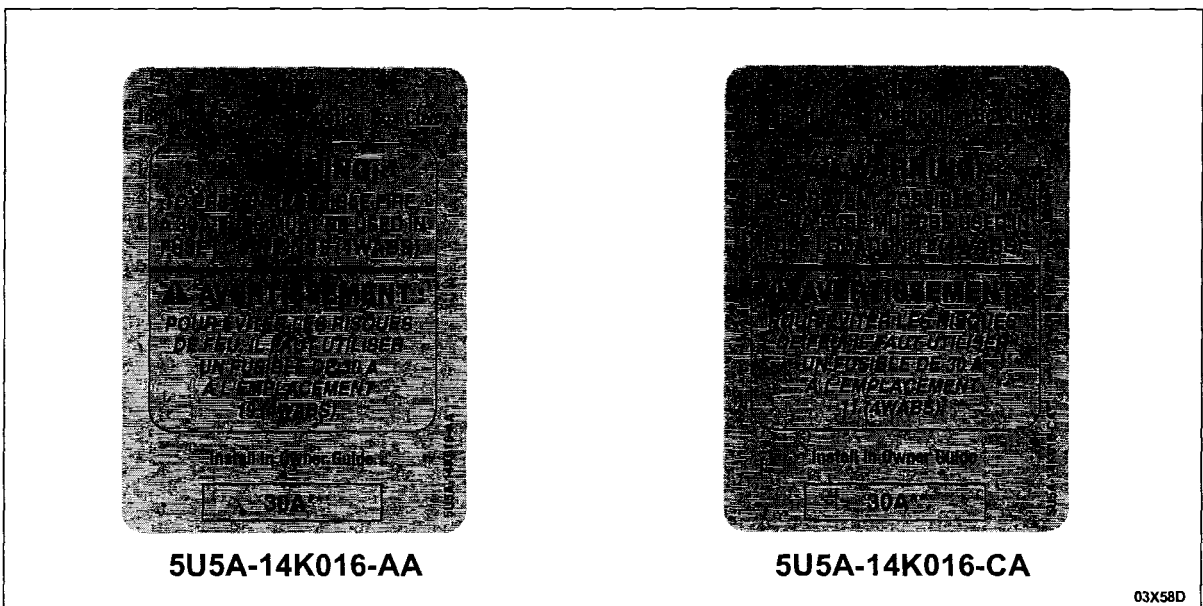


FIGURE 4



7. Close the hood.
8. Locate the vehicle Owner's Guide. In the **FUSES AND RELAYS** section under **Roadside Emergencies**, locate the PDB fuse identification chart.
9. Apply the supplied "30A ***" label over the 60A** designation for the 4WABS module system fuse. See the samples below. Return the Owner's Guide to its original location.
2003 model year = Fuse #19
2004 model year = Fuse #11

2003 MODEL YEAR – FUSE NO. 19

19	60A**	4WABS module
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2004 MODEL YEAR – FUSE NO. 11

11	60A**	4-Wheel Anti-Lock Brake System (4ABS)
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Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

October 2004

Safety Recall 04S22
Customer Satisfaction Program 04N03

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 and 2004 model year E-Series 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.

In addition, Ford Motor Company is providing a no-charge Customer Satisfaction Program 04N03, which provides additional warranty coverage for the Anti-Lock Brake System (ABS) Module.

Safety Recall 04S22

What is the issue?

A diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in a burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires. **Therefore, Ford Motor Company is recommending that you do not park your vehicle in an enclosed structure until this safety recall is performed.**

What will Ford and your dealer do?

We urge you to return to your dealer for this service. At no charge (parts and labor), Ford Motor Company and your dealer will:

- Install a new fuse in the ABS circuit.
- Install a heat shield over the ABS module.
- Provide additional warranty coverage for the ABS module.

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.

Safety Recall 04S22 Continued

What are we asking you to do for the Safety Recall?

Please call your dealer without delay and request a service date for safety recall 04S22. 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.

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

Motorhome Owners: To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Other Owners: 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.

Additional Warranty Coverage - Customer Satisfaction Program 04N03

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty (for a one time replacement) of the ABS Module for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until September 30, 2005. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If the ABS Module requires replacement, Ford Motor Company and your dealer will replace it at no charge to you under the terms of this program.

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 for the Customer Satisfaction Program?

Please keep this letter as a reminder. If the ABS Module requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the part at no charge to you. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 04N03. The VIN is printed near your name at the beginning of this letter.

Have you previously paid for this repair?

If you paid to have the ABS Module replaced before the date of this letter, you may be eligible for a refund. 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.

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.

NGV and Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Motorhome Owners: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Others Owners: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673.

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

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

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

www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations



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

October 2004

Safety Recall 04S22
Safety Recall 04S23
Customer Satisfaction Program 04N03

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 and 2004 model year E-Series 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.

In addition, Ford Motor Company is providing a no-charge Customer Satisfaction Program 04N03, which provides additional warranty coverage for the Anti-Lock Brake System (ABS) Module.

Safety Recall 04S22 and 04S23

What is the issue?

We have identified two conditions on your vehicle that could cause possible smoke or fire:

Safety Recall 04S22

A diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in a burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires. **Therefore, Ford Motor Company is recommending that you do not park your vehicle in an enclosed structure until this safety recall is performed.**

Safety Recall 04S23

The air filter element installed in your vehicle during vehicle assembly may have filter paper that was not properly manufactured to prevent it from igniting during rare driving conditions, where hot particles in the engine air system may contact the air filter. This may create the potential for a fire in the air intake system or engine compartment.

What will Ford and your dealer do?

At no charge (parts and labor), Ford Motor Company and your dealer will:

- Install a new fuse in the ABS circuit.
- Install a heat shield over the ABS module.
- Replace the air filter element.

We urge you to return to your dealer for this service. Also, additional warranty coverage for the ABS module is provided.

Safety Recall 04S22 and 04S23 Continued

How long will it take? The time needed for both repairs 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 for the Safety Recalls? Please call your dealer without delay and request a service date for safety recalls 04S22 and 04S23. 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.

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What is the reason for this additional coverage program? In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty (for a one time replacement) of the ABS Module for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until September 30, 2005. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do? If the ABS Module requires replacement, Ford Motor Company and your dealer will replace it at no charge to you under the terms of this program.

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 for the Customer Satisfaction Program? Please keep this letter as a reminder. If the ABS Module requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the part at no charge to you. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 04N03. The VIN is printed near your name at the beginning of this letter.

Have you previously paid for this repair? If you paid to have the ABS Module replaced before the date of this letter, you may be eligible for a refund. 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.

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Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

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Director
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Ford Customer Service Division

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P. O. Box 1904
Dearborn, Michigan 48121

November 2004

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

SUBJECT: **Update: Supplement Announcement**
DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S22 – Supplement #1:
Certain 2003 and 2004 Model Year E-Series Vehicles
Anti-Lock Brake System (ABS) Module Service

REF: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S22 Dated October 2004 -
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New!

REASON FOR THIS SUPPLEMENT

This bulletin is being re-issued to provide additional labor time for vehicles equipped with Hydro-boost brakes. Vehicles equipped with a Hydro-boost brake system require the ABS Module to be removed in order to install the heat shield.

AFFECTED VEHICLES

Certain 2003 model year E-Series vehicles built at the Lorain Assembly Plant from April 23, 2002 through September 19, 2003 and certain 2004 model year E-Series vehicles built at the Lorain Assembly Plant from May 06, 2003 through November 19, 2003. Affected vehicles are identified in OASIS. In addition, for a list of unsold vehicles assigned to your dealership visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on 10/04/2004.

REASON FOR THIS SAFETY RECALL

In a very small percentage of the affected vehicles, a diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires.

PLEASE NOTE: DUE TO THE RISK OF AN UNATTENDED VEHICLE FIRE, AFFECTED VEHICLES SHOULD NOT BE PARKED IN AN ENCLOSED STRUCTURE UNTIL THIS RECALL SERVICE HAS BEEN COMPLETED.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this safety recall, dealers are to install an ABS Module Service Kit. 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.

PLEASE NOTE: The majority of vehicles affected by Safety Recall 04S22 are also affected by safety recall 04S23 – Air Filter Element Replacement. Please verify affected vehicles in OASIS and complete all open recalls in one customer visit.

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 Letters

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 04S22-S1
Certain 2003 and 2004 Model Year E-Series Vehicles
Anti-Lock Brake System (ABS) Module Service

OASIS ACTIVATED? Yes, OASIS will be activated by 10/01/2004.

PLEASE NOTE: The majority of vehicles affected by Safety Recall 04S22 are also affected by safety recall 04S23 – Air Filter Element Replacement. Please verify affected vehicles in OASIS and complete all open recalls in one customer visit.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by 10/04/2004. Owner names and addresses will be available by 10/22/2004.

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 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.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S22-S1
Certain 2003 and 2004 Model Year E-Series Vehicles
Anti-Lock Brake System (ABS) Module Service

OWNER REFUNDS

Refunds are not authorized under 04S22. Follow the "Owner Refund" instructions in Customer Satisfaction Program 04N03 for ABS Modules that were replaced due to this condition.

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.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S22-S1
 Certain 2003 and 2004 Model Year E-Series Vehicles
 Anti-Lock Brake System (ABS) Module Service

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install the ABS Module Service Kit	04S22B	0.2 Hour
New! <i>Install the ABS Module Service Kit on Vehicles with Hydro-boost Brakes</i>	04S22C*	0.7 Hour

**This labor operation is to be claimed for installing the ABS Module service kit on vehicles equipped with Hydro-boost brakes only. This labor operation cannot be claimed in conjunction with 04S22B.*

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
3C2Z-2K021-AA	ABS Module Service Kit (heat shield, fuse and labels)	1

The DOR/COR for this program is 50332. 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 AND 2004 E-SERIES VEHICLES — ANTI-LOCK BRAKE SYSTEM (ABS) MODULE SERVICE

OVERVIEW

This program involves installing a heat shield onto the ABS Module, replacing a fuse and attaching labels in the Owner's Guide and on the power distribution box (PDB) cover identifying the revised fuse amperage rating for the ABS Module circuit. For vehicles equipped with Hydro-boost, the ABS module must be removed from the HCU in order to install the heat shield.

FUSE REPLACEMENT AND LABEL INSTALLATION — ALL AFFECTED VEHICLES

1. Open the hood and remove the PDB cover.
2. Locate and remove the 4 wheel anti-lock brake system (4WABS) 60 amp (blue) fuse.

NOTE: On certain models, the PDB may be mounted opposite of how it is shown in Figure 1. Be sure to identify and replace the correct fuse.

NOTE: Although the 2003 and 2004 PDB appear to be identical, the fuse locations have different numbers. See Figure 1.

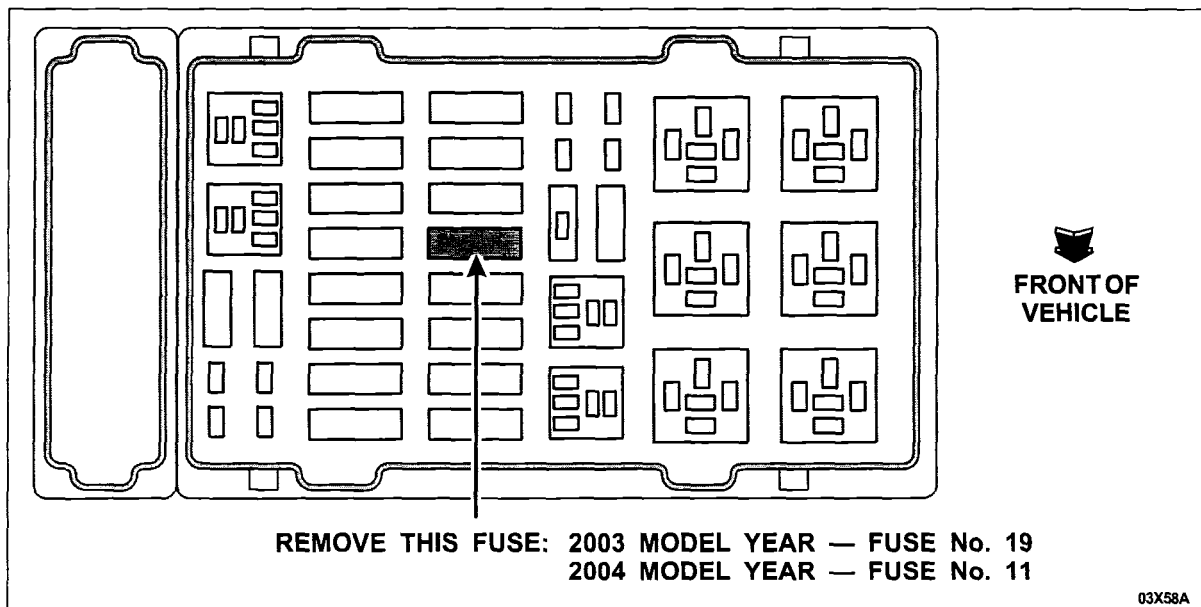


FIGURE 1

3. Install a **new** 30-amp (green) fuse in place of the original 60-amp (blue) fuse.



4. Install the PDB cover.
5. NOTE: Two (2) sheets of labels are provided in the service kit. One sheet is for 2003 model year vehicles and one for 2004 model year vehicles. Use the appropriate model year sheet and discard the remaining sheet. See Figure 2.

Each sheet contains two (2) labels:

- One (1) label for the top of the Power Distribution Box (PDB). (WARNING LABEL)
- One (1) label to install in the Owner Guide. (30A** LABEL)

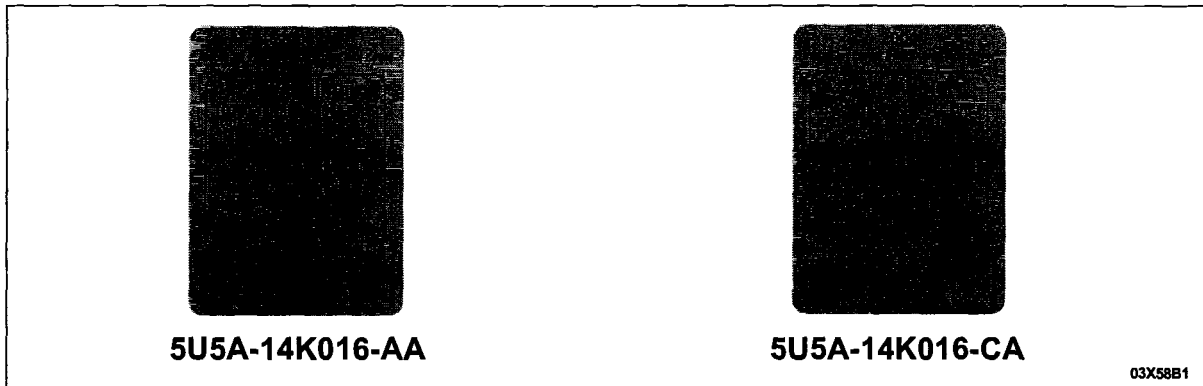


FIGURE 2

Clean the PDB cover and install the supplied PDB cover label. See Figure 3.

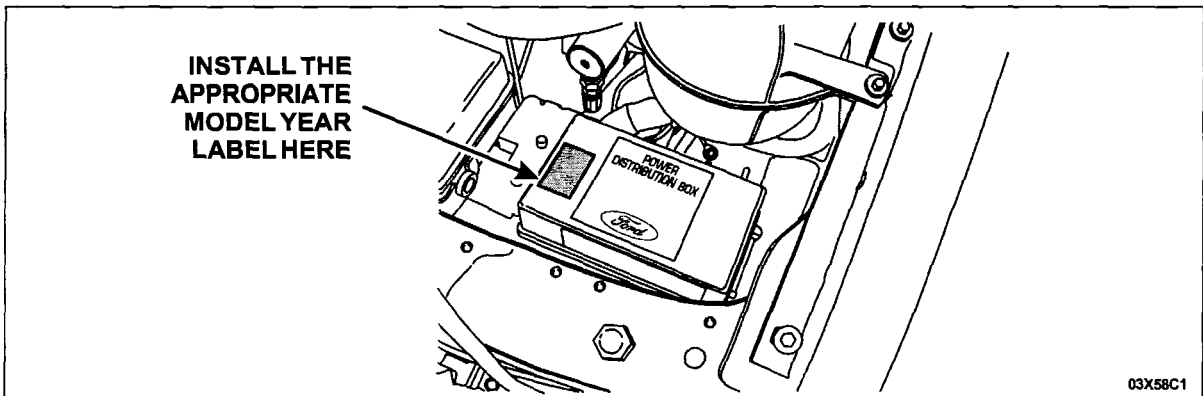


FIGURE 3



6. Locate the vehicle Owner's Guide. In the **FUSES AND RELAYS** section under **Roadside Emergencies**, locate the PDB fuse identification chart.
7. Apply the supplied "30A ***" label over the 60A** designation for the 4WABS module system fuse. See the samples below. Return the Owner's Guide to its original location.
2003 model year = Fuse #19
2004 model year = Fuse #11

2003 MODEL YEAR – FUSE NO. 19

19	60A**	4WABS module
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2004 MODEL YEAR – FUSE NO. 11

11	60A**	4-Wheel Anti-lock Brake System (4WABS)
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8. Go to **HEAT SHIELD INSTALLATION**.
 - Be sure to follow the correct procedure based on whether or not the vehicle has Hydro-boost brakes.



HEAT SHIELD INSTALLATION — VEHICLES WITHOUT HYDRO-BOOST

1. If required for access to install the heat shield, disconnect the speed control deactivation switch located at the bottom of the master cylinder.
2. Install the ABS Module heat shield as follows:
 - a) Clean the top of the ABS module with the alcohol pad provided in the service kit.
 - b) Hold the radiator coolant reservoir hose out of the way.
 - c) Position the heat shield so it will fit securely against the connector side of the module, set the retaining hooks under the lip of the rear side of the module, then rotate the shield downward to snap it into place. See Figure 4.

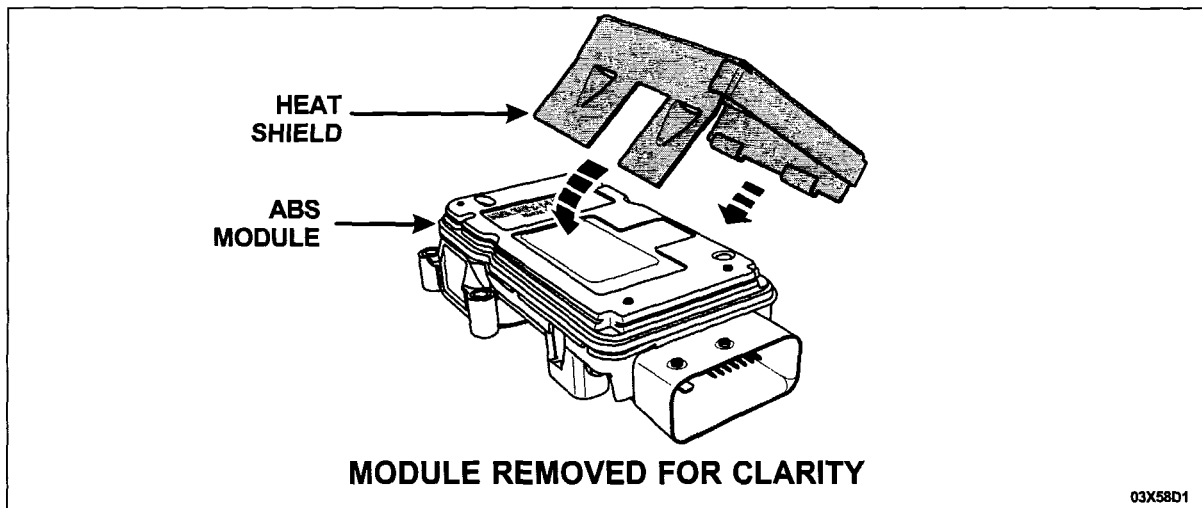


FIGURE 4

3. If disconnected, reconnect the speed control deactivation switch.
4. Close the hood.



HEAT SHIELD INSTALLATION — VEHICLES WITH HYDRO-BOOST

NOTE: To install the heat shield on vehicles with Hydro-boost, the ABS module must be removed from the HCU due to lack of clearance between the module and the brake master cylinder.

1. Remove the coolant recovery reservoir retaining screws.
2. If required for access to the ABS module, remove the air cleaner assembly.
3. Disconnect the module wire harness connector by releasing the lock tab and pulling the connector from the module. See Figure 5.

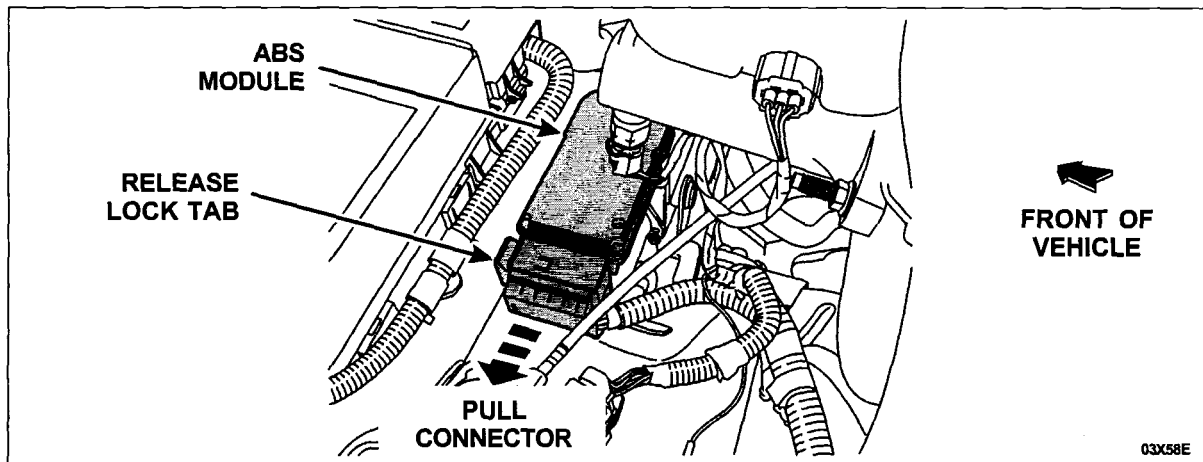


FIGURE 5

4. Remove the four (4) Torx head screws securing the ABS module to the HCU. See Figure 6.

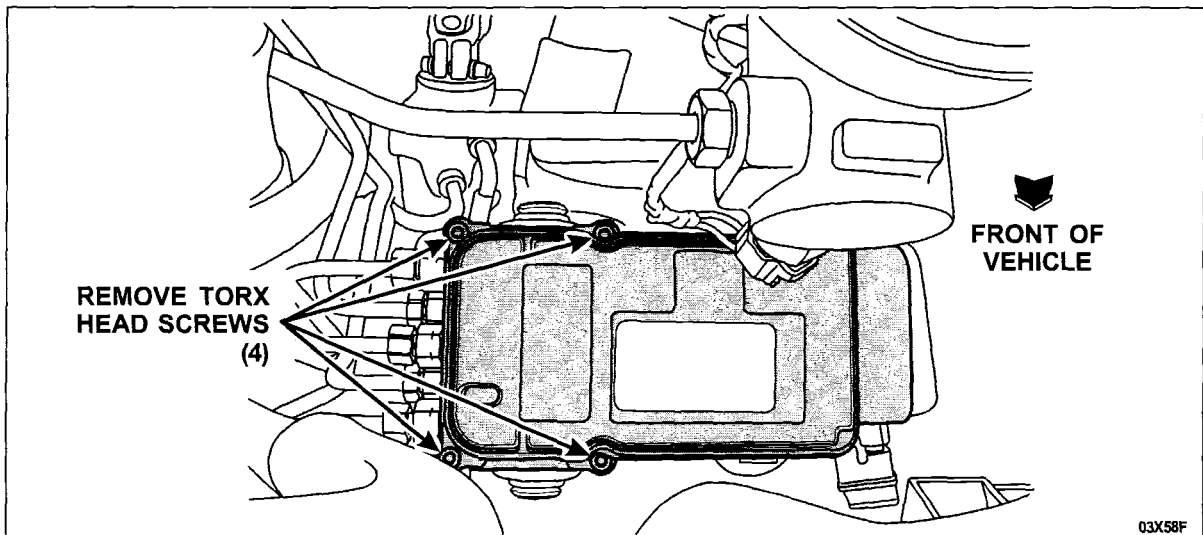


FIGURE 6



5. Lift the module slightly and position it so you can access and disconnect the ABS pump motor connector. Then disconnect the pump motor and remove the module from the vehicle. See Figure 7.

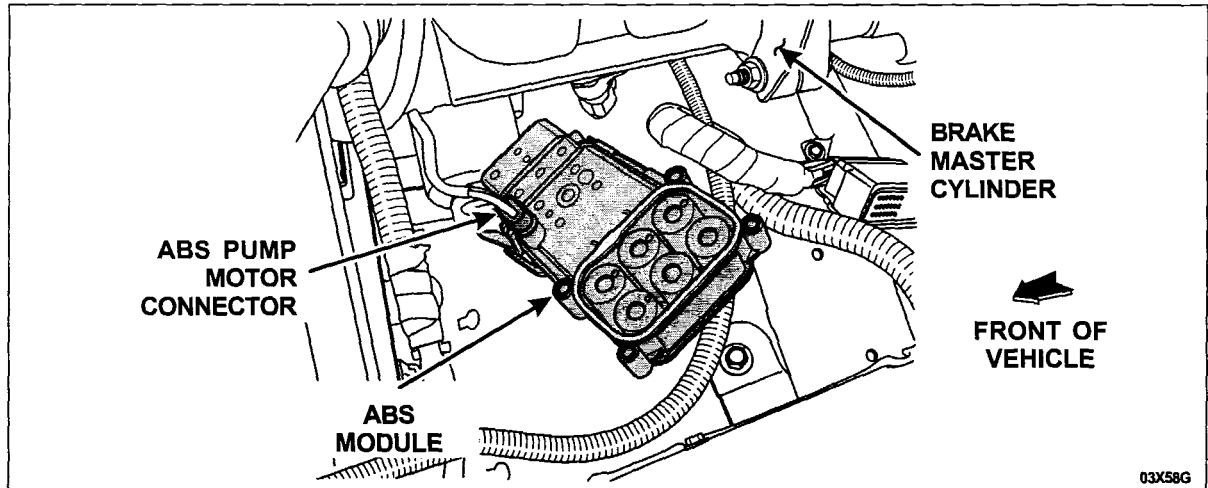


FIGURE 7

6. Install the ABS Module heat shield as follows:
 - a) Clean the top of the ABS module with the alcohol pad provided in the service kit.
 - b) Position the heat shield so it will fit securely against the connector side of the module, set the retaining hooks under the lip of the rear side of the module, then rotate the shield downward to snap it into place. See Figure 8.

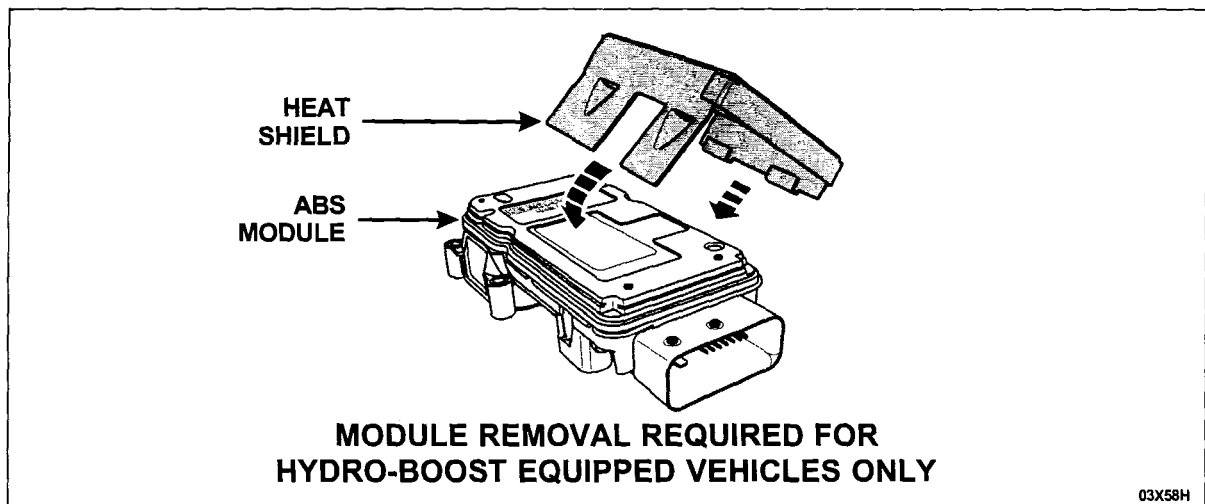


FIGURE 8



7. Position the module near the HCU and connect the ABS pump motor connector. See Figure 7.
8. Carefully position the module onto the HCU and install the four (4) screws. Tighten screws to 4 Nm (35 lb-in). See Figure 6.
9. Connect the module wire harness connector and engage the lock tab.
10. Position the coolant recovery reservoir and install the retaining screws.
11. If removed, reinstall the air cleaner assembly.
12. Close the hood.





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

October 2004

Safety Recall 04S22
Customer Satisfaction Program 04N03

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 and 2004 model year E-Series 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.

In addition, Ford Motor Company is providing a no-charge Customer Satisfaction Program 04N03, which provides additional warranty coverage for the Anti-Lock Brake System (ABS) Module.

Safety Recall 04S22

What is the issue?

A diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in a burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires. **Therefore, Ford Motor Company is recommending that you do not park your vehicle in an enclosed structure until this safety recall is performed.**

What will Ford and your dealer do?

We urge you to return to your dealer for this service. At no charge (parts and labor), Ford Motor Company and your dealer will:

- Install a new fuse in the ABS circuit.
- Install a heat shield over the ABS module.
- Provide additional warranty coverage for the ABS module.

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.

Safety Recall 04S22 Continued

What are we asking you to do for the Safety Recall?

Please call your dealer without delay and request a service date for safety recall 04S22. 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.

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

Motorhome Owners: To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Other Owners: 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.

Additional Warranty Coverage - Customer Satisfaction Program 04N03

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty (for a one time replacement) of the ABS Module for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until September 30, 2005. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If the ABS Module requires replacement, Ford Motor Company and your dealer will replace it at no charge to you under the terms of this program.

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 for the Customer Satisfaction Program?

Please keep this letter as a reminder. If the ABS Module requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the part at no charge to you. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 04N03. The VIN is printed near your name at the beginning of this letter.

Have you previously paid for this repair?

If you paid to have the ABS Module replaced before the date of this letter, you may be eligible for a refund. 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.

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.

NGV and Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Motorhome Owners: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Others Owners: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673.

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

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

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

www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations



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

October 2004

Safety Recall 04S22
Safety Recall 04S23
Customer Satisfaction Program 04N03

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 and 2004 model year E-Series 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.

In addition, Ford Motor Company is providing a no-charge Customer Satisfaction Program 04N03, which provides additional warranty coverage for the Anti-Lock Brake System (ABS) Module.

Safety Recall 04S22 and 04S23

What is the issue?

We have identified two conditions on your vehicle that could cause possible smoke or fire:

Safety Recall 04S22

A diode in the Anti-Lock Brake System (ABS) Module may experience an electrical short. An electrical short may cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in a burning odor, smoke, and/or fire. Since battery power is always present at the module, this condition may occur when the vehicle ignition switch is in the off position, creating the potential for unattended vehicle fires. **Therefore, Ford Motor Company is recommending that you do not park your vehicle in an enclosed structure until this safety recall is performed.**

Safety Recall 04S23

The air filter element installed in your vehicle during vehicle assembly may have filter paper that was not properly manufactured to prevent it from igniting during rare driving conditions, where hot particles in the engine air system may contact the air filter. This may create the potential for a fire in the air intake system or engine compartment.

What will Ford and your dealer do?

At no charge (parts and labor), Ford Motor Company and your dealer will:

- Install a new fuse in the ABS circuit.
- Install a heat shield over the ABS module.
- Replace the air filter element.

We urge you to return to your dealer for this service. Also, additional warranty coverage for the ABS module is provided.

Safety Recall 04S22 and 04S23 Continued

How long will it take? The time needed for both repairs 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 for the Safety Recalls? Please call your dealer without delay and request a service date for safety recalls 04S22 and 04S23. 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.

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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.

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What is the reason for this additional coverage program? In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty (for a one time replacement) of the ABS Module for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already accumulated more than 150,000 miles, this coverage will last until September 30, 2005. Coverage is automatically transferred to subsequent owners.

This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do? If the ABS Module requires replacement, Ford Motor Company and your dealer will replace it at no charge to you under the terms of this program.

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 for the Customer Satisfaction Program? Please keep this letter as a reminder. If the ABS Module requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the part at no charge to you. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 04N03. The VIN is printed near your name at the beginning of this letter.

Have you previously paid for this repair? If you paid to have the ABS Module replaced before the date of this letter, you may be eligible for a refund. 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.

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Director

Service Engineering Operations