

Ford Motor Company

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

October 12, 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-445
(Ford Number 04S23)

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 September 27, 2004.

Sincerely,


J. P. Vondale

Attachment(s)
04S23 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 04S23:
Certain 2003 and 2004 Model Year E-Series Vehicles Equipped With Gas Engines
Air Filter Element Replacement

AFFECTED VEHICLES

Certain 2003 model year E-Series vehicles, equipped with gas engines, built at the Lorain Assembly Plant from April 23, 2002 through September 19, 2003 and certain 2004 model year E-Series vehicles, equipped with gas engines, built at the Lorain Assembly Plant from May 06, 2003 through April 30, 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

The air filter paper was not properly manufactured to prevent it from igniting when hot particles in the engine air system contact it, creating the potential for an engine compartment fire.

SERVICE ACTION

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

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 04S23:
Certain 2003 and 2004 Model Year E-Series Vehicles Equipped With Gas Engines
Air Filter Element Replacement

REF: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S23 dated 9/2/2004
Certain 2003 and 2004 Model Year E-Series Vehicles Equipped With Gas Engines
Air Filter Element Replacement

AFFECTED VEHICLES

Certain 2003 model year E-Series vehicles, equipped with gas engines, built at the Lorain Assembly Plant from April 23, 2002 through September 19, 2003 and certain 2004 model year E-Series vehicles equipped with gas engines built at the Lorain Assembly Plant from May 06, 2003 through April 30, 2004. Affected vehicles are identified in OASIS.

In addition, visit <https://web.fsavinlists.dealerconnection.com> for a list of vehicles assigned to your dealership. This information will be available on 9/10/2004.

REASON FOR THIS SAFETY RECALL

The air filter paper was not properly manufactured to prevent it from igniting when hot particles in the engine air system contact it, creating the potential for an engine compartment fire.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this safety recall, dealers are to replace the air filter element. 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. This safety recall must still be performed, even if the customer has replaced the air filter element under normal scheduled maintenance.

PLEASE NOTE:

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


ATTACHMENTS

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

QUESTIONS?

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

Sincerely,



Frank M. Ligon

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S23
Certain 2003 and 2004 Model Year E-Series Vehicles Equipped with Gas Engines
Air Filter Element Replacement

OASIS ACTIVATED? Yes, OASIS was activated on 9/2/2004.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by 9/10/2004.
Owner names and addresses will be available by 10/15/2004.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

STOCK VEHICLES

Correct all affected stock vehicles before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

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

RELATED DAMAGE

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

ADDITIONAL LABOR TIME

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

OWNER REFUNDS

Refunds are not authorized for this program.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S23
Certain 2003 and 2004 Model Year E-Series Vehicles Equipped with Gas Engines
Air Filter Element Replacement

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 04S23
 Certain 2003 and 2004 Model Year E-Series Vehicles Equipped with Gas Engines
 Air Filter Element Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Air Filter Element	04S23B	0.2 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this recall. Order your parts requirements through normal order processing channels.

Part Number	Motorcraft Number	Description	Quantity
F5OZ-9601-BA	FA-1632	Air Filter Element	1

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.

DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S23
Certain 2003 and 2004 Model Year E-Series Vehicles Equipped with Gas Engines
Air Filter Element Replacement

Replace the Air Filter Element per the 2003 or 2004 E-Series Workshop Manual, section 303-12.



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

September 2004

Safety Recall 04S23

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 possible.

What is the issue? 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? Ford Motor Company and your dealer will replace the air filter element on your vehicle free of charge (parts and labor) with an air filter that is not susceptible to this condition. 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 hour. 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? Please call your dealer without delay and request a service date for Safety Recall 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.

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.

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.

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.genuinefilmservice.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.

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Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations