

*Ford Motor Company*

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NVS-215

2004 SEP 27 A 10:43

OFFICE OF  
DEFECTS INVESTIGATION

**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

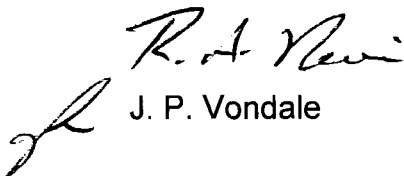
Dear Mr. Person:

Subject: Safety Recall 04V-446  
(Ford Number 04S24)

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 Freestar and Monterey vehicles. Specific details were submitted to you in a letter dated September 9, 2004. Owner notification letters were mailed on September 20, 2004.

Sincerely,

  
J. P. Vondale

Attachment(s)  
04S24 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 04S24:  
Certain 2004 Model Year Freestar and Monterey Vehicles  
Front Hub and Rotor Replacement

**AFFECTED VEHICLES**

Certain 2004 model year Freestar and Monterey vehicles built at the Oakville Assembly Plant from February 23, 2004 through May 13, 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 vehicles may have been produced with front wheel hub assemblies that were not heat treated correctly. This condition may lead to the development of small cracks in the hub. If the cracks were to progress, this could eventually result in wheel separation. Wheel separation may lead to loss of vehicle control, and potentially result in a vehicle crash.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any of the vehicles involved in this safety recall until the front wheel hub and rotor assemblies are 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 04S24:  
Certain 2004 Model Year Freestar and Monterey Vehicles  
Front Hub and Rotor Replacement

**Ref:** DEMONSTRATION / DELIVERY HOLD Dated September 2, 2004:  
Safety Recall 04S24:  
Certain 2004 Model Year Freestar and Monterey Vehicles  
Front Hub and Rotor Replacement

#### **AFFECTED VEHICLES**

Certain 2004 model year Freestar and Monterey vehicles built at the Oakville Assembly Plant from February 23, 2004 through May 13, 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 vehicles may have been produced with front wheel hubs that were not heat treated correctly. This condition may have created a small crack in the hub. If the crack was to progress, this could eventually result in wheel separation. Wheel separation may occur without warning leading to loss of vehicle control, and potentially result in a vehicle crash.

#### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this safety recall, dealers are to replace both front hub and rotor assemblies. 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:**

**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,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive style with a large, sweeping "F" and "L".

Frank M. Ligon

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S24**  
Certain 2004 Model Year Freestar and Monterey Vehicles  
Front Hub and Rotor Replacement

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

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com>. Owner names and addresses will be available by September 27, 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.

**DEMONSTRATION / DELIVERY HOLD: Safety Recall 04S24**  
Certain 2004 Model Year Freestar and Monterey Vehicles  
Front Hub and Rotor Replacement

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 1904, Dearborn, MI 48121.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 04S24
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**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 04S24**  
 Certain 2004 Model Year Freestar and Monterey Vehicles  
 Front Hub and Rotor Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace both front hub and rotor assemblies	04S24B	1.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this recall. **For orders placed before September 17, 2004, call the Special Service Support Center (1-800-325-5621).** After September 17, 2004, order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
4F2Z-1102-AAA	RH – Front Hub & Rotor Assembly	1
4F2Z-1102-BBB	LH – Front Hub & Rotor Assembly	1

The DOR/COR for this program is 50334. 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 2004 MODEL YEAR FREESTAR AND MONTEREY VEHICLES — FRONT WHEEL HUB AND ROTOR REPLACEMENT

### SERVICE PROCEDURE

Refer to Section 204-00 of the 2004 Freestar/Monterey Workshop Repair Manual available online via the PTS or FMC Dealer website for front wheel hub replacement procedures. Follow the published procedures and review these additional comments:

- **NOTE:** The service hub and rotor assemblies are specified on the shipping carton RIGHT and LEFT sides.
- The brake rotor is match-mounted to the hub then machined while mounted on the hub.
- The rotor-to-hub match-mounting is identified with a paint mark.
- For hub installation purposes, the rotor must be removed from the hub (three [3] screws).
- Use the supplied bolts for hub installation. **NOTE:** There is no need to apply threadlocker onto the *new* bolts.
- **CAUTION:** Prior to installing the rotor back onto the hub, make sure the nickel anti-seize compound is free of any debris (dirt, rust, etc.) that could cause an excessive rotor run-out condition.
- **IMPORTANT:** When installing the rotor, be sure to align the match-mount paint marks.
- After placing the rotor onto the hub, reinstall the three (3) screws. Tighten to 28 Nm (21 lb-ft).
- Use the supplied bolts when installing the brake caliper anchor plate. **NOTE:** There is no need to apply threadlocker onto the *new* bolts.
- Use the supplied axle shaft nut when installing the axle to the hub. **NOTE:** There is no need to apply threadlocker onto the *new* nuts.







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

September 2004

**Safety Recall 04S24**

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 Freestar and Monterey vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What is the issue?**

Your vehicle may have been produced with front wheel hubs that were not heat treated correctly. This condition may have created a small crack in the hub. If the crack was to progress, this could eventually result in wheel separation. Wheel separation may occur without warning leading to loss of vehicle control, and potentially result in a vehicle crash.

**What will Ford and your dealer do?**

Ford Motor Company and your dealer will replace both front hub and rotor assemblies 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?**

Please call your dealer without delay and request a service date for Recall 04S24. 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.

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 previously paid for this repair?**

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

**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. 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](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