



Frank M. Ligon
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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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November 9, 2005

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

SUBJECT: Safety Recall 05S37:
Certain 2005 Model Year Five Hundred, Montego, and Freestyle Vehicles
Fuel Tank Strap Replacement

AFFECTED VEHICLES

Certain 2005 model year Ford Five Hundred, Mercury Montego and Ford Freestyle vehicles built at the Chicago Assembly Plant from January 3, 2005 through June 21, 2005. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

The fuel tank straps may break at higher mileages, potentially resulting in the fuel tank and fuel tank heat shield dropping on the exhaust system (FWD vehicles) or driveshaft (AWD vehicles). If the fuel tank and shield contact the exhaust or driveshaft, the driver may notice noise or a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to replace both fuel tank straps on all of the affected vehicles. Do not demonstrate or deliver any of the affected vehicles until this safety recall has been completed. This repair must be performed on all of the affected vehicles in your new inventory as well as vehicles that have been delivered to customers.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified the week of November 28, 2005, when it is anticipated that there will be enough parts available to allow open ordering. Until then, parts will be seed stocked according to dealer vehicle volumes. Dealers should repair any affected vehicle that arrives at their dealership, whether or not the customer has received a letter.

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Dealer Q & A
Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621
Parts Support Center (Dealer only) Questions: 1-800-207-2444

Sincerely,



Frank M. Ligon

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OASIS ACTIVATED? Yes. OASIS will be activated by November 9, 2005.

FSA VIN LIST ACTIVATED? Yes.

Available through FMCDDealer.com or at <https://web.fsavinlists.dealerconnection.com> by November 9, 2005. Owner names and addresses will be available by December 9, 2005.

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 units in your new vehicle inventory before delivery.

SOLD VEHICLES

- The week of November 28, 2005, owners of affected vehicles will be directed to dealers for repairs.
- When parts are available, 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.

Safety Recall 05S37
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Fuel Tank Strap 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.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both fuel tank straps	05S37B	0.6 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Seed Stock - Before November 29, 2005: The fuel tank straps will be seed stocked to dealers for three weeks beginning the week of November 9, 2005. The majority of seed stock shipments will occur late in the week. The seed stock plan is to send each dealer 25% of their involved vehicle needs over three weeks.

If additional parts are required to service specific vehicles, contact the Recall Parts Support Center. Please note that a VIN will be required for each set of parts requested.

Model	Seed #1 Week of 11/7/05	Seed #2 Week of 11/14/05	Seed #3 Week of 11/21/05
Five Hundred / Montego & Freestyle	10% of Involved Vehicles	5% of Involved Vehicles	10% of Involved Vehicles

Open Ordering – After November 28, 2005: Parts will no longer be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
6G1Z-9092-AX	FWD Five Hundred and Montego Fuel Tank Strap and Rear Strap Attaching Bolt	2
6G1Z-9092-A	AWD Five Hundred and Montego Fuel Tank Strap	2
6F9Z-9092-A	AWD or FWD Freestyle Fuel Tank Strap – Right Side	1
6F9Z-9092-B	AWD or FWD Freestyle Fuel Tank Strap – Left Side	1

The DOR/COR for this program is 50358. This number identifies parts ordered for this recall through the Parts Support Center (1-800-207-2444).

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Fuel Tank Strap Replacement

RECALL PARTS ASSISTANCE

The Recall Parts Support Center can be contacted via:

- Phone: 1-800-207-2444
- E-mail: Ford@Renkim.com <<mailto:Ford@Renkim.com>>
- FAX: 1 (888) 374-8040

When contacting the Parts Support Center with a question or concern, please provide:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #: 05S37
- VIN#

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.

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DEALER QUESTIONS AND ANSWERS

Q1. How many vehicles are involved in this recall?

A1. Approximately 124,000 vehicles are involved in this recall.

Q2. How was this issue discovered?

Q2. Ford discovered this issue during high mileage durability testing. To date, Ford has received no reports of cracked or broken fuel tank straps on customer owned vehicles.

Q3. What is the issue with the fuel tank straps?

A3. The straps were produced from steel that does not meet Ford specifications. The straps that will be replaced under this program were installed on vehicles produced at Chicago Assembly Plant between the dates of January 3, 2005 and June 21, 2005.

Q4. What should we do if a customer hears about this recall and brings their vehicle in for this service before Owner Letters are mailed?

A4. This recall can be performed by using parts that are being seed stocked into dealers over the three week period between the launch of this program and the start of open ordering, which is anticipated to be the week of November 28th. Dealers should contact the Recall Parts Support Center at 800-207-2444 if additional parts are required to service specific vehicles (a VIN will be required for each set of parts).