



Frank M. Ligon  
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Ford Customer Service Division

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

November 7, 2005

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

**SUBJECT: Safety Recall 05S38**  
Certain 2005 Model Year Ford Crown Victoria, Mercury Grand Marquis, and Lincoln Town Car Vehicles  
Battery Cable Inspection and Repositioning

**AFFECTED VEHICLES**

Certain 2005 Model Year Ford Crown Victoria and Mercury Grand Marquis vehicles built at the St. Thomas Assembly Plant from March 24, 2004 through February 11, 2005 and 2005 Model Year Lincoln Town Car vehicles built at the Wixom Assembly Plant from March 8, 2004 through February 11, 2005. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on November 9, 2005.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the fusible link of the battery cable may contact a bolt on the #2 cross member and cause chafing which may result in an electrical short to ground condition. If an electrical short to ground condition occurs, it may result in heat damage and could lead to a fire.

**SERVICE ACTION**

At no charge to the vehicle owner, dealers are to inspect the fusible link take-out of the battery cable assembly and determine if the fusible link has contacted the #2 cross member bolt. If there is no evidence of copper wire exposed due to chafing, dealers are to reposition the battery cable and secure it with a tie strap. If the battery cable fusible link is chafed and copper wire is exposed, contact the Special Service Support Center at 1-800-325-5621 for further instructions. It is expected that very few vehicles will experience the level of chafing which would require replacement of the battery cable assembly. This service must be performed on all of the affected vehicles in your new inventory as well as vehicles that have been delivered to customers.

**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  
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 7, 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 November 23, 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**

- 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.

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**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**

- 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 6251, Dearborn, MI 48121-6251.
- 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: 05S38
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

A rental vehicle is only authorized when there is damage to the fusible link and copper wires are exposed. Dealers must contact the Special Service Support Center for prior approval. It is anticipated that rental vehicles will only be required under very limited circumstances.

**CLAIMS PREPARATION AND SUBMISSION**

- Labor Operation "05S38C" requires prior approval from the Special Service Support Center.
- 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. 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
Inspect battery cable and secure to the ground stud with a tie-strap (copper wires not exposed)	05S38B	0.2 Hours
Inspect and replace battery cable (copper wires exposed)*	05S38C*	1.1 Hours

\*Contact the Special Service Support Center at 1-800-325-5621 to request approval **prior** to the replacement of the battery cable (05S38C). Prior approval for this repair should be obtained prior to ordering the required cable assembly.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts will not be direct shipped for this program.

Part Number	Description	Quantity
95874-S101 Unit of Issue = 10 or WA-14-SBA Unit of Issue = 50 or OSP equivalent up to \$0.40 per vehicle	Tie-Strap Assy.	1 per repair
14300 base - See parts catalog for specific applications	**Cable assy-starter motor relay & battery ground	As needed

\*\*If a battery cable is needed, contact the Special Service Support Center at 1-800-325-5621 to request approval **prior** to the replacement of the battery cable (05S38C).

The DOR/COR for this program is 50360. This number identifies parts ordered for this recall through the Parts Support Center (1-800-207-2444).

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**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 #: 05S38
- VIN#:

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Part 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.