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OFFICE OF
DEFECT INVESTIGATION

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

May 27, 2005

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 05V-206
(Ford Number 05S32)

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 through 2005 model year Ford Crown Victoria Police Interceptor and commercial heavy duty (taxi) vehicles. Specific details were submitted to you in a letter dated May 3, 2005. Owner notification letters are scheduled to be mailed on June 3, 2005.

Sincerely,

J. P. Vondale

Attachment(s)
05S32 Dealer-Owner Bulletin





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

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

May 3, 2005

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

SUBJECT: Advance Notice - Safety Recall 05S32:
Certain 2003 – 2005 Model Year Ford Crown Victoria Police Interceptor and Commercial Heavy Duty (Taxi) Vehicles
Dash Outer Insulator

AFFECTED VEHICLES

Certain 2003 – 2005 model year Crown Victoria Police Interceptor (CVPI) and Commercial Heavy Duty (Taxi) vehicles built at the St. Thomas Assembly Plant from October 10, 2001 through December 14, 2004. 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 the week of May 30, 2005.

REASON FOR THIS SAFETY RECALL

At the extremely high operating temperatures typical of police and taxi drive cycles, the dash outer insulator could sag and possibly contact the surface of the light-off catalyst. If this occurs, the outer layer of the insulator may char, possibly resulting in a burning odor, smoke, or ultimately a fire.

SERVICE ACTION

Corrective parts and repair instructions are not available at this time to support this safety recall. A complete dealer bulletin will be provided to dealers the week of May 30, 2005 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 will be available the week of May 30, 2005.

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

May 2005

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

SUBJECT: Safety Recall Program 05S32
Certain 2003 – 2005 Model Year Ford Crown Victoria Police Interceptor and
Commercial Heavy Duty (Taxi) Vehicles
Dash Outer Insulator

Ref: Advance Notice - Safety Recall 05S32 Dated May 3, 2005
Certain 2003 – 2005 Model Year Ford Crown Victoria Police Interceptor and
Commercial Heavy Duty (Taxi) Vehicles
Dash Outer Insulator

AFFECTED VEHICLES

Certain 2003 – 2005 model year Crown Victoria Police Interceptor (CVPI) and Commercial Heavy Duty (Taxi) vehicles built at the St. Thomas Assembly Plant from October 10, 2001 through December 14, 2004. 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 May 25, 2005.

REASON FOR THIS SAFETY RECALL

At the extremely high operating temperatures typical of police and taxi drive cycles, the dash outer insulator could sag and possibly contact the surface of the light-off catalyst. If this occurs, the outer layer of the insulator may char, possibly resulting in a burning odor, smoke, or ultimately a fire.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to cut away the existing dash outer insulator above the left hand and right hand light-off catalyst, clean the sheet metal surface, and install an adhesive backed insulator pad above each light-off catalyst. This 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
• Parts (Dealer Only).....1-800-207-2444
• Technical and All Other (Dealer Only).....1-800-325-5621

Sincerely,



Frank M. Ligon

Safety Recall 05S32
Certain 2003 – 2005 Model Year Ford Crown Victoria Police
Interceptor and Commercial Heavy Duty (Taxi) Vehicles
Dash Outer Insulator

OASIS ACTIVATED? Yes. OASIS was activated May 3, 2005.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by May 25, 2005. Owner names and addresses will be available by June 10, 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 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.

Safety Recall 05S32

Certain 2003 – 2005 Model Year Ford Crown Victoria Police
Interceptor and Commercial Heavy Duty (Taxi) Vehicles
Dash Outer Insulator

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: 05S32
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - 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. (Requires approval from the Special Service Support Center.)
- Refer to ACESII manual for claims preparation and submission information.

Safety Recall 05S32
 Certain 2003 – 2005 Model Year Ford Crown Victoria Police
 Interceptor and Commercial Heavy Duty (Taxi) Vehicles
 Dash Outer Insulator

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove Two Sections of Dash Outer Insulator and Install Adhesive Backed Insulator Pads	05S32B	0.3 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

Dealers will be required to contact the Parts Support Center for material. Orders will be scheduled based on dealer involved vehicles* or number of parts requested. Dealers are encouraged to contact the Parts Support Center using the new FAX or E-mail methods noted below.

Dealer involved vehicles * or number of parts requested	Percent of order the Parts Support Center will submit weekly for each dealer	Number of weeks to complete total requirement
1-10	50%	2
11-50	33%	3
51-100	25%	4
101-200	20%	5
201 or more	17%	6

As an example, if a dealer requests 60 pieces, the Parts Support Center will place 4 orders (15 each week) over the next 4 weeks.

*Your FSA VIN List is available through either <https://web.fsavinlists.dealerconnection.com> or <http://FMCDealer.com>.

The intent in spreading orders over several weeks is to assure a steady stream of material and permit scheduling of appointments for fleet customers. Open ordering for this part is expected to begin July 22, 2005.

Part Number	Description	Quantity
5W7Z- 5401588-E	2 Adhesive Backed Insulator Pads – single vehicle repair	1 Includes 2 Pads

New! Parts Support Center

We are introducing several new methods to contact the Parts Support Center for questions or for ordering assistance regarding recall parts:

- E-mail: Ford@Renkim.com
- FAX: 1-888-374-8040
- **New!** Phone number: 1-800-207-2444

Safety Recall 05S32

Certain 2003 – 2005 Model Year Ford Crown Victoria Police
Interceptor and Commercial Heavy Duty (Taxi) Vehicles
Dash Outer Insulator

When contacting the Parts Support Center please provide:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA # 05S32
- Part number and QTY being requested or question / concern regarding part

The DOR/COR for this program is 50353. This number identifies parts ordered for this recall through the Parts Support Center **New!** (1-800-207-2444). Continue to contact the Special Service Support Center for related damage, technical, or other repair issues (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 THROUGH 2005 CROWN VICTORIA POLICE INTERCEPTOR AND CROWN VICTORIA COMMERCIAL HD VEHICLES — DASH OUTER INSULATOR REPLACEMENT

OVERVIEW

This program involves removing two (2) sections of the dash outer insulator from under the vehicle in the area above the forward catalytic converters and installing *new* adhesive backed insulator pads to the underbody.

SERVICE PROCEDURE



WARNING: THE VEHICLE EXHAUST SYSTEM MUST BE ALLOWED TO COOL BEFORE PERFORMING THIS REPAIR OR PERSONAL INJURY COULD OCCUR FROM CONTACT WITH THE HOT EXHAUST.

NOTE: The dash outer insulator material is fastened in place above the transmission and is attached above the right frame just rearward of the front right wheel opening. For this program, it is not necessary to remove the entire piece of insulator, but to cut it along both sides of the transmission tunnel leaving the center section attached to the underbody. The portion that is attached above the right frame can be simply torn away to remove.

1. Raise the vehicle on a hoist.
2. **CAUTION: DO NOT cut or damage any wires (HO2S, CMS, transmission harness) in the areas above or near the catalytic converters.**

Using a sharp razor-type knife, cut the dash outer insulator material from above the catalytic converters as shown in Figures 1 and 2.

- On the driver side – use the corner shown as a landmark to start or end the cut, then remove the cut piece of insulator. See Figure 1.
- On the passenger side – follow the transmission tunnel as a guide when making the cut, then pull the insulator to tear it from the right frame.
- Discard the cut pieces of insulator. See Figure 2.



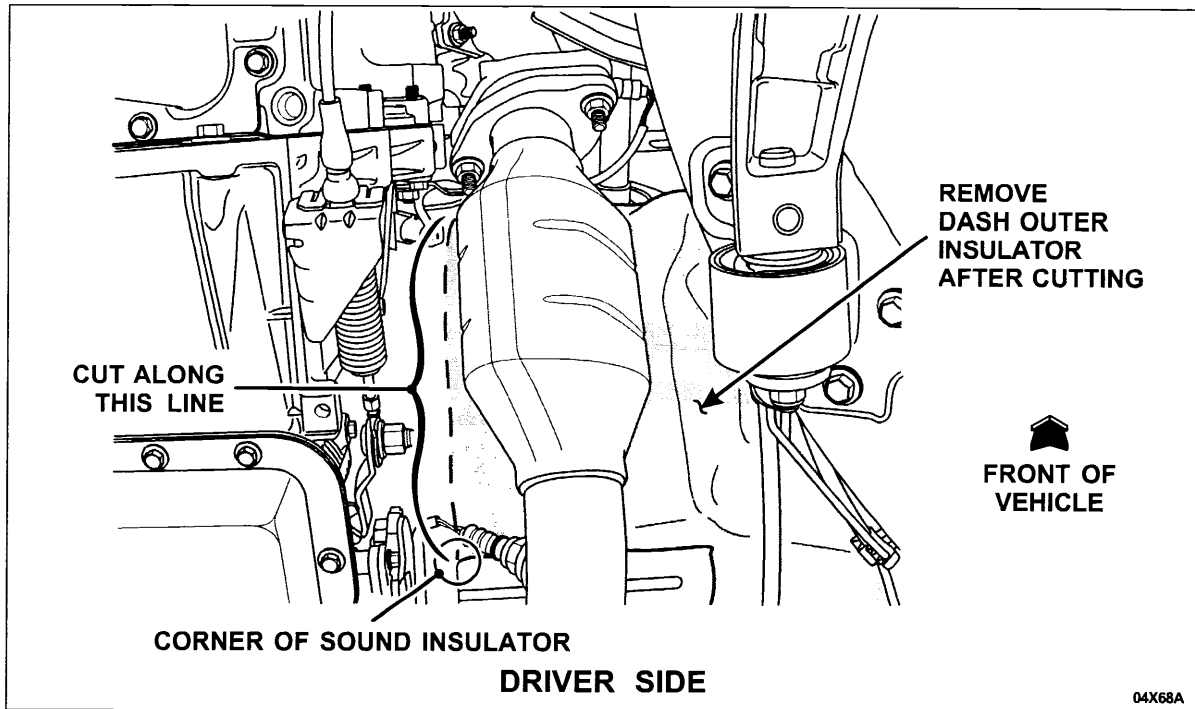


FIGURE 1

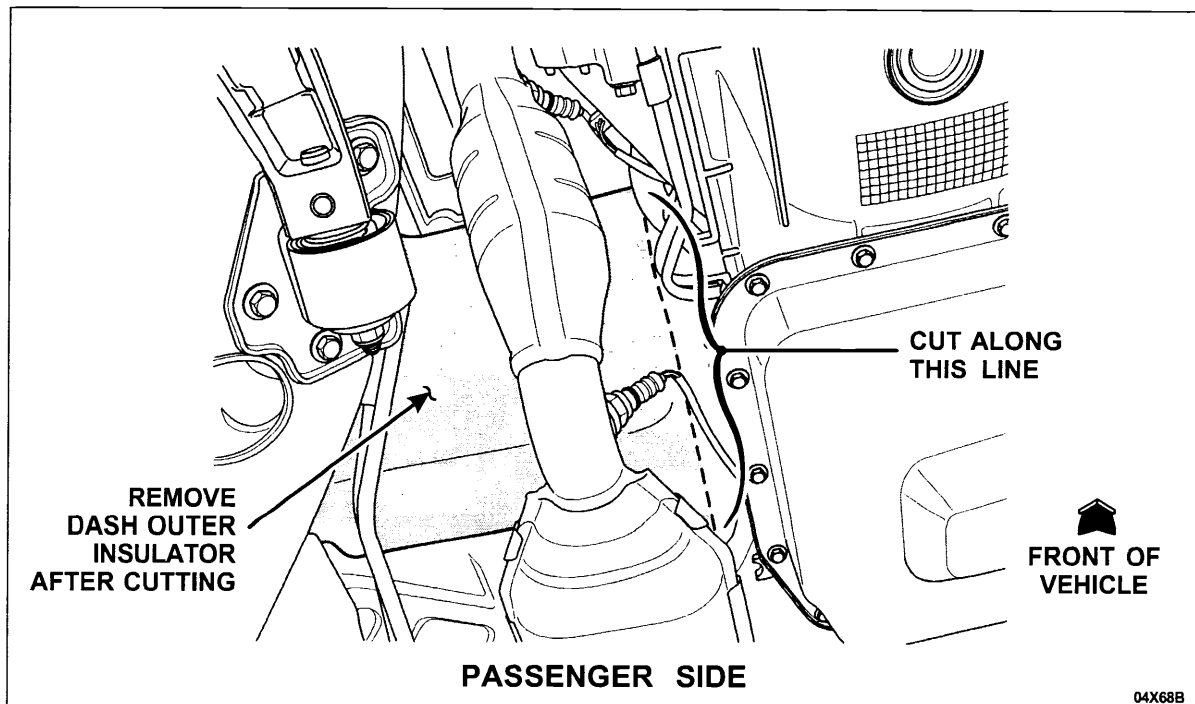


FIGURE 2



3. Clean the areas above the catalytic converters using a clean rag to remove any debris, then spray the areas with Brake Clean or equivalent cleaner that will not leave an oily residue and allow the areas to dry completely.
4. **CAUTION: DO NOT place the heat shield OVER any part of the remaining dash outer insulator. Be sure that enough dash outer insulator material has been cut away to properly position and install the *new* insulator pads as outlined.**

NOTE: The adhesive on the *new* insulator pads is quite strong. Be sure to position it properly before affixing it to the underbody.

Install the insulator pads as follows:

See Figures 3 and 4.

- a) Make sure the areas are clean and dry, then peel the backing off the insulator pad.
- b) Position the insulator pad directly above the catalytic converter with the lower inside corner of the pad placed directly above the HO2S on the rounded corner of the underbody panel.
- c) The lower edge of the pad should be parallel to and about 50 mm (2 inches) forward of the underbody stamped gusset.
- d) The upper edge of the pad should be almost even with the catalytic converter-to-exhaust manifold flange.
- e) Press the pad in place and smooth it down to make sure there is 100% contact to the underbody across the entire pad.

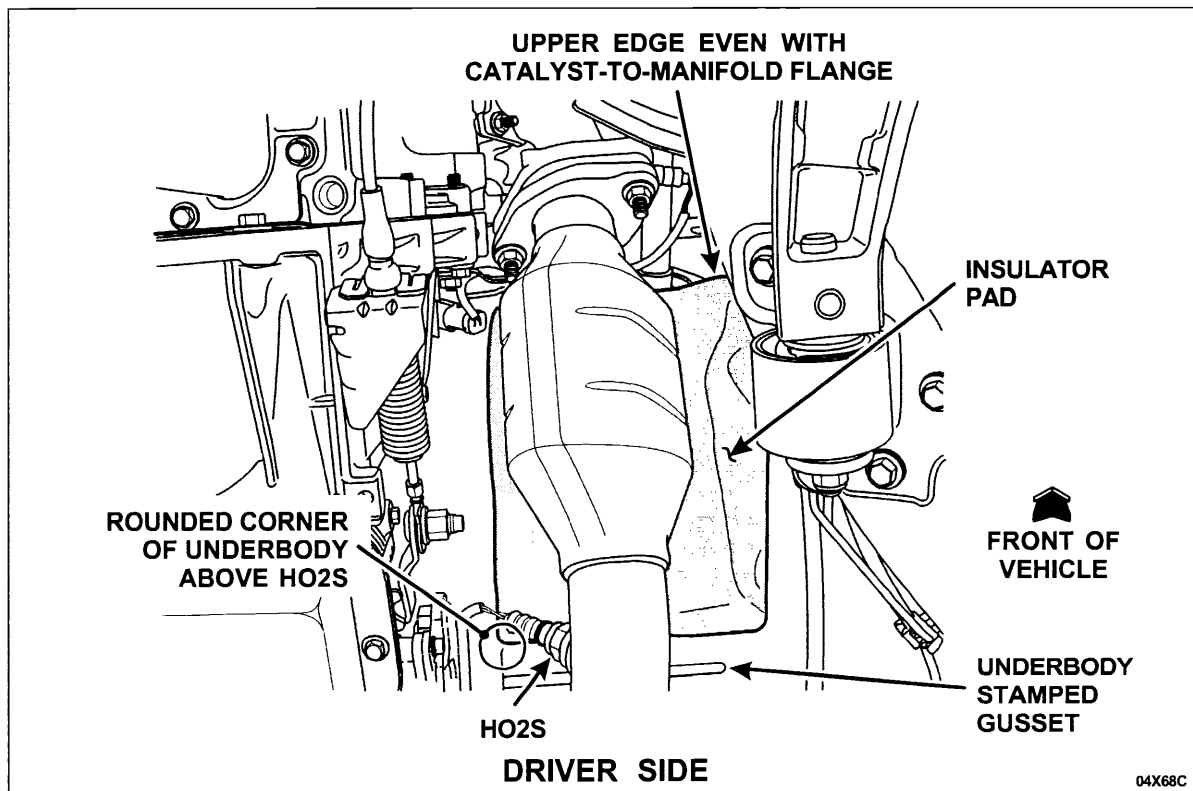


FIGURE 3



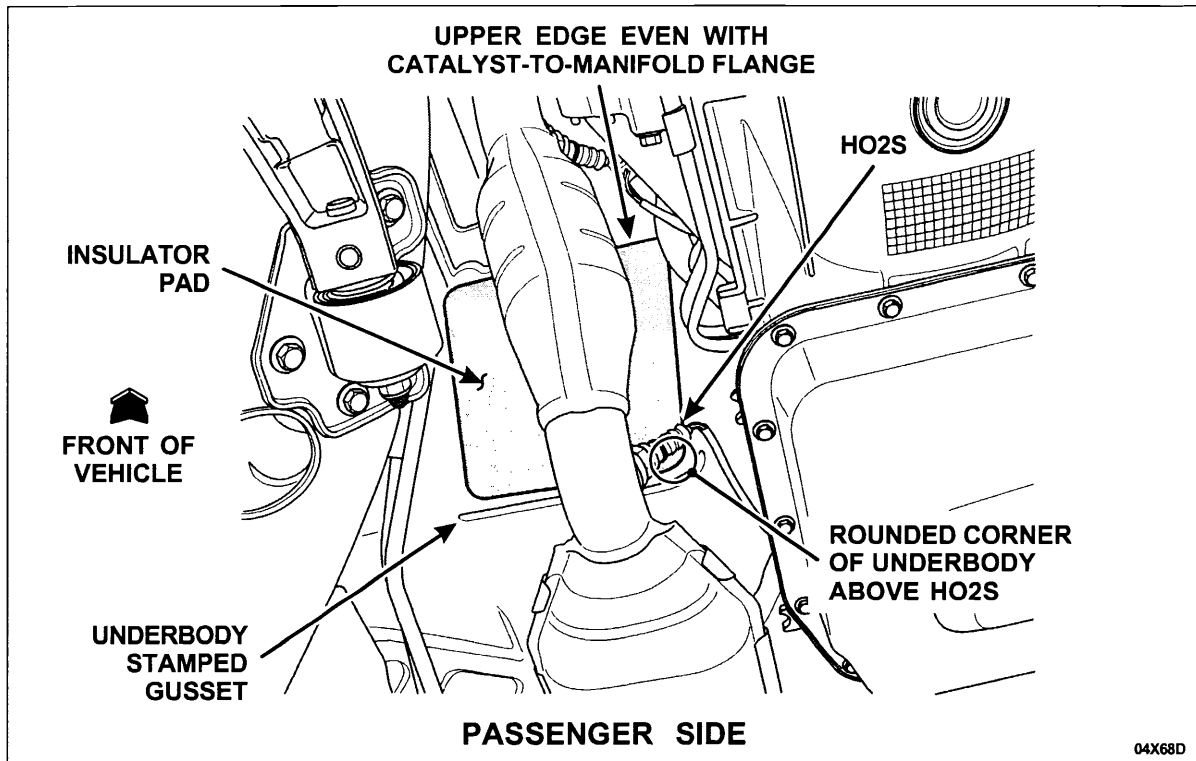


FIGURE 4

5. Lower and release the vehicle.





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

June 2005

Safety Recall 05S32

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 – 2005 Model Year Ford Crown Victoria Police Interceptor and Commercial Heavy Duty (Taxi) 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.

What is the issue?

At the extremely high operating temperatures typical of police and taxi drive cycles, the dash outer insulator could sag and possibly contact the surface of the light-off catalyst. If this occurs, the outer layer of the insulator may char, possibly resulting in a burning odor, smoke, or ultimately a fire.

Please note: The dash outer insulator is located under the vehicle, positioned between the exhaust system and the underbody.

What will Ford and your dealer do?

Ford Motor Company and your dealer will remove the existing dash insulator in the area of concern, and install a revised design insulator pad, 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 05S32. 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.

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

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 6251, Dearborn, Michigan 48121-6251. 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.

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.

All Other 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 – 5PM

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