

Ford Motor Company

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OFFICE OF
DEFECTS INVESTIGATION

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

December 2, 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

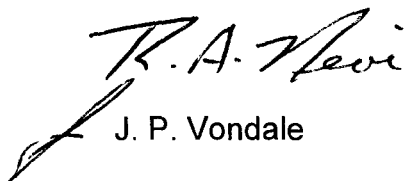
Dear Mr. Person:

Subject: Safety Recall 05V-515
(Ford Number 05S37)

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 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 2005 model year Ford Five Hundred, Mercury Montego and Ford Freestyle vehicles. Specific details were submitted to you in a letter dated November 7, 2005. Owner notification letters were mailed on December 1, 2005.

Sincerely,


J. P. Vondale

Attachment(s)
05S37 Dealer-Owner Bulletin





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

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

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.

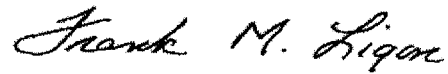
ATTACHMENTS

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

Safety Recall 05S37

Certain 2005 Model Year Five Hundred, Montego, and Freestyle Vehicles
Fuel Tank Strap Replacement

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

FSA VIN LIST ACTIVATED? Yes.

Available through FMCDealer.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.

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Certain 2005 Model Year Five Hundred, Montego, and Freestyle Vehicles
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.

Safety Recall 05S37
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 Fuel Tank Strap Replacement

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).

Safety Recall 05S37
Certain 2005 Model Year Five Hundred, Montego, and Freestyle Vehicles
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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 #: 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.

CERTAIN 2005 MODEL YEAR FREESTYLE, FIVE HUNDRED AND MONTEGO MODELS — FUEL TANK STRAP REPLACEMENT

OVERVIEW

This program involves replacing both fuel tank straps on the affected vehicles. Draining the fuel tank will not be required since only one strap will be replaced at a time and a tall jackstand will be used to support the tank. The plastic pushpin retainers that are being cut off were used as a production assembly aid only. Replacing them is not required. Also, a commercially available 13 mm torque adapter is required to tighten the strap rear bolts on the front wheel drive sedan applications due to the limited clearance behind the fuel tank.

SERVICE PROCEDURE

NOTE: Replace the RIGHT SIDE (passenger side) fuel tank strap first.

1. NOTE: It is not necessary to drain any fuel from the tank before disconnecting the filler tube from the fuel tank even if it is full. Fuel will not spill if the vehicle is raised level on a hoist.
On Five Hundred and Montego FWD models only, disconnect the fuel filler tube from the fuel tank.
2. Position a tall jackstand under the right side (passenger side) of the fuel tank to support its weight. Do not place the stand under the heat shield.
3. Using side cutters, cut off the two (2) plastic pushpin retainers protruding through the heat shield and tank strap. See Figure 1.
4. Remove the fuel tank strap bolts and remove the strap from the vehicle. On Five Hundred and Montego FWD vehicles, **discard the REAR bolt only**. See Figure 1.

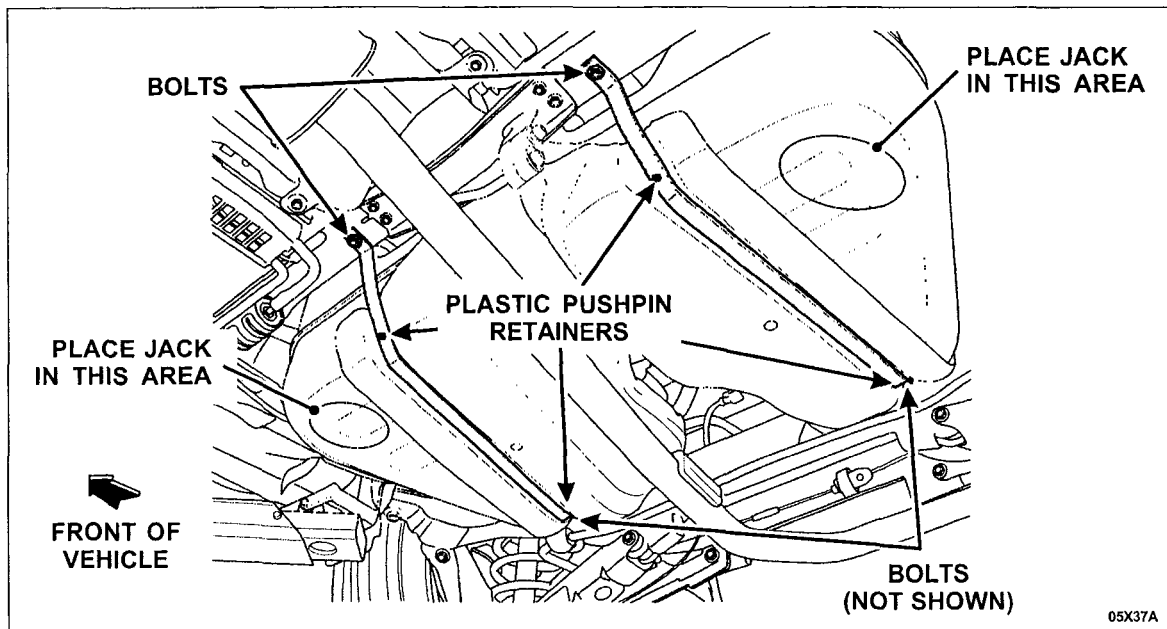


FIGURE 1



5. Remove and discard the heads of the plastic pushpin retainers from above the heat shield.
6. **CAUTION: Do not bend the straps during installation.**

CAUTION: The service kits for the Five Hundred and Montego FWD vehicles comes with a *new*, shorter rear bolt. The original rear bolts must be discarded.

Position a *new* strap in place and install the rear retainer bolt first, then the front bolt. Tighten the bolts hand tight at this time.

7. Reposition the jack to the other side of the tank, then repeat Steps 2 through 5 to replace the left side strap.
8. Remove the jack when strap replacement is completed.



9. **CAUTION: Proper fuel tank strap bolt torque is critical to the performance of the straps.**

Tighten the bolts to 35 Nm (26 lb-ft).

NOTE: Access to the fuel tank strap rear bolts varies from model to model. The following information is provided as a guide when tightening the rear strap bolts.

Remember – Items such as deep sockets and torque wrenches vary greatly in size not only from manufacturer to manufacturer, but each manufacturer may offer different size wrenches as well. When using a crowfoot wrench or a torque adapter, calculate the proper torque wrench setting based on tool dimensions. See Figure 2.

- **Freestyle FWD** – tighten the bolts using a torque wrench and standard shallow socket.
- **Freestyle AWD** – tighten the bolts using a crowfoot wrench on an extension positioned in the pocket of the lower control arm-to-inboard pivot bushing.
- **Five Hundred / Montego FWD** – tighten the bolts using a torque wrench and a commercially available torque adapter positioned above the rear subframe.
- **Five Hundred / Montego AWD** – tighten the bolts using a torque wrench and a deep socket positioned above the rear subframe.

10. Connect the fuel filler tube to the fuel tank. Tighten the clamp to 3 Nm (27 lb-in). (Five Hundred and Montego FWD models only)

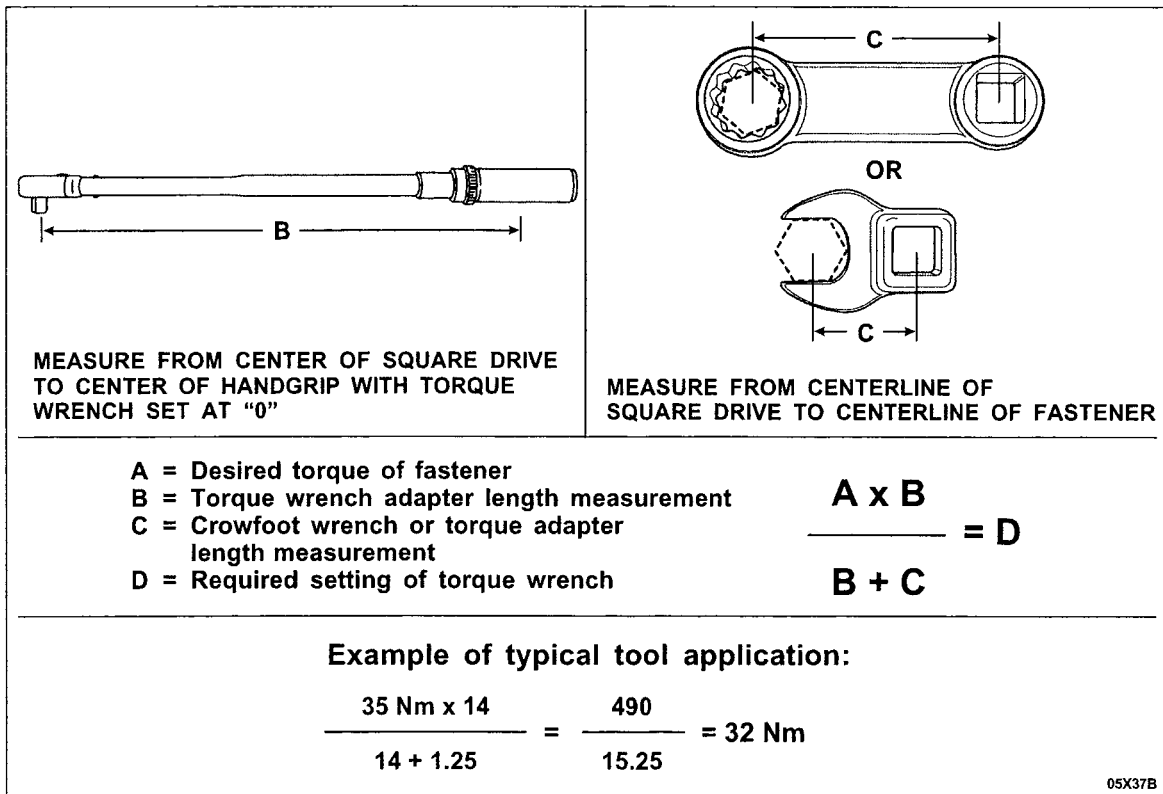


FIGURE 2



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

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).



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

December 2005

Safety Recall 05S37

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 that relates to motor vehicle safety exists in certain 2005 model year Ford Five Hundred, Mercury Montego, and Ford Freestyle 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.

What is the issue?

The straps that secure the fuel tank to the vehicle body may break, causing the fuel tank and fuel tank heat shield to drop on the driveshaft (all wheel drive vehicles) or exhaust system (front wheel drive vehicles). If this happens, drivers may notice a noise or a fuel leak. A fuel leak in the presence of an ignition source may result in a fire.

What will Ford and your dealer do?

Ford Motor Company and your dealer will replace both fuel tank straps 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 05S37. 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.genuineservice.com> for dealer addresses, maps, and driving instructions.

Fleet Owners: To locate a dealer, you can access www.fleet.ford.com for dealer addresses, maps, and driving instructions or you may call 1-800-34FLEET. Representatives are available 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

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.

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 are Monday through Friday 8AM – 5PM (Your Local Time).

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

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.

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 Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations