



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

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

April 2006

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

**SUBJECT:** Safety Recall 03S04 Supplement #1:  
Certain 1998-2002 Model Year Explorer and Mountaineer Vehicles Equipped With  
High Back Seats - Driver Seat Recliner Bolt

**REF:** Safety Recall 03S04 Dated August 2003

### **AFFECTED VEHICLES**

- Certain 1998 - 2001 model year 4-Door Explorer and Mountaineer Vehicles equipped with high back seats, built at the Louisville and St. Louis Assembly Plants from Job #1, 1998 through Job Last, 2001.
- Certain 1998 - 2002 model year 2-Door Explorer/Explorer Sport\* Vehicles equipped with high back seats, built at the Louisville Assembly Plant from Job #1, 1998 through Job Last, 2002.
- Certain 2001 - 2002 model year Explorer Sport Trac Vehicles equipped with high back seats, built at the Louisville Assembly Plant from Job #1, 2001 through Job Last, 2002.

\* In 2001 the Explorer 2-door was re-named Explorer Sport.

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 April 5, 2006.

**Note:** Some of the vehicles affected by this program are also affected by program 03S03. Affected customers will receive one letter describing both programs. For customer convenience, please complete both programs 03S03 and 03S04 during one customer visit.

### **NEW REASON FOR THIS SUPPLEMENT**

*This bulletin is being supplemented to expand the affected vehicle coverage to include 8,572 additional 2001-2002 model year Explorer Sport vehicles.*

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, a bolt that attaches the seat recliner mechanism to the driver seat back frame may fracture. If this condition were to occur, the customer may experience looseness or noise in the seat. In extreme cases the seat back may recline until it makes contact with an object behind the seat or the second row cushion. The occupant could potentially lose contact with the steering wheel or foot pedals, possibly resulting in a crash.

### **SERVICE ACTION**

The technician must replace the upper bolt (and in some cases, the lower bolt) that attaches the driver seat recliner mechanism to the seat back frame. This must be done on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers. This service must be performed on affected vehicles at no charge to the vehicle owner.

**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.**

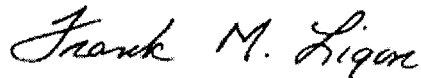
**ATTACHMENTS**

Attachment I:           Administrative Information  
Attachment II:          Labor Allowances and Parts Ordering Information  
Attachment III:         Technical Information  
Customer Notification Letter

**QUESTIONS & ASSISTANCE**

Parts Issues: Parts Support Center (Dealer only) .....1-800-207-2444  
All Other Issues: Special Service Support Center (Dealer Only) .....1-800-325-5621

Sincerely,

A handwritten signature in cursive script that reads "Frank M. Ligon".

Frank M. Ligon

**Safety Recall 03S04-S1**  
Certain 1998-2002 Model Year Explorer and Mountaineer Vehicles  
Driver Seat Back Latch Bolt

**OASIS ACTIVATED?** Yes. OASIS will be activated for the additional vehicles by April 3, 2006.

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by April 5, 2006. Owner names and addresses will be available for the additional vehicles by April 17, 2006.

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**

Related damage claims are not approved for this program.

**ADDITIONAL LABOR TIME**

This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.

**Safety Recall 03S04-S1**  
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**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 the recall on the vehicle.***
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 03S04
  - 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. Related damage requires approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

**Safety Recall 03S04-S1**  
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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace driver side seat bolt and add spacer – Stamped Type without airbag (includes inspect)	03S04B	0.3 Hour
Replace driver side seat bolts and add spacer – Tubular Type without airbag (includes inspect)	03S04C	0.4 Hour
Replace driver side seat bolts and add spacers – Tubular Type with airbag (includes inspect)	03S04D	0.6 Hour

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Please be aware the BB kit will be utilized on approximately 75% of all repairs while the CA kit will only be used on approximately 25% of the repairs.

Part Number	Description	Involved Population	Quantity
F87Z-7862649-BB	Tubular Frame Repair Kit	75%	1
F87Z-7862649-CA	Stamped Frame Repair Kit	25%	1

The DOR/COR for this program is 50309. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

**RECALL PARTS SUPPORT CENTER**

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 (734) 374-1030

Please be prepared to provide the following information:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #: 03S04
- Vehicle Identification Number (if requested)

**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 1998-2002 MODEL YEAR EXPLORER AND MOUNTAINEER VEHICLES — DRIVER SEAT RECLINER BOLT

### OVERVIEW

This procedure involves replacement of certain seat recliner assembly attaching hardware on two different style driver seat assemblies. The driver seat will have either a stamped seat back frame or a tubular seat back frame. These seats can be distinguished from one another by slightly lifting the seat back cover and viewing the corner of the seat back frame itself. See Figures 1 and 2.

- Tubular seatback frames can be identified by a hole in the lower flange where the recliner mechanism attaches to the seatback frame. See Figure 1.
- Stamped seatback frames can be identified by not having the tell-tale hole in the frame that is evident on the tubular seatback frame. See Figure 2.

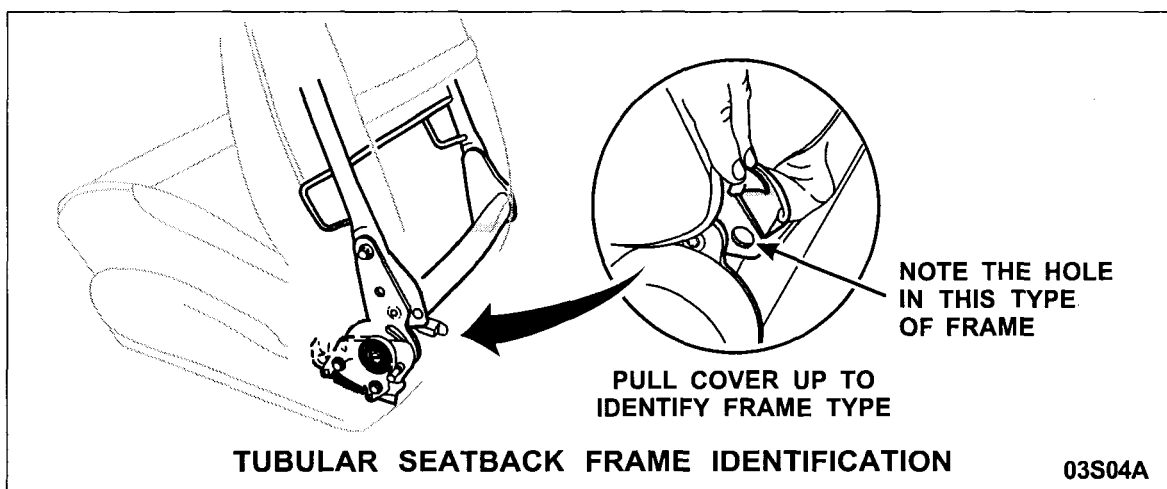


FIGURE 1

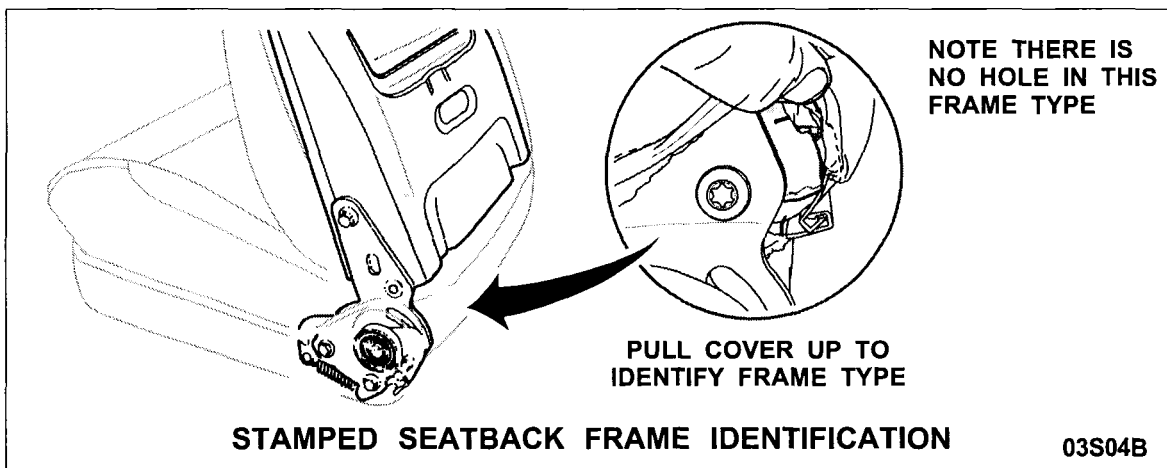


FIGURE 2



For each type of seat, a different service kit is required. Kits are NOT interchangeable. See Figure 3.

- Stamped Seatback - The kit consists of:
  - One (1) UPPER bolt with thread sealer patch (bolt A)
  - One (1) 1-inch spacer (spacer A)
- Tubular Seatback - The kit consists of:
  - One (1) UPPER bolt with thread sealer patch (bolt A)
  - One (1) LOWER bolt without thread sealer patch (bolt B)
  - One (1) ¾-inch spacer (spacer B)

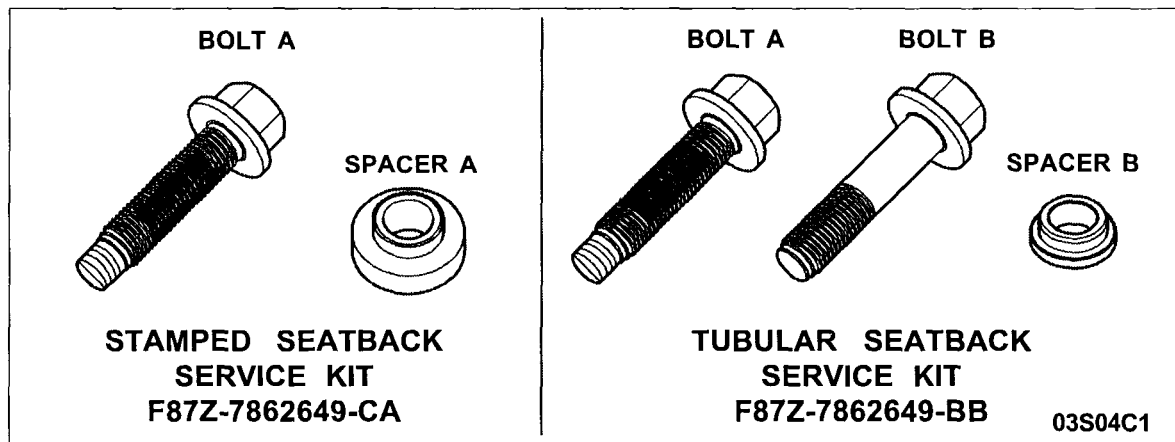


FIGURE 3

## SERVICE PROCEDURE

### FOR ALL AFFECTED VEHICLES

**WARNING: ALWAYS WEAR SAFETY GLASSES WHEN REPAIRING AN AIRBAG SUPPLEMENTAL RESTRAINT SYSTEM VEHICLE AND WHEN WORKING NEAR AN AIR BAG MODULE. THIS WILL REDUCE THE RISK OF PERSONAL INJURY IN THE EVENT OF AN ACCIDENTAL DEPLOYMENT.**

**WARNING: TO REDUCE THE RISK OF PERSONAL INJURY, DO NOT USE ANY MEMORY SAVER DEVICES.**

NOTE: If a seat equipped with a seat mounted side air bag and/or a safety belt pretensioner system is being serviced, **the supplemental restraint system (SRS) must be depowered.**

1. **NOTE: Only use the method described to distinguish between driver seatback frame types. Trim and accessories may vary from one seat to another of the same frame configuration.**

Identify the type of seat back frame by slightly lifting the outside rear corner of the seat back cover and viewing the frame itself. **Be sure to procure the proper kit based on the type of seat back frame.**

2. **NOTE: Go to Step 7 if the vehicle is not equipped with side air bags.**  
Record the preset radio stations.



3. Position the driver seat to its full-forward position.
4. Turn the ignition switch from RUN to OFF.
5. Remove the fuse box cover from the left side of the instrument panel near the driver door hinge area and then remove the applicable airbag fuse. Refer to the following chart to determine which fuse must be removed when working on a vehicle with side air bags.

Model Year	Vehicle	Fuse Number and Location	Amp Rating
1998	Explorer / Mountaineer	F2 — I/P Fuse Panel	7.5
1999	Explorer / Mountaineer	F2 — I/P Fuse Panel	7.5
2000	Explorer / Mountaineer	F2 — I/P Fuse Panel	7.5
2001	Explorer / Mountaineer	F2 — Central Junction Box L/H Side of I/P	7.5
	Sport / Sport Trac	F2.6 — Central Junction Box L/H Side of I/P	7.5 or 15
2002	Explorer / Mountaineer through 3-3-02	F2.28 — Central Junction Box L/H Side of I/P	10
	Explorer / Mountaineer from 3-4-03	F2.19 — Central Junction Box L/H Side of I/P	10
	Sport / Sport Trac through 2-17-02	F2.6 — Central Junction Box L/H Side of I/P	7.5 or 15
	Sport / Sport Trac from 2-18-02	F2.12 — Central Junction Box L/H Side of I/P	15

6. Disconnect the battery negative cable and wait one minute.
7. Position the driver seatback to its full-forward position.
8. **CAUTION: Take care not to damage the seatback trim cover during this step.**  
Unhook the seatback trim cover J-clip. See Figure 4.

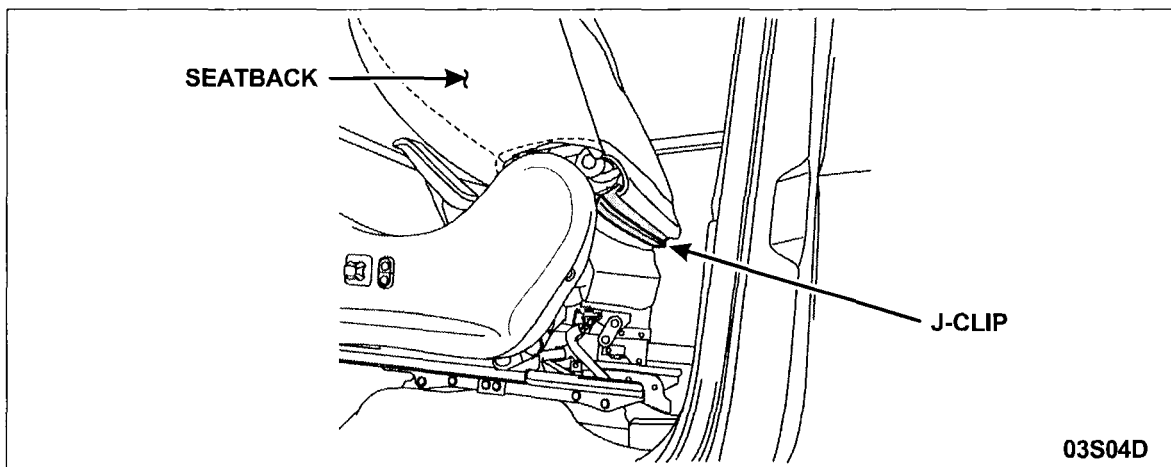
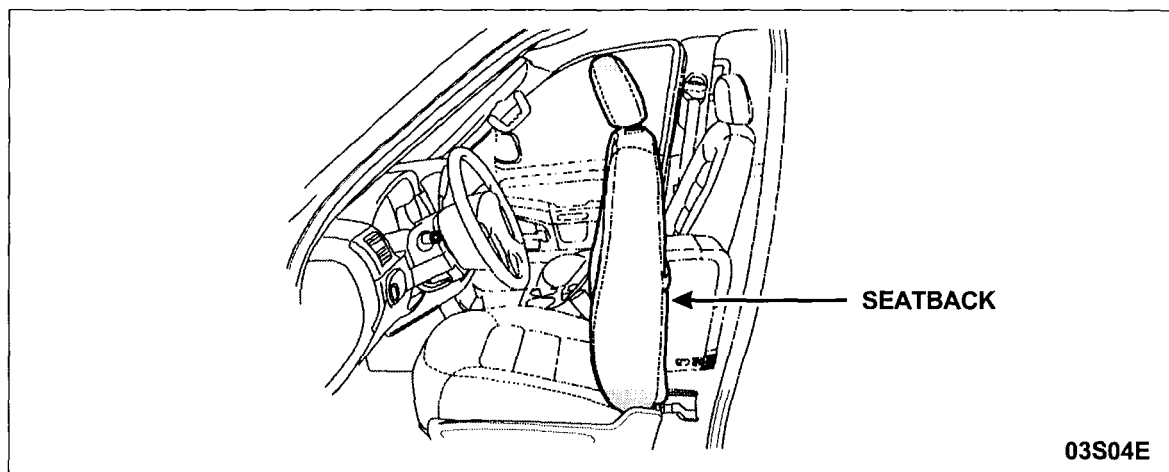


FIGURE 4



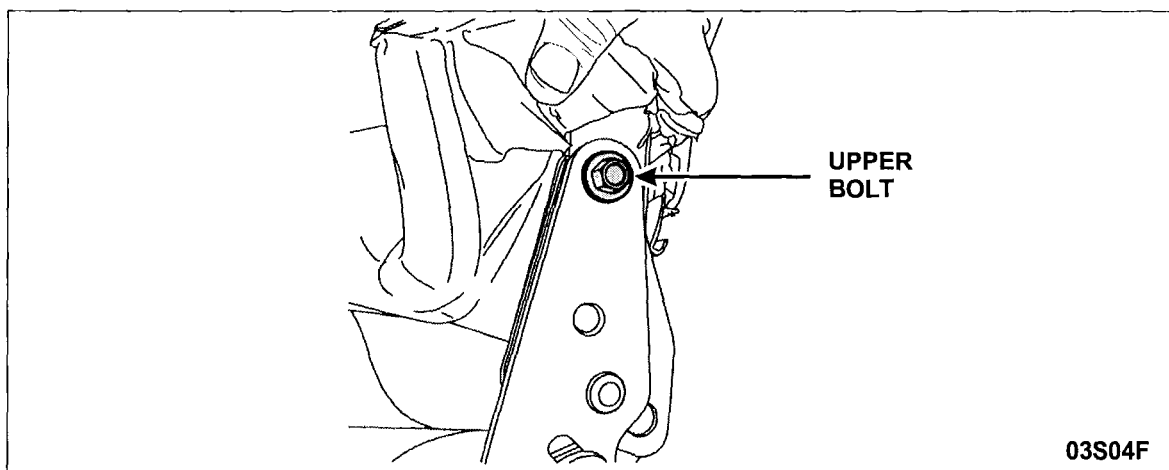
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DEARBORN, MICHIGAN 48121  
08/03

9. Position the driver seatback to a straight-up position. See Figure 5.



**FIGURE 5**

10. Carefully pull the outside of the seatback trim cover up to expose the recliner upper bolt. See Figure 6.



**FIGURE 6**



11. Remove and discard the upper bolt.
12. Remove and discard the plastic bushing. See Figure 7.

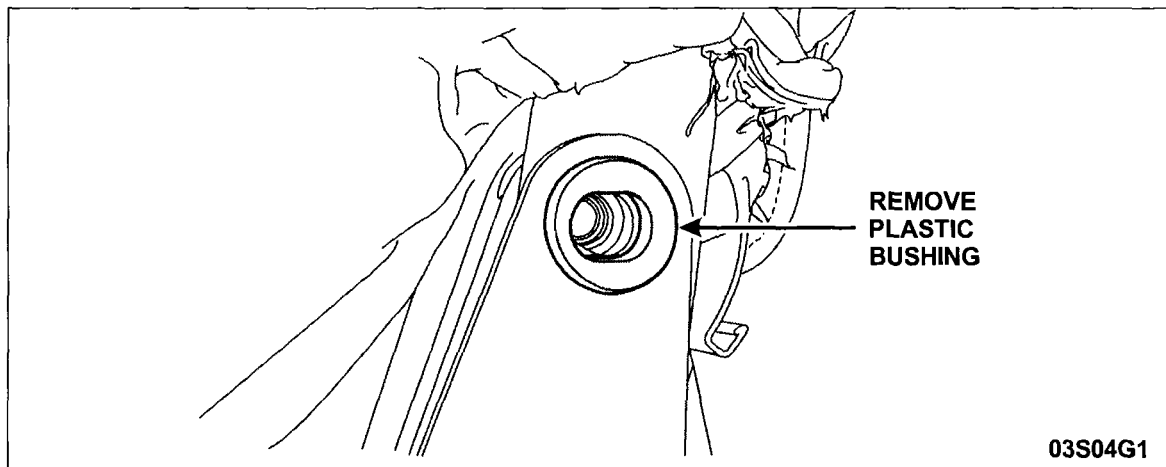


FIGURE 7

13. **CAUTION:** Be sure to use the correct spacer for the application. Refer to Figure 3.
  - Spacer A 1-inch on **STAMPED** seatback frames.
  - Spacer B ¾-inch on **TUBULAR** seatback frames.

Insert the **new** spacer from the inboard side of the bolt hole. When inserted correctly, the spacer should be between the recliner mechanism arm and the seatback frame. See Figure 8.

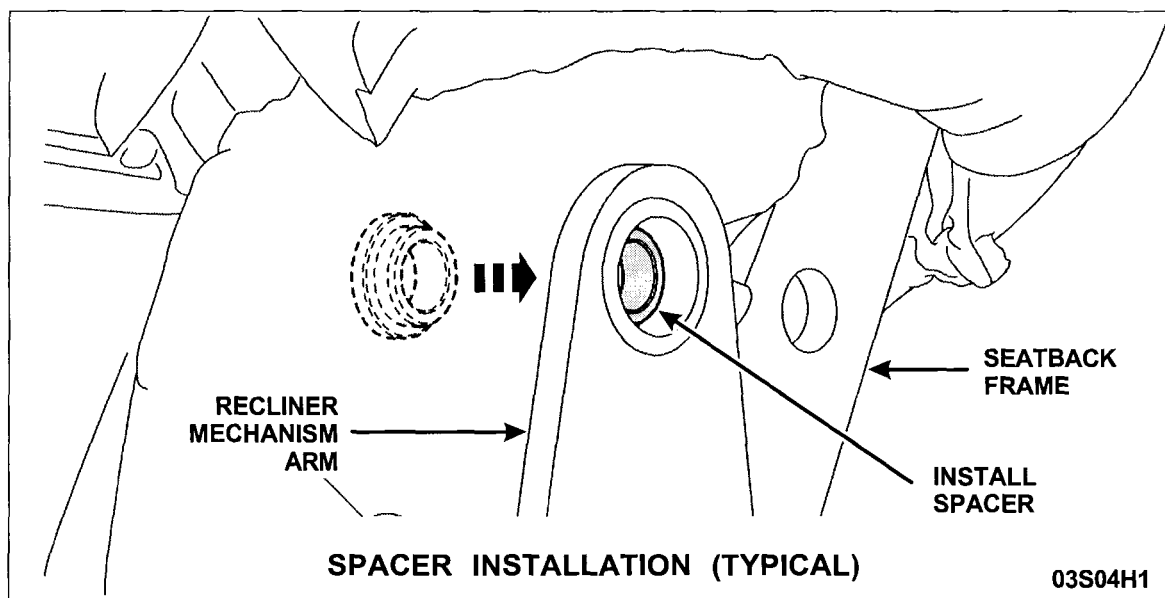


FIGURE 8



14. Install the **new** upper bolt (Bolt A). Tighten the bolt to 45 Nm (33 lb-ft).
15. Carefully install the seatback trim cover over the recliner mechanism arm and into its original position.
16. Position the driver seatback to its full-forward position.
17. Connect the seatback trim cover J-clip.
18. Position the driver seatback to its original position.
  - If the vehicle is equipped with a tubular seatback frame, go to Step 23.
  - If the vehicle is equipped with a stamped seatback frame, continue with the next step.
19. NOTE: If the vehicle **is not** equipped with side air bags, no further service is required.  
Turn the ignition switch from OFF to RUN.
20. Install the airbag fuse and then install the fuse box cover.
21. **WARNING: BE SURE THAT NOBODY IS IN THE VEHICLE AND THAT THERE IS NOTHING BLOCKING OR SET IN FRONT OF ANY AIRBAG MODULE WHEN THE BATTERY NEGATIVE CABLE IS CONNECTED.**  
Connect the battery negative cable.
22. Position the driver seat to its original position and program the recorded preset radio stations.

**THIS COMPLETES SERVICE ON STAMPED SEATBACK FRAMES.  
FOR TUBULAR SEATBACK FRAMES, PLEASE CONTINUE WITH THE  
FOLLOWING STEPS.**

23. Position the seat cushion side shield aside as follows:
  - Pull off the lumbar support manual adjuster knob, if equipped.
  - Remove two (2) shield attaching screws (three [3] if equipped with power lumbar adjustment).
  - GENTLY unsnap the shield from the seat frame and position the shield out of the way.
24. Remove and discard the lower bolt from the recliner assembly. See Figure 9.

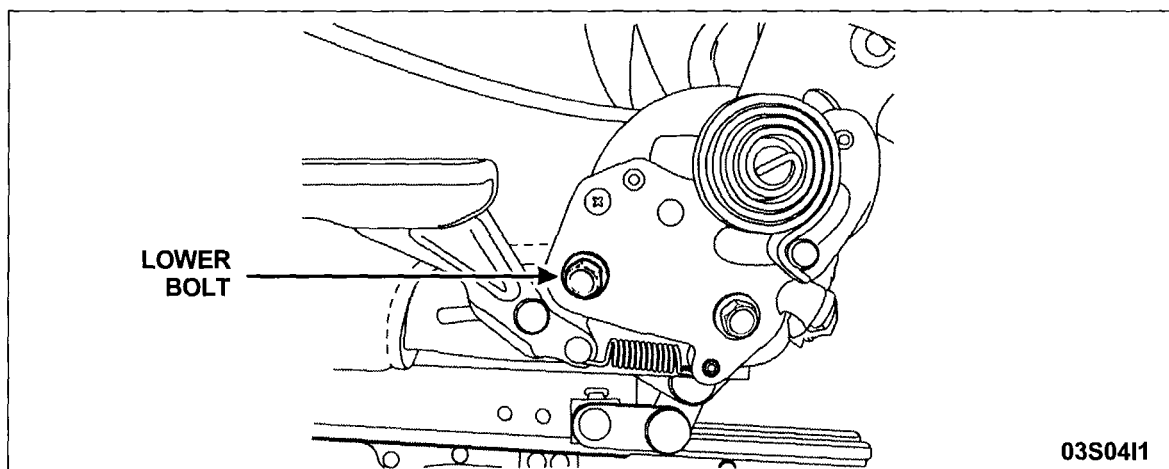


FIGURE 9



25. Install the **new** lower bolt (Bolt B) into the recliner assembly. Tighten the bolt to 45 Nm (33 lb-ft).
26. Install the seat cushion side shield as follows:
  - Align and snap the shield into place.
  - Install the two (2) removed screws.
  - Install the lumbar support adjuster knob.
27. NOTE: If the vehicle **is not** equipped with side air bags, no further service is required.  
Turn the ignition switch from OFF to RUN.
28. Install the airbag fuse and then install the fuse box cover.
29. **WARNING: BE SURE THAT NOBODY IS IN THE VEHICLE AND THAT THERE IS NOTHING BLOCKING OR SET IN FRONT OF ANY AIRBAG MODULE WHEN THE BATTERY NEGATIVE CABLE IS CONNECTED.**  
Connect the battery negative cable.
30. Position the driver seat to its original position and program the recorded preset radio stations.





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

April 2006

**Safety Recall 03S04**

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 1998-2002 Model Year Explorer and Mountaineer 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?**

A bolt that attaches the seat recliner mechanism to the driver seat back frame on your vehicle may fracture. If this condition were to occur, you may experience looseness or noise in the seat. In extreme cases the seat back may recline until it makes contact with an object behind the seat or the second row cushion. This could potentially cause you to lose contact with the steering wheel or foot pedals, possibly resulting in a crash.

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

Ford Motor Company will repair your vehicle free of charge (parts and labor). Your dealer will replace the upper bolt (and in some cases, the lower bolt) that attaches the driver seat recliner mechanism to the seat back frame. 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 03S04. 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 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone).

All Other Owners: If you do not already have a servicing dealer, you can access <http://www.genuineservice.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.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

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 still need to have the recall described in this letter performed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

**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 9:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at [www.fleet.ford.com](http://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 are Monday through Friday 8AM – 5PM (Your Local Time)

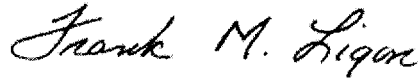
If you wish to contact us through the Internet, our address is:

**[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 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,

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

Frank M. Ligon  
Director  
Service Engineering Operations