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Ford Motor Company
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August 1, 2011

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 11S21

Certain 1997 through 2003 Model Year F-150, 2004 Model Year F-150 Heritage, 1997 through 1999 Model Year F-250 Light Duty, and 2002 through 2003 Model Year Blackwood Vehicles Operated in Corrosion States
Fuel Tank Strap Inspection and Repair

AFFECTED VEHICLES

Certain 1997 through 2003 model year F-150, 2004 model year F-150 Heritage, 1997 through 1999 model year F-250 Light Duty, and 2002 through 2003 model year Blackwood vehicles built at the Cuautitlan, Kansas City, Michigan Truck, Norfolk, and Ontario Assembly Plants from Job #1 1997 through Job Last 2004 and originally sold in, or currently registered in the following states:

Connecticut	Iowa	Michigan	New York	West Virginia
Delaware	Kentucky	Minnesota	Ohio	Wisconsin
District of Columbia	Maine	Missouri	Pennsylvania	
Illinois	Maryland	New Hampshire	Rhode Island	
Indiana	Massachusetts	New Jersey	Vermont	

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 August 1, 2011.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, if operated in high corrosion areas for an extended period, one or both fuel tank straps could potentially fracture. Strap fracture may result in the fuel tank contacting the ground. If the fuel tank contacts the ground and develops a leak while driving, there is a potential for fire.

PART AVAILABILITY STATUS

Ford has taken the following actions to maximize the number of vehicles that can be repaired immediately, while minimizing customer inconveniences:

- Determined that vehicles equipped with a skid plate provide a secondary constraint of the fuel tank similar to the interim repair and will also require a final repair when sufficient parts are available.
- Worked with current fuel tank strap supplier to expedite the availability of Type 1 straps (Type 1 - current replacement strap with additional corrosion protection added).
- Employed additional suppliers to manufacture Type 2 straps (Type 2 - a new reinforcement strap kit with additional corrosion protection which includes fasteners and attaches to the vehicle's current strap).
- Developed an interim repair for situations when Type 1 and Type 2 straps are not available.

Note: Installation of either a Type 1 or Type 2 part is a permanent repair and will close Safety Recall 11S21.

SERVICE ACTION

Vehicles NOT EQUIPPED with a Fuel Tank Skid Plate:

Dealers will inspect the fuel tank straps for cracks, perforations, or separations. Based on the results of the inspection and the availability of fuel tank strap kits, dealers will perform one of the following service actions:

- **Fuel Tank Strap Kits ARE NOT Available and Straps PASSED the Inspection:** Return the vehicle to the owner along with the "Passed Fuel Tank Strap Inspection" Customer Information Sheet.
- **Fuel Tank Strap Kits ARE NOT Available and Straps DID NOT PASS the Inspection:** Install secondary fuel tank cables per Attachment III – Technical Information and return the vehicle to the owner along with the "Did Not Pass Fuel Tank Strap Inspection" Customer Information Sheet.
- **Fuel Tank Strap Kits ARE Available:** Refer to Inspection Results/Repair Decision Chart in the Fuel Tank Strap Inspection section of Attachment III – Technical Information to determine next steps.

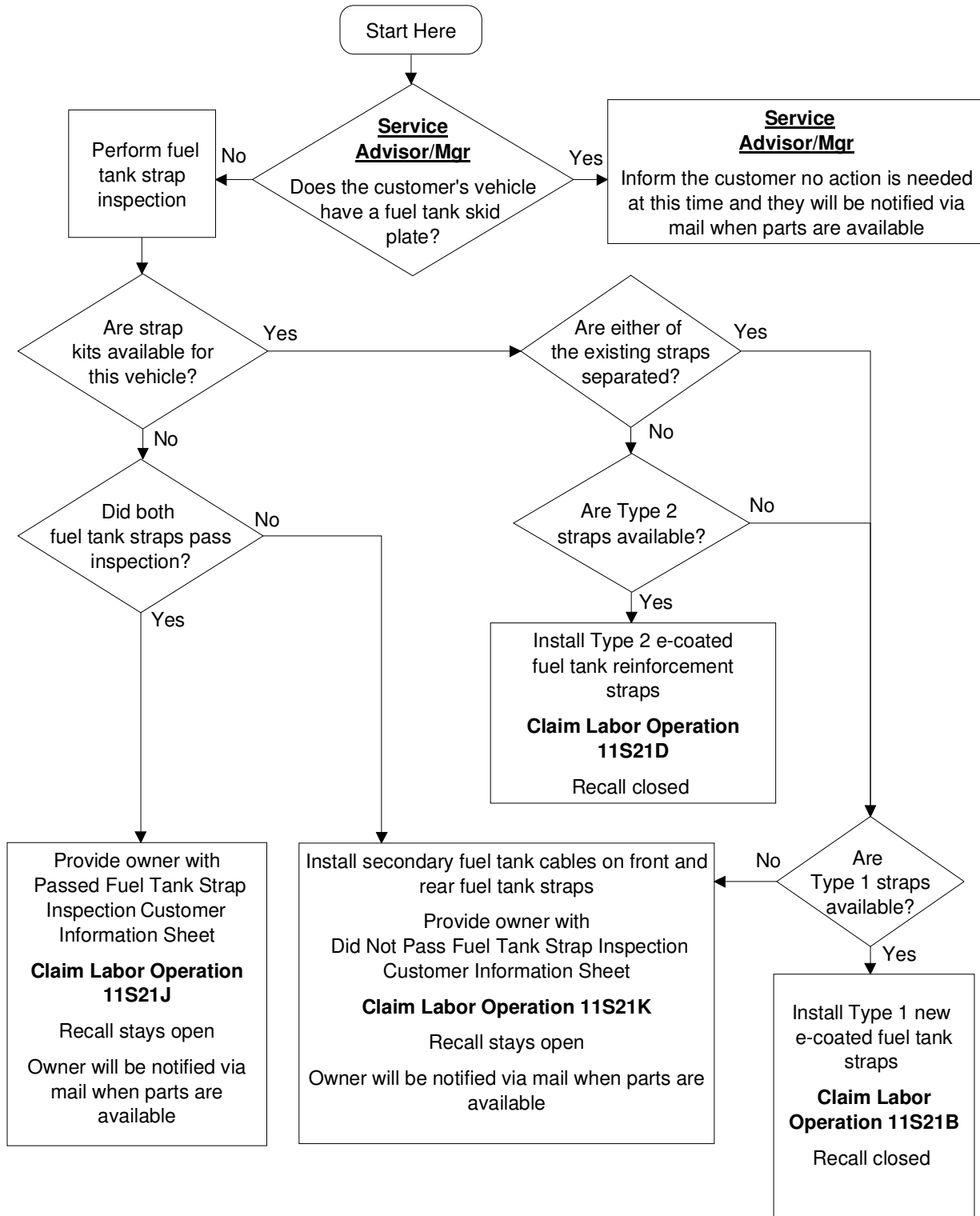
Vehicles EQUIPPED with a Fuel Tank Skid Plate:

Dealers do not need to inspect vehicles equipped with fuel tank skid plates. Dealers should inform the customer no action is needed at this time and to please return when they receive a letter from Ford.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: The previous level of service fuel tank straps (base part number 9054) do not have sufficient corrosion protection and are not authorized to repair vehicles under Safety Recall 11S21.

REPAIR FLOWCHART



OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to begin mailing the week of September 12. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter, with the exception of vehicles that have a fuel tank skid plate which will be repaired later.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Dealer Q&A
- Customer Information Sheet: Passed Fuel Tank Strap Inspection
- Customer Information Sheet: Did Not Pass Fuel Tank Strap Inspection
- Owner Notification Letter
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on August 1, 2011.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on August 1, 2011. Owner names and addresses will be available by mid October 2011.

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.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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 recall.

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. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis.

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.

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- 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. Owners are directed 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. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with fuel tank strap replacement due to fracture.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- 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 prior 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.
- Submit refunds on a separate repair line.
 - Program Code: 11S21
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Provision for Secondary Fuel Tank Cable Repair:** Includes 10' of 3/16" galvanized wire cable and eight cable clamps. Submit on the same repair line as the repair. Applies to Labor Operation 11S21K.
 - Program Code: 11S21
 - Misc. Expense: OTHER
 - Misc. Expense: \$ 13.00
- **Provision for Type 2 Strap Repair:** Includes acid brush and PM-13-A. Submit on the same repair line as the repair. Applies to Labor Operation 11S21D.
 - Program Code: 11S21
 - Misc. Expense: OTHER
 - Misc. Expense: \$ 0.30

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LABOR ALLOWANCES

PARTS ARE NOT AVAILABLE

Description	Labor Operation	Labor Time
Inspected, fuel tank straps <u>passed</u> inspection, returned vehicle to owner. Note: This is an interim repair only and will <u>NOT</u> close Safety Recall 11S21. Note: Should only be claimed on vehicles without a fuel tank skid plate.	11S21J	0.2 Hours
Inspected, fuel tank straps <u>did not pass</u> inspection, installed secondary fuel tank cables on both front and rear locations. Note: This is an interim repair only and will <u>NOT</u> close Safety Recall 11S21. Note: Should only be claimed on vehicles without a fuel tank skid plate	11S21K	0.5 Hours

PARTS ARE AVAILABLE

Description	Labor Operation	Labor Time
Inspected fuel tank straps, installed Type 1 straps.	11S21B	0.4 Hours
Inspected fuel tank straps, installed Type 2 straps.	11S21D	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Claim Quantity
Obtain Locally	Secondary Fuel Tank Cable <ul style="list-style-type: none"> • 3/16" Galvanized High Performance Wire Rope (10 feet per vehicle) • 3/16" Galvanized Wire Rope Clamps (eight per vehicle) 	Claim as MISC OTHER See Attachment I (<u>CLAIMS PREPARATION AND SUBMISSION</u>)
PM-13-A (Only used in Type 2 strap repair)	Anti-Corrosion Coating (One 16 oz. container will repair at least 100 vehicles)	
Fuel Tank Straps (See application table)	Type 1 - current replacement strap with additional corrosion protection added. Type 2 - a new reinforcement strap kit with additional corrosion protection which includes fasteners and attaches to the vehicle's current strap.	1

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FUEL TANK STRAP APPLICATION TABLE

Vehicle Application	Type 1 Part Number	Type 2 Part Number
Regular Cab, 4x2, 120" WB	F65Z-9092-B	F65Z-9092-E
Super Cab, 4x2 & 4x4, 139" WB		
Crew Cab, 4x2 & 4x4, 139" WB		
Regular Cab, 4x2 & 4x4, 139" WB	F65Z-9092-A	F65Z-9092-D
Super Cab, 4x2 & 4x4, 157" WB		
Harley Davidson Version		
Regular Cab, 4x4, 120" WB	F65Z-9092-C	Not Available
Lincoln Blackwood	Call Special Service Support Center at 1-800-325-5621	

NOTE: All available strap kits should be used before installing a Secondary Fuel Tank Cable.

NOTE: The previous level of service fuel tank straps (base part number 9054) do not have sufficient corrosion protection and are not authorized to repair vehicles under Safety Recall 11S21

We have been working closely with our suppliers to accelerate parts availability. As such, there is a limited quantity of Type 1 and Type 2 parts available. Your dealership may receive a mix of both Type 1 and Type 2 seed stock parts in low quantities the week of August 1, 2011. Type 1 and Type 2 kits will be seed stocked to dealers until sufficient quantities are available for open order. A seed stock plan with weekly allocations will be published as soon as possible (targeted for the week of August 8, 2011).

NOTE: Only Type 1 kits can be used to repair vehicles with separated straps. Until sufficient quantities of Type 1 kits are available, Type 2 kits should be used when possible to reserve Type 1 kits to repair vehicles with separated straps.

The DOR/COR number for this recall is 50442.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.