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September 16, 2011

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 11S21 - Supplement #2**
 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

REF: **Safety Recall 11S21 – Supplement #1**
 Dated August 18 2011

New! REASONS FOR THIS SUPPLEMENT

- *Remind dealers that owner letters began mailing the week of September 12, 2011, so dealers should plan for increased customer appointments.*
- *Update the parts seed stock plan through the week of October 31, 2011, to accommodate increased service demand.*
- *Advise dealers that the service action has been updated so that all vehicles, including those equipped with a fuel tank skid plate, can now be repaired. For vehicles equipped with a skid plate, new labor operations (11S21C for Type 1 Straps and 11S21E for Type 2 Straps) will be activated on September 16, 2011.*
- *Provide timing for seed stock and ordering of the Type 1 fuel tank strap kit, part number F65Z-9092-C, used on 120" wheelbase regular cab 4x4 models (low volume model).*
- *Advise dealers that since adequate parts are available, installations of secondary fuel tank cables now require prior approval from the Special Service Support Center (SSSC). Labor operations for inspection and installation of secondary fuel tank cables will be deactivated for repairs dated after September 16, 2011.*
- *Update the Fuel Tank Strap Application Table.*

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 (continued)

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).

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

New! SERVICE ACTION

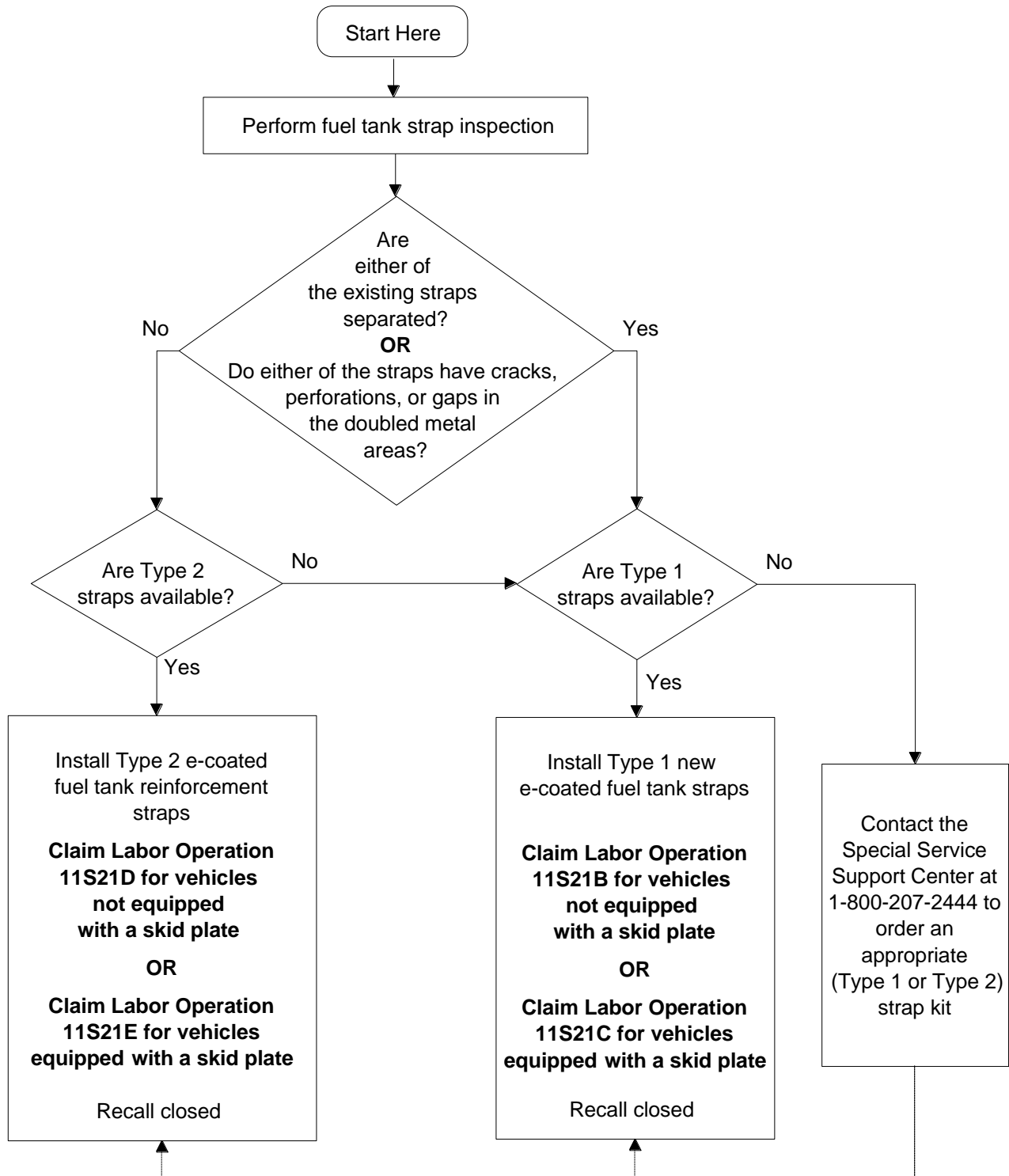
Dealers will inspect the fuel tank straps for cracks, perforations, or separations. Based on the results of the inspection and the availability of fuel tank strap kits, dealers will install either Type 1 new E-coated fuel tank straps or Type 2 E-coated fuel tank reinforcement straps. Refer to the Inspection/Repair Flowchart to determine the appropriate type fuel tank strap kit to be used.

NOTE: *Sufficient parts have been sent to dealers to service vehicles as they arrive. Therefore, installation of secondary fuel tank cables now requires prior approval from the Special Service Support Center (SSSC). Labor operation codes 11S21J for inspection and 11S21K for installation of secondary fuel tank cables will be deactivated for repairs dated after September 16, 2011.*

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.

New! INSPECTION/REPAIR FLOWCHART



New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters began mailing the week of September 12, 2011. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter. Owners of vehicles that were inspected or received an interim repair do not need to be contacted by the dealer. They will receive an owner letter advising them to have this recall completed.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information*
- Attachment IV: Dealer Q&A
- Owner Notification Letter
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Safety Recall 11S21 – Supplement #2

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

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.

New! 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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New! CLAIMS PREPARATION AND SUBMISSION (Continued)

- **Provision for Secondary Fuel Tank Cable Repair:** *Installation of secondary fuel tank cables now requires prior approval from the Special Service Support Center (SSSC). Labor operation codes 11S21J for inspection and 11S21K for installation of secondary fuel tank cables will be deactivated for repairs dated after September 16, 2011.*
- **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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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Vehicles <u>WITHOUT</u> a Fuel Tank Skid Plate		
Inspected fuel tank straps, installed Type 1 straps.	11S21B	0.4 Hours
Inspected fuel tank straps, installed Type 2 straps.	11S21D	0.7 Hours
Vehicles <u>WITH</u> a Fuel Tank Skid Plate		
<i>Inspected fuel tank straps, installed Type 1 straps – Vehicles equipped <u>with</u> a fuel tank skid plate.</i>	<i>11S21C</i>	<i>0.5 Hours</i>
<i>Inspected fuel tank straps, installed Type 2 straps – Vehicles equipped <u>with</u> a fuel tank skid plate.</i>	<i>11S21E</i>	<i>0.8 Hours</i>

NOTE: Installation of secondary fuel tank cables now requires prior approval from the Special Service Support Center (SSSC). Labor operation codes 11S21J for inspection and 11S21K for installation of secondary fuel tank cables will be deactivated for repairs dated after September 16, 2011.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Claim Quantity
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
PM-13-A (Only used in Type 2 strap repair)	Anti-Corrosion Coating (One 16 oz. container will repair at least 100 vehicles)	Claim as MISC OTHER See Attachment I (<u>CLAIMS PREPARATION AND SUBMISSION</u>)

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**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		
Lincoln Blackwood		
<i>2000 through 2003 Harley Davidson Version</i>		
Regular Cab, 4x2 & 4x4, 139" WB Super Cab, 4x2 & 4x4, 157" WB	F65Z-9092-A	F65Z-9092-D
Regular Cab, 4x4, 120" WB	F65Z-9092-C	Not Available

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

NOTE: *Only Type 1 kits can be used to repair vehicles with separated straps or straps that have cracks, perforations or gaps in the doubled metal areas.* 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.

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New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

A combination of Type 1 and Type 2 Fuel Tank Strap Kits will be seed stocked to dealers according to the chart below, beginning the week of August 15, 2011. We continue to pursue additional service part capacity. Dealers will be notified via a DOES II communication if we are able to increase the seed stock quantities or when open ordering resumes.

F65Z-9092-B Type 1 Fuel Tank Strap Kit							
F65Z-9092-E Type 2 Fuel Tank Reinforcement Strap Kit							
Dealer Involved Vehicles	Seed 6 Week of 9/19/11	Seed 7 Week of 9/26/11	Seed 8 Week of 10/3/11	Seed 9 Week of 10/10/11	Seed 10 Week of 10/17/11	Seed 11 Week of 10/24/11	Seed 12 Week of 10/31/11
1 to 24	1	1	1	1	1	1	1
25 to 224	2	2	2	8	8	8	8
225 to 424	5	5	5	25	25	25	15
425 to 799	20	20	20	25	25	25	25
800 and above	30	30	30	60	90	90	60

F65Z-9092-A Type 1 Fuel Tank Strap Kit							
F65Z-9092-D Type 2 Fuel Tank Reinforcement Strap Kit							
Dealer Involved Vehicles	Seed 6 Week of 9/19/11	Seed 7 Week of 9/26/11	Seed 8 Week of 10/3/11	Seed 9 Week of 10/10/11	Seed 10 Week of 10/17/11	Seed 11 Week of 10/24/11	Seed 12 Week of 10/31/11
1 to 24	<i>No additional parts will be seed stocked these weeks. Adequate quantities previously seeded*</i>				0	0	1
25 to 114					3	3	5
115 to 199					5	5	10
200 to 349					10	10	15
350 and above					20	20	30

* No additional F65Z-9092-A or F65Z-9092-D straps will be shipped during this time. Adequate quantities were seeded during weeks 1 through 5 of the seed stock plan. If an additional kit is needed to service a customer vehicle, contact the Special Service Support Center Parts Order Line at 1-800-207-2444. When calling to place an order for a kit, be prepared to provide dealer P&A code, VIN, and RO #.

F65Z-9092-C Type 1 Fuel Tank Strap Kit Seed Stock Plan

Type 1 fuel tank strap kit, F65Z-9092-C, used on 120" wheelbase regular cab 4x4 models will be shipped the week of 10/3/2011 for approximately 25% of the vehicles assigned to each dealer. This kit is used for less than 3% of the affected vehicles in this recall.

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Fuel Tank Strap Inspection and Repair

New! PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

NOTE: *If an emergency repair is required and parts are not available, contact the Special Service Support Center (1-800-325-5621), please be prepared to provide P&A Code, owner name, and VIN.*

NOTE: If a dealership wishes to discontinue their seed stock, contact the Special Service Support Center (1-800-325-5621). Please note that removing a dealership P&A Code from this seed stock program is a permanent action. We expect demand to increase through the end of *October*, 2011.

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

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.