

**Safety Recall 11S21**

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  
Fuel Tank Strap Inspection and Repair

**DEALER Q & A**

**Q1. What is the problem?**

A. Ford is voluntarily recalling 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 to address concerns relating to fuel tank strap corrosion. 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.

**Q2. Why are you only recalling vehicles in corrosion states?**

A. The affected vehicles have been on the road for a number of years and, in many cases, have been driven well over 100,000 miles. The overwhelming majority of reports of fuel tank strap corrosion are from high-corrosion states. We will continue to monitor the performance of vehicles in all states as we always do.

**Q3. What should I do if an owner believes their vehicle has been operated in a high corrosion environment and requests their vehicle be inspected?**

A. If the vehicle is not in the program, but is a 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, contact the Special Service Support Center at 1-800-325-5621 to request approval to be covered by Safety Recall 11S21.

**Q4. Do I need prior approval to initiate a rental vehicle for a customer?**

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

**Q5. Why aren't vehicles with fuel tank skid plates included in the first phase of this recall?**

A. Vehicles equipped with a fuel tank skid plate provide a secondary constraint of the fuel tank similar to the interim repair. If the fuel tank straps fracture during vehicle operation due to corrosion, the skid plate will prevent the fuel tank from contacting the ground. Owners of vehicles with skid plates will receive a letter to have this recall performed once sufficient parts are available.

**Q6. Where can I find more information about PM-13-A Anti-Corrosion Coating?**

A. Access the following web site to review the MSDS sheet:

- [http://www.fcscdchemicalsandlubricants.com/main/product.asp?product=Anti-Corrosion Coating&category=Collision and Body Repair](http://www.fcscdchemicalsandlubricants.com/main/product.asp?product=Anti-Corrosion%20Coating&category=Collision%20and%20Body%20Repair)