

FORD:

1999-2001 Taurus

MERCURY:

1999-2001 Sable

This article supersedes TSB **14-0165** to provide updated contact direction to the Special Service Support Center.

ISSUE

For 1999-2001 Taurus or Sable vehicles Safety Recall 04S17 has been issued for vehicles that are operated in high corrosion areas for an extended period, where the front coil springs could potentially fracture. A fractured front coil spring could move past the spring seat and contact a front tire. If a front coil spring should fracture and come in contact with a tire, the tire may rupture resulting in rapid air loss, which could increase the risk of a crash without warning.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. For 1999-2001 Taurus or Sable vehicles that are not covered under Safety Recall 04S17 but exhibit front coil spring corrosion, dealers can submit a Non-Involved Vehicle type contact to the Special Service Support Center (SSSC) from the PTS website to request recall service action. Dealers should provide pictures of the VIN, Odometer and a picture of the coil spring corrosion. Dealers located in U.S. Federalized Territories (America Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands) must contact expcso@ford.com to request recall service action. To qualify, the vehicles must still be equipped with original equipment front coil springs and struts.
2. If approved, follow Safety Recall 04S17. Dealers are to install protective shields on both front coil springs.

OTHER APPLICABLE ARTICLES: 04S17

WARRANTY STATUS:

Information Only – Not Warrantable

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.