



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 1, 2011

MR. JAMES VONDALE  
DIRECTOR, AUTOMOTIVE SAFETY OFFICE  
ENVIRONMENTAL & SAFETY ENGINEERING  
FORD MOTOR COMPANY  
330 TOWN CENTER DRIVE SUITE 400  
DEARBORN, MI 48126-2738

NVS-215kjs  
11V-385

**SUBJECT: FUEL TANK STRAP CORROSION**

DEAR MR. VONDALE:

This letter serves to acknowledge Ford Motor Company's (Ford) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/F-150/1997-2004  
FORD/F-250/1997-1999  
LINCOLN/BLACKWOOD/2002-2003

**NHTSA Campaign Number:** 11V-385

**Mfg's Report Date:** July 29, 2011

**Components:** FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:MOUNTING

**Potential Number of Units Affected:** 1,100,000

**Summary:**

FORD IS RECALLING CERTAIN 1997 THROUGH 2003 MODEL YEAR FORD F-150, 2004 MODEL YEAR FORD F-150 HERITAGE, 1997 THROUGH 1999 MODEL YEAR F-250 LESS THAN 8,500 LBS. GROSS VEHICLE WEIGHT RATING (GVWR), AND 2002 AND 2003 LINCOLN BLACKWOOD VEHICLES MANUFACTURED FROM JUNE 20, 1995, THROUGH AUGUST 4, 2004, ORIGINALLY SOLD, OR CURRENTLY REGISTERED IN, CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, KENTUCKY, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, WISCONSIN, AND THE DISTRICT OF COLUMBIA. THERE IS A POSSIBILITY THAT SEVERE CORROSION OF THE FUEL TANK STRAPS WHICH HOLD THE TANK MAY OCCUR AS A RESULT OF PROLONGED EXPOSURE TO ROAD DEICING CHEMICALS.

**Consequence:**

AS A RESULT OF THE CORROSION, ONE OR BOTH STRAPS MAY FAIL ALLOWING THE FUEL LINES TO SEPARATE FROM THE TANK, OR IN SOME CASES, CAUSING THE TANK TO CONTACT THE GROUND. EITHER SCENARIO MAY RESULT IN A FUEL LEAK AND PRESENT A FIRE HAZARD.

**Remedy:**

FORD WILL NOTIFY OWNERS AND INSTRUCT THEM TO TAKE THEIR VEHICLES TO A FORD OR LINCOLN DEALER TO HAVE THE FUEL TANK STRAPS REPLACED WITH STRAPS THAT HAVE INCREASED CORROSION PROTECTION. EARLY IN THIS CAMPAIGN, IF REPLACEMENT STRAPS ARE NOT AVAILABLE, DEALERS MAY INSTALL A CABLE SUPPORT UNDER THE STRAP AS AN INTERIM REPAIR OR A STEEL REINFORCEMENT OVER THE EXISTING STRAP AS A PERMANENT REPAIR. ANY REPAIRS WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT SEPTEMBER 12, 2011. OWNERS MAY CONTACT FORD MOTOR COMPANY CUSTOMER RELATIONSHIP CENTER AT 1-866-436-7332.

**Notes:**

FORD'S SAFETY RECALL CAMPAIGN NUMBER IS 11S21. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall is the result of an investigation, EA11-006, conducted by the Office of Defects Investigation.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent part.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement