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August 18, 2011

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: Safety Recall 11S21 - Supplement #1**  
 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**  
 Dated August 1, 2011

**New! REASON FOR THIS SUPPLEMENT**

- Advise dealers the supply of service parts for Type 1 and Type 2 Fuel Tank Straps is being managed through a seed stock plan to ensure even distribution of parts to dealers. Dealers should now have an adequate supply of parts to install Type 1 and Type 2 Fuel Tank Straps using labor operations 11S21B or 11S21D. This new supply should minimize or eliminate the need to perform interim repairs.
- Update the Fuel Tank Strap Application Table to include Lincoln Blackwood models and clarification for Harley Davidson models.
- Remind dealers that there is no need to inspect vehicles with fuel tank skid plates at this time.

**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 Available:** Refer to Inspection Results/Repair Decision Chart in the Fuel Tank Strap Inspection section of Attachment III – Technical Information to determine next steps.
- **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.

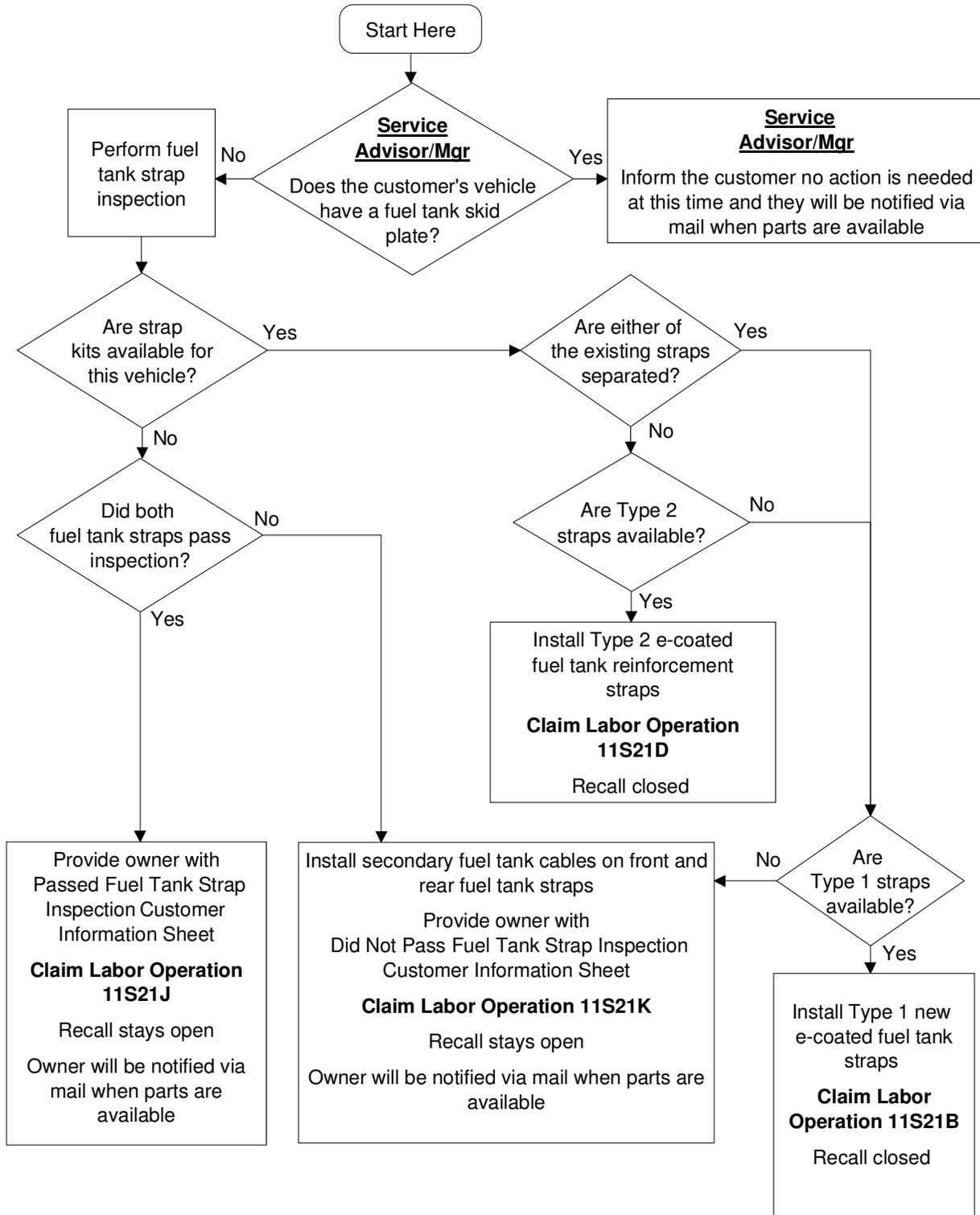
### **REMINDER - Vehicles EQUIPPED with a Fuel Tank Skid Plate:**

*Dealers do not need to inspect vehicles equipped with fuel tank skid plates. Dealers should inform the customer that no action is needed at this time and to please return when they receive a letter from Ford. Only 4x4 vehicles may be equipped with a fuel tank skid plate. If equipped, the fuel tank skid plate is visible by looking through the driver's side rear wheel well without putting the vehicle on a hoist.*

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.

**New! 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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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.

**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 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 ARE NOT AVAILABLE**

Description	Labor Operation	Labor Time
Inspected, fuel tank straps <b>passed</b> 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 <b>did not pass</b> 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

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Claim Quantity
Obtain Locally	Secondary Fuel Tank Cable <ul style="list-style-type: none"> <li>• 3/16" Galvanized High Performance Wire Rope (10 feet per vehicle)</li> <li>• 3/16" Galvanized Wire Rope Clamps (eight per vehicle)</li> </ul>	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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**New!** 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		
<i>Lincoln Blackwood</i>		
<i>2000 through 2002 Harley Davidson Version</i>	F65Z-9092-A	F65Z-9092-D
Regular Cab, 4x2 & 4x4, 139" WB		
Super Cab, 4x2 & 4x4, 157" WB		
<i>2003 Harley Davidson Version</i>	F65Z-9092-C	Not Available
Regular Cab, 4x4, 120" WB		

**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

**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.

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*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.*

<b>F65Z-9092-B Type 1 Fuel Tank Strap Kit</b>					
<b>F65Z-9092-E Type 2 Fuel Tank Reinforcement Strap Kit</b>					
<b>Dealer Involved Vehicles*</b>	<b>Seed 1 Week of 8/15/11</b>	<b>Seed 2 Week of 8/22/11</b>	<b>Seed 3 Week of 8/29/11</b>	<b>Seed 4 Week of 9/5/11</b>	<b>Seed 5 Week of 9/12/11</b>
1 to 24	1	1	1	1	1
25 to 224	2	2	2	5	2
225 to 424	5	5	5	15	15
425 to 799	20	20	20	25	15
800 and above	20	30	30	60	50

<b>F65Z-9092-A Type 1 Fuel Tank Strap Kit</b>					
<b>F65Z-9092-D Type 2 Fuel Tank Reinforcement Strap Kit</b>					
<b>Dealer Involved Vehicles*</b>	<b>Seed 1 Week of 8/15/11</b>	<b>Seed 2 Week of 8/22/11</b>	<b>Seed 3 Week of 8/29/11</b>	<b>Seed 4 Week of 9/5/11</b>	<b>Seed 5 Week of 9/12/11</b>
1 to 24	1	0	1	0	1
25 to 114	1	3	3	1	1
115 to 199	5	5	10	5	3
200 to 349	5	10	15	10	5
350 and above	10	20	30	30	5

*\* This column indicates the number of affected vehicles not equipped with fuel tank skid plates assigned to each dealer. Dealers can determine which group they are in by using the charts above and the quantity of parts received in the first week of the seed stock.*

**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 September, 2011.*

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