



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

September 9, 2004

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

SUBJECT: Advance Notice - Safety Recall 04S20:
All 2002 and Certain 2003 Model Year Ford Explorer & Mercury Mountaineer Vehicles
Liftgate Glass Hinge and Ball Stud Bracket (If applicable) Replacement

AFFECTED VEHICLES

All 2002 and 2003 model year Ford Explorer and Mercury Mountaineer vehicles built at St Louis Assembly Plant (SLAP) and Louisville Assembly Plant (LAP) from Job #1 2002 through June 23, 2003.

Affected vehicles are identified in OASIS. In addition, for a list of unsold vehicles assigned to your dealership, visit <https://web.fsaVINlists.dealerconnection.com>. This information will be available on 9/13/2004.

REASON FOR THIS SAFETY RECALL

In some of the affected 2002 model year vehicles, the ball stud bracket located on the rear liftgate window could rotate out of position on the glass. If this occurs, the window lift strut may detach and become trapped between the glass and the liftgate, possibly causing the window to drop unexpectedly or break.

In all of the affected vehicles (2002 and 2003 MY), the hinge which attaches the liftgate window to the liftgate body may separate from the liftgate body. If this occurs, the window could drop unexpectedly or break. If the liftgate window drops or breaks, either the person operating the window or a nearby person could be injured.

SERVICE ACTION

A complete Dealer Bulletin will be provided to Dealers the week of September 20, 2004 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

OASIS

Consult OASIS for affected vehicles. FSA VIN listings for unsold vehicles will be available September 13, 2004.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5821

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive style with a large, prominent "F" and "L".

Frank M. Ligon