



Frank M. Ligon
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
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September 2, 2004

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

SUBJECT: **DEMONSTRATION / DELIVERY HOLD:** Safety Recall 04S23:
Certain 2003 and 2004 Model Year E-Series Vehicles Equipped With Gas Engines
Air Filter Element Replacement

AFFECTED VEHICLES

Certain 2003 model year E-Series vehicles, equipped with gas engines, built at the Lorain Assembly Plant from April 23, 2002 through September 19, 2003 and certain 2004 model year E-Series vehicles, equipped with gas engines, built at the Lorain Assembly Plant from May 06, 2003 through April 30, 2004. Affected vehicles are identified in OASIS. In addition, for a list of unsold vehicles assigned to your dealership visit <https://web.fgavinlists.dealerconnection.com>.

REASON FOR THIS SAFETY RECALL

The air filter paper was not properly manufactured to prevent it from igniting when hot particles in the engine air system contact it, creating the potential for an engine compartment fire.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to Dealers the week of September 6, 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 2, 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: 1-800-326-5621

Sincerely,

Frank M. Ligon