

FORD:

1997-1999 F-250 LIGHT DUTY

1997-2003 F-150

2004 F-150 HERITAGE

LINCOLN:

2002-2003 BLACKWOOD

This article supersedes TSB **14-0164** to provide updated contact direction to the Special Service Support Center.

ISSUE

For 1997-2003 F-150, 2004 F-150 Heritage, 1997-1999 F-250 Light Duty, or 2002-2003 Blackwood vehicles Safety Recall 11S21 has been issued for vehicles that are operated in high corrosion areas for an extended period, where 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.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. For 1997-2003 F-150, 2004 F-150 Heritage, 1997-1999 F-250 Light Duty, or 2002-2003 Blackwood vehicles that are not covered under Safety Recall 11S21 but exhibit fuel tank strap 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 tag, Odometer and an image of the damaged straps on the vehicle. 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.
2. If approved, follow Safety Recall 11S21. Dealers are to install new E-coated fuel tank straps.

OTHER APPLICABLE ARTICLES: 11S21

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.