



James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

Fairlane Plaza South
330 Town Center Drive
Dearborn, MI 48126-2738 USA

April 15, 2011

Ms. Valencia R. Johnson
Administrative Staff Assistant
Office of Defects Investigation Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Ms. Johnson:

Subject: RQ04-007 and EA04-034 – Steel Wheel Rim Fracture

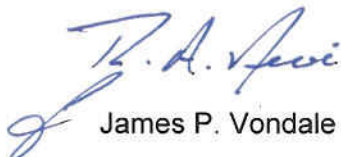
In a March 31, 2011, email, the agency requested certain documents pertaining to a customer satisfaction program (04M05) initiated by Ford that provided extended warranty coverage for certain vehicles that were the subject of RQ04-007. In the same March 31, 2011 email, the agency also requested certain documents pertaining to a customer satisfaction program relating to vehicles that were the subject of EA04-034, which Ford notes was opened based on RQ04-007 and involves the same customer satisfaction program.

Ford is providing the attached sample owner notification letters relating to customer satisfaction program 04M05 in response to this request. Information concerning this program was previously provided to the agency as part of Ford's monthly submission of external communications on December 7, 2004, pursuant to 49 CFR, Part 579.5. Ford notes that the extended warranty coverage of five years or 150,000 miles provided by this program has effectively expired for these vehicles.

As the agency is aware, Ford also conducted a safety recall (07S48) related to steel wheels as indicated in the closing resume of EA06-012.

If you have any questions concerning this response, please feel free to contact me.

Sincerely,



James P. Vondale

Attachment





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

December 2004

Customer Satisfaction Program 04M05 – 2003/2004/2005 Vehicles (VINs not previously in 03M03 or 03S05)

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 04M05 to owners of certain 2003, 2004 and 2005 Crown Victoria Police and Commercial Heavy Duty Vehicles in police and taxi service who may experience a cracked steel road wheel.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on certain steel road wheels to a total of 5 years or 150,000 miles from the warranty start date, whichever occurs first.

This extended coverage is being provided because a very small percentage of these wheels may, under extreme usage conditions, experience a crack as a result of stress risers in the wheel rim. Over time, this condition may cause a wheel to crack near the weld line that connects the rim to the disk, resulting in slow air loss and degraded vehicle handling.

This coverage exceeds the provisions of your car's original vehicle warranty coverage for this part.

What will Ford and your dealer do?

If you experience a cracked wheel, your dealer will install a new steel wheel of revised design at no charge to you under the terms of this program. Symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering
- Difficulty in balancing the tire & wheel assembly

A cracked wheel typically presents itself as slow, repeated air leak. A cracked wheel can lead to air loss and degraded vehicle handling. Ford expects only a small percentage of affected steel wheels to experience this condition.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please keep this letter as a reminder. If you experience a cracked wheel, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will install a new steel wheel of revised design at no charge to you.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you do not already have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions.

Ford strongly recommends against swapping wheel and tire assemblies among vehicles - especially vehicles affected by previously announced Safety Recall 03S05 which have wheels manufactured from August 18, 2001 through September 22, 2002 (vehicles built from October 10, 2001 through September 30, 2002). Installing a wheel from Safety Recall 03S05 on a vehicle will increase the risk of having a wheel crack during use and, consequently, may increase the risk of accident, personal injury or death.

Attached is information on how to check wheel manufacture date. Should you choose to mix wheel and tire assemblies among vehicles, checking the wheel manufacture date will reduce the likelihood of installing a 03S05 affected wheel on a vehicle. If a 03S05-affected wheel has been moved to a vehicle that has had either Safety Recall 03S05 performed or to a vehicle that is eligible for Customer Satisfaction Program 04M05, return to your servicing dealer.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Sincerely,

Frank M. Ligon
Director
Service Engineering Operations



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

December 2004

Customer Satisfaction Program 04M05 – 2003 Vehicles that had 03S05 completed

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 04M05 to owners of certain 2003 Crown Victoria Police and Commercial Heavy Duty Vehicles in police and taxi service who may experience a cracked steel road wheel.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on certain steel road wheels to a total of 5 years or 150,000 miles from the warranty start date, whichever occurs first.

Our records indicate that you previously had new wheels installed per Safety Recall 03S05 for this vehicle. This extended coverage is being provided because a very small percentage of these wheels may, under extreme usage conditions, experience a crack as a result of stress risers in the wheel rim. Over time, this condition may cause a wheel to crack near the weld line that connects the rim to the disk, resulting in slow air loss and degraded vehicle handling.

This coverage exceeds the provisions of your car's original vehicle warranty coverage for this part.

What will Ford and your dealer do?

If you experience a cracked wheel, your dealer will install a new steel wheel of revised design at no charge to you under the terms of this program. Symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering
- Difficulty in balancing the tire & wheel assembly

A cracked wheel typically presents itself as slow, repeated air leak. A cracked wheel can lead to air loss and degraded vehicle handling. Ford expects only a small percentage of affected steel wheels to experience this condition.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please keep this letter as a reminder. If you experience a cracked wheel, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will install a new steel wheel of revised design at no charge to you.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you do not already have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions.

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Attached is information on how to check wheel manufacture date. Should you choose to mix wheel and tire assemblies among vehicles, checking the wheel manufacture date will reduce the likelihood of installing a 03S05 affected wheel on a vehicle. If a 03S05-affected wheel has been moved to a vehicle that has had either Safety Recall 03S05 performed or to a vehicle that is eligible for Customer Satisfaction Program 04M05, return to your servicing dealer.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

Can we assist you further?

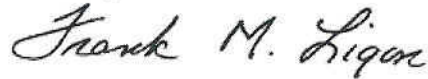
If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

CUSTOMER SATISFACTION PROGRAM 04M05

STEEL WHEEL INSPECTION

INSPECTION

1. Remove the hub caps or, if equipped, the full wheel covers by gently prying off the center cap, then loosening the five (5) plastic nuts securing the cover to the lug nuts.
2. Inspect the engineering part number suffix on all wheels including the spare. See Figure 1. The engineering part number is located on a raised surface on the outside face of the wheel between two lug bolt holes. The suffix is the last two letters of the part number.
3. Wheels with the engineering part number suffixes CC or CD —
 - Inspect the date code to see if the wheel is subject for replacement per Safety Recall 03S05. Go To Step 5.
4. Wheels with engineering part number suffixes CF, AA or CG —
 - No date code inspection is necessary.
 - Wheels are subject for replacement per Customer Satisfaction Program 04M05 **only** if the vehicle is exhibiting any of the following symptoms:
 - repeated slow air loss from a wheel/tire other than loose or damaged valve or valve stem,
 - nibble in the steering wheel,
 - or difficulty in balancing the wheel and tire assembly (lateral runout).

If you experience these symptoms, contact your dealer to schedule a service appointment.

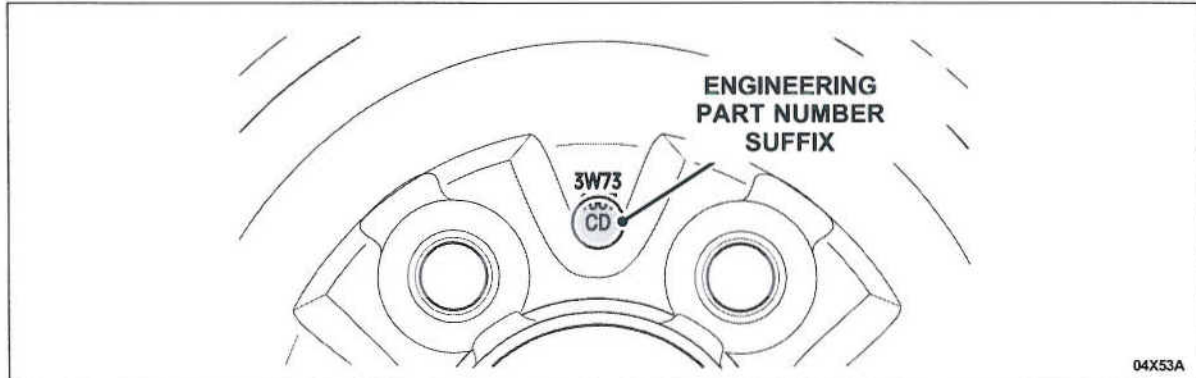


FIGURE 1

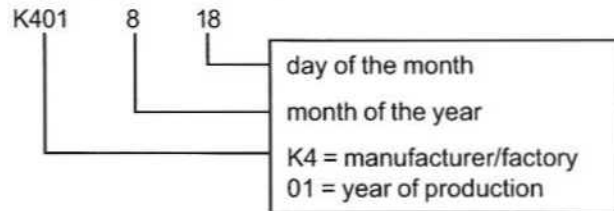
04X53A



5. Clean the wheel around the valve stem as necessary and read the build date code. See Figure 2.

NOTE: The date code is stamped in one of two locations: either on the inboard side of the wheel near the bead, or next to the valve stem and is visible from the outside once the full wheel cover is removed and the area around the valve stem is cleaned. If the date code cannot be read, contact your dealer for assistance.

Wheel build date codes are shown as follows:



- Any wheel found to be built from August 18, 2001 through September 22, 2002 (date codes "K401 8 18" through "K402 9 22") must be replaced even if no evidence of cracks are present per Safety Recall 03S05. Contact your dealer to schedule a service appointment.
- Any wheel found to be built after the date range listed above is not eligible for replacement per Safety Recall 03S05, but is still eligible for possible replacement under Customer Satisfaction Program 04M05 **only** if the vehicle is exhibiting any of the following symptoms:
 - repeated slow air loss from a wheel/tire other than loose or damaged valve or valve stem,
 - nibble in the steering wheel,
 - difficulty in balancing the wheel and tire assembly (lateral runout).

If you experience these symptoms, contact your dealer to schedule a service appointment.

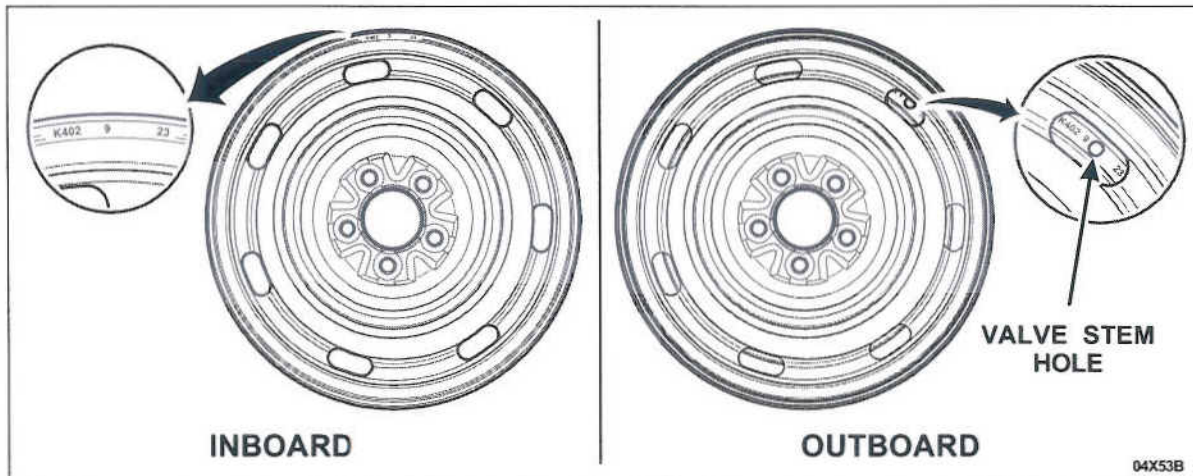


FIGURE 2





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

December 2004

Customer Satisfaction Program 04M05 – 2003 Vehicles that have not had 03S05 completed

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 04M05 to owners of certain 2003 Crown Victoria Police and Commercial Heavy Duty Vehicles in police and taxi service who may experience a cracked steel road wheel.

However, our records indicate that your vehicle has not yet had replacement wheels installed per Safety Recall 03S05. We urge your to contact your dealer as soon as possible to have Safety Recall 03S05 performed. Once the Safety Recall wheels have been installed, they will then have the extended coverage as described below.

What is the reason for this additional coverage program?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on certain steel road wheels to a total of 5 years or 150,000 miles from the warranty start date, whichever occurs first.

This extended coverage is being provided because a very small percentage of these wheels may, under extreme usage conditions, experience a crack as a result of stress risers in the wheel rim. Over time, this condition may cause a wheel to crack near the weld line that connects the rim to the disk, resulting in slow air loss and degraded vehicle handling.

This coverage exceeds the provisions of your car's original vehicle warranty coverage for this part.

What will Ford and your dealer do?

If you experience a cracked wheel, your dealer will install a new steel wheel of revised design at no charge to you under the terms of this program. Symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering
- Difficulty in balancing the tire & wheel assembly

A cracked wheel typically presents itself as slow, repeated air leak. A cracked wheel can lead to air loss and degraded vehicle handling. Ford expects only a small percentage of affected steel wheels to experience this condition.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

We urge you to contact your dealer as soon as possible to have Safety Recall 03S05 performed. Once the Safety Recall has been performed, please keep this letter as a reminder of this extended coverage program (Customer Satisfaction Program 04M05). If you experience a cracked wheel, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will install a new steel wheel of revised design at no charge to you.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you do not already have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions.

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Attached is information on how to check wheel manufacture date. Should you choose to mix wheel and tire assemblies among vehicles, checking the wheel manufacture date will reduce the likelihood of installing a 03S05 affected wheel on a vehicle. If a 03S05-affected wheel has been moved to a vehicle that has had either Safety Recall 03S05 performed or to a vehicle that is eligible for Customer Satisfaction Program 04M05, return to your servicing dealer.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, Ford Motor Company is offering a refund. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

Can we assist you further?

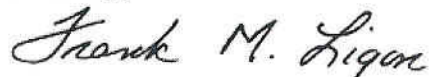
If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

CUSTOMER SATISFACTION PROGRAM 04M05

STEEL WHEEL INSPECTION

INSPECTION

1. Remove the hub caps or, if equipped, the full wheel covers by gently prying off the center cap, then loosening the five (5) plastic nuts securing the cover to the lug nuts.
2. Inspect the engineering part number suffix on all wheels including the spare. See Figure 1. The engineering part number is located on a raised surface on the outside face of the wheel between two lug bolt holes. The suffix is the last two letters of the part number.
3. Wheels with the engineering part number suffixes CC or CD —
 - Inspect the date code to see if the wheel is subject for replacement per Safety Recall 03S05. Go To Step 5.
4. Wheels with engineering part number suffixes CF, AA or CG —
 - No date code inspection is necessary.
 - Wheels are subject for replacement per Customer Satisfaction Program 04M05 **only** if the vehicle is exhibiting any of the following symptoms:
 - repeated slow air loss from a wheel/tire other than loose or damaged valve or valve stem,
 - nibble in the steering wheel,
 - or difficulty in balancing the wheel and tire assembly (lateral runout).

If you experience these symptoms, contact your dealer to schedule a service appointment.

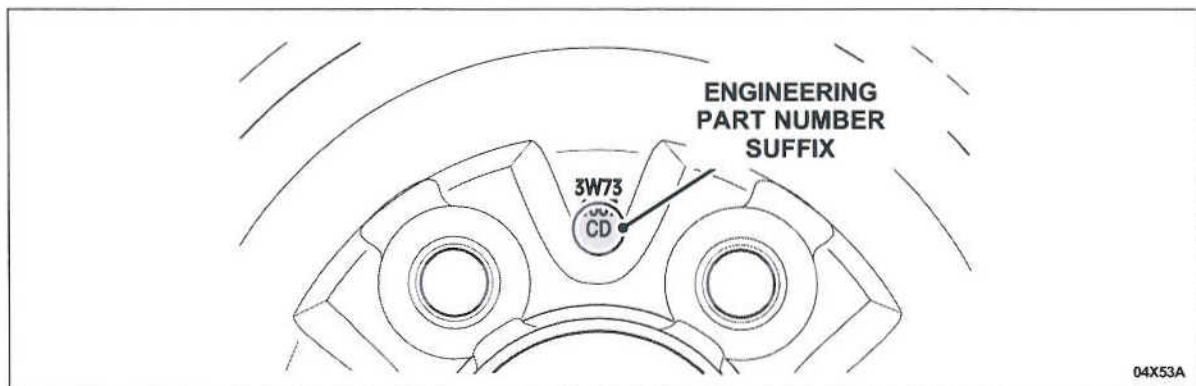


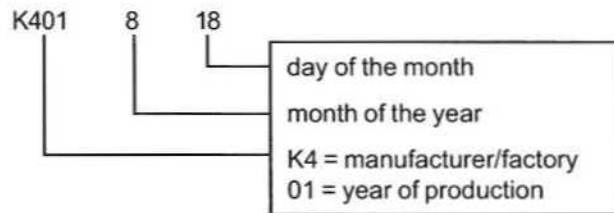
FIGURE 1



5. Clean the wheel around the valve stem as necessary and read the build date code. See Figure 2.

NOTE: The date code is stamped in one of two locations: either on the inboard side of the wheel near the bead, or next to the valve stem and is visible from the outside once the full wheel cover is removed and the area around the valve stem is cleaned. If the date code cannot be read, contact your dealer for assistance.

Wheel build date codes are shown as follows:



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- Any wheel found to be built after the date range listed above is not eligible for replacement per Safety Recall 03S05, but is still eligible for possible replacement under Customer Satisfaction Program 04M05 **only** if the vehicle is exhibiting any of the following symptoms:
 - repeated slow air loss from a wheel/tire other than loose or damaged valve or valve stem,
 - nibble in the steering wheel,
 - difficulty in balancing the wheel and tire assembly (lateral runout).

If you experience these symptoms, contact your dealer to schedule a service appointment.

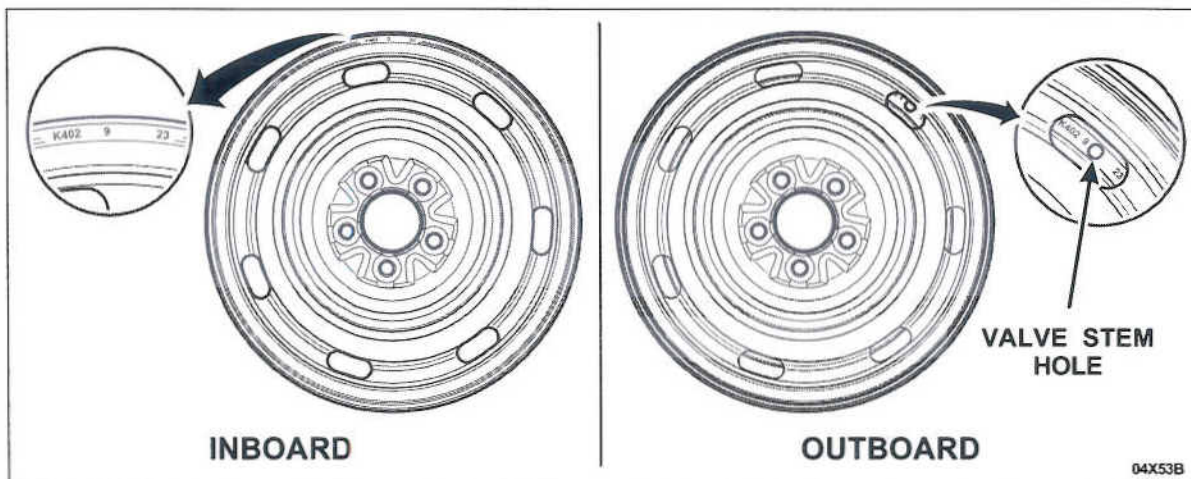


FIGURE 2

04X53B



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DEARBORN, MICHIGAN 48121
12/04