

EA04-034
FORD
6/1/2005
APPENDIX K1
PART 2 OF 2

From: Nielsen, Joel (J.)
Sent: Tuesday, March 04, 2003 8:15 AM
To: Hansen, Thyne (T.)
Subject: RE: NYPD CVPI Wheel Crack Concern

I have my Lincoln Mercury cell phone yet..

I am also working from home today.

-----Original Message-----

From: Hansen, Thyne (T.)
Sent: Tuesday, March 04, 2003 7:45 AM
To: Nielsen, Joel (J.)
Subject: RE: NYPD CVPI Wheel Crack Concern

Joel,

What number are you at right now? I am working out of my house for the next couple of hours because of a doctor appt in the mid morning. Let me know where you are and I will give you a call.

Thayne N. Hansen

Modified Vehicle Specialist
Police-Limo-Taxi-Livery
Commercial Vehicle Operations
Ford Customer Service Division
Phone: 313-390-1480
Fax: 313-248-6580
thansen1@ford.com <<mailto:thansen1@ford.com>>

-----Original Message-----

From: Nielsen, Joel (J.)
Sent: Tuesday, March 04, 2003 7:42 AM
To: Hansen, Thyne (T.); Blackmer, Michael (M.P.)
Cc: Gurta, William (W.L.); Kelly, Robert (R.B.)
Subject: FW: NYPD CVPI Wheel Crack Concern

FYI,

I agree a more streamlined approach is necessary. I will obviously take much of the frontal hits in this position and will try to funnel it to both of you as necessary for technical help. I would appreciate both your assistance as needed as I get ramped up in my new position with cvo.

Thank you,

Joel Nielsen

-----Original Message-----

From: Nielsen, Joel (J.)
Sent: Tuesday, March 04, 2003 7:32 AM
To: Gurta, William (W.L.)
Cc: Kelly, Robert (R.B.); McNamara, Drita (D.M.)
Subject: RE: NYPD CVPI Wheel Crack Concern

Bill,

I recieved detailed information on the issue and what the timeline is for a replacement part from both Thyne and Mike. I spoke from the same song sheet as they did when I returned the call to Greg and his Sup. in charge of Spec. - Carl Chairamonte.

Carl understands what our plan is, but he still voiced his concern that they would not issue any more CVPI units to the field and further, not take any further deliveries from the dealer. This I thought you should both know.

I will call Greg Dimesa today to reinforce the message that this is not a safety issue and that they can expect a slow air leak or a what feels like a "nibble" at the wheel, like a bad alignment. Additionally, we will cover warranty on replacement of the current wheel. Greg was mainly concerned about ht consequences of running the suspect wheels.

Please let me know if you have any questions.

Joel Nielsen

Zone Manager - Lincoln / Mercury
Long Island - NY Region
201-529-7312

—Original Message—

From: Glunza, William (W.L.)
Sent: Monday, March 03, 2003 12:09 PM
To: Nielsen, Joel (J.)
Cc: 'Greg Dimesa'
Subject: RE: NYPD CVPI Wheel Crack Concern

Joel,

I am not certain if you have a new phone number, and I wanted to be sure you got the message. So it may be redundant.

Our good clients at NYPD are requesting additional service information regarding cracked wheels on 2003 CVPI units.

If you are unfamiliar with the situation, I believe Thayne Hansen or Mike Blackmer can provide a current status.

Please contact Greg Dimesa at 718-478-7537 (NYPD).

Your assistance is greatly appreciated.

Thank you.

Tracking:

Recipient
Hansen, Thayne (T.)

Read
Read: 3/4/2003 8:16 AM

From: Dreyer, Charles (C.F.)
Sent: Monday, May 23, 2005 10:08 AM
To: Range, Janine (J.L.)
Cc: Dreyer, Charles (C.F.)
Subject: FW: 2003 steel wheels

2 of 4

—Original Message—

From: David Gallery [mailto:DCallery@troopers.state.ny.us]
Sent: Friday, August 13, 2004 5:44 PM
To: Dreyer, Charles (C.F.)
Subject: 2003 steel wheels

ref our conversation - cracked wheels

1. 2FAHP71W63X [REDACTED] - Troop C
2. 33X [REDACTED] - Troop D **
3. 33X [REDACTED] - Troop D

** - Check OASIS repair record on this one.

DCAL

From: Dreyer, Charles (C.F.)
Sent: Monday, May 23, 2005 10:10 AM
To: Range, Janina (J.L.)
Cc: Dreyer, Charles (C.F.)
Subject: FW: NYSP CVPI Cracked Wheel

4 of 4

---Original Message---

From: Clark, Scott (S.R.)
Sent: Monday, August 23, 2004 2:50 PM
To: Dreyer, Charles (C.F.)
Cc: Walsh, William (W.P.)
Subject: RE: NYSP CVPI Cracked Wheel

Chuck, as per my voicemail, NHTSA is investigating recall and after recall steel wheels on CVPI. Ford is fully cooperating. No findings as of yet...

Scott R. Clark

Modified Vehicle Specialist
Police-Limo-Taxi-Livery
Commercial Vehicle Operations
Ford Customer Service Division
Phone: 313-390-1480
Fax: 313-248-8580
scclark10@ford.com <scclark10@ford.com>

---Original Message---

From: Dreyer, Charles (C.F.)
Sent: Friday, August 20, 2004 10:14 AM
To: Clark, Scott (S.R.)
Cc: Walsh, William (W.P.); Dreyer, Charles (C.F.)
Subject: NYSP CVPI Cracked Wheel

Hi Scott,

██████████ has a cracked wheel that was not part of 03S03 / 03M03. They have stated that the crack on the wheel that they have is similar to those included in FSA 03S03. The date code for this wheel is K403-8-1 and the engineering part number suffix is CF. This wheel was not included in the program yet it still is cracked.

Should the necessary arrangements be made to ship this wheel to you for further analysis?

MAKE A DIFFERENCE!

Chuck Dreyer

Commercial Vehicle Operations - Central Region
Internet Address: cdreyer@ford.com
Phone: 315-736-0928
Fax: 315-736-0467

Nielsen, Joel (J.)

Subject: 04M05-Steel Wheel
Location: Teleconference

Start: Wed 12/8/2004 1:30 PM
End: Wed 12/8/2004 2:00 PM

Recurrence: (none)

Meeting Status: Accepted

Required Attendees: Clark, Scott (S.R.); Hirtzel, Rich (R.J.); Carver, Norman (N.B.); Castleberry, Brett (B.A.); Nielsen, Joel (J.); Unsum, Deb (D.L.)

CA
Zurke 4WTE 107 - DA
Zurke 3WTE 107 - E 25
Zurke 1WTE 107 - A 09
Dumb 4WTE - 107 - A
Dumb 1WTE - 107 - A

Gentlemen, in regards to 04M05, I would like your participation in a conference call to discuss the following suggested topics:

- Universal & Manhattan Ford
- Special Service Support Center
- Wheel availability
- Owner letter timing
- R9A program code
- Uniform response to customers

Li. 23

ordered wheel for steel - sounds like float
- NYC
- NYD Prof Center

Manhattan Ford

Page Mark: - 4m

- Holman = can do a service
 - put replacement
 - long lead steel but 15 wheel
 - will wait for new ones

Brank Ford

- New wheel more expensive
 - transfer server replace with new wheel as was not
- 7.0 wheel, Hirtzel - need steel, midday.
- 15000 -

Issues

- wheel key timing = data
- Rub steel wheel after
 - in installation
- Holman has indicated a case of worn bush
- will it be purged? Dealers are still refused to do this

Conf. call # 1130

77K15231 #

Unit Case

Journal - fairly high

Markellin - copying me while I'm not done

• copying I at a time @ Both stores

Unit Issues

- 3 letters ^{2/2/03 reminder} ^{2/3 construction letter}
- which built - paper Dec 9th
- before checked
- one time suggestion of paper - paper = remove immediately
- remove DB from server + shut power.
- 129th still active + good for
- ? 2303 cancelled
- no drastic to make report
- no more down code for

for now need on to make report code

if a unit is not logistically identified

? Some replacement for DB

DB when on which has Markellin/removed - for inspection

What
DB are they taking?

!! - cannot return any other
- must have symptoms + exact

What
date of me for space which @ before prime vs DB = DB

4/1/03 - irregular process down in one unit

issue - 270 - receive down code
271 -

Action operators → 2/1/03
Team function

2301 2500 - 2/1/03
DB update

Rep DB sent in the loop
down calling. But little heavy

Issue - looked up to down but A looks - not a

From: Eldridge, Scott (S.A.)
Sent: Wednesday, May 18, 2005 11:36 AM
To: Range, Janina (J.L.)
Subject: FW: Steel Wheel - S&C Ford

Importance: High

First email.

Regards,

Scott A. Eldridge

Commercial Vehicle Operations Manager
Phone: 313-248-1243 FAX: 313-323-7920
seldridg@ford.com

-----Original Message-----

From: Clark, Scott (S.R.)
Sent: Thursday, March 24, 2005 12:42 PM
To: Eldridge, Scott (S.A.); Jones, Vincent (V.B.)
Subject: RE: Steel Wheel - S&C Ford
Importance: High

Vince, Scott, as you can see, the initial return of the 93 wheels will be accepted, less a small chargeback for returned wheels that had obvious impact damage. The wheel supplier is also testing some other of the wheels returned, which most likely result in finding additional wheels that shouldn't have been returned.

That being the case and due to the fact the program parameters weren't followed, S&C's request to submit an additional 240 most likely wouldn't be acceptable to Charlie's activity. That leaves us with denying assistance or handling through AWA??? Your thoughts...

Scott R. Clark

Modified Vehicle Specialist
Police-Limo-Taxi-Livery
Commercial Vehicle Operations
Ford Customer Service Division
Phone: 313-390-1460
Fax: 313-248-6590
sclark10@ford.com <mailto:sclark10@ford.com>

-----Original Message-----

From: Kopeika, Charles (C.R.)
Sent: Wednesday, March 23, 2005 10:06 AM
To: Saul, Russell (R.J.)
Cc: Ballint, Gary (G.S.); Eldridge, Scott (S.A.); Clark, Scott (S.R.); Hirtzel, Rich (R.J.)
Subject: Steel Wheel - S&C Ford

Russ, my team reviewed the background yesterday on the WPAC data where S&C Ford had returned approx 100 steel wheels (mainly from a taxi cab fleet in San Francisco CA) with the date codes ground off. After considering the dealer input on the date code issue and a further review of the wheels returned, you can advise S&C that we will accept the initial return of these wheels, less a small chargeback for returned wheels that have obvious damage to the rim from potholes, curb rash, etc.....

We also sent a sample of the wheels that were returned to the wheel supplier, who will repair the disabled area of the wheel and mount a tire to test for air leakage - I am not sure when we will get these results back,

but since the supplier is participating in the cost of this recall, I would believe they will act quickly to determine fault.

In the meantime, I would encourage you to advise S&C to be more prudent in their handling of this fleet and the replacement of these steel wheels

Thanks,

Charles Kopelka
Manager, Recall & Service Programs
(313) 337-2487

From: Eldridge, Scott (S.A.)
Sent: Wednesday, May 18, 2005 11:38 AM
To: Range, Janine (J.L.)
Subject: FW: Steel Wheel - S&C Ford

Second email.

Regards,
Scott A. Eldridge
Commercial Vehicle Operations Manager
Phone: 313-248-1243 FAX: 313-323-7920
seldridg@ford.com

-----Original Message-----

From: Jones, Vincent (V.B.)
Sent: Wednesday, March 23, 2005 10:10 PM
To: Eldridge, Scott (S.A.)
Subject: RE: Steel Wheel - S&C Ford

Thank you, Scott. When do you want to talk about the remaining unpaid wheels?? As you may be aware, the R9A code has an edit restriction currently. Please provide direction on how you want me to handle.

Thanks,

Vince
Vincent B. Jones
Commercial Vehicle Operations - Northern California
Office: 925-447-1339 Fax: 925-904-5785
vjones@ford.com www.fleet.ford.com

-----Original Message-----

From: Eldridge, Scott (S.A.)
Sent: Wednesday, March 23, 2005 10:11 AM
To: Jones, Vincent (V.B.)
Subject: FW: Steel Wheel - S&C Ford

FYL

Regards,
Scott A. Eldridge
Commercial Vehicle Operations Manager
Phone: 313-248-1243 FAX: 313-323-7920
seldridg@ford.com

-----Original Message-----

From: Kopelka, Charles (C.R.)
Sent: Wednesday, March 23, 2005 10:08 AM
To: Saul, Russell (R.J.)
Cc: Ballint, Gary (G.S.); Eldridge, Scott (S.A.); Clark, Scott (S.R.); Hirtzel, Rich (R.J.)
Subject: Steel Wheel - S&C Ford

Russ, my team reviewed the background yesterday on the WPAC data where S&C Ford had returned approx 100 steel wheels (mainly from a taxi cab fleet in San Francisco CA) with the date codes ground off. After considering the dealer input on the date code issue and a further review of the wheels returned, you can advise S&C that we will accept the initial return of these wheels, less a small chargeback for returned wheels that have obvious damage to the rim from potholes, curb rash, etc.....

We also sent a sample of the wheels that were returned to the wheel supplier, who will repair the disabled area of the wheel and mount a tire to test for air leakage - I am not sure when we will get these results back, but since the supplier is participating in the cost of this recall, I would believe they will act quickly to determine fault.

In the meantime, I would encourage you to advise S&C to be more prudent in their handling of this fleet and the replacement of these steel wheels

Thanks,

Charles Kopelka
Manager, Recall & Service Programs
(313) 337-2487

From: Langley, Roddy [mailto:rdlangley@ci.charlotte.nc.us]
Sent: Thursday, December 30, 2004 10:17 AM
To: Anschbecher, Craig (C.L.)
Cc: King, Karen; Smith, Rick, Jr. [CMPD]; Little, John
Subject: SERIOUS CRACKED WHEEL PROBLEM !!

Craig,

I hope you and your family had a very Merry Christmas and a joyous New Year celebration. I understand that you are out of the office until January 3rd. If you would please contact me as soon as you return as we have a very serious problem here at the City of Charlotte with a cracked wheel on a 2003 Crown Vic. HELP!!!!!! We are probably looking at calling all of the 2003 and newer Crown Vics back in off the street to have the wheels checked for cracks as we had one come in on Wednesday night (12/29/04) with a wheel cracked 180 degrees around the wheel. This vehicle was not covered under the original safety recall (03S05) as you were here when we checked all the vehicles for that coverage. I understand that Ford has since come out with a new Customer Satisfaction Program (04M05) that basically extends the coverage for 2003 thru 2005 Crown Vics to 5 years or 150,000 miles. Please call me when you return and we can discuss the appropriate action to take concerning this serious safety issue.

Thanks!

Roddy Langley
Interim Shop Manager
BSS / Equipment Management
Seigle Ave. Shop
704-336-2722 (shop)
704-336-4961 (office)
704-336-2401 (fax)
rlangley@ci.charlotte.nc.us

From: Langley, Roddy [mailto:rlangley@ci.charlotte.nc.us]
Sent: Monday, January 03, 2005 9:36 AM
To: Aeschbacher, Craig (C.L.)
Cc: King, Karen
Subject: 2003 C.V. Cracked Wheel

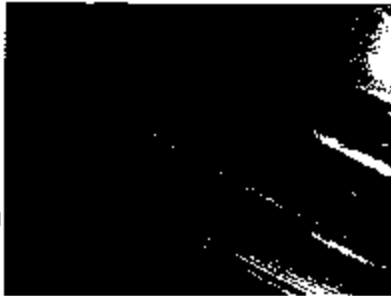
Craig,

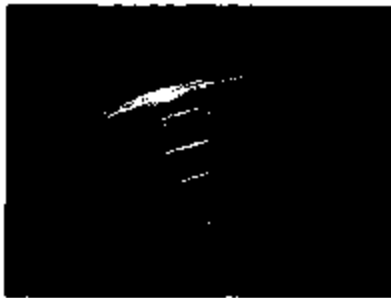
Attached are the pictures of the cracked wheel. Might save you a trip.

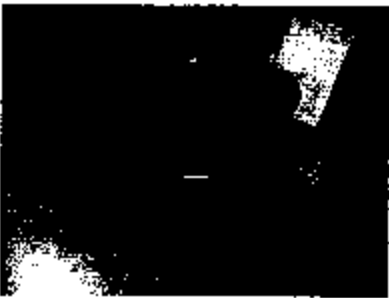
<<MVC-002S.JPG>> <<MVC-004S.JPG>> <<MVC-005S.JPG>> <<MVC-006S.JPG>>
<<MVC-007S.JPG>> <<MVC-008S.JPG>> <<MVC-009S.JPG>> <<MVC-010S.JPG>>
<<MVC-011S.JPG>> <<MVC-012S.JPG>>

Thanks!

Roddy Langley
Interim Shop Manager
BSS / Equipment Management
Seigle Ave. Shop
704-336-2722 (shop)
704-336-4961 (office)
704-336-2401 (fax)
rlangley@ci.charlotte.nc.us





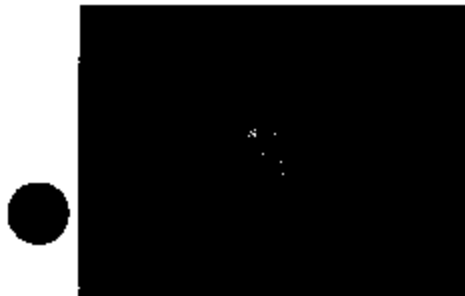




24









ER04-834 000123



E984-834 000124

From: Clark, Scott (S.R.)
Sent: Thursday, September 02, 2004 12:00 PM
To: Holloway, Melvin (M.A.)
Subject: RE: Recalls

Mel, I've never had this request before. Because this is a safety recall, I strongly recommend that they complete the campaign. I would imagine to stop the notices, it would require a letter from them on official letterhead stating that they don't wish to participate, etc... I would then have to go to the recall activity and work with them on figuring out how to accomplish this. Again, I strongly that they comply as they, nor Ford want the liability...

> Scott R. Clark
> Modified Vehicle Specialist
> Police-Limo-Taxi-Livery
> Commercial Vehicle Operations
> Ford Customer Service Division
> Phone: 313-390-1480
> Fax: 313-248-6580
> sclark10@ford.com <mailto:sclark10@ford.com>
>
>

-----Original Message-----

From: Holloway, Melvin (M.A.)
Sent: Wednesday, September 01, 2004 9:16 AM
To: Clark, Scott (S.R.)
Subject: FW: Recalls

Just an FYI (ignore first paragraph). I wonder what they are thinking...

Regards,

Mel Holloway
Commercial Area Field Manager
Commercial Vehicle Operations
(856) 727-3666, D/N 396-3666
e-mail: mhollowa@ford.com

-----Original Message-----

From: Tony.Leo@phila.gov [mailto:Tony.Leo@phila.gov]
Sent: Thursday, August 26, 2004 1:01 PM
To: Holloway, Melvin (M.A.)

Subject: Recalls

Hi Mel how has your summer been going? Normally I don't like to bother you I figure you are busy with bigger problems. I have two questions. Last month I faxed you some work orders for goodwill warranty the vehicles had over 36,000 but less than 37,000 miles. I was wondering if you got a chance to look them over.

The other thing is a Crown Vic recall # 03505 steel wheel replacement. We have had no problems at all with leaks. With the volume of police car tires always moving around we have decided not to participate in this recall. Beside submitting for the recall or selling the vehicle, is there a

way to have Ford stop the recall notices?? Who could we contact? We could send a letter with a list of all our VIN# . Appreciate your help thanks

From: Castleberry, Brett (B.A.)
Sent: Monday, January 10, 2005 7:27 AM
To: Ursum, Deb (D.L.); Clark, Scott (S.R.)
Cc: Manns, Marisa (M.J.)
Subject: RE: Wheel Telephone call

The "R9A" account would be appropriate to address these wheels.

BRETT A. CASTLEBERRY

Call Center Supervisor
 Ford Motor Company
 Service Engineering Operations - Recall
 phone/fax (313) 31-72219
 DSC II - 784
 BCASTLEB@ford.com

This e-mail contains proprietary information and may be confidential. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this message is strictly prohibited. If you received this message in error, please delete it immediately.

-----Original Message-----

From: Ursum, Deb (D.L.)
Sent: Friday, January 07, 2005 6:10 PM
To: Castleberry, Brett (B.A.); Clark, Scott (S.R.)
Cc: Manns, Marisa (M.J.); Ursum, Deb (D.L.)
Subject: Wheel Telephone call
Importance: High

Brett and Scott:

I received a call from [REDACTED] who indicated that he purchased a set of the steel wheels involved for the campaign over the internet on Ebay. He purchased them to mount snow tires on them for his 1999 Grand Marquis.

[REDACTED] indicated that he had purchased them some time ago, does not know he purchased them from, and he is ready to send a letter of to NHTSA. [REDACTED] explained that he had taken the wheels to the Ford dealer, which would not do them as there was no VIN to attach it to.

My concern is this: I need to verify that these are really our wheels, and get them out of his hands. Could I use an R9A code, is it still applicable. My second and highest concern is after verification, if they are our wheels, how are they getting out into the public? If I have 5 out there, it concerns me there would be more.

*Deb Ursum
 Police, Taxi, Limo Alternative Fuels Analyst
 Commercial Vehicle Operations
 1-800-343-5338, Option #3, then Option #1
 fax-313-248-6580
 dursum@ford.com
 "Striving for Quality"*

EN04-034 000127

5/13/2005

King, Fred (F.W.)

From: Linovitz, Sze (S.W.)
Sent: Tuesday, October 05, 2004 2:30 PM
To: Souchock, Peter (P.D.); Campbell, Keith (K.A.); Eiswerth, Eric (E.E.); Clark, Scott (S.R.); King, Fred (F.W.); Holloway, Melvin (M.A.)
Cc: Linovitz, Sze (S.W.)
Subject: Notes from Meeting with PA State Police

On Monday, October 4, 2004 Keith Campbell and I met with representatives of the PA State Police. Present at this meeting were the following people.

- .Lt. Col Henry D. Oleyniczak, Deputy Commissioner of Staff, PA
- .Thomas F. Jakubiak, Asst. Counsel, Office of Chief Counsel, PA
- .Richard O. Binker, Director, Transportation Division, PA
- .Mel Holloway, Commercial Area Field Manager, Ford Customer Service

The following topics were discussed during the meeting:

- .Ford's plans to improve fatigue life of the subject wheel
- .Analysis of the wheel fractured in the recent accident
- .Ford's plans to replace wheels on the PA Police Vehicle Fleet

Keith Campbell presented his data re. the shot peened wheels. The data showed a significant increase in fatigue life of shot peened wheels vs. the present release. The PA representatives appeared to accept the data without question. LT. Col. Oleyniczak had the impression that our proposal to provide 100 wheels for test was intended as an "experimental program". We explained that we wanted to monitor the performance, but the program was not experimental. We stated that our confidence was extremely high and that the shot peened wheels were released for production. Lt. Col. Oleyniczak stated that he was under pressure from the union who views the cracked wheels as a safety issue. He is extremely satisfied with the CVs and wants to keep buying them, but feels the cracked wheels could be a sticky issue (no threat implied). He was strong in his assertion that he would want all the wheels in the fleet replaced with shot peened wheels.

I discussed my conclusions concerning the wheel that was fractured during the recent accident (i.e. the evidence did not indicate that the tire was flat or fractured prior to going off the road; that the fracture occurred on impact with the guard rail). As part of my investigation (and prior to this meeting) I mounted the accident tire to an exemplar wheel and inflated the tire. The tire exhibited a localized bulge that was apparently caused by an impact. Further, the tire did not exhibit any marks that indicated it was run flat. [REDACTED] mentioned that their accident reconstructionist had photos taken the morning after the accident; he stated that these photos indicated that the left front tire was flat. I requested that he send me a set of these photos.

In summary, the PA State Police were appreciative that Ford Motor came to discuss the issue, appeared to accept the wheel improvement plan, but were strong in their request that all their fleet wheels be replaced.

Please call me if you have any questions or comments.

Sze Linovitz

King, Fred (F.W.)

From: King III, Fred (F.W.)
Sent: Thursday, August 19, 2004 9:22 AM
To: Linovitz, Sye (S.W.)
Cc: King III, Fred (F.W.)
Subject: RE: CVPI Wheels - New Stanton

Sye,

See if Dennis Poet/Dennis Lark can modify the instructions to the freight company that picks up the wheels from Rick Binker to ground ship rather than air ship the wheels to DST. Hopefully that will result in everything being the same as far as Rick Binker's activity is concerned. Then advise Scott Clark of the change in shipping arrangements and that the wheels will be held at DST for review by Keith's activity.

Fred

-----Original Message-----

From: Linovitz, Sye (S.W.)
Sent: Thursday, August 19, 2004 7:33 AM
To: Campbell, Keith (K.A.)
Cc: King III, Fred (F.W.); Lark, Dennis (D.E.)
Subject: RE: CVPI Wheels - New Stanton

Keith,

Thanks for reply.

We will direct return of wheels via "normal" transportation. Parts can be reviewed at DST. We will arrange for this. We can probably store the parts at a DST warehouse. I will look into this. Also, we typically store evidence at DST (under lock and key).

Dennis, are we ok with the above? Do I need to submit an SWR for the above or are we covered on the original? Fred - who should contact Rick Binker re. shipping?

-----Original Message-----

From: Campbell, Keith (K.A.)
Sent: Wednesday, August 18, 2004 7:34 PM
To: Linovitz, Sye (S.W.)
Cc: Gillman, Paul (P.D.)
Subject: RE: CVPI Wheels - New Stanton

We want to get any "cracked wheels" back for review. Probably don't need to air freight though. Is there a possibility to review the parts at DST vs having them delivered to my office which has no space. Also need to know options for storage of these wheels and some others in Dave Rohwader's office. Where is evidence storage?

Regards, Keith Campbell

NAE Tires - Wheels [SUV-BoF]
Phone & Fax (313) 24-89316 Pager (313) 851-4587
PDC 2B-J30, Mail Drop 185

-----Original Message-----

From: Linovitz, Sye (S.W.)
Sent: Tuesday, August 17, 2004 5:34 PM
To: Campbell, Keith (K.A.)
Subject: CVPI Wheels - New Stanton

Keith,

If more "cracked" wheels are identified by Rick Binker, do you still want to continue the program of having them Air Expressed to DST and then delivered to you? I believe this arrangement was previously established to get the wheels to us on an ASAP basis. Also, do you need to look further at the wheel presented at the NHTSA kick-off meeting? If not, I will put it in evidence storage.

12/21/04
Christensen, Kris (K.S.)

From: Souchock, Peter (P.D.)
Sent: Tuesday, January 04, 2005 12:31 PM
To: Christensen, Kris (K.S.); Ott, David (D.J.); Eiswerth, Eric (E.E.); Clark, Scott (S.R.); Campbell, Keith (K.A.)
Subject: Upgraded Resume



INOA-EA04034-193
.98P.pdf (36 KB..)

Pete Souchock
North America Safety Investigations Manager
Automotive Safety Office
Ph. 313 32-26887 Fax 313 59-42268
Suite 500, FPS



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

ODI RESUME

Investigation: EA04-034
Prompted By: Consumer Complaints, RQ04-007
Date Opened: 12/21/2004
Principal Investigator: Scott Yan
Subject: Fracture of the steel wheel rim

Manufacturer: Ford Motor Company
Products: MY 2003 - 2005 Ford Crown Victoria Police and Taxi
Population: 114,000 (Estimated)

Problem Description: The rim cracks at the circumferential weld allowing the potential for catastrophic failure and loss of vehicle control.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	25	27	45
Crashes/Fires:	1	1	1
Injury Incidents:	1	1	1
# Injuries:	1	1	1
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	72	72

*Description Of Other: Warranty claims involving fractured steel wheels.

Action: Open an Engineering Analysis.

Engineer: D. Scott Yan

Div. Chief: Jeffrey L. Quandt

Office Dir.: Kathleen C. DeMeyer

Date: 12/22/2004 *NAV 1/3/2005*

Date: 12/22/2004

Date: 12/22/2004

Summary: During a September 23, 2004 meeting and in subsequent discussions in November, Ford advised the Office of Defects Investigation (ODI) of their plans to introduce an improved steel wheel rim manufacturing and service component use on the subject vehicles, indicating this would occur in December 2004. The new wheel design incorporates an additional manufacturing process (shot peening) which lowers tensile stress in the surface layer of the rim material adjacent to the circumferential weld. Theoretically this should improve rim durability by reducing fatigue crack initiation sites. Indications from Ford's accelerated testing methods show an improvement in the performance of the new wheel. In addition to prior safety recall 03V279 and service action (SA) 03M09, Ford will announce a new extended warranty SA for vehicles built prior to December 2004 that suffer rim fractures in service. The new wheel design will be used as a remedy. Ford advises that a SA is sufficient for addressing future wheel failures (including recall 03V279 remedy wheel failures) because: 1) failure rates are low based on Ford's analysis, and 2) driver warnings (repetitive slow air loss, and/or steering wheel vibration) allow early and safe detection of cracked wheels.

ODI has received 25 Vehicle Owner Questionnaire (VOQ) reports (involving 22 vehicles) which allege a rim fracture of one or more steel wheels. About half the reports involve vehicles built with the remedy wheel used for Recall 03V279, and most of the remaining vehicles were subject to the recall. The process of identifying pertinent Ford complaints is made difficult by Ford's prior recall and warranty program activities. The manufacturer complaint and warranty counts noted above, which primarily involve failures of Recall 03V279 remedy wheels, are based on ODI analysis conducted to date and are considered to be conservative.

Further investigation is required, thus ODI has upgraded Recall Query 04-007 to an Engineering Analysis (EA). During the EA, pertinent failure reports and consequences will be identified and reviewed. ODI and Ford will discuss details for conducting an audit analysis of failed wheels replaced under the new SA. Additionally, ODI is awaiting Ford's lab analysis of two wheels which were the subject of VOQ reports, one of which was involved in the noted crash event. A determination will be made as to whether Ford's service action is sufficient for addressing ongoing rim fractures.

See file 1/3/05

12/22/2004



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Unofficial copy for ASO use only - Official document to be supplied.

ODI RESUME

Investigation: EA04-034
Prompted By: Consumer Complaints, RQ04-007
Date Opened: 12/21/2004
Principal Investigator: Scott Yon
Subject: Fracture of the steel wheel rim

Manufacturer: Ford Motor Company
Products: MY 2003 - 2005 Ford Crown Victoria Police and Taxi
Population: 114,000 (Estimated)

Problem Description: The rim cracks at the circumferential weld allowing the potential for catastrophic failure and loss of vehicle control.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	25	27	45
Crashes/Fires:	1	1	1
Injury Incidents:	1	1	1
# Injuries:	1	1	1
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	72	72

*Description Of Other: Warranty claims involving fractured steel wheels.

Action: Open an Engineering Analysis.

Engineer: D. Scott Yon

Date: 12/22/2004

Div. Chief: Jeffrey L. Quandt

Date: 12/22/2004

Office Dir.: Kathleen C. DeMeter

Date: 12/22/2004

Summary: During a September 23, 2003 meeting and in subsequent discussions in November, Ford advised the Office of Defects Investigation (ODI) of their plans to introduce an improved steel wheel for manufacturing and service component use on the subject vehicles, indicating this would occur in December 2004. The new wheel design incorporates an additional manufacturing process (shot peening) which lowers tensile stress in the surface layer of the rim material adjacent to the circumferential weld. Theoretically this should improve rim durability by reducing fatigue crack initiation sites. Indications from Ford's accelerated testing methods show an improvement in the performance of the new wheel. In addition to prior safety recall 03V279 and service action (SA) 03M03, Ford will announce a new extended warranty SA for vehicles built prior to December 2004 that suffer rim fractures in service. The new wheel design will be used as a remedy. Ford advises that a SA is sufficient for addressing future wheel failures (including recall 03V279 remedy wheel failures) because: 1) failure rates are low based on Ford's analysis, and 2) driver warnings (repetitive slow air loss, and/or steering wheel vibration) allow early and safe detection of cracked wheels.

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Further investigation is required, thus ODI has upgraded Recall Query 04-007 to an Engineering Analysis (EA). During the EA, pertinent failure reports and consequences will be identified and reviewed. ODI and Ford will discuss details for conducting an audit analysis of failed wheels replaced under the new SA. Additionally, ODI is awaiting Ford's lab analysis of two wheels which were the subject of VOQ reports, one of which was involved in the noted crash event. A determination will be made as to whether Ford's service action is sufficient for addressing ongoing rim fractures.

Unofficial copy for ASO use only - Official document to be supplied.

EA04-034 000133

EA04-034 VOQ report ODI numbers (25):

10042454, 10062199, 10078687, 10080512, 10080521, 10080701,
10080703, 10082262, 10082449, 10082746, 10082922, 10086642,
10090533, 10090544, 10090551, 10093358, 10093364, 10093367,
10093959, 10096413, 10096415, 10096419, 10097935, 10098518,
10102520

STATEMENT: FOR USE ON MEDIA INQUIRY

NHTSA EA ON CROWN VICTORIA COMMERCIAL STEEL WHEELS

Situation: Certain 2003MY Ford Crown Victoria Police Interceptor and commercial duty vehicles equipped with steel wheels may experience loss of tire pressure due to cracks near the welds on the wheels. A voluntary safety recall and an extended warranty program have been initiated to inspect and, if necessary, replace these wheels. In August 2004, NHTSA opened a Recall Query, which is recently upgraded to an Engineering Analysis.

Ford is aware of NHTSA's investigation and it is cooperating fully with the agency. At this time, we are in the investigation stage and it would be premature to speculate as to the outcome of this matter.

In August 2003, Ford issued a voluntary safety recall involving certain 2003 model year Crown Victoria police and taxi vehicles equipped with steel wheels. These vehicles were built from October 10, 2001 through September 30, 2002.

This recall was initiated because the wheels may develop cracks due to heavy-duty applications and unique tires and suspension of these police and taxi vehicles. Any cracks which develop and result in rapid loss may affect handling and control of the vehicle.

Ford is not aware of any injuries related to this condition.

This action involves approximately 35,700 vehicles (29,926 U.S.; 852 Canada; 4,902 Mexico and other countries). Owner notifications were sent August 8, 2003. Owners were instructed to take their vehicles to a Ford or Lincoln Mercury dealer to have all five wheels, including the spare, inspected and, if built within the subject dates, replaced free of charge.

In addition to this action, Ford provided extended warranty coverage for steel wheels on 2003 model Crown Victoria Police Interceptor and Commercial Duty vehicles built from October 1, 2002 through April 29, 2003. The extended coverage will be to five years of service or 150,000 miles from the vehicle's warranty start date, whichever occurs first.

###

Go to <http://media.ford.com> for news releases and high-resolution photographs.



EP84-834 088135

STATEMENT: FOR USE ON MEDIA INQUIRY

Contact: Glenn Ray
FCSO Public Affairs
313.337.2786
gray2@ford.com

August 8, 2003 – CROWN VICTORIA COMMERCIAL STEEL WHEEL RECALL (03S05/03M03)

Situation: *Certain 2003MY Ford Crown Victoria Police Interceptor and commercial duty vehicles equipped with steel wheels may experience loss of tire pressure due to cracks near the welds on the wheels. A voluntary safety recall and an extended warranty program have been initiated to inspect and, if necessary, replace these wheels.*

Ford is conducting a voluntary safety recall involving certain 2003 model year Crown Victoria police and taxi vehicles equipped with steel wheels. These vehicles were built from October 10, 2001 through September 30, 2002.

This recall is being initiated because the wheels may develop cracks due to heavy-duty applications and unique tires and suspension of these police and taxi vehicles. Any cracks which develop and result in rapid loss may affect handling and control of the vehicle.

Ford is not aware of any injuries related to this condition.

This action involves approximately 35,700 vehicles (29,926 U.S.; 852 Canada; 4,902 Mexico and other countries). Owner notifications were August 8, 2003. Owners will be instructed to take their vehicles to a Ford or Lincoln Mercury dealer to have all five wheels, including the spare, inspected and, if built within the subject dates, replaced free of charge.

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Go to <http://media.ford.com> for news releases and high-resolution photographs.



ERR4-034 000138

From: Wright, Keven (K.)
Sent: Monday, October 04, 2004 1:29 PM
To: Curti, Al (C.A.)
Cc: 'richard.howell@penske.com'
Subject: RE: G6ADC/AP22A

Need an update on this , as were are being told that G6ADC is no longer a supplier to Ford St. Thomas.

Need to know what is going on. and if the % of business in CMMS and the PO are being changed to reflect K188B being 100% of the business or resourcing to Kuntz?

Please advise,

—Original Message—

From: Curti, Al (C.A.)
Sent: Tuesday, August 24, 2004 12:04 PM
To: Wright, Keven (K.)
Subject: RE: G6ADC/AP22A

Keven, the system should already reflect this but I will wait until I hear from the supplier...

Thanks,

Al Curti
Buyer, N.A. Car Wheels
Global Chassis Commodity Mgmt.
(313) 322-9379 VPO, 3E610
acurti@ford.com

—Original Message—

From: Wright, Keven (K.)
Sent: Tuesday, August 24, 2004 11:51 AM
To: Curti, Al (C.A.)
Subject: G6ADC/AP22A

Just an FYI

This supplier will be contacting you to have them ship from their plant in Kitchener Ontario instead of their plant in Indiana.

Keven Wright
St. Thomas Assembly Plant
Penske LLP
Logistics Analyst
519-831-8581/519-831-5693(fax)
Kwright5@ford.com or Keven.wright@penske.com

From: Campbell, Keith (K.A.)
Sent: Wednesday, December 01, 2004 5:48 PM
To: Smith, Dwight (D.R.); Balogh, Dan (D.)
Cc: Ferrari, Joe (J.P.); Gillman, Paul (P.D.); Curti, Al (C.A.)
Subject: RE: Shipping Info for shot peened wheels

Argent [silver] top coated wheel is 5W73-1007-BA, the 12-window not-shot peened wheel. Release is complete.

For 'left over' 4W73-1007-AA wheels, Hayes will work with us to reprocess per our direction.

My recommendation is to send back to Hayes and have them shot peened and then sent back to STAP as the 5W73-1007-AA shot peened wheel.

Rationale is that the argent top coated wheel 5W73-1007-BA, will not be in STAP for several weeks. Thus Hayes can reprocess and not have stock sitting around.

Regards, Keith Campbell

NAE Tires - Wheels [SUV-BoF]
Phone & Fax (313) 24-89316 Pager (313) 851-4587
PDC 2B-30, Mail Drop 185

---Original Message---

From: Smith, Dwight (D.R.)
Sent: Wednesday, December 01, 2004 2:27 PM
To: Balogh, Dan (D.); Campbell, Keith (K.A.)
Cc: Ferrari, Joe (J.P.)
Subject: RE: Shipping Info for shot peened wheels

My understanding was the 4W73-AA stock was either to be peened and shipped as 5W73 parts or possibly painted and used on retail later.

Keith, do you know the specific plan for the stock removed from STAP?

Are releases out for the silver-painted version of the 4W73-AA wheel? What is the new part number?

DSMITH

EN Vehicle Launch Leader
St. Thomas Assembly Plant
Tel: 519-637-5004 Cell: 313-743-7785
e-mail: dsmith4@ford.com

---Original Message---

From: Balogh, Dan (D.)
Sent: Wednesday, December 01, 2004 11:52 AM
To: Ferrari, Joe (J.P.)
Cc: Messervey, Brandon (B.C.); Gillman, Paul (P.D.); Christensen, Kris (K.S.); Putnam, Peter (P.S.); Campbell, Keith (K.A.); Orow, Timothy (T.J.); Das, Kaushik (K.K.); Blain, Joe (J.); Stollar, Dave (D.M.); Putnam, Peter (P.S.); Jackson, Mike (M.); Sparrow, Jane (J.P.); Smith, Dwight (D.R.); Bredow, Edward (E.F.)
Subject: RE: Shipping Info for shot peened wheels

Joe,

When the facilities are in place to just use the shot peened wheel on police only, will the 4W73-AA level come back to be used on retail? Per our discussion this morning this change will be written as a date change

opposed to an exhaust change even though obsolescence may play a part if the 4W73-AA part never comes back to production, correct?

Dan Balogh

MP & L Pre Production Management
EN/FN Pre Production Analyst
PDC- MD 293, Cubicle GA-E15
Phone 313-32-23415
Fax 313-248-2583

—Original Message—

From: Ferrari, Joe (J.P.)
Sent: Wednesday, December 01, 2004 11:44 AM
To: Balogh, Dan (D.)
Cc: Messervey, Brandon (B.C.); Gilman, Paul (P.D.); Christensen, Kris (K.S.); Putnam, Peter (P.S.); Ferrari, Joe (J.P.); Campbell, Keith (K.A.); Crow, Timothy (T.J.); Das, Kaushik (K.K.); Blair, Joe (J.); Stolar, Dave (D.M.); Putnam, Peter (P.S.); Jackson, Mike (M.); Sparrow, Jane (J.P.); Smith, Dwight (D.R.)
Subject: FW: Shipping info for shot peened wheels

Dan,

It was agreed upon to incorporate this wheel (shot peened steel wheel) 100% (police and retail) before Job#2. Any stock of the 4w73 wheel is to be returned to Hayes. Because there are facility changes needed at the plant the shot peened wheel will be release for all police and retail vehicles. When the facility changes are made and the plant can support a steel wheel (painted silver) for the retail vehicles and a shot peened wheel for police vehicles usage will be changed and incorporated. This will happen in CY2005.

if there are any changes or inaccuracies in the above statement please let me know.

Joseph P. Ferrari

*VO NMP Vehicle Line Specialist
2005 / 2005.5 EN114 Grand Marquis / Crown Victoria
Phone: (313) 323-9481 / (519) 637-5082
Cell Phone: (313) 743-7782
Pager (text): (313) 795-7105 jferrar2
E-mail: jferrar2@ford.com*

—Original Message—

From: Das, Kaushik (K.K.)
Sent: Wednesday, December 01, 2004 10:31 AM
To: Balogh, Dan (D.)
Cc: Messervey, Brandon (B.C.); Gilman, Paul (P.D.); Christensen, Kris (K.S.); Putnam, Peter (P.S.); Ferrari, Joe (J.P.); Campbell, Keith (K.A.); Crow, Timothy (T.J.)
Subject: FW: Shipping info for shot peened wheels

Dan -

Per your request, pls consider this e-mail as STAP PVT authorization to allow Hayes to ship shot peened steel wheel part number 5W73-1007-AA starting Monday 12/6/04. This is based on successful trial at STAP per alert A11717922. Thanks.

Kaushik (KD) Das

EN VE/Chassis PVT Supvr. Phone: (519) 637-5047 / Ford Dial: 782-5047
St. Thomas Assembly Plant Cellular: (519) 636-2870
E-mail: kdas@ford.com Fax: (519) 637-5209

-----Original Message-----

From: Das, Kaushik (K.K.)
Sent: Thursday, November 11, 2004 4:06 PM
To: Messervey, Brandon (B.C.); Gillman, Paul (P.D.); Christensen, Kris (K.S.); Putnam, Peter (P.S.); Ferrari, Joe (J.P.); Maziarz, Thomas (M.); Campbell, Keith (K.A.); Orow, Timothy (T.J.)
Subject: RE: Shipping info for shot peened wheels

WWRSC14A R1388028 Alert Description and Response 04/11/11 16:04:23

Alert : A11717922 Mailbox Desc Chg: _____

Activity: NC00 Language: E Rgn/Acty Entry

Dept User
AUTHORIZE STAP TO USE 5W73-1007-AA FOR A LINE TRIAL. 30 N NC00 04/11/10
WHEELS HAVE BEEN SHIPPED TO STAP FOR THIS TRIAL. WHEELS LTCHAS PGILLMAN
HAVE NOT YET BEEN PSW'D. VEHICLES ARE SALEABLE

***** N NC00 04/11/11
CONCUR WITH INTENT AS STATED ABOVE. BM X703 BMESSERV

TRIAL COMPLETED SUCCESSFULLY. NO ISSUES WITH MOUNTING OF NEW N NC00 04/11/11
SHOT PEENED WHEELS. CONCUR WITH INTENT TO IMPLEMENT. BM X703 BMESSERV

PAUL - PLS PROVIDE PSW DATE AND IPD ON THIS ALERT. N NC00 04/11/11
* K8771 KDAS

Kaushik (KD) Das

EN VE/Chassis PVT Supvr. Phone: (519) 637-5047 / Ford Dist: 782-5047
St. Thomas Assembly Plant Cellular: (519) 636-2870
E-mail: kdass@ford.com Fax: (519) 637-5209

-----Original Message-----

From: Messervey, Brandon (B.C.)
Sent: Tuesday, November 09, 2004 4:23 PM
To: Gillman, Paul (P.D.); Das, Kaushik (K.K.); Christensen, Kris (K.S.); Putnam, Peter (P.S.); Ferrari, Joe (J.P.); Maziarz, Thomas (M.); Campbell, Keith (K.A.); Orow, Timothy (T.J.)
Subject: RE: Shipping info for shot peened wheels

Are these wheels PSW'ed? Can they be shipped on vehicles, or do they require tear down for analysis?

Brandon

-----Original Message-----

From: Gillman, Paul (P.D.)
Sent: Tuesday, November 09, 2004 3:38 PM
To: Das, Kaushik (K.K.); Christensen, Kris (K.S.); Putnam, Peter (P.S.); Ferrari, Joe (J.P.); Maziarz, Thomas (M.); Campbell, Keith (K.A.); Messervey, Brandon (B.C.); Orow, Timothy (T.J.)
Subject: Shipping info for shot peened wheels
Importance: High

Here is the tracking information for the shot peened wheels coming to STAP. There is one pallet with 30 wheels on it being shipped to STAP.

TST Expediting (800) 486-8911 is scheduled to pick up from Hayes Lemmerz International Northville, MI today 11-9 at 6 pm EST and deliver tomorrow 11-10 by 0800 to Ford Motor Talbotville, ON. The TST pro is 500572.

Please provide information on the mounting trial on Thursday, so that I can relay it to Hayes.

Paul Gillman
Super Duty & EN/FN Tires

Phone: (313) 845-4224
Pager: (313) 851-0051

From: Coscarelly, Craig (C.)
Sent: Wednesday, December 15, 2004 9:47 AM
To: Curti, Al (C.A.)
Subject: RE: WIPS transaction awaiting approval...

Done.

Craig Coscarelly
Supervisor, Wheels/China Activity
Global Chassis Commodity Management
Ph: (313) 59-47438 Fax: (313) 59-44783 VPO 3E640
e-mail: ccoscacre@ford.com

---Original Message---

From: Curti, Al (C.A.)
Sent: Tuesday, December 14, 2004 5:52 PM
To: Coscarelly, Craig (C.)
Subject: WIPS transaction awaiting approval...

Craig,

There's a transaction (5W73-1007-AA, addition of the peening process to the CVPI steel wheel) awaiting your approval in WIPS. Please advise when this is done...

Thanks,

Al Curti
Buyer, N.A. Car Wheels
Global Chassis Commodity Mgmt.
(313) 322-9379 VPO, 3E610
acurti@ford.com

From: Curti, Al (C.A.)
Sent: Wednesday, February 16, 2005 5:38 PM
To: 'Jacki Rude'; Teresa Koch; Mike Mills; Moesker, Shirley (S.); 'Igrenier@hayes-lemmerz.com'; Hart, Michael; Gillman, Paul (P.D.); Campbell, Keith (K.A.); 'Futz, Chris'
Cc: Gudeman, Eric (E.M.)
Subject: RE: Refused/Obsolete parts returned to Q9T0D by AP22A

In speaking with PD apparently these parts were "surplus" that remained when the shot peened wheels went into production. There are a couple of issues that need to be sorted out:

- 1). These wheels should not be treated as rejects as there are no quality issues associated with them. If anyone has a contact at STAP that I discuss this with please advise.
- 2). How will these wheels be dispositioned? Again, discussion is ongoing on how to address this. Per today's call, Lou and Chris are to report back on the costs of reprocessing these wheels so they can ultimately be used. One additional option that wasn't discussed was possible FCSD use?

I'll provide updates until this situation is resolved.

Regards,

Al Curti
Buyer, N.A. Car Wheels
Global Chassis Commodity Mgmt.
(313) 322-9379 VPO, 3E610
acurti@ford.com

—Original Message—

From: Curti, Al (C.A.)
Sent: Wednesday, February 09, 2005 3:13 PM
To: 'Jacki Rude'
Cc: Teresa Koch; Mike Mills; Moesker, Shirley (S.); 'Igrenier@hayes-lemmerz.com'; Hart, Michael; Gillman, Paul (P.D.); Campbell, Keith (K.A.)
Subject: RE: Refused/Obsolete parts returned to Q9T0D by AP22A
Importance: High

Jacki, I'm unaware of the background on this issue and have tried to get clarification regarding the decision to use/not use these wheels.

For the record I was not part of the decision that has resulted in this situation. I need assistance internally to get to the bottom of this...

Al Curti
Buyer, N.A. Car Wheels
Global Chassis Commodity Mgmt.
(313) 322-9379 VPO, 3E610
acurti@ford.com

~~Original Message~~

From: Jacki Rude [mailto:opsjmw@triplecrownsvc.com]
Sent: Wednesday, February 09, 2005 2:59 PM
To: Curti, AJ (C.A.)
Cc: Teresa Koch; Mike Mills
Subject: Refused/Obsolete parts returned to Q9T0D by AP22A

Mr. Curti,

RE: BOL 250546; TCS trailer 467215
BOL 250450; TCS trailer 464157

I received your name from Shirley Moesker (LCM -Penske) at Ford St Thomas. I am looking for your help with the disposition of these obsolete parts that were shipped back to Hayes Wheels, Sedalia/MO (Q9T0D) by the plant on 12/21/04. Hayes has refused to unload these parts without some sort of authorization from Ford.

Can you get me that authorization? If not, could you point me in the right direction? These 2 trailers have been sitting in my terminal in KCY for a while and I need to get these parts unloaded so that I can have my trailers back in service.

Please let me know if you need more information from me.

Thank you for your attention,

Jacki Rude
Manager, Automotive Operations
Triple Crown Services
260-416-3791
jacki.rude@triplecrownsvc.com

From: Teresa Koch [teresa.koch@triplecrownsv.com]
Sent: Thursday, February 17, 2005 7:53 AM
To: Curti, Al (C.A.); Jacki Rude; Mike Mills; Moesker, Shirley (S.); Igrenier@hayes-lemmerz.com; Hart, Michael; Gillman, Paul (P.D.); Campbell, Keith (K.A.); Putz, Chris
Cc: Gudeman, Eric (E.M.)
Subject: RE: Refused/Obsolete parts returned to Q9T0D by AP22A

Al - I appreciate your involvement in helping to dispose of these parts and getting our equipment unloaded. Please keep in mind that TCS charges \$50.00/day for trailer detention while our equipment is being used as temporary storage. Thanks again for your help. - Teresa Koch, Director of Automotive 248/347-6780

---Original Message---

From: Curti, Al (C.A.) [mailto:acurti@ford.com]
Sent: Wednesday, February 16, 2005 5:38 PM
To: Jacki Rude; Teresa Koch; Mike Mills; Moesker, Shirley (S.); Igrenier@hayes-lemmerz.com; Hart, Michael; Gillman, Paul (P.D.); Campbell, Keith (K.A.); Putz, Chris
Cc: Gudeman, Eric (E.M.)
Subject: RE: Refused/Obsolete parts returned to Q9T0D by AP22A

In speaking with PD apparently these parts were "surplus" that remained when the shot peened wheels went into production. There are a couple of issues that need to be sorted out:

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- 2). How will these wheels be dispositioned? Again, discussion is ongoing on how to address this. Per today's call, Lou and Chris are to report back on the costs of reprocessing these wheels so they can ultimately be used. One additional option that wasn't discussed was possible FCSD use?

I'll provide updates until this situation is resolved.

Regards,

Al Curti
Buyer, N.A. Car Wheels
Global Chassis Commodity Mgmt.
(313) 322-9379 VPO, 3E610
acurti@ford.com

---Original Message---

From: Curti, Al (C.A.)
Sent: Wednesday, February 09, 2005 3:13 PM
To: 'Jacki Rude'
Cc: Teresa Koch; Mike Mills; Moesker, Shirley (S.); 'Igrenier@hayes-lemmerz.com'; Hart, Michael; Gillman, Paul (P.D.); Campbell, Keith (K.A.)
Subject: RE: Refused/Obsolete parts returned to Q9T0D by AP22A

Importance: High

Jacki, I'm unaware of the background on this issue and have tried to get clarification regarding the decision to use/not use these wheels.

For the record I was not part of the decision that has resulted in this situation. I need assistance internally to get to the bottom of this...

Al Curti
Buyer, N.A. Car Wheels
Global Chassis Commodity Mgmt.
(313) 322-9379 VPO, 3E610
acurti@ford.com

—Original Message—

From: Jacki Rude [mailto:opsjmw@triplecrownsvc.com]
Sent: Wednesday, February 09, 2005 2:59 PM
To: Curti, Al (C.A.)
Cc: Teresa Koch; Mike Mills
Subject: Refused/Obsolete parts returned to Q9T0D by AP22A

Mr. Curti,

RE: BOL 250546; TCS trailer 467215
BOL 250450; TCS trailer 464157

I received your name from Shirley Moesker (LCM -Penske) at Ford St Thomas. I am looking for your help with the disposition of these obsolete parts that were shipped back to Hayes Wheels, Sedalia/MO (Q9T0D) by the plant on 12/21/04. Hayes has refused to unload these parts without some sort of authorization from Ford.

Can you get me that authorization? If not, could you point me in the right direction? These 2 trailers have been sitting in my terminal in KCY for a while and I need to get these parts unloaded so that I can have my trailers back in service.

Please let me know if you need more information from me.

Thank you for your attention,

Jacki Rude
Manager, Automotive Operations
Triple Crown Services
260-416-3791

McCloskey, Lori (L.A.)

Subject: Status Review
Location: Teleconference

Start: Tue 2/1/2005 12:00 PM
End: Tue 2/1/2005 1:00 PM

Recurrence: Weekly
Recurrence Pattern: every Tuesday from 12:00 PM to 1:00 PM

Meeting Status: Meeting organizer

Required Attendees: McCloskey, Lori (L.A.); Christensen, Kris (K.S.); Rohweder, David (D.S.); Souchock, Peter (P.D.); Campbell, Keith (K.A.); Eiswerth, Eric (E.E.); Gillman, Paul (P.D.); Sanger, Norman (N.B.); Clark, Scott (S.R.); Linovitz, Sye (S.W.); Hinzel, Rich (R.J.); Balint, Gary (G.S.); Kaercher, Don (D.F.)

Reinstating the weekly review in the new year. I'm using the same day/time as before.

Teleconference

Fordnet
International
Toll Free
Participant

*Eric - update on inquiry
Expect to have to provide data from veh owners regarding indicators
proposed survey questions to S. Clark for feedback
will follow up with WPRC
WPRC = a few who ago only 3 points back (E. Eiswerth)*

From: Ursum, Deb (D.L.)
Sent: Wednesday, February 16, 2005 4:59 PM
To: Castleberry, Brett (B.A.)
Cc: Ursum, Deb (D.L.)
Subject: 2FAFP71W43X122292

Brett:

I talked with Jacqueline and asked her if there were any more vehicles involved. She said no. I told her that there would be no more assistance after the fact, the process is in place for a reason. The date code on the wheels was K402 6 10. The claim that they said they have is r.o# 984839, dated 2-2-05.

I called her back, because I was seeing the claim in the system, and it says 2 wheels. On the phone with her last evening, she said there was 3. She was mistaken. So, I am leaving it up to you. I explained that I will not go to bat for the dealer in the future on a procedure issue. Thanks for the conference call with Mary to determine truth.

DMIACEBB *** Ford ACES II Recall/ONP *** 2005/02/16 16:45:36
 ==> _____ P&A: 05442 / _____ GSC: USA Stat: DirHld
 VIN: 2FAFP71W43X_____ RprDt: 2005/02/02 Dist: 54611 M Svcd 008699 LIC ST: CA
 RO/Rpr: 984839 A PgmCd: 04M05 LO: _____ DmgFl_

Apvl: 1 _____ 2 _____ Cst 0.00 MU: 39.71
 CstCmt: PERFORM RECALL 58801 STEEL WHEEL
 TechCmt: PERFORM RECALL 58801 INSPECT AND REPL

AC Ty	Part/LaborOp/Misc	Key	Qty/Hrs	Ea	Amt	Invc #	Tech/Core	Total
A_P	3W7Z 1007F	—	2.00	48.63	—	0.00	136.16	
B_P	3W1Z 1700XA		2.00	1.01		0.00	2.83	
C_L	04M05C		1.0	82.79		006119	82.79	

D
 E
 F
 G
 H
 I
 J
 K

>P 138.99 L 82.79 M 0.00 C 0.00 TOT 221.78
 F2=Comm F4=ComOv F5=Cod F6=Stat F7=Prv F8=Nxt F9=Err F11=Anlst F12=Rtn
 NI05 LPCV032

Deb Ursum
Police, Taxi, Limo Alternative Fuels Analyst
Commercial Vehicle Operations
 1-800-343-5338, Option #3, then Option #1
 fax-313-248-6580
deursum@ford.com
"Striving for Quality"

E904-834 000149

5/13/2005

From: Ursum, Deb (D.L.)
Sent: Monday, May 02, 2005 10:22 AM
To: Clark, Scott (S.F.)
Cc: Ursum, Deb (D.L.)
Subject: Parts info

Scott:

I could not find what I wanted by utilizing the normal means. I went into another vehicle line that I knew they replaced the insulation, CQIS case #5AYB1010 FLEET.. Now to get down to your information you requested.

For 2003-2004 TC, for 2003 and 2004 built from 7-14-03 to 8-02-04, using P/N 3W1Z-5401588-AA
 Vehicles built after 8-2-04, using P/N 5W1Z-5401588-AA.

If there is anything, else, please let me know.

OASIS RESULT:

See bottom of the OASIS result for contact ID 05/02/2005 10:14:40

2FAFP71W34X [REDACTED]

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▶ VEHICLE INFORMATION

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
2004 CROWN VICTORIA	4 DR SEDAN POLICE	4.6L SOHC, (ROMEO)
TRANSMISSION	AXLE CODE	ENGINE CALIBRATION
4R70W (SHARONVILLE)	C6	4FB1PP0A

▶ GENERAL WARRANTY INFORMATION

WARRANTY START DATE	BUILD DATE	SALE MILEAGE
02/11/2004	01/14/2004	00006

▶ WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

▶ OUTSTANDING FIELD SERVICE ACTIONS

04M05

CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE IF SAFETY RECALL 03S05 IS ALSO OPEN, PERFORM 03S05. NOTE: PROGRAM 03M03 IS CLOSED; VEHICLES PREVIOUSLY ELIGIBLE FOR 03M03 ARE NOW IN 04M05.

58B01

ELIGIBLE FOR ONE-TIME INSPECTION OF STEEL WHEELS WHEN REQUESTED BY FLEET. SEE CUSTOMER SATISFACTION PROGRAM 04M05 FOR DETAILS.

▶ EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

▶ REPAIR HISTORY

01/17/2005

DEALER: Landmark Ford of Niles, Inc.

WARRANTY CLAIM NUMBER: 129939

ODOMETER: 022205M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
3W7Z 5E258AA	SHIELD- CONVRTER HEAT	001	12650D	01	BROKEN/CRACKED
4W1Z 5E212CB	CONVERTER CATALYTIC	001	12650D45		
383735S		004	9350B		
2W7Z 5401588AA	INSUL-DH PNL SND OTR	001	5212A		
		000	5212B		
		000	MT5401588		
		000	12650DX1		

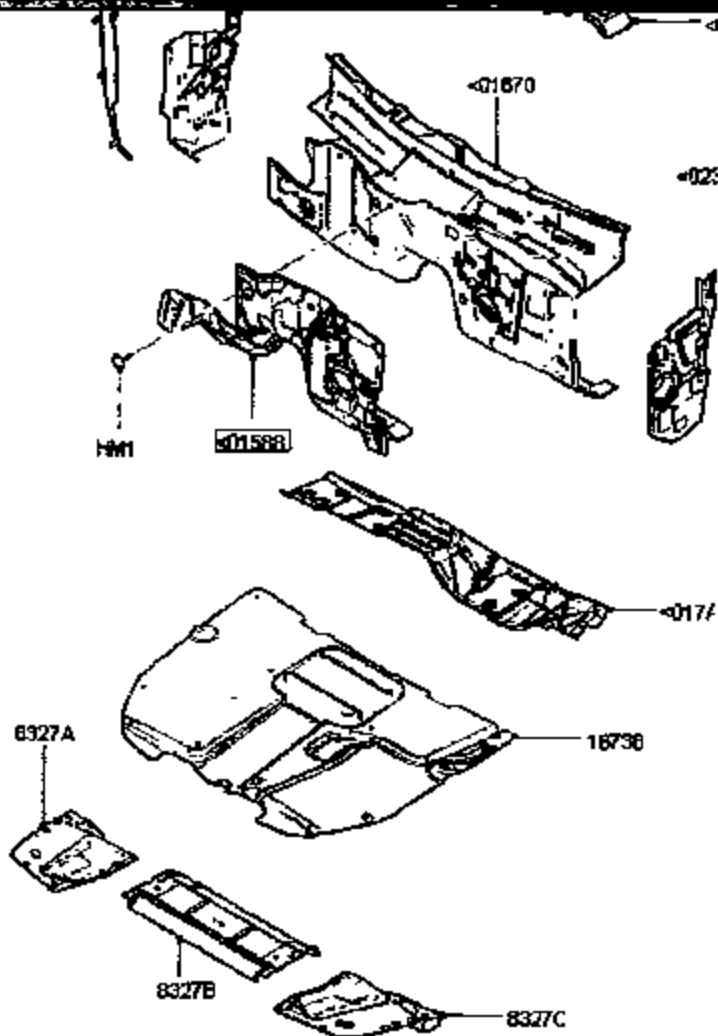
PERFORMED WDS TEST-NO FAULT CODES PRESENT. PERFORMED PINPOINT TEST & FUEL PRESSURE TEST. INSULATOR FELL APART & DAMAGED CONVERTOR. REPLACED L-S CONVERTOR & INSULATOR. RETESTED-PASS.

Motorcraft Catalog: Lincoln Town Car V6 (GAL) 2003, VLN#115H5184W2 376 (1000) 2003, D1111, 3005, PMS10, LK, S11

5401588

SRP

100



MAJOR: 502-05 BODY AND PAINT, INSULATORS & SHIELDS
 SECT: 502-05/05 INSULATORS, FRONT (FROM 07/14/2003)

CALLOUT: HMT NUMBER: N805200-55 QSE FROM: 07/14/2003

Motorcraft

DESC: HARDWARE - MISCELLANEOUS, 7.0X20.5



TR: N805200-5 MOTORCRAFT: NEW PART:

Deb Ursum
 Police, Taxi, Limo, Alternative Fuels Analyst
 Commercial Vehicle Operations
 1-800-343-5338, Option #3, then Option #1
 fax-313-248-6580
 dursum@ford.com
 "Striving for Quality"

ER04-034 000152

5/13/2005

— Original Message —

From: Howe, Brian (B.T.)
Sent: Wednesday, October 13, 2004 12:35 PM
To: Blackmer, Michael (M.P.)
Cc: Jones, Vincent (V.B.)
Subject: CHP Wheels

Michael, I just got a call from Downtown Ford about the CHP's 2003 units they use on their training track. They are cracking the new wheels that have been replaced on the recall. They have 30 wheels they say are cracked, and they are ones that have been previously replaced. The CHP is now asking to get the 2005 wheel, because they think it is going to be better. What is the difference/improvement in the 4W7Z 1007 AA wheel. We only see that it has 12 holes in vs. 7, and I thought that was for improved brake cooling. The 05' wheel must be better, since it sells for 2.5 times the price of the old one!! Why would they be cracking the replacement wheels?? Would we want to give them some of the 05' wheels to test out and see if they are more robust? Do you want to get any of the cracked wheels sent to anyone for evaluation?

We do need to respond to them whether they can or cannot use the 05' wheel. We are going to have to pay for the new wheels on the M program, and will continue to have to replace them for 5 years or 150,000 miles, so if the new wheels are more robust, maybe it would make more sense to replace them with the better ones. Let me know what's up with this. Thanks

Brian Howe
Field Quality Engineer
Service Engineering Operations
702 205-3634
bhowe2@ford.com

From: Boyle, Dennis (D.B.)
Sent: May 04, 2008 2:54 AM
To: Adams, Jennifer (J.)
Subject: Steel Wheel overall



01M05-07 am Vic Available
Additional ... You-Click on or Start

Dennis Boyle
Ford Motor Company
Commercial Area Field Manager
dboyle1@ford.com
703-818-7789 - office 301-330-8011 - fax

From: Clark, Scott @R.R.
Sent: Friday, November 05, 2004 12:56 PM
To: Thompson, Bob @R.H.; Heston, Bruce @J.D.; Dwyer, Clarks @J.F.; Galsin, Charles @J.W.; Ebdidge, Cliff @J.C.; O'Connell, Clifton @J.H.; Hazy, Christopher @R.H.; Aschmoler, Craig @J.L.; Johnson, Dan @J.H.; Nelson, David @J.H.; Oyle, Dennis @J.H.; Santos, Douglas @J.J.; Montanari, Erik @J.H.; Cowan, Eric @J.W.; Carmosa, Gail @J.; HHHHHHHHHH, Fordell @J.; Evans, Jane @J.S.; Hart, Jeff @J.E.; Test, Jim @J.J.; Miller, Joe @J.J.; Nino, Keith @J.G.; Smith, Keith @J.P.; Cox, Lamar @J.S.; Asay, Larry @J.L.; Smith, Mark @J.A.; Moroney, Melvin @J.A.; Gonzalez, Michael @J.L.; Wolke, Renee @J.H.; Harris, Robert @J.L.; Cantel, Roe @J.J.; Clark, Scott @R.R.; Russell, Thomas @J.H.; Jones, Vincent @J.E.; Doggs, Wayne @J.E.; Casarini, William @J.P.; Winkler, William @J.P.; Uffler, Deb @J.L.; Harris, Marisa @J.J.; Taylor, Anna @J.; Cannata, Andrea @J.H.; Hancock, Jordan @J.L.; Nichols, John @J.D.; Corbin, LaSalle @J.; Iowa, Lynn @J.G.; Terry, Michael @J.; Opatary, Catherine @J.; Peterson, Dennis @J.L.; Loh, David @J.E.; Harris, Keith @J.A.; Farnsworth, Keith @J.H.; Miller, Keith @J.W.; Altamirano, Lynn @J.L.; Paig, Ron @J.J.; Ehrlich, Scott @J.A.; Hoshel, Todd @J.R.; Ishaq, Tom @J.F.
Cc: Mazon, Andrew @J.D.; Stawicki, Ed @J.H.; Smith, Gary @J.H.
Subject: Action on Notice-Customer Satisfaction Program 041805

An advanced notice for Customer Satisfaction Program 041805 (additional coverage - steel wheel, CVP/Total Seizure) has been posted on OASIS. Information on revised part availability and inspection procedures will be provided in a follow-up communication by early December 2004. Until that time, if you encounter a cracked wheel on an affected vehicle:

- If the vehicle is also affected by Safety Recall 03505, complete 03505.
- If the vehicle is only affected by Customer Satisfaction Program 041805, call the Special Service Support Center 1-800-325-5621 for instructions.



041805.pdf (102 KB)

Scott R. Clark

Modified Vehicle Operations
 Police-Auto-Taxi-Livery
 Commercial Vehicle Operations
 Ford Customer Service Region
 Phone: 313-380-1480
 Fax: 313-289-0580
 sclar10@ford.com • rmlto@clark10@ford.com



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

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

November 2004

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

SUBJECT: **Advance Notice-Customer Satisfaction Program 04M05:** Certain 2003 through 2005 Model Year Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) Vehicles – Steel Wheel Additional Coverage

REF: **Safety Recall 03S05** dated August 2003
Certain 2003 Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) Vehicles – Steel Wheel Inspection / Replacement

REF: **Customer Satisfaction Program 03M03** dated August 2003
Certain 2003 Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) Vehicles – Steel Wheel Additional Coverage

PROGRAM TERMS

This additional coverage program extends the coverage of affected steel wheels (original equipment and replacement wheels) to 5 years of service or 150,000 miles from the vehicle's warranty start date, whichever occurs first. This coverage will automatically transfer to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

This program covers all 2003 through 2005 Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) vehicles (body codes P70, P71, P72) built at the St. Thomas Assembly Plant from October 10, 2001 through October 29, 2004. Affected vehicles are identified in OASIS.

NOTE: All vehicles in Safety Recall 03S05 are now also included in Customer Satisfaction Program 04M05. If OASIS indicates that a vehicle is affected by both 03S05 and 04M05, complete Safety Recall 03S05. Program 04M05 will then apply if that same vehicle later experiences a cracked wheel within the program time/mileage limitations. Vehicles that previously had Safety Recall 03S05 completed, now have the extended coverage provided by program 04M05.

NOTE: Effective immediately, Customer Satisfaction Program 03M03 is superseded by program 04M05. Vehicles previously in program 03M03 will have identical coverage in program 04M05. Customers will not be renotified but OASIS will indicate that 03M03 has been superseded by 04M05.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In extreme usage conditions, an affected steel wheel may crack near the weld line that connects the rim to the disk, resulting in slow air loss and degraded vehicle handling. Should a wheel crack and slow air loss occur, Ford Motor Company will replace the affected wheel at no cost to the owner of the vehicle.

SERVICE ACTION

Information on revised part availability and inspection procedures will be provided in a follow-up communication by early December 2004. Until that time, if you encounter a cracked wheel on an affected vehicle:

- If the vehicle is also affected by Safety Recall 03S05, complete 03S05.
- If the vehicle is only affected by Customer Satisfaction Program 04M05, call the Special Service Support Center 1-800-325-5621 for instructions.

Customer symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering
- Difficulty in balancing the tire & wheel assembly (rim lateral run-out)

CUSTOMER NOTIFICATION

Owners of record who did not have coverage under program 03M03 will be notified via first-class mail after publication of the full dealer bulletin.

OASIS

Consult OASIS for affected vehicles.

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621



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

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

December 2004

- TO:** All U.S. Ford and Lincoln Mercury Dealers
- SUBJECT:** **Customer Satisfaction Program 04M05: Certain 2003 through 2005 Model Year Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) Vehicles – Steel Wheel Additional Coverage**
- REF:** **Advance Notice-Customer Satisfaction Program 04M05 dated 11/4/2004 Certain 2003 through 2005 Model Year Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) Vehicles – Steel Wheel Additional Coverage**
- REF:** **Safety Recall 03S05 dated August 2003 Certain 2003 Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) Vehicles – Steel Wheel Inspection / Replacement**
- REF:** **Customer Satisfaction Program 03M03 dated August 2003 Certain 2003 Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) Vehicles – Steel Wheel Additional Coverage**

PROGRAM TERMS

This additional coverage program extends the coverage of affected steel wheels (original equipment and replacement wheels) to 5 years of service or 150,000 miles from the vehicle's warranty start date, whichever occurs first. This coverage will automatically transfer to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

This program covers all 2003 through 2005 Crown Victoria Police (CVPI) and Commercial Heavy Duty (Taxi) vehicles (body codes P70, P71, P72) built at the St. Thomas Assembly Plant from October 10, 2001 through December 8, 2004. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In extreme usage conditions, an affected steel wheel may crack near the weld line that connects the rim to the disk, resulting in slow air loss and degraded vehicle handling. Should a wheel crack and slow air loss occur, Ford Motor Company will replace the affected wheel at no cost to the owner of the vehicle.

SERVICE ACTION

NOTE: All vehicles in Safety Recall 03S05 are now also included in Customer Satisfaction Program 04M05. If OASIS indicates that a vehicle is affected by both 03S05 and 04M05, complete Safety Recall 03S05. Program 04M05 will then apply if that same vehicle later experiences a cracked wheel within the program time/mileage limitations. Vehicles that previously had Safety Recall 03S05 completed, now have the extended coverage provided by program 04M05.

NOTE: Effective immediately, Customer Satisfaction Program 03M03 is superseded by program 04M05. Vehicles previously in program 03M03 will have identical coverage in program 04M05. Customers will not be renotified but OASIS will indicate that 03M03 has been superseded by 04M05.

If the condition described above causes a crack in a wheel manufactured from August 18, 2001 through November 19, 2004, the dealer will install a new steel wheel of revised design at no charge to the owner of the vehicle. Please note that prior approval is required before replacing a wheel. Call the Special Service Support Center at 1-800-325-5621.

Customer symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering
- Difficulty in balancing the tire & wheel assembly (rim lateral run-out)

If a vehicle experiences a cracked wheel, an inspection should be performed on all remaining wheels on that vehicle to determine if any 03S05-affected wheels manufactured from August 18, 2001 through September 22, 2002 are on the vehicle. If found, replace all steel wheels manufactured from August 18, 2001 through September 22, 2002 with the appropriate wheel as specified in Attachment II.

FLEET MOVEMENT OF 03S05-AFFECTED WHEELS TO OTHER VEHICLES

Because CVPF and taxi fleets frequently substitute wheel and tire assemblies among vehicles, you may encounter 03S05-affected wheels on 04M05-eligible vehicles. Wheels affected by Safety Recall 03S05 are eligible for replacement when found on 04M05-eligible vehicles. This will allow Ford to more efficiently remove from the marketplace those wheels affected under 03S05.

If a fleet informs you that they have moved wheels from vehicles affected by Safety Recall 03S05 to vehicles built after September 30, 2002, dealers may, at fleet request, perform a one-time inspection of all five wheels to determine if any wheels from the Safety Recall are now on vehicles outside the Safety Recall affected vehicle range. This also would identify wheels moved from an uncompleted 03S05 vehicle to a completed 03S05 vehicle. This one-time inspection may be performed even without any report of a cracked wheel. See Attachment II for claim preparation and labor information.

NOTE: Program 04M05 (like 03M03), allows for replacement of an affected wheel only after the dealer has verified a crack, except if a wheel affected by 03S05 is found. If you encounter 03S05-affected wheel(s) on a 04M05-eligible vehicle, replace the wheel(s) immediately. Call the Special Service Support Center at 1-800-325-5621 to request authorization to replace the affected wheel(s). Please have the date code(s) for affected wheels as well as the VIN of the vehicle involved.

DISABLING OF AFFECTED STEEL WHEELS

All replaced steel wheels must be rendered unusable by cutting a gouge no less than 12mm (½-inch) in the wheel from the valve stem hole using an air chisel with a sharp bit. Refer to Attachment III for detailed disabling procedure.

CAUTION: Under no circumstances are removed wheels to be re-used on any vehicle.

RETURN OF AFFECTED STEEL WHEELS

Affected steel wheels are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS register for part disposition and return instructions. Return wheels to the Ford WPAC, 15090 Commerce Drive North, Dearborn, MI 48120. Follow normal shipping instructions described in Warranty and Policy Manual. Returned steel wheels not disabled in accordance with the procedure detailed in Attachment III, and returned non-affected wheels, are subject to chargeback.

ATTACHMENTS

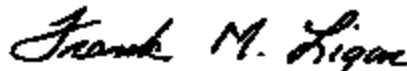
Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Program Flow Chart
Customer Notification Letter

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

- Prior Approval
- Warranty Claim Questions
- General Field Service Action Questions/Comments

Sincerely,



Frank M. Ligon

Customer Satisfaction Program 04M05
Certain 2003 through 2005 Model Year Crown Victoria Police (CVPI) and Commercial Heavy Duty
(Tax) Vehicles – Steel Wheel Additional Coverage

OASIS ACTIVATED? Yes.

To determine if a vehicle is eligible for this program, you must use OASIS. If OASIS indicates that a vehicle is affected by both Safety Recall 03S05 and Customer Satisfaction Program 04M05, complete Safety Recall 03S05.

NOTE: Please pay particular attention to the difference between affected wheel build dates and affected vehicle build dates.

NOTE: Submission of an "M" program claim will not remove the vehicle from OASIS because the affected vehicles are eligible for subsequent repairs if the affected condition reoccurs during the program time and mileage period. Prior approval for all repairs under program 04M05 is required.

FSA VIN LIST ACTIVATED? No**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

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. When calling for authorization please have the VIN, dealer P&A code, repair order number, repair line and the total cost of the repair available. Repair estimates must be calculated using Ford published labor operations and times.

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 (see "Related Damage" above).
- 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.

Customer Satisfaction Program 04M05
Certain 2003 through 2005 Model Year Crown Victoria Police (CVPI) and Commercial Heavy Duty
(Taxi) Vehicles – Steel Wheel Additional Coverage

OWNER REFUNDS

- Ford Motor Company will only refund owner-paid repairs covered by this program if the repair was performed prior to the date of the Customer Notification Letter (or after the date of the letter if an emergency repair was made away from the servicing dealer.) Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- Refund Claiming Information. (Submit on separate repair line.)
 - Program Code: 04M05
 - Misc. Expense: REFUND
 - Misc. Expense: ADMIN
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Each wheel replacement claimed for the 04M05 program requires a prior approval from the SSSC.
- Claims for the "58B01A" labor operation should be claimed using the program code 58B01.
- The 58B01A inspection operation is only to be claimed when an inspection occurs but no wheels are replaced. Do not perform the 58B01 inspection unless OASIS indicates that the vehicle is eligible for program 58B01.
- Refunds or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- Refer to ACESII manual for claims preparation and submission information.
(See Attachment II, page 1 of 2 for claim instructions for one-time inspection).

Customer Satisfaction Program 04M05
Certain 2003 through 2005 Model Year Crown Victoria Police (CVPI) and Commercial Heavy Duty
(Tax) Vehicles – Steel Wheel Additional Coverage

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
One-Time Inspection, (upon Fleet Request) of All Five (5) Wheels for Engineering Part # and Build Code – None Affected (May only be claimed once per vehicle)	58B01A*	0.5 Hours
Replace, Balance & Disable One (1) Wheel and inspect remaining wheels on vehicle	04M05B	0.8 Hours
Replace, Balance & Disable Two (2) Wheels and inspect remaining wheels on vehicle	04M05C	1.0 Hours
Replace, Balance & Disable Three (3) Wheels and inspect remaining wheels on vehicle	04M05D	1.2 Hours
Replace, Balance & Disable Four (4) Wheels and inspect remaining wheels on vehicle	04M05F	1.5 Hours
Replace, Balance & Disable Five (5) Wheels and inspect remaining wheels on vehicle	04M05G	1.7 Hours

***CLAIMS PREPARATION AND SUBMISSION – ONE-TIME INSPECTION OF ALL FIVE WHEELS**

- Program Code: 58B01
- Verify eligibility in OASIS. If eligible, "58B01" will display under "Outstanding Field Service Actions".
- Submit on Customer Satisfaction Program Claim Form
- Can only be claimed one time per vehicle and only if an inspection is completed but no wheels require replacement.
- Labor only, no parts or miscellaneous expense cost.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this program. Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
3W7Z-1007-F	Steel Wheel Assy. (7 window wheel for 2003 MY vehicles)	As Required
5W7Z-1007-AA	Steel Wheel Assy (12 window wheel for 2004 & 2005 MY vehicles)	As Required
3W1Z-1700-XA	Valve Stem NOTE: Claim actual # of valve stems used when submitting claim.	1 (Pack contains 5 valve stems)

Customer Satisfaction Program 04M05
Certain 2003 through 2005 Model Year Crown Victoria Police (CVP) and Commercial Heavy Duty
(Taxi) Vehicles – Steel Wheel Additional Coverage

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

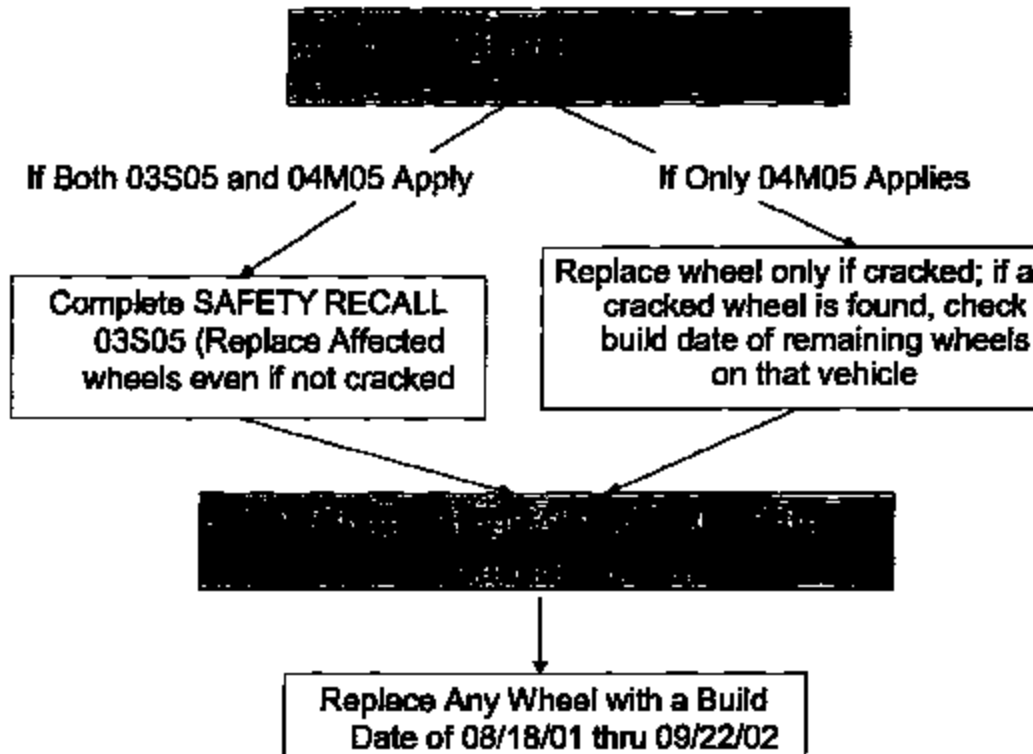
Affected steel wheels are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS register for part disposition and return instructions. Return wheels to the Ford WPAC, 15090 Commerce Drive North, Dearborn, MI 48120. Follow normal shipping instructions described in Warranty and Policy Manual. Returned steel wheels that are not cracked or disabled in accordance with the procedure detailed in Attachment III, and returned non-affected wheels, are subject to chargeback.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Customer Satisfaction Program 04M05
Certain 2003 through 2005 Model Year Crown Victoria Police (CVP) and Commercial Heavy Duty
(Taxi) Vehicles – Steel Wheel Additional Coverage

04M05 PROGRAM FLOW CHART



NOTE: Wheels with cracks in areas other than near the weld line that connects the rim to the disk are not covered under programs 04M05 or 03S05.