

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



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](http://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](http://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. Ugon  
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](http://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?**

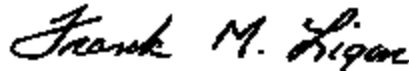
If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

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](http://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,
      - rattle 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.

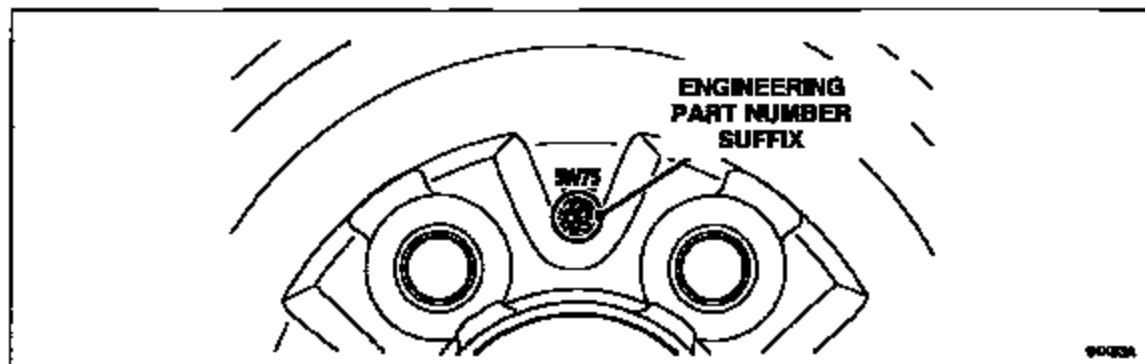
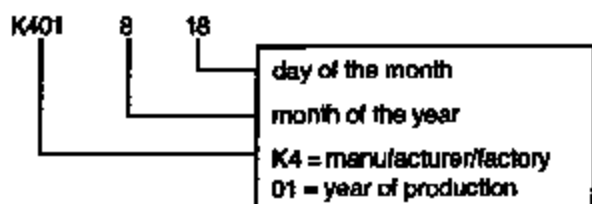


FIGURE 1

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:



- 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,
  - rattle 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.

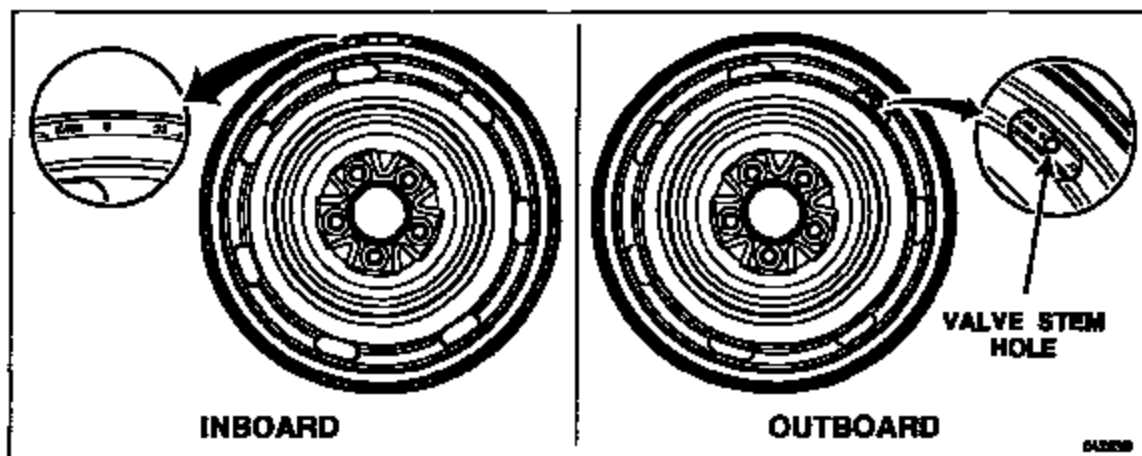


FIGURE 2



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 you 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](http://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?**

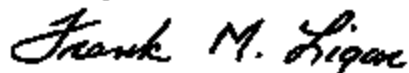
If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

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](http://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,

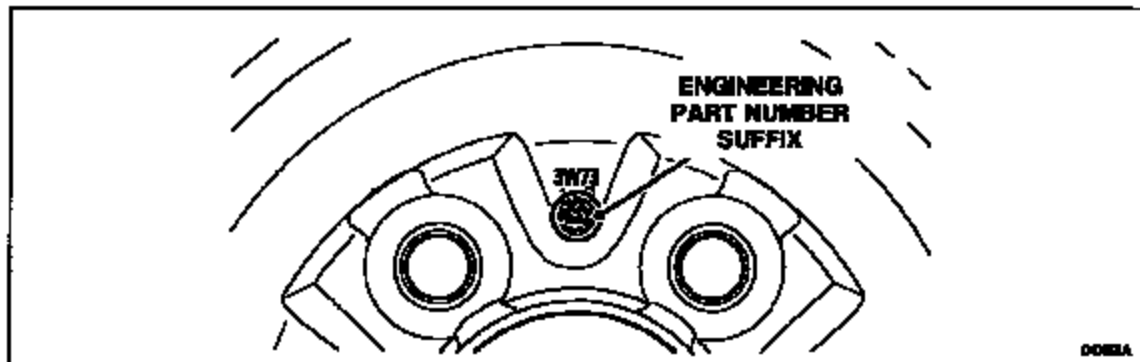


Frank M. Ligon  
Director  
Service Engineering Operations

**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,
      - rattle 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.

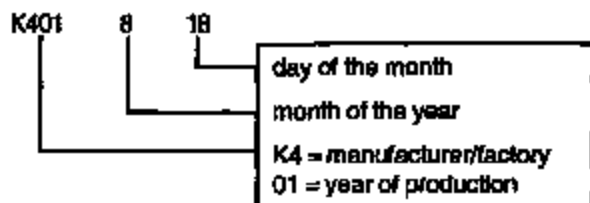


**FIGURE 1**

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:



- 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,
  - rattle 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.

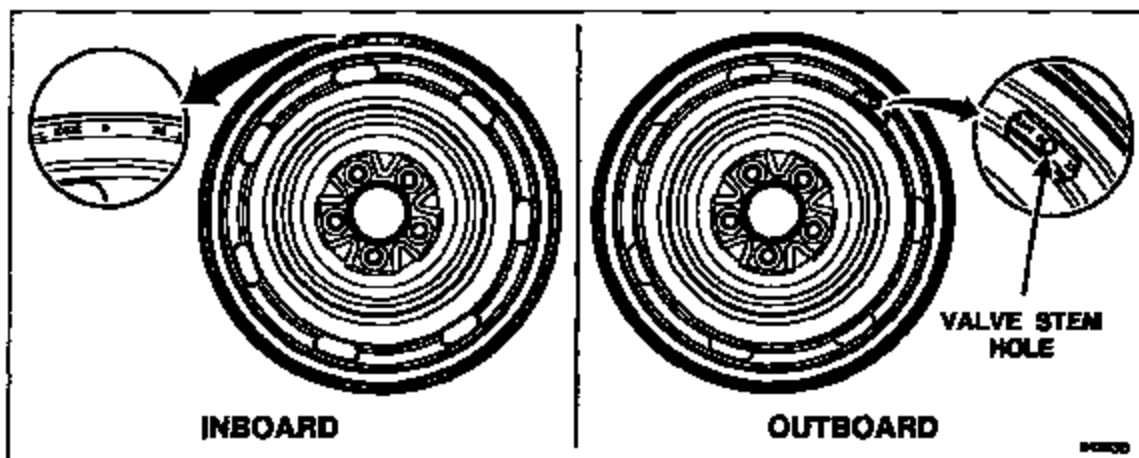


FIGURE 2

**From:** Clark, Scott (S.N.)  
**Sent:** Monday, January 13, 2003 5:12 PM  
**To:** Thompson, Bob (S.N.); Tompkins, Bruce (S.N.); Dwyer, Charles (S.N.); Galizia, Charles (S.N.); Budge, Chris (S.N.); O'Connell, Christine (S.N.); Heady, Christopher (S.N.); Ascolandier, Craig (S.N.); Johnson, Dan (S.N.); Mohr, David (S.N.); Lyle, Dennis (S.N.); Galino, Douglas (S.N.); Hollmann, Dora (S.N.); Cowan, Eric (S.N.); Camozio, Esa (S.N.); ~~XXXXXXXXXX~~; Podesi (S.N.); Evans, James (S.N.); Hart, Jeff (S.N.); Theriault, John (S.N.); Miles, Joe (S.N.); Niro, Keith (S.N.); Smith, Keith (S.N.); Cox, Lamar (S.N.); Aray, Larry (S.N.); Smith, Mark (S.N.); Holway, Mel (S.N.); Scrove, Michael (S.N.); Woods, Rafee (S.N.); Harbeck, Robert (S.N.); Clark, Roy (S.N.); Clark, Scott (S.N.); Russell, Thomas (S.N.); Jones, Vincent (S.N.); Sagg, Wayne (S.N.); Casella, William (S.N.); Walsh, William (S.N.); Usita, Deb (S.N.); Risher, Barbara (S.N.)  
**cc:** Opatory, Catherine (S.N.); Ferguson, David (S.N.); Lamb, Derek (S.N.); Harthan, Kathryn (S.N.); Peterson, Matt (S.N.); Miller, Kenneth (S.N.); Alvarez, Lynn (S.N.); Prig, Roy (S.N.); Budge, Scott (S.N.); McKelvey, Todd (S.N.); Kay, Tom (S.N.); Maco, Andrew (S.N.); Starbuck, Ed (S.N.); Steff, Gary (S.N.)  
**Subject:** 04M05 - (Crown) V6 Address of Sale Wheel Coverage

Customer Satisfaction Program 04M06 which covers all 2003 through 2006 Crown Victoria Police (CVP) 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 has been announced and notification letters have been sent to customers. Please familiarize yourself with the following and see attachments for details:

**Concern:**

- 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.

**Background:**

- Previously announced Safety Recall 03S05 replaced all 5 wheels on commercial heavy duty Crown Victoria manufactured from August 18, 2001 through September 22, 2002 (vehicles built from October 10, 2001 through September 30, 2002).
- Previously announced Customer Satisfaction Program 03M03 involved inspecting all five (5) steel wheels. Any wheel built from September 23, 2002 through April 22, 2003 (date codes "K402 0 23" through "K403 4 22") was eligible for replacement, if found to be leaking air due to a crack in the wheel.

**What You Need To Know Now - 04M05 & 03S05**

Customer Satisfaction Program 04M05 covers all 2003 through 2006 Crown Victoria Police (CVP) 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 and will allow replacement of a cracked wheel manufactured from August 18, 2001 through November 19, 2004. This program (04M05) provides additional coverage of a 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.

- If a wheel is found to meet the program criteria, 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 from the recall hotline is required before replacing a wheel. 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



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:** 58B01 - Eligible for one-time inspection of steel wheels when requested by fleet. See Customer Satisfaction Program 04M05 for details.

EAM-034 000100

## CERTAIN 2003 THROUGH 2005 MODEL YEAR CROWN VICTORIA POLICE AND COMMERCIAL HEAVY DUTY — STEEL WHEEL EXTENDED COVERAGE

### OVERVIEW

This program involves replacing steel wheels that are cracked and display certain symptoms of a cracked wheel, such as repeated slow air loss, steering wheel nibble or difficult to balance wheel and tire assembly. Once a cracked wheel has been replaced, inspect the remaining wheels on the vehicle using the following procedure.

Since some of the vehicles involved in this Customer Satisfaction Program are also involved in Safety Recall 03S05, check OASIS. If involved in both 03S05 and 04M05, complete the Safety Recall instead of this procedure.

### STEEL WHEEL IDENTIFICATION

1. NOTE: Prior approval is required for wheel replacement. Call the Special Service Support Center at 1-800-325-5621.

Replace any wheel 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).

2. Inspect the rest of the wheels on the vehicle.

- a) 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.
- b) 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 (2) lug bolt holes. The suffix is the last two letters of the part number.
- c) 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 3.
- d) Wheels with engineering part number suffixes CF, AA or CG —
  - No date code inspection necessary
  - Wheels are subject for replacement per Customer Satisfaction Program 04M05 *only if the vehicle is exhibiting any of the following symptoms:*
    - 1) repeated slow air loss from a wheel/tire other than loose or damaged valve or valve stem,
    - 2) nibble in the steering wheel,
    - 3) or difficulty in balancing the wheel and tire assembly (lateral runout).

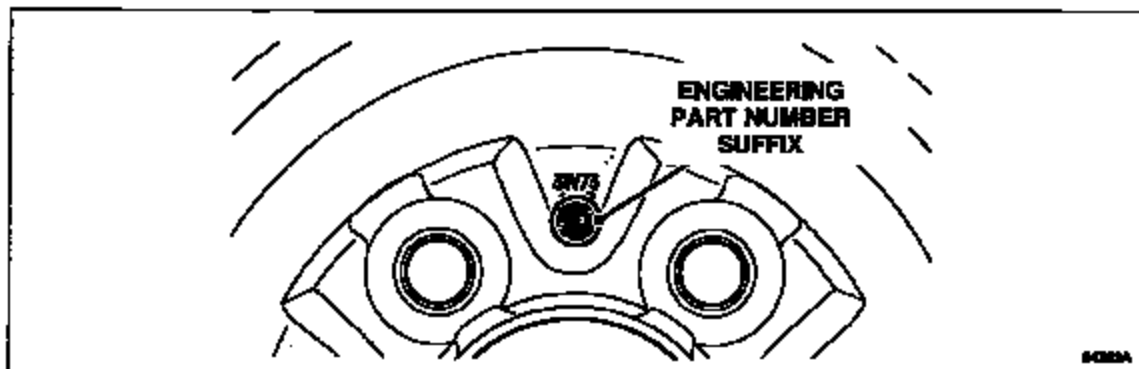
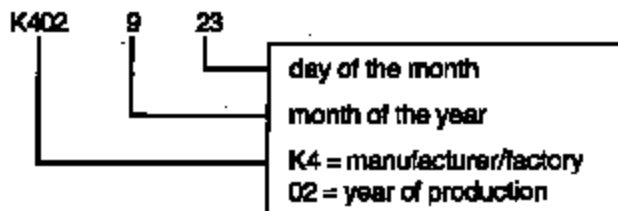


FIGURE 1

3. **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, call the Special Service Support Center at 1-800-325-5621 for direction.

Clean the wheel as necessary and read the build date code. See Figure 2.

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 per Safety Recall 03S05. Contact the Special Service Support Center at 1-800-325-5621 to request prior authorization to replace the wheel and claim as related damage under 04M05.
- Any wheel found to be built outside 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:*
  - 1) repeated slow air loss from a wheel/tire other than loose or damaged valve or valve stem,
  - 2) nibble in the steering wheel,
  - 3) or difficulty in balancing the wheel and tire assembly (lateral runout).

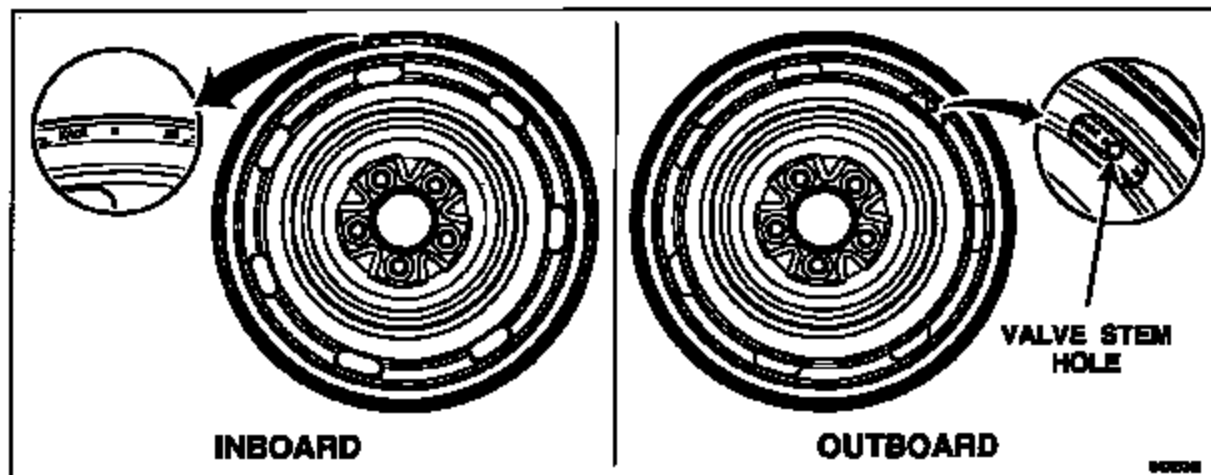


FIGURE 2

## WHEEL REPLACEMENT

**⚠ WARNING:** ALL REPLACED WHEELS MUST BE PERMANENTLY DISABLED.

1. Remove the affected wheel/tire from the vehicle.
2. Following the tire changing equipment manufacturer's instructions, remove the tire from the known suspect wheel.
3. Install a new valve stem in the new wheel. Mount and balance the wheel and tire assembly.
4. Reinstall the wheel and tire assemblies. Tighten lug nuts to 129 Nm (95 lb-ft).
5. Install the wheel covers/hub caps. DO NOT OVERTIGHTEN the wheel cover attaching nuts.
6. Secure the spare tire in the trunk.

## WHEEL DEMOLITION

**⚠ WARNING:** ALL REPLACED WHEELS MUST BE PERMANENTLY DISABLED AS OUTLINED.

**⚠ WARNING:** WHEN DISABLING A REPLACED WHEEL USING AN AIR CHISEL, PERSONAL PROTECTION DEVICES SUCH AS EYE AND HEARING PROTECTION ARE REQUIRED.

**⚠ CAUTION:** Cut the wheel from the valve stem hole down toward the bead area of the wheel. Do not cut sideways and destroy the build date code.

**NOTE:** Returned wheels not disabled in accordance with the procedure detailed here, and returned non-affected wheels, are subject to chargeback.

1. With the wheel facing down, use an air chisel with a sharp bit to cut a gouge no less than 12-mm (1/2-inch) long in the wheel from the valve stem hole down toward the bead area. The gouge must be large enough and the wheel deformed enough to ensure it cannot be easily repaired. See Figure 3.
2. Retain the wheel for possible warranty parts return. See your service manager or parts manager for further instruction.

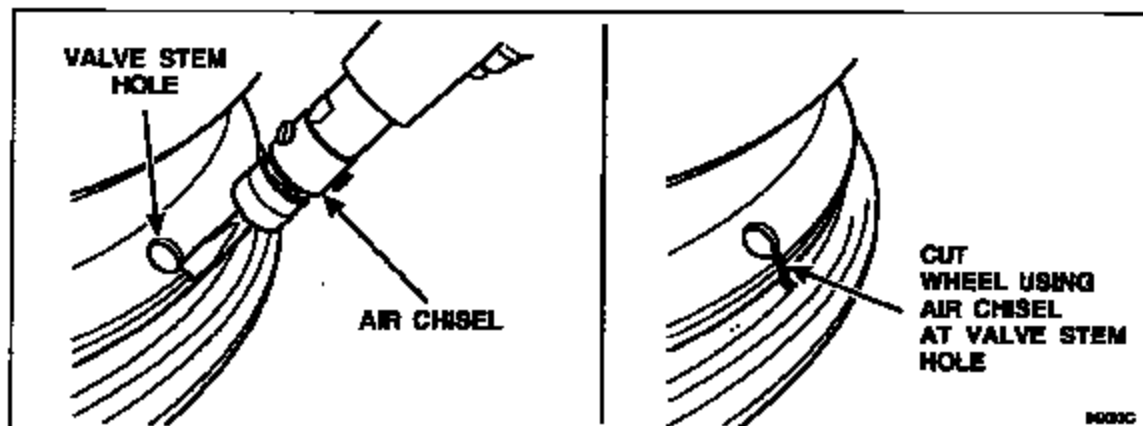


FIGURE 3

### ONE-TIME INSPECTION (TO BE PERFORMED ONLY AT FLEET'S REQUEST)

- This one-time inspection may be performed even without any report of cracked or leaking wheels.
- This procedure is for vehicles that, according to the Fleet customer, may have had the factory installed wheels removed and replaced with others from their stock or from another vehicle.
- This procedure is to identify if any wheel subject to replacement under Safety Recall 03S05 has been installed on a vehicle produced outside the Safety Recall affected vehicle range.

### 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 4. 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:
    - 1) repeated slow air loss from a wheel/tire other than loose or damaged valve or valve stem,
    - 2) nibble in the steering wheel,
    - 3) or difficulty in balancing the wheel and tire assembly (lateral runout).

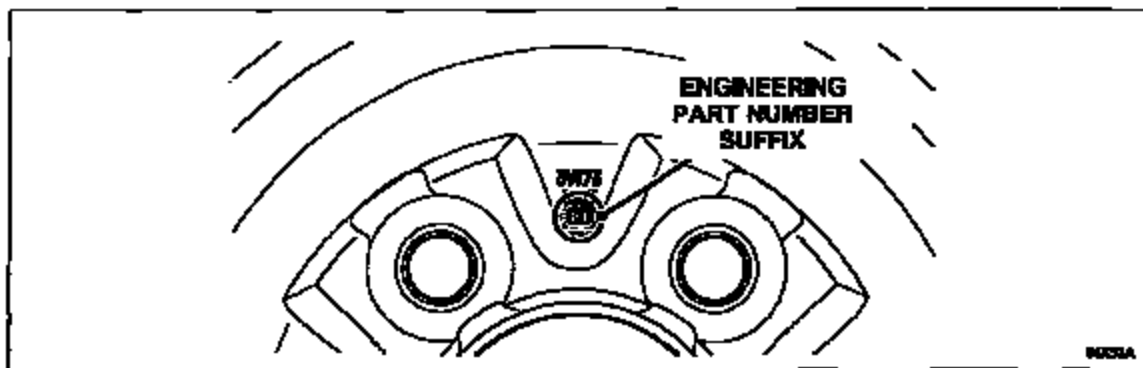
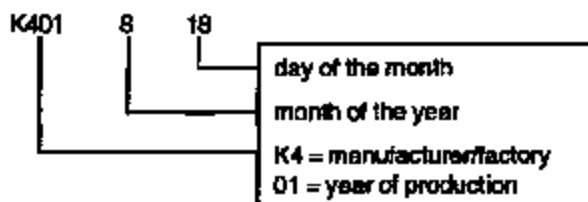


FIGURE 4

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

**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,
  - or difficulty in balancing the wheel and tire assembly (lateral runout).

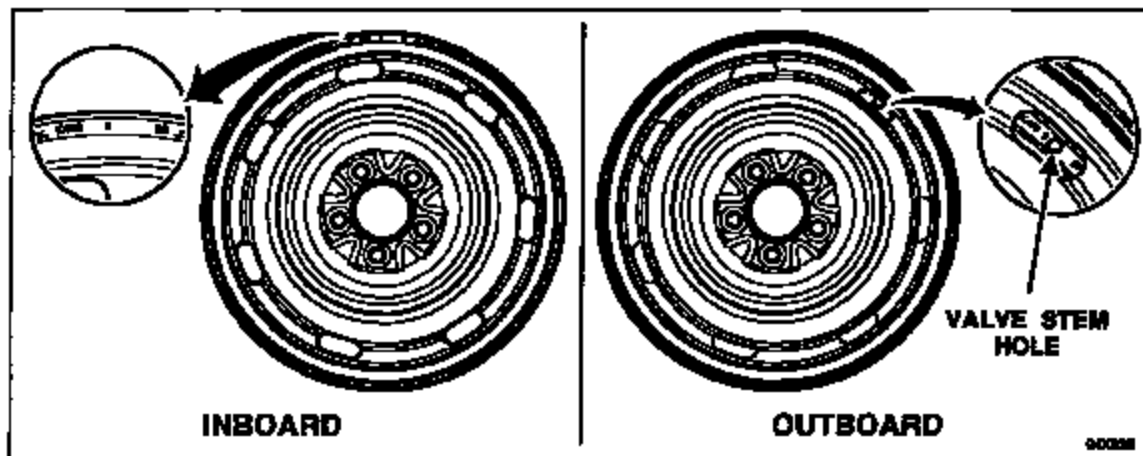


FIGURE 5

Total Number of Wheels Returned / Analyzed

216

Wheels Returned by Warranty Claim Defect (AW):

Leak	L	109
Other	O	39
Recall Campaign	R	61
Incomplete Data	I	7
		216

All Claim Defects:

Actual Wheel Part Number	AWB Claim Part Number	AWS Claim Part Number				
		CD	CF	CG	4W73-AA	5W73-AA
CD	CD	20	24	93	4	3
CF	CF	2	16	23	0	11
CG	CG	0	0	4	0	0
4W73-AA	4W73-AA	0	4	2	2	16
5W73-AA	5W73-AA	0	0	1	0	1
		22	44	113	6	31

Total Returned	% Property Claimed
134	15%
52	24%
4	100%
24	3%
2	50%
216	

Actual Wheel Part Number	Warranty Claim Defect					Incomplete
	L	O	R	I	Recall	
CD	61	16	30	5		124
CF	20	4	10	0		52
CG	0	4	0	0		4
4W73-AA	9	12	1	2		24
5W73-AA	1	0	0	0		2
	100	36	41	7		216

Leak Claim Defects:

Actual Wheel Part Number	AWB Claim Part Number	AWS Claim Part Number				
		CD	CF	CG	4W73-AA	5W73-AA
CD	CD	9	5	43	4	3
CF	CF	2	11	19	0	10
CG	CG	0	0	0	0	0
4W73-AA	4W73-AA	0	1	1	0	7
5W73-AA	5W73-AA	0	0	0	0	1
		10	17	59	4	19

61	17%
38	29%
0	0%
8	0%
1	100%
109	

Actual Wheel Part Number	Leak Test Results						Incomplete
	N	L	C	X	S	Recall	
CD	0	0	3	0	12	0	15
CF	1	0	4	0	0	0	5
CG	0	0	0	0	0	0	0
4W73-AA	0	0	0	0	0	0	0
5W73-AA	1	0	0	0	0	0	1
	10	0	7	0	12	0	30

Other (quality, appearance, structural) Claim Defects:

Actual Wheel Part Number	AWB Claim Part Number	AWS Claim Part Number				
		CD	CF	CG	4W73-AA	5W73-AA
CD	CD	2	10	4	0	2
CF	CF	0	0	4	0	0
CG	CG	0	0	4	0	0
4W73-AA	4W73-AA	0	1	0	2	0
5W73-AA	5W73-AA	0	0	1	0	0
		2	11	13	2	11

18	11%
4	0%
4	100%
12	17%
1	0%
39	

Actual Wheel Part Number	Leak Test Results						Incomplete
	N	L	C	X	S	Recall	
CD	0	0	0	0	4	1	5
CF	0	0	0	0	0	0	0
CG	0	0	0	0	1	0	1
4W73-AA	2	0	0	2	2	0	12
5W73-AA	0	0	0	1	0	0	1
	2	0	0	3	7	1	20

Recall Campaign:

Actual Wheel Part Number	AWB Claim Part Number	AWS Claim Part Number				
		CD	CF	CG	4W73-AA	5W73-AA
CD	CD	10	0	31	0	0
CF	CF	0	3	4	0	1
CG	CG	0	0	0	0	0
4W73-AA	4W73-AA	0	0	1	0	0
5W73-AA	5W73-AA	0	0	0	0	0
		10	3	36	0	1

50	20%
10	50%
0	0%
1	0%
0	0%
61	

Actual Wheel Part Number	Leak Test Results						Incomplete
	N	L	C	X	S	Recall	
CD	0	0	0	0	4	0	4
CF	3	0	0	0	0	0	3
CG	0	0	0	0	0	0	0
4W73-AA	1	0	0	0	0	0	1
5W73-AA	0	0	0	0	0	0	0
	4	0	0	0	4	0	11

Incomplete Data by AWS Defect:

Actual Wheel Part Number	AWB Claim Part Number	AWS Claim Part Number				
		CD	CF	CG	4W73-AA	5W73-AA
CD	CD	0	0	5	0	0
CF	CF	0	0	0	0	0
CG	CG	0	0	0	0	0
4W73-AA	4W73-AA	0	2	0	0	0
5W73-AA	5W73-AA	0	0	0	0	0
		0	2	5	0	0

3	1%
0	0%
0	0%
2	0%
0	0%
7	

Actual Wheel Part Number	Leak Test Results						Incomplete
	N	L	C	X	S	Recall	
CD	0	0	0	0	0	0	0
CF	0	0	0	0	0	0	0
CG	0	0	0	0	0	0	0
4W73-AA	1	0	0	0	0	0	1
5W73-AA	0	0	0	0	0	0	0
	1	0	0	0	0	0	1

Data from Wheel Returned to Ford Warranty Center (last updated by DWS/S)

ENR-USA 000100

Total Number of Wheels Returned / Analyzed

267

Field Returns by Warranty Claim Defect (All)

Leak	L	188
Other	O	33
Recall Campaign	R	110
Incomplete Data	Incomplete	18

Key for Leak Testing Results

No Leak or Crack Found	N
Leak	L
Crack	C
Wheel sent to Ford X-Change for Uniformity Inspection	X
Wheel Scraped at Ford (CD Wheels only)	S
Testing In-Progress or Incomplete Data	Incomplete

All Other Defects

Actual Wheel Part Number	AWS Claim Part Number	AWS Claim Part Number					Total Returned	% Properly Claimed
		CD	CF	CG	4W73-AA	5W73-AA		
CD	CD	27	39	128	4	6	204	13%
CF	CF	3	90	59	0	11	123	41%
CG	CG	0	0	6	0	0	6	100%
4W73-AA	4W73-AA	0	4	7	2	18	31	8%
5W73-AA	5W73-AA	0	0	1	0	1	2	50%
		30	93	201	6	36	366	

Actual Wheel Part Number	Warranty Claim Defect					Total Returned
	L	O	R	Incomplete		
CD	84	22	86	13		204
CF	88	8	23	4		123
CG	0	6	0	0		6
4W73-AA	12	16	1	2		31
5W73-AA	1	1	0	0		2
		183	53	110	18	366

Leak Claim Defects

Actual Wheel Part Number	AWS Claim Part Number	AWS Claim Part Number					Total Returned	% Properly Claimed
		CD	CF	CG	4W73-AA	5W73-AA		
CD	CD	14	18	49	4	1	86	17%
CF	CF	3	48	33	0	10	94	45%
CG	CG	0	0	0	0	0	0	#DIV/0!
4W73-AA	4W73-AA	0	1	4	0	7	12	0%
5W73-AA	5W73-AA	0	0	0	0	1	1	100%
		17	57	86	4	19	183	

Actual Wheel Part Number	Leak Test Results					Total Returned	Miscellaneous		Total Reviewed
	N	L	C	Incomplete			X	S	
CD	5	4	7	4		20	0	64	64
CF	19	8	44	15		86	0	2	3
CG	0	0	0	0		0	0	0	0
4W73-AA	0	0	0	4		12	0	0	0
5W73-AA	1	0	0	0		1	0	0	0
		24	12	51	23	119	0	66	66

Other (Uniformity, asymmetry, damage)

Actual Wheel Part Number	AWS Claim Part Number	AWS Claim Part Number					Total Returned	% Properly Claimed
		CD	C	4W73-AA	5W73-AA			
CD	CD	0	1	0	2		23	14%
CF	CF	0	1	7	0	0	8	13%
CG	CG	0	0	6	0	0	6	100%
4W73-AA	4W73-AA	0	1	2	2	13	16	13%
5W73-AA	5W73-AA	0	0	1	0	0	1	0%
		0	3	22	2	13	52	

Actual Wheel Part Number	Leak Test Results					Total Returned	Miscellaneous		Total Reviewed
	N	L	C	Incomplete			X	S	
CD	1	0	2	0		3	1	18	19
CF	2	0	0	2		4	2	2	4
CG	2	0	0	0		2	1	1	4
4W73-AA	3	0	0	0		3	11	3	15
5W73-AA	0	0	0	0		0	1	0	1
		6	0	2	2	12	16	23	41

Recall Campaign

Actual Wheel Part Number	AWS Claim Part Number	AWS Claim Part Number					Total Returned	% Properly Claimed
		CD	CF	CG	4W73-AA	5W73-AA		
CD	CD	10	11	62	0	3	86	12%
CF	CF	0	3	17	0	1	21	23%
CG	CG	0	0	0	0	0	0	#DIV/0!
4W73-AA	4W73-AA	0	0	1	0	0	1	0%
5W73-AA	5W73-AA	0	0	0	0	0	0	#DIV/0!
		10	14	80	0	4	110	

Actual Wheel Part Number	Leak Test Results					Total Returned	Miscellaneous		Total Reviewed
	N	L	C	Incomplete			X	S	
CD	0	0	0	1		1	0	85	85
CF	13	0	3	7		22	0	1	1
CG	0	0	0	0		0	0	0	0
4W73-AA	1	0	0	0		1	1	0	1
5W73-AA	0	0	0	0		0	0	0	0
		13	0	3	8	24	0	86	86

Incomplete Data in AWS System

Actual Wheel Part Number	AWS Claim Part Number	AWS Claim Part Number					Total Returned	% Properly Claimed
		CD	CF	CG	4W73-AA	5W73-AA		
CD	CD	0	1	11	0	0	12	0%
CF	CF	0	6	0	0	0	6	100%
CG	CG	0	0	0	0	0	0	#DIV/0!
4W73-AA	4W73-AA	0	2	0	0	0	2	0%
5W73-AA	5W73-AA	0	0	0	0	0	0	#DIV/0!
		0	9	11	0	0	18	

Actual Wheel Part Number	Leak Test Results					Total Returned	Miscellaneous		Total Reviewed
	N	L	C	Incomplete			X	S	
CD	0	0	1	0		1	0	11	11
CF	1	0	3	0		4	0	0	0
CG	0	0	0	0		0	0	0	0
4W73-AA	1	0	1	0		2	0	0	0
5W73-AA	0	0	0	0		0	0	0	0
		2	0	5	0	7	0	11	11

From: WRC, Jeff (J.E.)  
Sent: Friday, May 05, 2006 9:34 AM  
To: WRC, Jessica (J.)  
Cc: WRC, Jeff (J.E.)  
Subject: OMC (Close Up Axle) Steel Wheel Coverage

Jessica,

This is the email requested via the compliance note of 5/5/06.

**JOE HART**  
**Commercial Area Field Manager - CYO**  
**North Central Car**  
**OMC - North Central (Dundalk) Corporate Office**  
**Nassau County New York Office**  
**Suffolk County New York Office - EDVP**  
**Phone: 516-739-9331**  
**Cell: 301-681-0330**  
**Fax: 516-739-7230**  
**Email: jhart@omc.com**

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

From: Jeff, Jeff (J.E.)  
Sent: Monday, January 30, 2006 9:22 AM  
To: Thompson, Ed (E.M.); Bouchard, Bruce (B.B.); Dwyer, Charles (C.R.); Edinger, Charles (C.H.); Blakey, Chris (C.L.); Cuykendall, Christine (C.M.); Gandy, Chad (C.H.); Asadpour, Amir (A.A.); Johnson, Dan (D.M.); McCall, Dan (D.M.); Boyle, David (D.B.); Salter, Douglas (D.F.); McManus, Dale (D.M.); Conroy, Eric (E.W.); Carrone, Jim (J.); 0000000000; Rosen, J. (J.); Sora, Jim (J.S.); WRC, Jeff (J.E.); Trout, Bob (W.B.); Wilson, Joel (J.); Hsu, Steve (S.S.); Smith, Steve (S.P.); Cox, Lawrence (L.S.); Amy, Larry (L.A.); Smith, Mark (M.A.); McHenry, Mike (M.A.); Sposito, Michael (M.L.); Wolke, Robert (R.P.); Kutzner, Robert (R.L.); Canal, Ron (R.); Clark, Scott (S.S.); Brand, Thomas (T.M.); Jones, Vincent (V.A.); Dugg, Wayne (W.E.); Casper, William (W.P.); Walsh, William (W.R.); Unger, Bob (B.); Knapik, Martin (M.J.)  
Cc: Carlson, Catherine (C.); Nease, Dale (D.L.); Lutz, David (D.E.); Heston, Gerry (G.A.); Reiser, Greg (G.M.); Nier, Gerald (G.P.); Shaver, Mark (M.L.); Pegg, Ron (R.); Birkbeck, Scott (S.A.); McKeever, Todd (T.R.); GM, Tom (T.F.); Meck, Aron (A.B.); Stuedt, Bob (B.); Shep, Gary (G.R.)  
Subject: OMC (Close Up Axle) Steel Wheel Coverage

Customer Satisfaction Program 0-4405 which covers all 2003 through 2006 Crown Victoria Police (CVP) and Commercial Heavy Duty (Tand) vehicles (body codes F70, F71, F72) built at the St. Thomas Assembly Plant from October 10, 2001 through December 9, 2004 has been announced and notification letters have been sent to customers. Please familiarize yourself with the following and see attachments for details:

**Concern:**

- 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.

**Background:**

- Previously announced Safety Recall 03505 replaced all 5 wheels on commercial heavy duty Crown Victoria manufactured from August 18, 2001 through September 22, 2002 (vehicles built from October 10,

2001 through September 30, 2002).

- Previously announced Customer Satisfaction Program 03M03 involved inspecting all five (5) steel wheels. Any wheel built from September 23, 2002 through April 22, 2003 (date codes "K402 9 23" through "K403 4 22") was eligible for replacement, if found to be leaking air due to a crack in the wheel.

### **What You Need To Know Now - 04M05 & 58B01**

Customer Satisfaction Program 04M05 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 and will allow replacement of a cracked wheel manufactured from August 18, 2001 through November 19, 2004. This program (04M05) provides additional 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.

- If a wheel is found to meet the program criteria, 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 from the recall hotline is required before replacing a wheel. 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.

#### **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)

### **FLEET MOVEMENT OF 03S05-AFFECTED WHEELS TO OTHER VEHICLES INCLUSION OF AFFECTED VEHICLES IN WARRANTY**

Because CVPI 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.

58B01 goes with 04M05 and merely states that 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.

### **QUESTIONS?**

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



R04M05.pdf (118 KB)



R04M053.pdf (93 KB)



R04M05C1.pdf (100 KB)



R04M05C2.pdf (134 KB)



R04M05C3.pdf (135 KB)



R58801.pdf (87 KB)

*Scott R. Clark*

Modified Vehicle Specialist  
Police-Limo-Taxi-Livery  
Commercial Vehicle Operations  
Ford Customer Service Division  
Phone: 313-350-1480  
Fax: 313-248-8580  
[scjark10@ford.com](mailto:scjark10@ford.com) <<mailto:scjark10@ford.com>>



Sandler  
Trostel  
Tucker

Carl  
Mark  
Dennis

Louisville Metro Police Department  
Colorado State Patrol  
Illinois State Police

*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](mailto:scclark10@ford.com) <<mailto:scclark10@ford.com>>

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

From: Clark, Scott (S.R.)  
Sent: Monday, March 07, 2005 11:20 AM  
To: Clark, Scott (S.R.)  
Subject: Steel Wheel Questionnaire

**Background:**

- Some fleet customers have experienced cracks in the steel wheels on their 2003 - 2005 model year Crown Victoria cars. To address customer concerns, Ford has extended the warranty of certain steel wheels to cover wheel replacement if a crack is experienced (program 04M05).

**Requested Action:**

- Ford engineering is gathering data to better understand the cause and effects of cracks experienced on these wheels. If you experience a crack in a Crown Victoria steel wheel, please provide as much information on the attached form as possible. Thank you!



Steel Wheel Fleet  
questionnaire...

*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](mailto:scclark10@ford.com) <<mailto:scclark10@ford.com>>



Some fleet customers have experienced cracks in the steel wheels on their 2003 - 2005 model year Crown Victoria cars. To address customer concerns, Ford has extended the warranty of certain steel wheels to cover wheel replacement if a crack is experienced (program 04M05). Ford engineering is gathering data to better understand the cause and effects of cracks experienced on these wheels.

If you experience a crack in a Crown Victoria steel wheel, please provide as much information on this form as possible.

**Dealership Repair**

Wheels will be requested via an FCS-700 Return Document. Include a completed survey with each wheel return.

**Fleet Repair**

If your fleet performs its own warranty repair service, please call (313) 390-5129 for the wheel return procedure.

**Completed forms can be faxed to: Ford Automotive Safety Office (313) 594-2268  
If you have any questions, contact Eric Eiswerth (313) 390-5129 (eeiswert@ford.com)**

Name of Fleet/Customer: \_\_\_\_\_

**General Information**

Regularly scheduled inflation pressure inspection with a gauge?  YES  
 NO

If YES, what interval?

Are results recorded?

Typical vehicle usage (highway or local/weekly mileage, etc...)

**Specific Vehicle Information**

VIN: \_\_\_\_\_ Mileage: \_\_\_\_\_

Wheel part number and build date code (i.e. 3W73-1007-CD; K402 9 23)

What were the vehicle symptoms that led to wheel service, and when were the symptoms observed (i.e. noticed low tire when car was parked/noticed vibration at speeds over 50 mph)?

How was the wheel crack identified (visual, air leak through rim, etc...)?

If loss of inflation pressure was experienced, how quickly did the tire lose pressure?

Was there any severe wheel impact (curb/pothole/etc...) prior to loss of inflation?

If a tire lost pressure, what were the conditions when deflation occurred (vehicle speed, turning, how quickly pressure was lost, etc...)?

Any other symptoms/indications that tire pressure was low?

Operator/Driver: \_\_\_\_\_ Available to contact for more info?

**NOTE: Please use this process through 6/1/05.**

**Hirtzel, Rich (R.J.)**

---

**From:** Gilhool, Jennifer (J.)  
**Sent:** Friday, September 24, 2004 2:03 PM  
**To:** Hirtzel, Rich (R.J.); Balint, Gary (G.S.)  
**Cc:** Eiswerth, Eric (E.E.)  
**Subject:** FW: Draft Fact Sheet for Steel Wheel Issue

Rich,

Changes in document. Sorry for the delay I was at the plant all morning and in meeting until about 10 minutes ago.

Jen

---Original Message---

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Friday, September 24, 2004 12:24 PM  
**To:** Eiswerth, Eric (E.E.); Gilhool, Jennifer (J.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** FW: Draft Fact Sheet for Steel Wheel Issue

Jennifer, Eric,

Please review this draft of the FRC Fact Sheet for the Steel Wheel. Please share your comments with each other and return to me as soon as possible today.

---Original Message---

**From:** Campbell, Keith (K.A.)  
**Sent:** Friday, September 24, 2004 12:11 PM  
**To:** Balint, Gary (G.S.)  
**Cc:** Christensen, Kris (K.S.); Hirtzel, Rich (R.J.); McCloskey, Lori (L.A.); Rohweder, David (D.S.)  
**Subject:** RE: Draft Fact Sheet for Steel Wheel Issue

Dave and my write up



04X53 CrownVic  
SteelWheel Fact...

*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:** Balint, Gary (G.S.)  
**Sent:** Wednesday, September 22, 2004 2:45 PM  
**To:** Campbell, Keith (K.A.)  
**Cc:** Christensen, Kris (K.S.); Hirtzel, Rich (R.J.); Balint, Gary (G.S.); McCloskey, Lori (L.A.); Rohweder, David (D.S.)  
**Subject:** Draft Fact Sheet for Steel Wheel Issue  
**Importance:** High

Keith - The steel wheel issue discussed at yesterday's Tech Review could be presented to the Field Review Committee (FRC) as early as 9/29. The FRC is the approval authority for Field Service

Actions and will base their decision on the information contained within a one-page Fact Sheet (pro forma attached). The Critical Concern manager, Kris Christensen, has identified you as the appropriate person to fill out this Fact Sheet.

**Please complete the attached and return to Rich Hirtzel by COB Thursday, 9/23.** The information that you insert in this Fact Sheet must be a summary of the information contained in the 14d. We have already inserted the vehicle population and the service fix portions. The remaining sections are to be filled out by you. Once you return to us, we will obtain ASO and OGC approvals/revisions and return the final version to you. If this issue does go to the FRC on 9/29, a Chief Engineer (or higher) will present the issue using the approved Fact Sheet. Non-approved Fact Sheets cannot be presented to the FRC.

Sorry about the short time frame but this must be completed by you quickly so we have enough time to obtain ASO/OGC revisions in time for us to distribute to the FRC Committee members first thing Monday morning.

I will not be in the office Friday nor Monday so please direct questions to Rich Hirtzel (RHIRTZEL) on 72489.

<< File: 04X53 CrownVic SteefWheel FactSheet.doc >>

**Hirtzel, Rich (R.J.)**

---

**From:** Eiswerth, Eric (E.E.)  
**Sent:** Friday, October 29, 2004 3:40 PM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** FW: Advance Notice 04M05 Steel Wheel

Rich,  
See attached comments from Pete and I.  
If you have any questions, let me know.

Regards,

*Eric Eiswerth*  
*Ford Automotive Safety Office*  
*eeiswert@ford.com*  
*(313)390-5129*

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

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Thursday, October 28, 2004 12:58 PM  
**To:** Eiswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyma, Dave (D.E.); Gilhool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Moroz, Brian (B.T.); Woolen, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.); Kinley, Kristen (K.L.)  
**Cc:** Ballin, Gary (G.S.)  
**Subject:** Advance Notice 04M05 Steel Wheel

Please review this document as soon as possible, make any changes directly in the document. Please return



04M05 Dealer  
Advance.doc

your copies by 1:00PM Friday October 28th.

**Hirtzel, Rich (R.J.)**

---

**From:** Balint, Gary (G.S.)  
**Sent:** Friday, October 29, 2004 3:59 PM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** 04M05 Advance Notice Draft

I just spoke to Eric Eiswerth about his request to add the paragraphs about disabling removed wheels and random return of wheels in the Advance Notice. He agreed that it would be fine to provide these to the dealer along with part number info, labor times, claim procedures when they call Renkim. I explained that these paragraphs would certainly be in the final dealer bulletin.

**Hirtzel, Rich (R.J.)**

---

**From:** Carver, Norman (N.B.)  
**Sent:** Thursday, October 28, 2004 1:37 PM  
**To:** Hirtzel, Rich (R.J.)  
**Cc:** Balint, Gary (G.S.); Lorenz, Gary (G.L.)  
**Subject:** FW: Advance Notice 04M05 Steel Wheel

Rich, looks okay to me.

**Norman Carver**  
QSP/Recall Parts Program Manager  
Mail Drop MD-44, Cube 2119B  
29500 Plymouth Road, Livonia, MI 48150  
Ford Motor Company  
Ph 734 266-9916, Fax 734 523-5628

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

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Thursday, October 28, 2004 12:58 PM  
**To:** Elsworth, Eric (E.E.); Souchock, Peter (P.D.); Kizyna, Dave (D.E.); Gilhool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Mariano (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.); Kinney, Kristen (K.L.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** Advance Notice 04M05 Steel Wheel

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04M05 Dealer  
Advance.doc

your copies by 1:00PM Friday October 28th.

**Hirtzel, Rich (R.J.)**

---

**From:** Balint, Gary (G.S.)  
**Sent:** Wednesday, October 27, 2004 5:05 PM  
**To:** Hirtzel, Rich (R.J.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** 1) 04M05 Mark-up; 2) 04S20 Supplement; 3) 03B03 Supplement

Rich - First priority: Can you have the 04M05 re-write ready when I get back from CCRG (see markup on your chair). This will need to go out for a quick collab early Thursday afternoon.

Second priority: See my e-mail on the 04S20 cure time and incorporate into 04S20 Supplement. Then let's discuss before sending out for collab.

Third priority: PS&L signed off on parts availability for 03B03 Supplement #1 so we need to get our letters drafted.

Hirtzel, Rich (R.J.)

From: Balint, Gary (G.S.)  
Sent: Tuesday, October 12, 2004 10:07 AM  
To: Hirtzel, Rich (R.J.)  
Cc: Balint, Gary (G.S.)  
Subject: Need AWS Run ASAP

Rich - Would you please do an AWS run ASAP to determine the number of 1995-1997 Crown Victoria and Town Cars that had claims with each of the following labor operations (please note that B program labor ops in this era were only four characters long):

- 1) How many had claims with labor op B18B?
- 2) How many had claims with labor op B19C?
- 3) How many had claims with labor op B19D?

The total of the three groups should be somewhere in the neighborhood of 54,000 claims.

Can you get the results by 9AM Wednesday morning?

Trans. code 98B19  
order by labor opt

Data Base summary

MEETING W/ MALCOM

D. Wood

CHARLIE  
GARY

RICH

2:30 pm

BEGIN SENDING LETTERS ONCE WE HAVE  
A CLEAN CUT OFF DATE.

PETE - WHY CAN'T WE LOAD UP OASIS - FOR 03  
L THEN RELOAD AGAIN WHEN CUT OFF DATE  
CAN WE DO PROGRAM ANNOUNCEMENT NOW  
START PENNING STARTS NOV 8th  
WHEELS IN FCSO DEPOTS - WEEK OF NOV 22

STEEL WHEELS

CHARLIE/GARY

SCRAPPING SERVICE STOCK INSTEAD OF SELLING

DEC 6th JOB #2 - WHEELS SHOULD BE AVAILABLE - ST. THOMAS HAS 2 WEEKS (END OF NOVEMBER) OF Downtime  
LARRY LIPOSKY 734 744-265

FR84-034 000291

SEND OUT A DLR BULLITION LOAD VINS 03,04,05  
SAYING PART ARENT AVAILABLE YET - 2-3 WEEKS  
IF YOU HAVE A CRACKED WHEEL - CALL US FIRST!

**Hirtzel, Rich (R.J.)**

---

**From:** Gerstenberger, Mark (M.R.)  
**Sent:** Thursday, December 16, 2004 9:00 AM  
**To:** Wooten, Richard (R.L.); Hirtzel, Rich (R.J.); Balint, Gary (G.S.)  
**Cc:** Hollick, Richard (R.); Wright, Matthew (M.); Rivera, Santos (S.)  
**Subject:** 04M05 - Pay Status Confirmation

These labor operations have been set to pay with an effective date of 1 Sep, 2004 for 2003-2004 Crown Victoria.

04M05A.....Inspect Five Wheels.....0.5 hrs.  
04M05B.....Inspect and Replace One Wheel.....0.8 hrs.  
04M05C.....Inspect and replace Two Wheels.....1.0 hrs.  
04M05D.....Inspect and Replace Three Wheels.....1.2 hrs.  
04M05F.....Inspect and Replace Four Wheels.....1.5 hrs.  
04M05G.....Inspect and replace Five Wheels.....1.7 hrs.

Regards,  
Mark Gerstenberger  
Service Labor Time Standards  
E-mail: mgersten@ford.com Ph: (313) 39-04618

Eyes on the Prize...Accurate and Timely Service Information...Easy for the End User

12/16/2004

ER04-034 0002B2

**Hirtzel, Rich (R.J.)**

---

**From:** Elswerth, Eric (E.E.)  
**Sent:** Friday, December 17, 2004 8:48 AM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** FW: 04M05 Steel Wheel - Collab Review

Regards,

*Eric Elswerth*  
Ford Automotive Safety Office  
eelswerth@ford.com  
(313)390-5129

---Original Message---

**From:** Elswerth, Eric (E.E.)  
**Sent:** Thursday, December 16, 2004 3:48 PM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** FW: 04M05 Steel Wheel - Collab Review

Rich,  
I have no comments other than what we discussed on the phone:  
03M03 was a CSA, not safety (I marked this change on Jennifer's mark up)  
Date stamp location on the rim.

I still haven't gotten feedback from Pete.

Regards,

*Eric Elswerth*  
Ford Automotive Safety Office  
eelswerth@ford.com  
(313)390-5129

---Original Message---

**From:** Gilhod, Jennifer (J.)  
**Sent:** Wednesday, December 15, 2004 10:56 AM  
**To:** Hirtzel, Rich (R.J.)  
**Cc:** Elswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyma, Dave (D.E.); Gilhod, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.)  
**Subject:** FW: 04M05 Steel Wheel - Collab Review

My comments included. Looks good.

---Original Message---

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Wednesday, December 15, 2004 8:07 AM  
**To:** Elswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyma, Dave (D.E.); Gilhod, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.)  
**Cc:** Baint, Gary (G.S.)  
**Subject:** 04M05 Steel Wheel - Collab Review

Please review the following documents; Dealer letter/Customer letter, two additional Customer letters, a PDF attachment for the Customer letters and a pdf with Tech instructions (Attachment III). Please respond by 8:00 am Thursday morning December 16, with any comments or suggestions. Late returns will delay the Red folder and will push the possible launch to next Monday or Tuesday.



04M05 Full Bull.doc



04M05Customer  
LetterA.doc



04M05Customer  
LetterB.doc



04x53\_cv\_d3.pdf



04m05\_d7.pdf

**Hirtzel, Rich (R.J.)**

---

**From:** Gerstenberger, Mark (M.R.)  
**Sent:** Friday, December 17, 2004 9:19 AM  
**To:** Castleberry, Brett (B.A.); Wooten, Richard (R.L.)  
**Cc:** Roberts, Michael (M.J.); Foster, Tom (T.E.); Habian, Mitchell (M.J.); Hirtzel, Rich (R.J.); Rivera, Santos (S.)  
**Subject:** RE: 04M05 Steel Wheel - 58B01A Should Close

To All,  
I do not have any record of 58B01A in GSLTS.  
I believe this is GCAMP/GACES only.

---

**From:** Castleberry, Brett (B.A.)  
**Sent:** Friday, December 17, 2004 7:04:37 AM  
**To:** Wooten, Richard (R.L.)  
**Cc:** Roberts, Michael (M.J.); Foster, Tom (T.E.); Habian, Mitchell (M.J.); Hirtzel, Rich (R.J.); Rivera, Santos (S.)  
**Subject:** RE: 04M05 Steel Wheel - 58B01A Should Close  
Auto forwarded by a Rule

Yes.

**BRETT A. CASTLEBERRY**

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

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

**From:** Wooten, Richard (R.L.)  
**Sent:** Friday, December 17, 2004 6:42 AM  
**To:** Castleberry, Brett (B.A.)  
**Cc:** Roberts, Michael (M.J.); Foster, Tom (T.E.); Habian, Mitchell (M.J.); Hirtzel, Rich (R.J.)  
**Subject:** RE: 04M05 Steel Wheel - 58B01A Should Close

Will this labor operation be in GSLTS?

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

**From:** Castleberry, Brett (B.A.)  
**Sent:** Thursday, December 16, 2004 7:56 AM  
**To:** Wooten, Richard (R.L.)  
**Cc:** Roberts, Michael (M.J.); Foster, Tom (T.E.); Habian, Mitchell (M.J.); Hirtzel, Rich (R.L.)  
**Subject:** RE: 04M05 Steel Wheel - 58B01A Should Close

Rick,

Since this is a one-time inspection, GCAMP will be required to close the program once claimed.

## BRETT A. CASTLEBERRY

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

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

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Wednesday, December 15, 2004 3:17 PM  
**To:** Foster, Tom (T.E.); Habian, Mitchell (M.J.); Castleberry, Brett (B.A.)  
**Cc:** Roberts, Michael (M.J.)  
**Subject:** FW: 04M05 Steel Wheel - Collab Review

Question.....

See last line from Rick Wooten, regarding the one-time inspection and its labor op code.....

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

**From:** Wooten, Richard (R.L.)  
**Sent:** Wednesday, December 15, 2004 3:04 PM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** RE: 04M05 Steel Wheel - Collab Review

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

- Program Code: 58B01A
- Submit on Customer Satisfaction Program Claim Form
- Can only be claimed one time per vehicle.
- Labor only no parts or miscellaneous expense cost

Will GCAMPS close the CSP with labor operation 58B01A?

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

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Wednesday, December 15, 2004 8:07 AM  
**To:** Elsworth, Eric (E.E.); Souchock, Peter (P.D.); Kizyna, Dave (D.E.); Gilhool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Monz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** 04M05 Steel Wheel - Collab Review

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<< File: 04M05 Full Bull.doc >> << File: 04M05Customer LetterA.doc >> << File: 04M05Customer LetterB.doc >> << File: 04x53\_cv\_d3.pdf >> << File: 04m05\_d7.pdf >>

**Hirtzel, Rich (R.J.)**

---

**From:** Campbell, Keith (K.A.)  
**Sent:** Friday, December 17, 2004 10:34 AM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** RE: 04M06 Steel Wheel - Collab Review

Looks good

*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:** Hirtzel, Rich (R.J.)  
**Sent:** Wednesday, December 15, 2004 8:07 AM  
**To:** Eiswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyma, Dave (D.E.); Gihool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** 04M05 Steel Wheel - Collab Review

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**Hirtzel, Rich (R.J.)**

---

**From:** Rivera, Santos (S.)  
**Sent:** Wednesday, December 15, 2004 1:09 PM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** FW: FW: 04M05 Steel Wheel - Collab Review

Rich,

This collab is approved with edits

Thanks

**Subject:** Re: FW: 04M05 Steel Wheel - Collab Review

A few of the labor times are incorrect. The attachment below has the changes that need to be made listed in RED.

12/15/2004

E004-034 000200

**Changes Are Made in RED**

<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
One-Time Inspection, (upon Fleet Request) of All Five (5) Wheels for Engineering Part # and Build Code – Note: 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

**Hirtzel, Rich (R.J.)**

---

**From:** Wooten, Richard (R.L.)  
**Sent:** Wednesday, December 15, 2004 3:04 PM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** RE: 04M05 Steel Wheel - Collab Review

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

- Program Code: 58B01A
- Submit on Customer Satisfaction Program Claim Form
- Can only be claimed one time per vehicle.
- Labor only no parts or miscellaneous expense cost

Will GCAMPS close the CSP with labor operation 58B01A?

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

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Wednesday, December 15, 2004 8:07 AM  
**To:** Eswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyma, Dave (D.E.); Gilhool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.I.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** 04M05 Steel Wheel - Collab Review

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**Hirtzel, Rich (R.J.)**

---

**From:** Roberts, Michael (M.J.)  
**Sent:** Wednesday, December 15, 2004 10:38 AM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** RE: 04M05 Steel Wheel - Collab Review

Looks good

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

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Wednesday, December 15, 2004 8:07 AM  
**To:** Eswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyma, Dave (D.E.); Gilhool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Mariano (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** 04M05 Steel Wheel - Collab Review

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**Customer Satisfaction Program 04M05**  
**Certain 2003 through 2005 Model Year Crown Victoria Police (CVPI) and Commercial Heavy Duty**  
**(Taxi) 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*	0.4 Hours
Replace, Balance & Disable One (1) Wheel and inspect remaining wheels on vehicle	04M05B	0.7 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	1.4 Hours
Replace, Balance & Disable Five (5) Wheels and inspect remaining wheels on vehicle	04M05G	1.6 Hours

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

- Program Code: 58B01A
- Submit on Customer Satisfaction Program Claim Form
- Can only be claimed one time per vehicle.

**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)*

**Hirtzel, Rich (R.J.)**

---

**From:** Roberts, Michael (M.J.)  
**Sent:** Thursday, October 28, 2004 1:58 PM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** RE: Advance Notice 04M05 Steel Wheel

Should we still say "Certain" in the title to cover our 2005 MY vehicles built ?

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

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Thursday, October 28, 2004 12:58 PM  
**To:** Eiswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyma, Dave (D.E.); Gilhool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.); Kinley, Kristen (K.L.)  
**Cc:** Balint, Gary (G.S.)  
**Subject:** Advance Notice 04M05 Steel Wheel

Please review this document as soon as possible, make any changes directly in the document. Please return your copies by 1:00PM Friday October 28th. << File: 04M05 Dealer Advance.doc >>

**Hirtzel, Rich (R.J.)**

---

**From:** Gilhool, Jennifer (J.)  
**Sent:** Friday, October 29, 2004 9:42 AM  
**To:** Hirtzel, Rich (R.J.)  
**Subject:** RE: Advance Notice 04M05 Steel Wheel

okay

---Original Message---

**From:** Hirtzel, Rich (R.J.)  
**Sent:** Thursday, October 28, 2004 12:58 PM  
**To:** Eswerth, Eric (E.E.); Souchock, Peter (P.D.); Kizyna, Dave (D.E.); Gilhool, Jennifer (J.); Campbell, Keith (K.A.); Rivera, Santos (S.); Carver, Norman (N.B.); Catalano, Martino (M.); Moroz, Brian (B.T.); Wooten, Richard (R.L.); Castleberry, Brett (B.A.); Roberts, Michael (M.J.); Kinley, Kristen (K.L.)  
**Cc:** Belint, Gary (G.S.)  
**Subject:** Advance Notice 04M05 Steel Wheel

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**Balint, Gary (G.S.)**

---

**From:** Balint, Gary (G.S.)  
**Sent:** Wednesday, October 27, 2004 4:57 PM  
**To:** Roberts, Michael (M.J.)  
**Cc:** Hirtzel, Rich (R.J.); Esch, Becky (B.); Balint, Gary (G.S.)  
**Subject:** FW: Request for Approval to Assign an Administrative Program Number

Mike - Would you please assign a "dummy" B number for the 04M05 inspection per Charlie's authorization below (Becky can show you where the log book is kept - I suggest using 58B01 for this program). Also, please keep a copy of this note in the 04M05 records as authority for this administrative number. Thanks.

Rich - This will need to be incorporated into the final bulletin, not the Advance Announcement. See 03B05 for a good example of the use of this type of number.

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

**From:** Kopeika, Charles (C.R.)  
**Sent:** Wednesday, October 27, 2004 4:45 PM  
**To:** Balint, Gary (G.S.)  
**Subject:** RE: Request for Approval to Assign an Administrative Program Number

I concur with the establishment of the artificial or "dummy" program number to support the inspection process.

**Thanks,**

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

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

**From:** Balint, Gary (G.S.)  
**Sent:** Wednesday, October 27, 2004 3:23 PM  
**To:** Kopeika, Charles (C.R.)  
**Subject:** Request for Approval to Assign an Administrative Program Number

One of the goals for 04M05 (steel wheels) is to give dealers approval to conduct a one-time inspection of all five wheels in the event that a fleet has transferred 03S05 wheels from an affected vehicle to a non-affected vehicle. We have been unable to find a clean way within GCamp or ACES to allow this one-time claim without also closing the program or allowing repeat inspection claims.

This note is to request your approval to utilize a "dummy" program number to be used strictly for administering this one-time inspection. This would be identical to the way we administered the free oil change included with 03B05 and a few other similar programs with unique administrative needs. If you approve, a copy of your reply to this note will be included with the program folder to document this approach. A program number similar to 57B99 would be utilized (Becky has a log that keeps track of these dummy numbers). All 04M05 VINs would also be loaded in 57B99. If a dealer utilizes the one-time inspection, he would have to submit a separate claim against 57B99 which would then close the inspection program only. OASIS would display both 04M05 and 57M99 so the dealer could know whether the inspection had previously been claimed (either by his dealership or another dealership). The PTS website would direct requests for 57B99 to 04M05.

The use of a dummy program number for the inspection would not increase 04M05 program costs.

Do you concur?

4/25/02 AM meeting | Maria | Minutes - FSD PSL  
 Es words w/ N200 C.  
 Working to get funding approved  
 → more \$15M in 2003 (shelving)

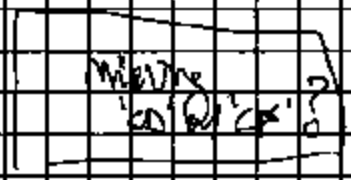
1st 3mo. of Prod (3/02-6/02) higher funded  
 rate than later production  
 (2)

4/28/02 conf. call | Al Kammmer - suggested 'B'  
 later discussion - suggested 'M'

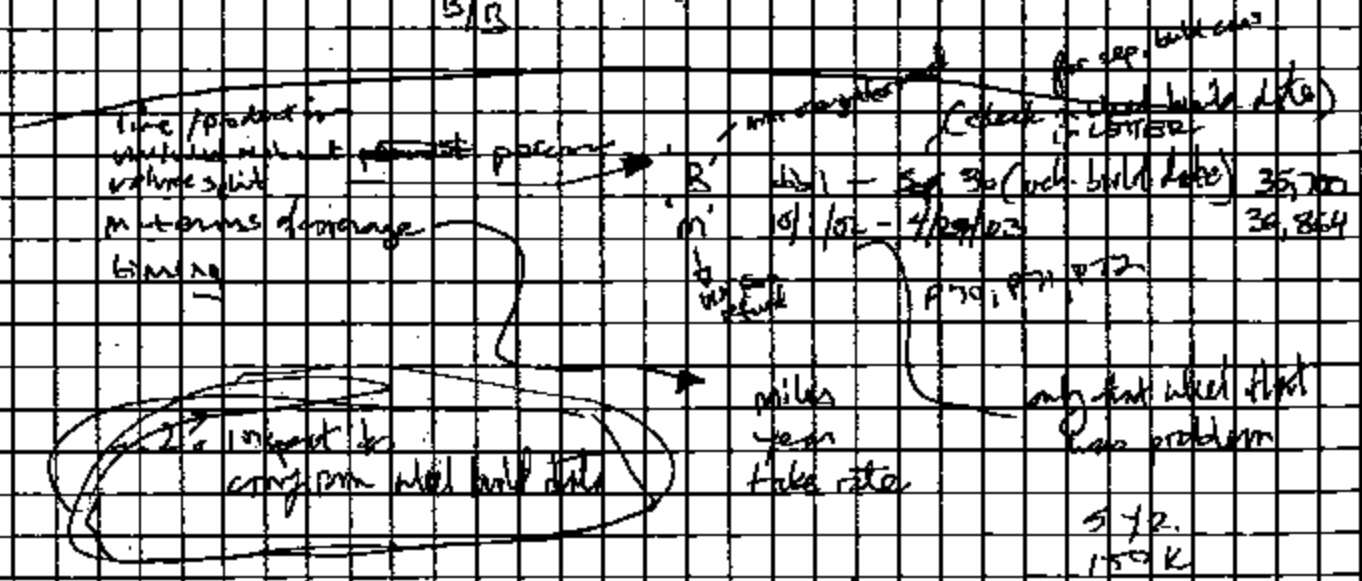
source retail w/ prior level wheel (but  
 new wheel promoters)

no new studies! commercial w/ new design

range wheels built before 4/1/02 date



early build wheels on later rates (check build date)  
 B/M w/ migration clause  
 B/- w/ migration clause  
 B/B



CHA HANOI → 37064

EN01-034 000218

3-3-04

02802 FUEL TANK POLICE UNITS ONLY

\* - VIN INCLUSION PROGRAM - \*

- REQUIRED PROOF OF INCLUSION - MUST SEND COPY OF AGENCY  
LETTERHEAD PROVING ITS A POLICE CAR

MULTIPLE SOURCES OF LETTERS REQUESTING INCLUSION

510,000  
TOTAL  
POTENTIAL

Now  
350,000

CRSIA FOR INCLUSION IN THE PROGRAM.  
1993 - 2003 CROWN VIC (P71)  
LAW ENFORCEMENT AGENCIES

CR WITH BRETT CASTLEBERG ON ALL INCLUSIONS

[ 2004 MY HAS EQUIPMENT  
INSTALLED AT FACTORY ]

WWW.CVPI.COM

**King, Fred (F.W.)**

---

**From:** Clark, Scott (S.R.)  
**Sent:** Monday, October 25, 2004 4:20 PM  
**To:** Campbell, Keith (K.A.)  
**Cc:** Christensen, Kris (K.S.); Souchock, Peter (P.D.); Blackmer, Michael (M.P.); Holloway, Melvin (M.A.); Eiswerth, Eric (E.E.); Linovitz, Sye (S.W.); Logel, Jay (J.D.); King, Fred (F.W.)  
**Subject:** RE: PA State Police / Cracked Wheels  
**Importance:** High

Keith, please see Rick's request below and let me know what involvement I would need. Thanks.

*Scott R. Clark*

Modified Vehicle Specialist  
Police-Limo-Taxi-Livery  
Commercial Vehicle Operations  
Ford Customer Service Division  
Phone: 313-380-1480  
Fax: 313-248-8680  
[sclark10@ford.com](mailto:sclark10@ford.com) <<mailto:sclark10@ford.com>>

Scott,

I discussed with our deputy the 100 shotpeened wheels you offered our department. We would like to accept and mount them as sets of five on some new cars that are assigned to locations that have interstate patrol responsibility. These stations have been predominantly the stations that have had wheels fail. Our shipping address is Pa. State Police, Transportation Division, 20th & Herr Sts., Harrisburg, Pa., 17120, attn.: Mike Poletti.

Rk

*Scott R. Clark*

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**From:** Clark, Scott (S.R.)  
**Sent:** Thursday, October 21, 2004 3:14 PM  
**To:** Souchock, Peter (P.D.); Christensen, Kris (K.S.); Blackmer, Michael (M.P.); Campbell, Keith (K.A.); Holloway, Melvin (M.A.); Eiswerth, Eric (E.E.); Logel, Jay (J.D.); Linovitz, Sye (S.W.); King, Fred (F.W.)  
**Subject:** PA State Police / Cracked Wheels  
**Importance:** High

EA04-034 000218

2/23/2005

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*Scott R. Clark*

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 Fax: 313-248-6580  
[sclark10@ford.com](mailto:sclark10@ford.com) <<mailto:sclark10@ford.com>>

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

**From:** Binker, Richard O [<mailto:rbinker@state.pa.us>]  
**Sent:** Thursday, October 21, 2004 12:48 PM  
**To:** Clark, Scott (S.R.)  
**Cc:** Blackmer, Michael (M.P.); Holloway, Melvin (M.A.); Grumet, Robert  
**Subject:** Cracked Wheels

Scott,

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I urge Ford Motor Co. to step up to the plate and do the right thing and consider recalling these wheels before another failure causes additional unnecessary injuries or deaths. An extended warranty is nothing more than a band aid approach, a recall is the reasonable and correct solution to this safety problem.

Rick Binker

Message

Page 3 of 3

Division

Director, Trans.

Police

Pa. State

ENC4-834 000220

2/23/2005

**King, Fred (F.W.)**

---

**From:** Campbell, Keith (K.A.)  
**Sent:** Friday, October 29, 2004 5:19 PM  
**To:** Clark, Scott (S.R.)  
**Cc:** Christensen, Kris (K.S.); Souchock, Peter (P.D.); Blackmer, Michael (M.P.); Holloway, Melvin (M.A.); Eiswerth, Eric (E.E.); Linovitz, Sye (S.W.); Logel, Jay (J.D.); King, Fred (F.W.); Gillman, Paul (P.D.); Rohwader, David (D.S.)  
**Subject:** RE: PA State Police / Cracked Wheels

During our discussion at 11am today, the question was raised

How will the wheels be marked ?

Proposal;

- Permanent paint pen to write the new part number, 5W73-1007-AA, on the tire side of the rim.
- Also, put a sticker in the bolt circle area of the disc with the new part number.

Let me know if anyone has issues.

Hayes can ship the wheels.  
Should take 2-3 days from Northvale to PA.  
Wheels will be on wood pallets and shrink wrapped.

Scott Clark,

At the discussion today, you were going to confirm with Rick that they wanted all 100 wheels to the one location.

Please confirm and I'll have Hayes send the wheels.

*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:** Clark, Scott (S.R.)  
**Sent:** Monday, October 25, 2004 4:20 PM  
**To:** Campbell, Keith (K.A.)  
**Cc:** Christensen, Kris (K.S.); Souchock, Peter (P.D.); Blackmer, Michael (M.P.); Holloway, Melvin (M.A.); Eiswerth, Eric (E.E.); Linovitz, Sye (S.W.); Logel, Jay (J.D.); King, Fred (F.W.)  
**Subject:** RE: PA State Police / Cracked Wheels  
**Importance:** High

Keith, please see Rick's request below and let me know what involvement I would need. Thanks.

EA04-034 000221

2/23/2005

*Scott R. Clark*

Modified Vehicle Specialist  
Police-Limo-Taxi-Livery  
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Phone: 313-390-1480  
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**Subject:** PA State Police / Cracked Wheels  
**Importance:** High

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*Scott R. Clark*

Modified Vehicle Specialist  
Police-Limo-Taxi-Livery  
Commercial Vehicle Operations

ER04-034 000222

2/23/2005

Ford Customer Service Division  
 Phone: 313-390-1480  
 Fax: 313-248-8580  
[scclerk10@ford.com](mailto:scclerk10@ford.com) [scclerk10@ford.com](mailto:scclerk10@ford.com)

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

**From:** Blinker, Richard O [mailto:rblinker@state.pa.us]  
**Sent:** Thursday, October 21, 2004 12:48 PM  
**To:** Clark, Scott (S.R.)  
**Cc:** Blackmer, Michael (M.P.); Holloway, Melvin (M.A.); Grumet, Robert  
**Subject:** Cracked Wheels

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Rick

Blinker

Director

Trans. Division

Pa.

State Police

**King, Fred (F.W.)**

---

**From:** Linovitz, Sye (S.W.)  
**Sent:** Friday, October 22, 2004 7:12 AM  
**To:** King, Fred (F.W.)  
**Subject:** RE: PA State Police / Cracked Wheels

Fred,

As of this morning I was not aware of the location of the wheel. I last talked to Keith Campbell and Eric Elsworth on Tuesday of this week and they were going to locate the wheel. Looks like the wheel has been located. I will arrange to get the wheel for an inspection and then on to Central labs.

—Original Message—

**From:** King, Fred (F.W.)  
**Sent:** Thursday, October 21, 2004 4:38 PM  
**To:** Ridenour, Jack (J.); Geraghty, Brian (B.J.)  
**Cc:** King, Fred (F.W.); Linovitz, Sye (S.W.)  
**Subject:** FW: PA State Police / Cracked Wheels  
**Importance:** High

Jack/Brian,

FYI. I spoke with Scott Clark and learned that the wheel that was sent to them from Lt. Epstein's vehicle (that was involved in the parking lot incident described below) was located in Dave Cagle's activity (Kris Cristensen's activity) and may now be with Keith Campbell. Also learned that the timing for production incorporation of the shot peened wheels is now mid-November. There is no authority presently for a program beyond the M program currently approved by the FRC about 3 weeks ago which is the program Scott discussed with Rick Binker as indicated below. Pete Souchock and I discussed this issue with Sue when I covered her staff meeting on 9/21 when the scope of this issue was primarily Pa. and the NHTSA inquiry. I believe from talking with Scott that the CHP incident and the Michigan/New York State Police issues discussed in Rick Binker's E-Mail are new news to all of us. Scott's hope is that Pete and Kris will take the lead to determine if further field action is warranted.

Sye,

Have you hooked up yet with the wheel from Lt. Epstein's vehicle?

Fred King  
Powertrain Manager - Design Analysis Office  
(313) 322-7905

—Original Message—

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**Sent:** Thursday, October 21, 2004 3:14 PM  
**To:** Souchock, Peter (P.D.); Christensen, Kris (K.S.); Blackmer, Michael (M.P.); Campbell, Keith (K.A.); Holloway, Melvin (M.A.); Elsworth, Eric (E.E.); Logel, Jay (J.D.); Linovitz, Sye (S.W.); King, Fred (F.W.)  
**Subject:** PA State Police / Cracked Wheels  
**Importance:** High

ERB4-834 868224

2/23/2005

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 Fax: 313-248-8580  
[scclark10@ford.com](mailto:scclark10@ford.com) <<mailto:scclark10@ford.com>>

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**Sent:** Thursday, October 21, 2004 12:48 PM  
**To:** Clark, Scott (S.R.)  
**Cc:** Blackmer, Michael (M.P.); Holloway, Melvin (M.A.); Grumet, Robert  
**Subject:** Cracked Wheels

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Rick Binker

Message

Page 3 of 3

Division

Director, Trans.

Police

Pa. State

EP04-034 000225

2/23/2005

**King, Fred (F.W.)**

---

**From:** Linovitz, Sye (S.W.)  
**Sent:** Wednesday, October 27, 2004 9:51 AM  
**To:** King, Fred (F.W.)  
**Subject:** RE: PA State Police / Cracked Wheels

Fred,

the "Epstein" wheel is now physically located with Keith Campbell. Keith is forwarding the wheel to Hayes for fracture surface analysis. He thinks he can get results from them in a few days as opposed to weeks if wheel was given to Central labs. I will keep you posted.

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**Sent:** Thursday, October 21, 2004 4:38 PM  
**To:** Ridenour, Jack (J.); Geraghty, Brian (B.J.)  
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**Subject:** PA State Police / Cracked Wheels  
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Rick Binker

2/23/2005

ERG4-634 808228

- Message

Page 3 of 3

Division

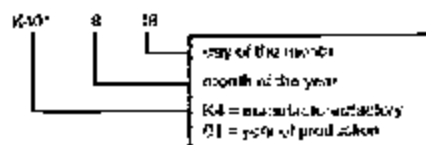
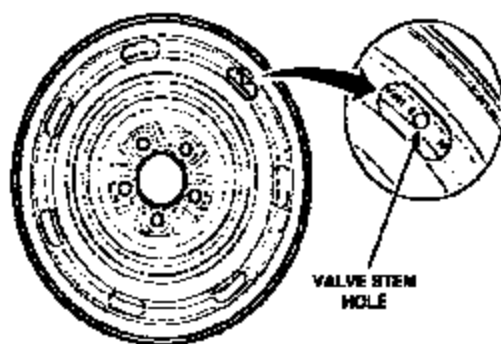
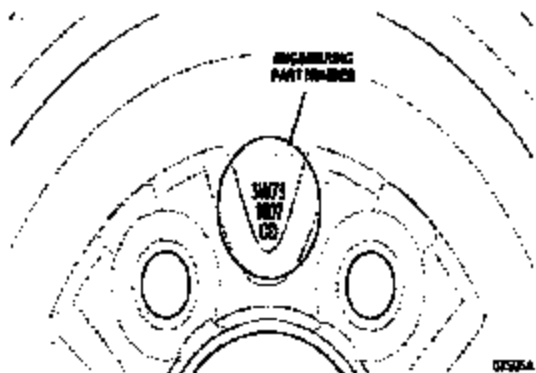
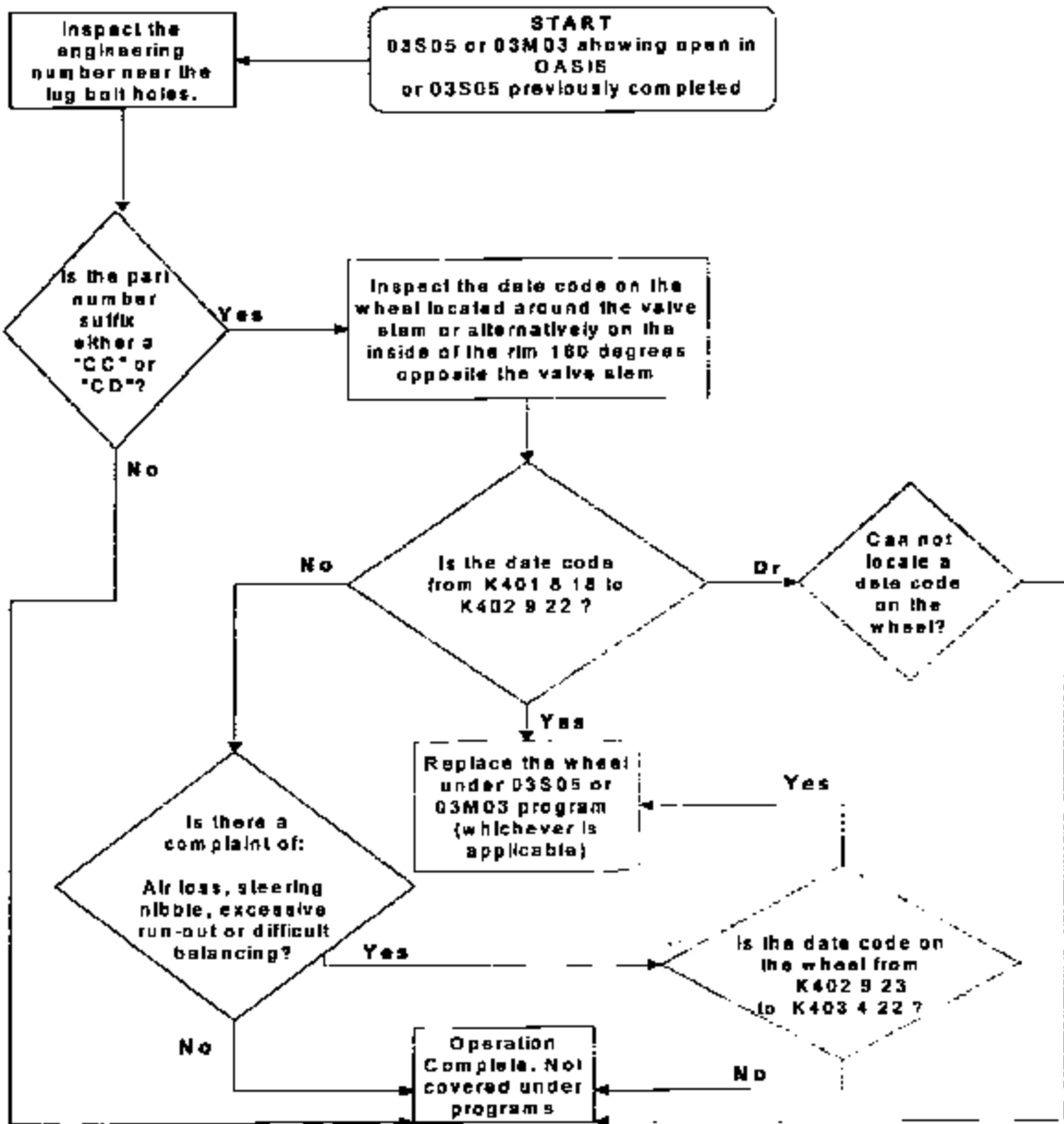
Director, Trans.

Police

Pa. State

ER04-034 000229

2/23/2005



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**From:** Elswerth, Eric (E.E.)  
**Sent:** Wednesday, December 22, 2004 2:11 PM  
**To:** Campbell, Keith (K.A.)  
**Subject:** RE: Number of reports

Keith,  
We had 9 VOQ reports involving 8 vehicles and 10 wheels - two reports were from the same vehicle (different incidents), one report involved two wheels.

I'm sure all these numbers will change when I do new searches after we get the EA inquiry.

*Regards,*

*Eric Elswerth*  
*Ford Automotive Safety Office*  
*eelswerth@ford.com*  
*(313)390-5129*

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

**From:** Campbell, Keith (K.A.)  
**Sent:** Wednesday, December 22, 2004 12:49 PM  
**To:** Elswerth, Eric (E.E.)  
**Subject:** RE: Number of reports

At the 8/4/04 date, how many VOQ's existed for the CF wheel

*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:** Elswerth, Eric (E.E.)  
**Sent:** Monday, September 20, 2004 6:27 PM  
**To:** Campbell, Keith (K.A.)  
**Subject:** Number of reports

Keith,  
Data we're providing to NHTSA is as of 8/4/04 and includes the following claims and reports alleging cracked wheels on vehicles built in the CF wheel timeframe - we had no allegations of cracked AA wheels:

MORS: 4  
CQIS: 4  
AWS: 71

*Regards,*

*Eric Elswerth*  
*Ford Automotive Safety Office*

EA04-034 000231

eelswert@ford.com  
(313)390-5129

---

**From:** Ott, David (D.J.)  
**Sent:** Wednesday, February 16, 2005 7:36 AM  
**To:** Pascarella, Robert (R.J.)  
**Cc:** Campbell, Keith (K.A.); Linovitz, Sye (S.W.); Eiswerth, Eric (E.E.)  
**Subject:** RE: Crown Vic Steel Wheels

Attached is a communication from NHTSA that attaches all of their photos of the scene.



PA Police Crash

Regards,

*David J. Ott*

External Investigations/TREAD Foreign Defect Reporting Manager  
Automotive Safety Office  
Ford Motor Company  
Fairlane Plaza South, Ste. 500  
330 Town Center Drive  
Dearborn, MI 48126  
Phone: 313-33-76645 Fax: 313-59-42268

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

**From:** Pascarella, Robert (R.J.)  
**Sent:** Friday, February 11, 2005 5:08 PM  
**To:** Eiswerth, Eric (E.E.)  
**Cc:** Campbell, Keith (K.A.); Ott, David (D.J.); Linovitz, Sye (S.W.)  
**Subject:** RE: Crown Vic Steel Wheels

Reviewed the project with Doug Lampe. His legal assistant Gail Dawson will pull a case number for this project. I have contacted Steve Fanton 303-925-1800 to get the ball rolling on the reconstruction. Any photos of the scene need to be pulled together prior to any scene inspection (Will want originals). I assume Sye will be back in time to work out the details for the scene inspection with Steve and the PSPD. Steve would like to shoot for the 23rd and 24th of Feb. for the scene inspection. As I stated, I think this will then nail down actual vehicle trajectory and determine if this was yaw vs. straight ahead.

**Robert Pascarella**  
Design Analysis  
Fairlane Towers West Suite 604  
Dearborn, MI 48126  
Phone 313-323-7589 Fax 313-337-8256

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

**From:** Eiswerth, Eric (E.E.)  
**Sent:** Friday, February 11, 2005 11:19 AM  
**To:** Pascarella, Robert (R.J.)  
**Cc:** Campbell, Keith (K.A.); Ott, David (D.J.)  
**Subject:** Crown Vic Steel Wheels

Bob,  
I searched my records, and the only photo I have of the PA scene is the one showing the skid marks with Jul 7 2004 date. I do have a video that Sye took that shows the curve, the tire marks in the median and the guard rail. I'll ask NHTSA for any additional photos, or we may want to request additional photos from PA.

I'll be out of the office next week (returning 2/21), so please include Dave Ott on any information, questions,

estimates, etc.. you come up with next week.

*Regards,*

*Eric Eiswerth  
Ford Automotive Safety Office  
eeiswert@ford.com  
(313)390-5129*

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**From:** Yon, Scott [Scott.Yon@nhtsa.dot.gov]  
**Sent:** Tuesday, February 15, 2005 5:25 PM  
**To:** Ott, David (D.J.)  
**Cc:** Eiswerth, Eric (E.E.)  
**Subject:** PA Police Crash

Dave,

Post crash pictures from scene/vehicle inspection attached, per your request.

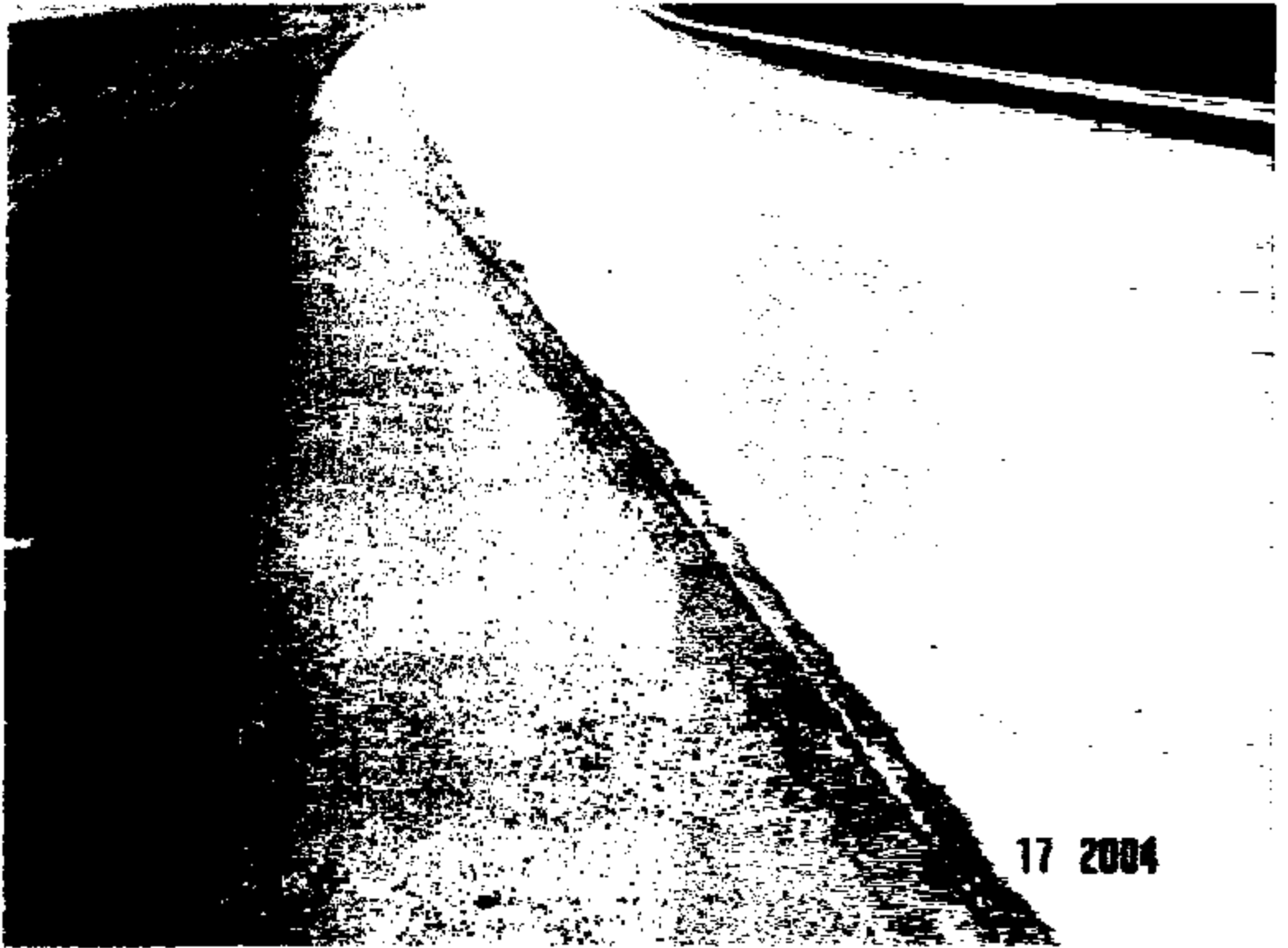
Scott

D. Scott Yon  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
Room 6326T  
400 7th Street S.W.  
Washington, DC  
20590  
202-386-8761  
f-202-386-1767

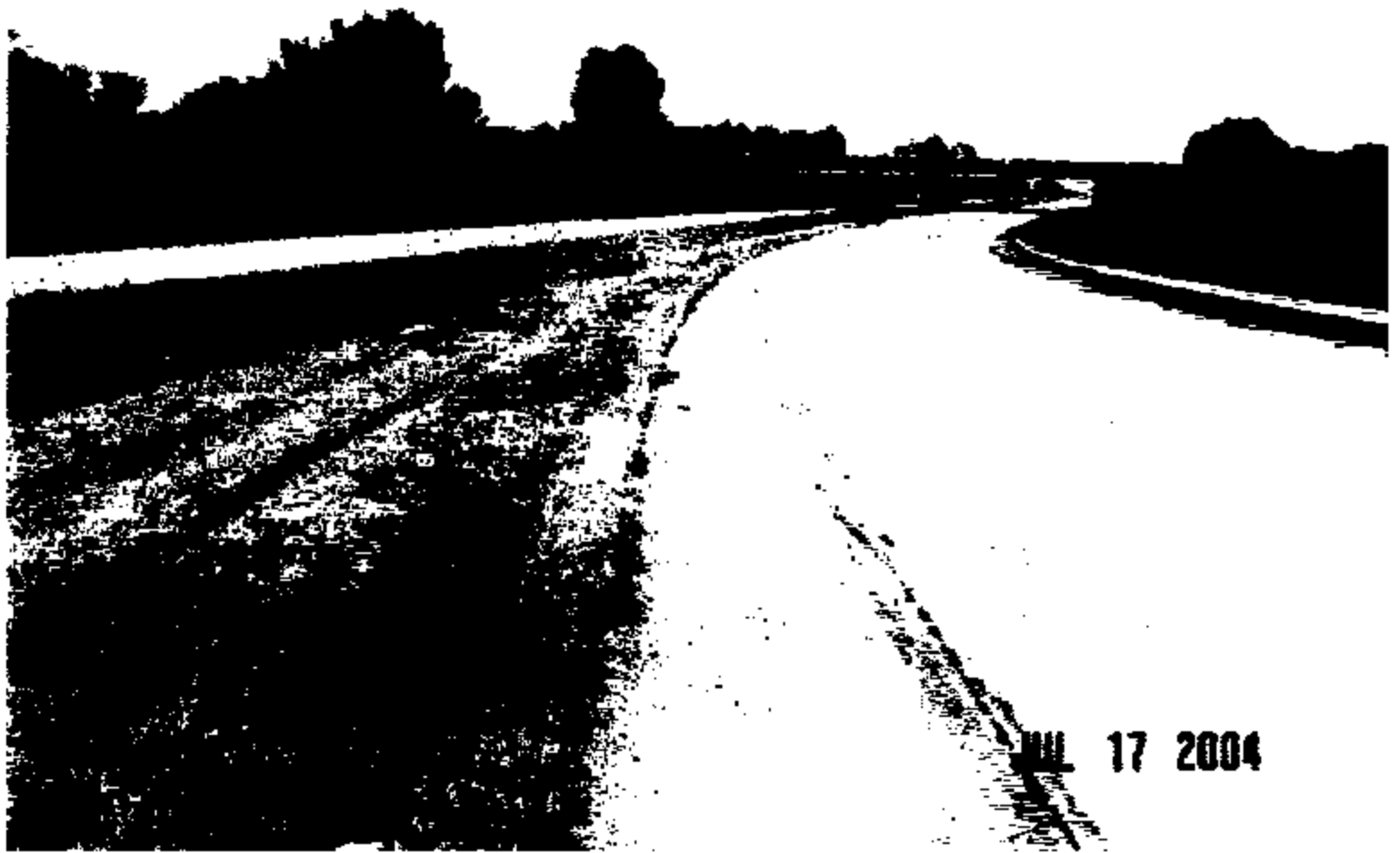
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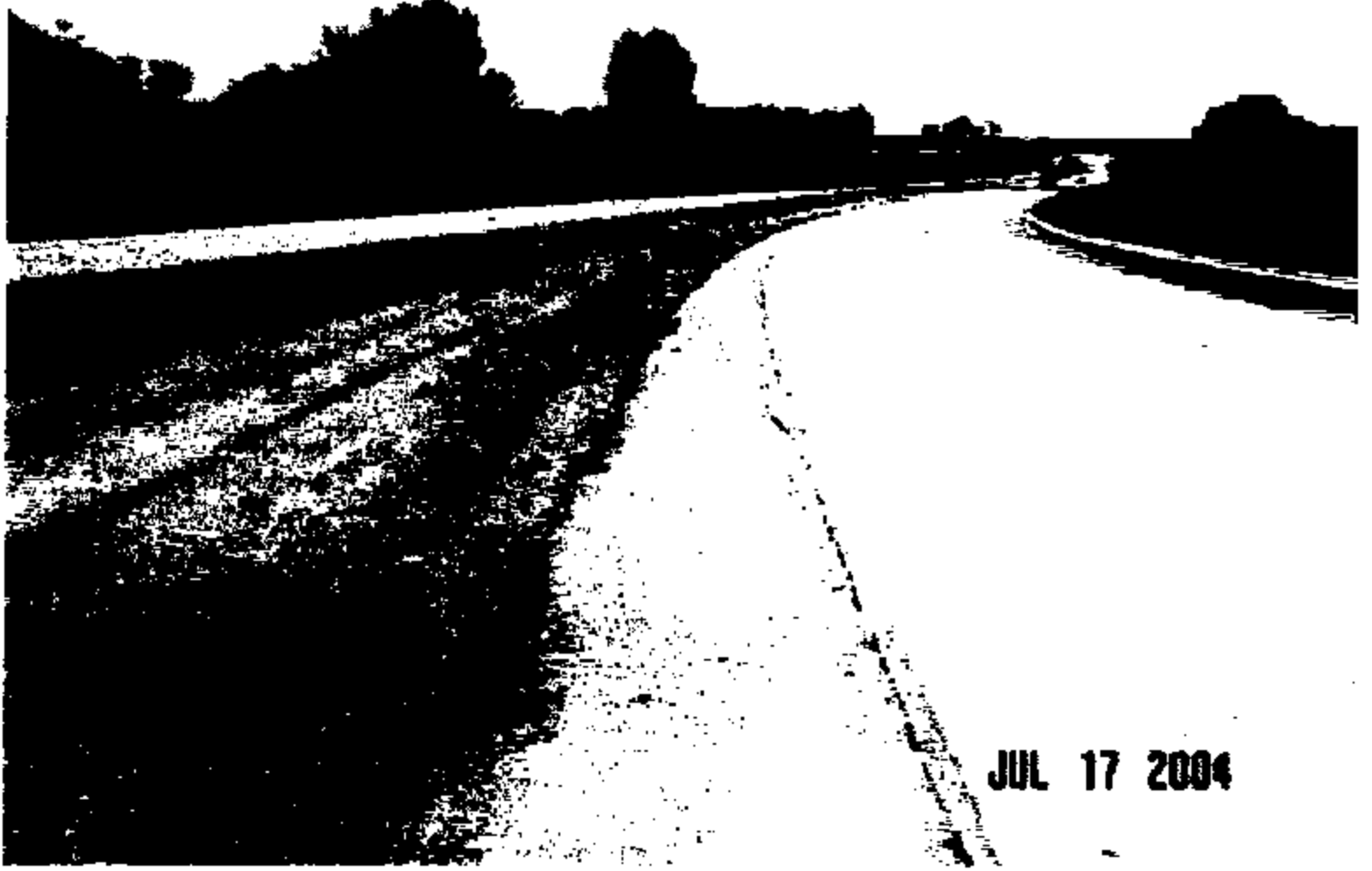
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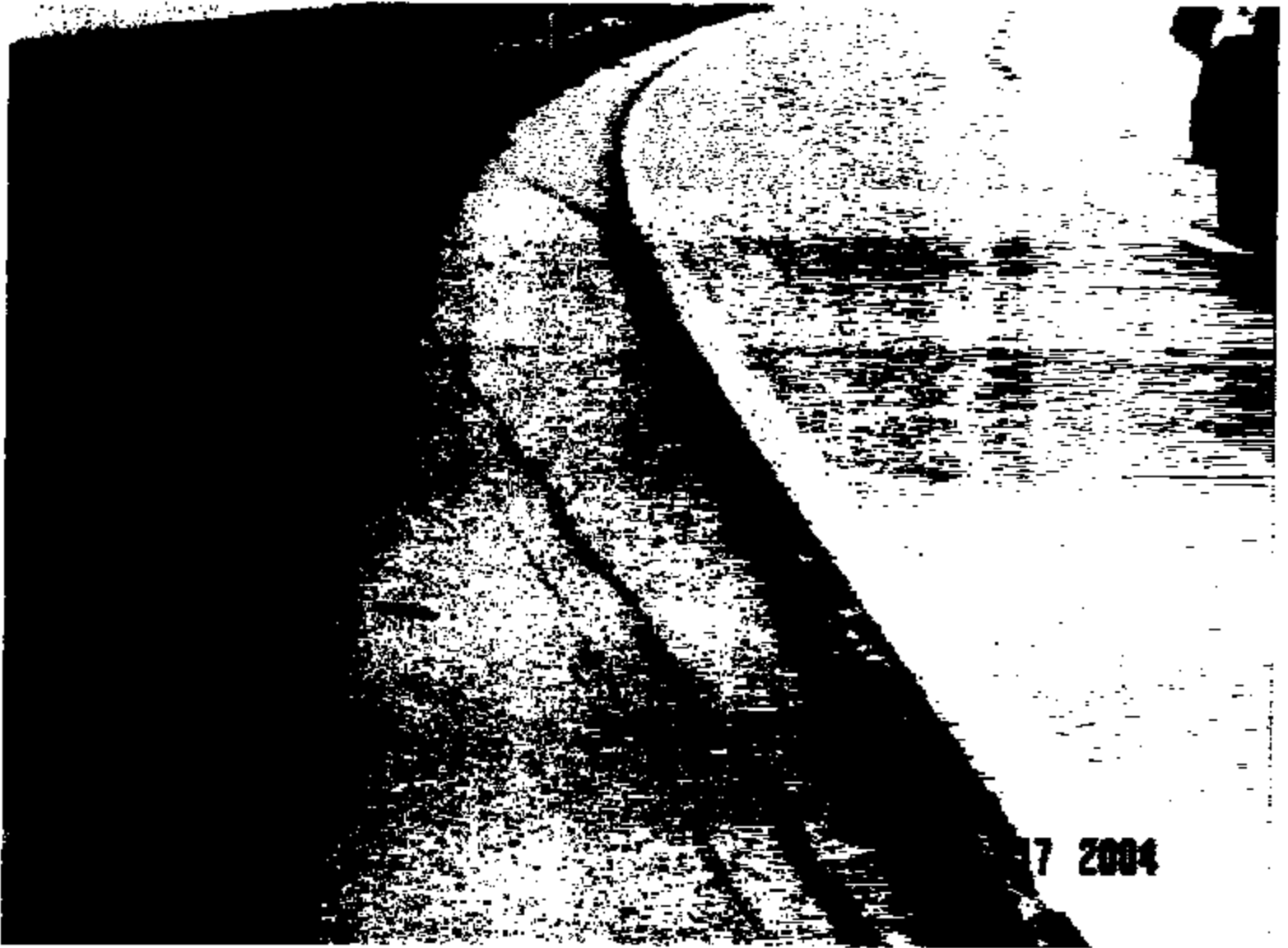
17 2004



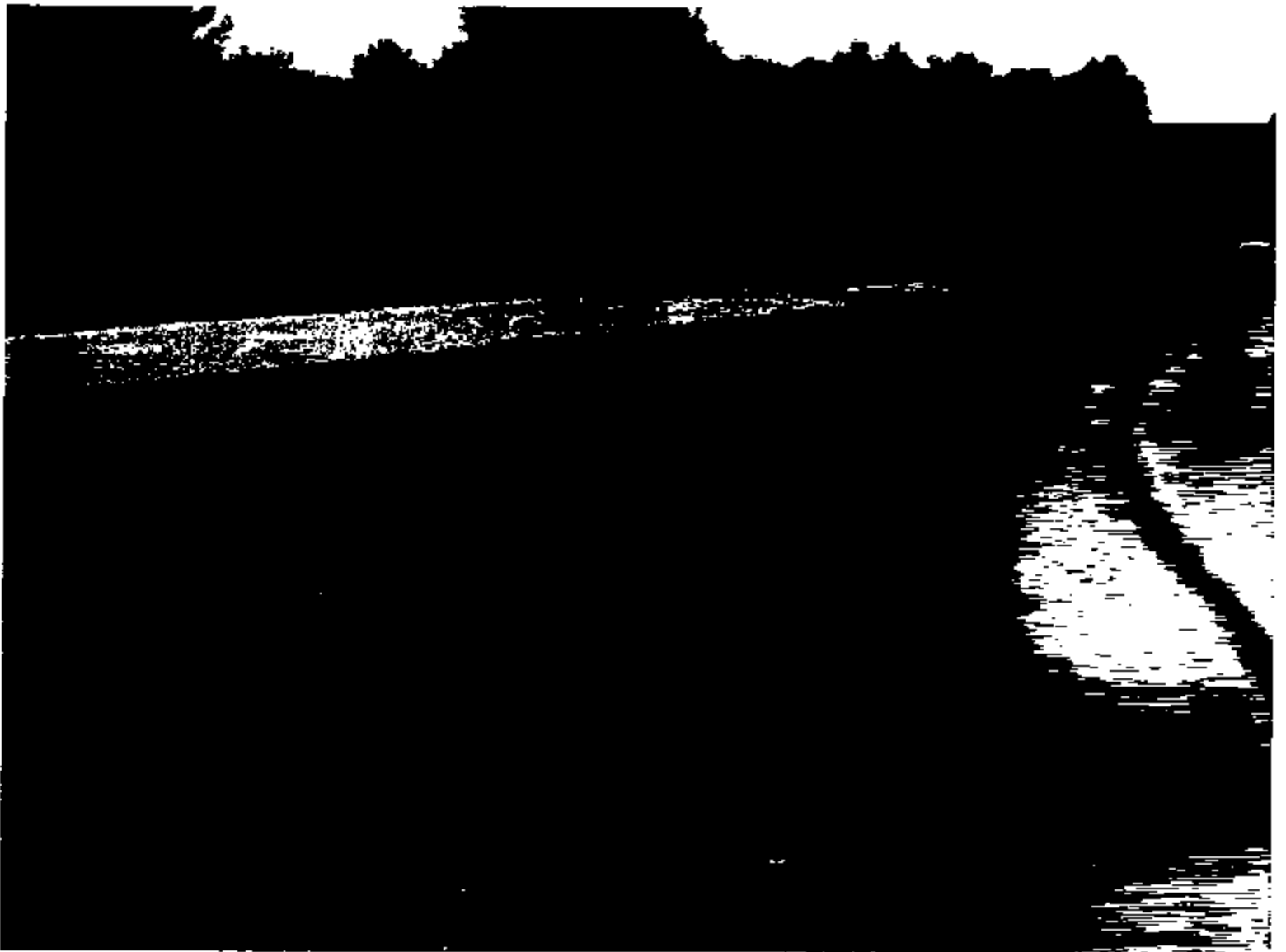
JUL 17 2004



**JUL 17 2004**



17 2004

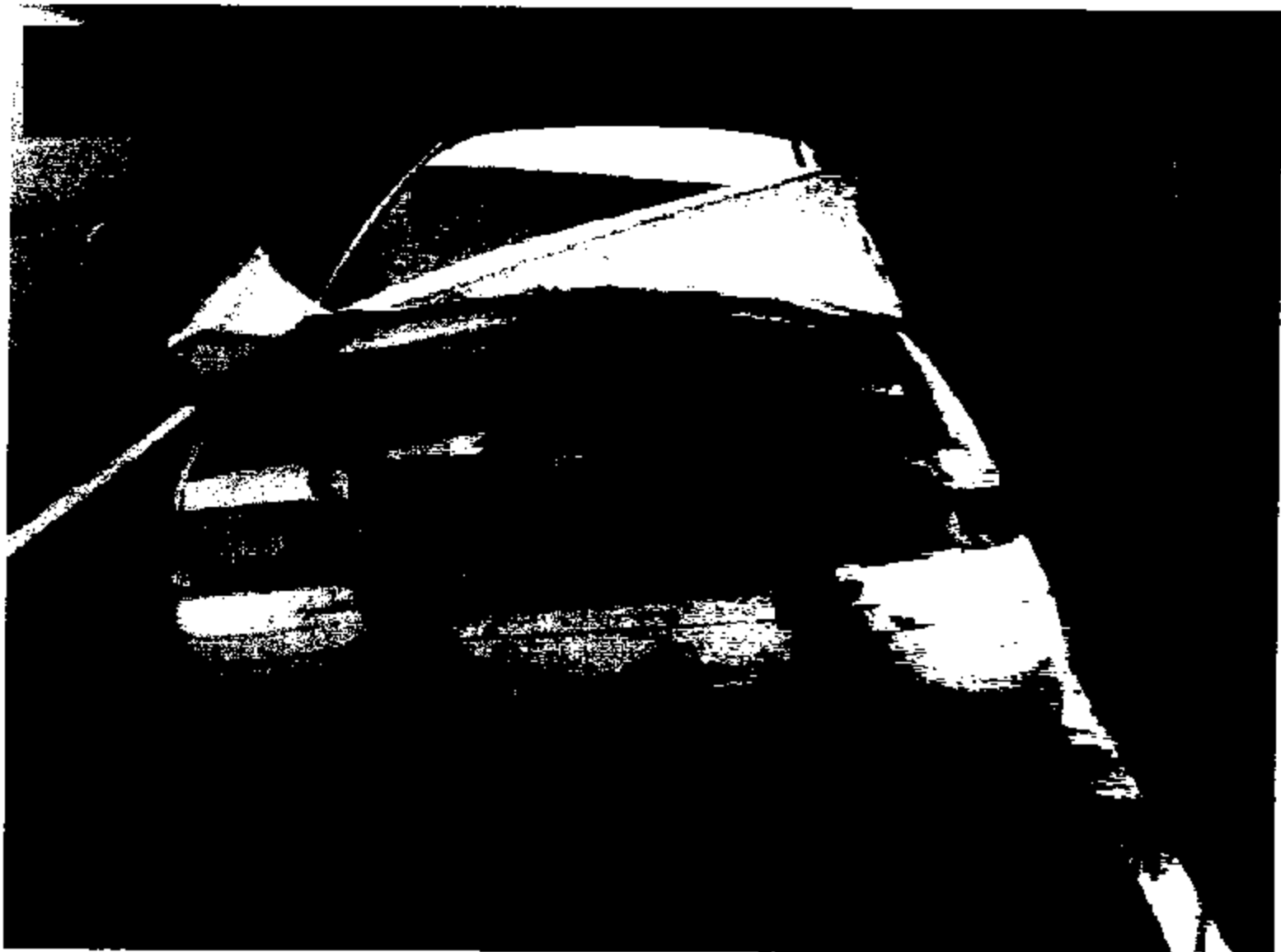




JUL 17 2004







ER04-834 000244





ER04-034 000245