

**Howell, Rosa (NHTSA)**

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**From:** Nevi, Raymond (R.A.) [rnevi@ford.com]  
**Sent:** Thursday, June 04, 2009 1:56 PM  
**To:** Lash, Chris (NHTSA)  
**Cc:** Quandt, Jeff (NHTSA)  
**Subject:** RE: PE08-060

Chris,

As we discussed.

Ray

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**From:** Chris.Lash@dot.gov [mailto:Chris.Lash@dot.gov]  
**Sent:** Thursday, June 04, 2009 1:01 PM  
**To:** Nevi, Raymond (R.A.)  
**Subject:** RE: PE08-060

Hello Mr. Nevi, has Ford sent any owner letters out for tire valves?

Chris Lash  
NHTSA/ODI  
202-366-2370

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**From:** Quandt, Jeff <NHTSA>  
**Sent:** Monday, April 06, 2009 3:37 PM  
**To:** Lash, Chris <NHTSA>  
**Subject:** FW: PE08-060

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**From:** Nevi, Raymond (R.A.) [mailto:rnevi@ford.com]  
**Sent:** Monday, April 06, 2009 10:48 AM  
**To:** Demeter, Kathleen <NHTSA>; Quandt, Jeff <NHTSA>  
**Subject:** PE08-060

Kathy/Jeff,

Attached is a letter indicating that Ford will mail letters to owners concerning PE08-060. The final draft owner letters are also attached. Please do not post the draft owner letters or include them in the PE closing report. We will provide you with copies of the final owner letters at the time they are sent - approximately mid-May.

<<Document.pdf>> <<09L03 - TPMS Owner Letter Draft.pdf>> <<09L03 - Non TPMS Owner Letter Draft.pdf>>

Please call me if you have any questions.

Ray

6/4/2009



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

May 2009



6857/000003429/000000018



R. FILE  
330 TOWN CENTER DR  
STE 500  
DEARBORN, MI 48126-2796

2007 Mark LT  
Vehicle ID #: 09L03

As the owner of a vehicle built by Ford Motor Company, your satisfaction is very important to us.

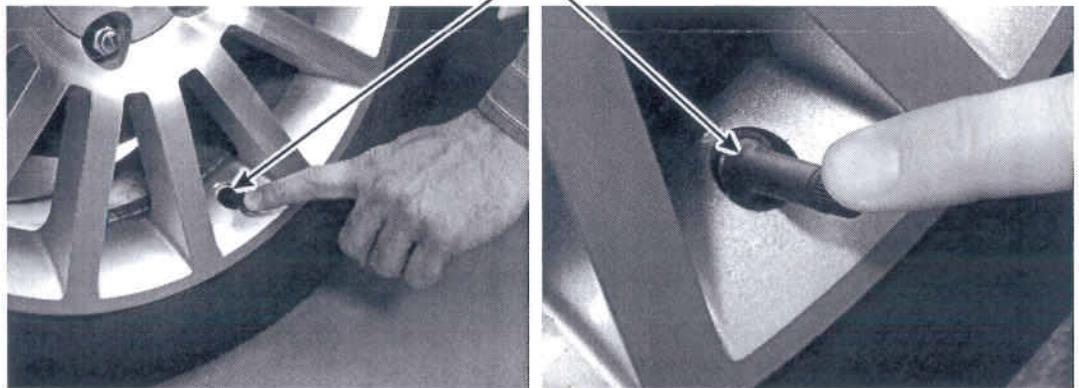
**What is the issue?** A recent Ford Motor Company and National Highway Traffic Safety Administration investigation into reports of tire valve stem cracks and air leaks prompted us to send this reminder letter to you. Maintaining both the proper physical condition of your tires and the recommended inflation pressure are critically important to the safe operation of your vehicle.

**What should you do?** In addition to monthly checks of your vehicle's tires for damage, wear, and proper inflation pressure, you should also inspect the valve stems.

Inspect all valve stems for cracks or leaks, and inspect all tires for wear and proper inflation on a monthly basis. If any tire continually loses air pressure, have the tires inspected to identify the source of the leak.

To inspect the valve stems, apply light pressure to the valve stem cap with your finger and inspect the surface of the valve stem as shown in the photographs below. Look for surface cracks at the base of the valve stem and listen for any slow air leak.

INSPECT FOR CRACKS HERE



09X04A1

If you identify surface cracks on the valve stems, it is important to replace them even if air leaks have not developed. The factory installed valve stems may be eligible for replacement under the provisions of new vehicle limited warranty coverage. Please note that the warranty does not cover damage resulting from road hazards or abuse. Your Ford Lincoln/Mercury dealer is the best resource for questions related to your vehicle maintenance.

**What should you do?  
(Continued)**



Additionally, your vehicle identified above is equipped with a Tire Pressure Monitoring System (TPMS) to alert you when tire inflation pressure is significantly under-inflated. As indicated in your vehicle Owner Guide, TPMS is an added safety feature and is not a substitute for proper tire maintenance.

An amber warning light will illuminate in your instrument panel and an audible chime will sound if the TPMS alert is activated. If a TPMS warning is received you should stop and check your tires as soon as possible, inflate them to the proper pressure, and determine the cause of the reduced air pressure.

REMINDER: The proper inflation pressures are found on the "Tire and Loading Information" label which is located on the B-pillar or on the rear edge of the driver's door.

TIRE AND LOADING INFORMATION			
SEATING CAPACITY	TOTAL X	FRONT X	REAR X
The combined weight of occupants and cargo should never exceed XXX lbs.			
TIRE	SIZE	COLD TIRE PRESSURE	SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
FRONT	LT295/70R17E	XXX KPA, XX PSI	SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
REAR	LT295/70R17E	XXX KPA, XX PSI	
SPARE	LT295/70R17E	XXX KPA, XX PSI	

Tire pressure should be checked and set with cold tires before the vehicle is driven. It is necessary to adjust air pressure in tires periodically. Tire pressure changes with outside air temperature, and can lose approximately one pound per square inch (psi) of air pressure per month.

**What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?** If any valve stems on your vehicle crack or your tires are continually experiencing loss of air pressure, you should have the cause determined and repaired. Your dealer is the best resource for determining the cause of the air leak and performing the appropriate repair. If you desire, your dealer can inspect your valve stems and demonstrate how to perform these routine checks so you can perform them in the future. This one time inspection and demonstration is available free of charge through June 30, 2010.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:  
[www.ownerconnection.com](http://www.ownerconnection.com).

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEETT, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:30AM - 5:00PM (Eastern Time). Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

As described in your Owner Guide, proper maintenance is the best way to help ensure you continue to get the safety, fuel economy, performance, dependability, and long life you expect from your vehicle.

Thank you for your attention to this important matter.

Ford Customer Service Division

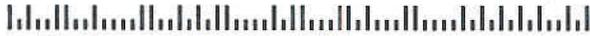


Ford Motor Company  
 Ford Customer Service Division  
 P. O. Box 1904  
 Dearborn, Michigan 48121

May 2009



50355/000025178/000000099



R. FILE  
 330 TOWN CENTER DR  
 STE 500  
 DEARBORN, MI 48126-2796

2007 Milan  
 Vehicle ID #: 09L03

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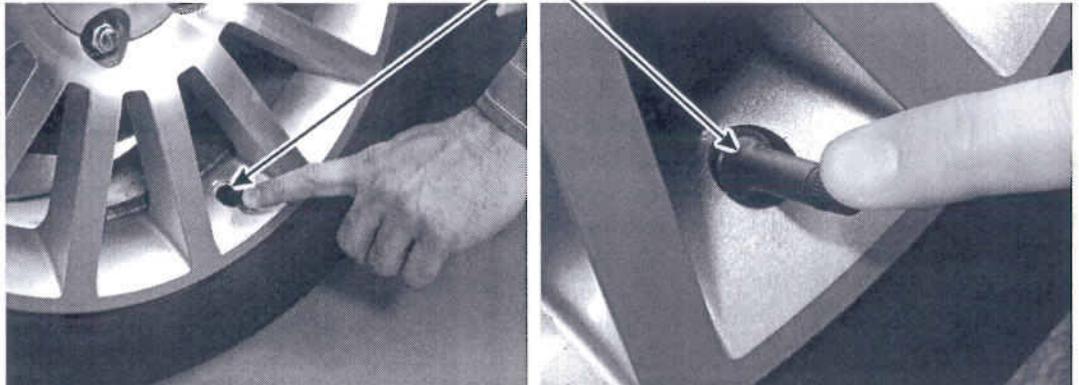
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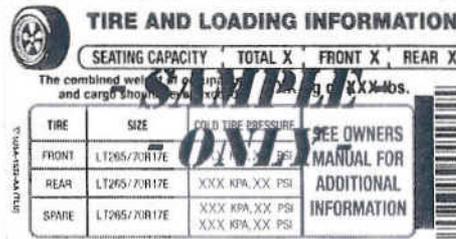


09X04A1

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