



FORD
OASIS REGISTRATION

98V-055 (01)

L. W. Camp
Director
Automotive Safety Office
Environmental And Safety Engineering

Ford Motor Company
330 Town Center Drive
Dearborn, Michigan 48126

March 6, 1998

Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S. W.
Washington, DC 20590

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Ford Motor Company submits the following information concerning a safety-related recall action that it is initiating.

573.5 (c) (2)

Certain 1999 model year F-350 Supercab dual rear wheel (DRW) wide frame vehicles (pickups and box delete option) built at the Kentucky Truck Plant from November 24, 1997 through February 16, 1998.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-800-392-3673) or contacting a local Ford or Lincoln/Mercury dealer, who can obtain specific information regarding the vehicles from the Ford OASIS computer system.

573.5 (c) (3)

Approximately 720 vehicles.

573.5 (c) (4)

All of the affected vehicles are believed to be equipped with an incorrect jack

573.5 (c) (5)

The affected vehicles may have been equipped with jacks that are too large to be stowed securely under the seat as intended and that were placed loose on the floor in the rear of the cab.



March 6, 1998

98V-055 (02)

573.5 (c) (6)

Jacks are released according to GVW ranges. Wide frame and narrow frame vehicles have overlapping GVW ranges. This overlap, the complexity of the release, and miscommunication led to the release of the 3 1/4 ton bottle jack for all F-350 Supercab DRW vehicles. The 2 ton bottle jack should have been released for the wide frame vehicles. When Kentucky Truck Plant discovered the error, 910 vehicles had been built of which 720 were shipped without being inspected for the correct jack. The jack provided with the vehicle is capable of safely jacking the vehicle but a loose jack can move about the passenger compartment creating the potential for personal injury during a crash or sudden stop.

573.5 (c) (8)

Ford notified dealers on February 27, 1998 to stop delivery of these vehicles until the suspect jacks are replaced. The official public introduction for these vehicles was March 4, 1998. Dealers have been instructed to contact owners of any vehicles which might have been delivered before receipt of notification to return their vehicle for inspection and if necessary, replacement of the jack.

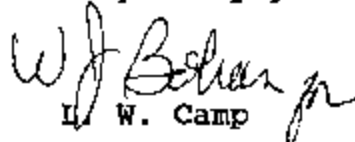
573.5 (c) (9)

Since the majority of vehicles are still in dealer stock, Ford plans no public statement concerning the subject matter of this action. A copy of the Notification letters to dealers from Ford Customer Service Division is attached. If required, a copy of the letter to owners will be forwarded when available.

573.5 (c) (11)

Ford has assigned campaign number 98S06 to this action.

Very truly yours,


W. W. Camp

Attachment

PROPS FIELD BULLETIN

Service Recall Bulletin

98V-055 (03)

TO: All Ford and Lincoln-Mercury Dealers February, 1998

SUBJECT: Safety Recall 98S06 - EFFECTIVE IMMEDIATELY, A DEMONSTRATION AND DELIVERY HOLD is placed on certain 1999 Super Duty F-350 Dual Rear Wheel (DRW) wide frame Supercab vehicles for the inspection and, if necessary, installation of a new jack.

REFERENCE: Attached Dealer Announcement dated 12/18/95, Low Volume Recalls and Owner Notification Programs.

AFFECTED VEHICLES

Certain 1999 Super Duty F-350 Dual Rear Wheel (DRW) wide frame Supercab vehicles built at the Kentucky Truck Plant from November 24, 1997 through February 16, 1998.

REASONS FOR RECALL

During production, incorrect jacks were installed in certain 1999 Super Duty F-350 Dual Rear Wheel (DRW) wide frame Supercab vehicles. The jacks are too large to be properly secured underneath the rear seat. A loose jack can move about the passenger compartment potentially injuring an occupant during a crash or sudden stop.

SERVICE ACTION

To correct this condition, dealers are to inspect all affected vehicles for the correct jack (part number P81A-17080-AC). If the vehicle has an incorrect jack, dealers will remove the incorrect jack and install a new jack. Dealers will also properly stow and secure the new jack underneath the rear seat on the passenger side of the cab.

Dealers should contact any owners who have taken delivery of any of the affected vehicles and advise them to have their vehicles inspected, and, if necessary, corrected.

ATTACHMENTS

- Attachment I
 - Administrative Information
- Attachment II
 - Labor Allowances
 - Parts Ordering Information
- Attachment III
 - Technical Information
- Attachment IV (faxgram only)
 - Affected VIN listing

PROFS FIELD BULLETIN

QUESTIONS?

Claims Information 1-800-423-8851
Other Recall Questions 1-800-325-5621

98V-055 (04)

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs

PROFS FIELD BULLETIN

ATTACHMENT I

LOW VOLUME RECALLS AND OWNER NOTIFICATION PROGRAMS

98V-055 (05)

This recall is being processed as a Low Volume Recall. This type of field action was announced in an All-Dealer letter dated December 18, 1995. A copy of that letter is attached.

Owners will be contacting the Low Volume Recall Coordination Center to arrange for this service. We will advise you via MORS II contact of the owner names, telephone numbers, VINs, etc., and arrange to send you the parts.

DEALER-OWNER CONTACT

You are requested to contact the owner and arrange for this service. (Note that our Coordination Center will advise owners that they will hear from you within the next two business days.)

OASIS

Owners will receive a notification letter that instructs them to call a toll-free number to arrange for parts to be shipped to the dealer of their choice. If it is necessary, use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

You must contact the Low Volume Recall Coordination Center at 1-800-248-0186 to arrange for parts if you have an involved vehicle in stock. When calling this number, identify recall 98S07 and have the VIN of the dealer stock vehicle to be serviced.

PROMPTLY CORRECT

Affected vehicles on the enclosed list.

Other eligible vehicles which are brought to your dealership.

PROFS FIELD BULLETIN

REGIONAL CONTACT

Advise regional office if:

98V-055 (16)

- an owner cannot be contacted.
- an owner does not make a service date.

CLAIMS SUBMISSION

Enter claims using DWE. See ACESII Manual, Sections 5 and 6. If towing is required, submit per ACES II Manual section 3-8.

WARRANTY AND POLICY MANUAL

See Sections 5 and 6 of the ACESII Manual.

PROPS FIELD BULLETIN

ATTACHMENT II
SAFETY RECALL 98S06

98V-055 (07)

LABOR ALLOWANCES

Inspect jack part number (No Jack Replacement):

0.2 Hrs. Labor Operation 98S06A

Inspect, replace, stow, and secure jack:

0.3 Hrs. Labor Operation 98S06B

Administrative Allowance

0.1 Hrs. Misc. Expense Code "ADMIN"

PARTS REQUIREMENTS

Parts will be shipped to your dealership according to the procedures established for "Low Volume Recalls or Owner Notification Programs".

Contact the Low Volume Recall Coordination Center at 1-800-248-0186 to arrange for parts if you have an involved vehicle in stock. When calling this number, identify recall 98S07 and have the VIN of the dealer stock vehicle to be serviced. Refer to the attached All-Dealer letter.

PART NUMBER	DESCRIPTION	QUANTITY
F81A-17080-AC	2 Ton Bottle Jack (Orange Handle)	1/vehicle

DEALER PRICE

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

PROFS FIELD BULLETIN

ATTACHMENT III
SAFETY RECALL 98S06

DEMONSTRATION AND DELIVERY HOLD on certain 1999 Super Duty F-350 Dual Rear Wheel (DRW) wide frame Supercab vehicles

98V-055 (08)

TECHNICAL INSTRUCTIONS

For the inspection and, if necessary, installation of a new jack:

1. Identify vehicle:

- . 1999 Superduty F-350 Supercab Dual Rear Wheel (DRW) wide frame vehicle.
- . Wide frame indicates vehicle either has a box or is a box delete option with mid-ship fuel tank visible.

2. Locate vehicle's jack:

- . underneath rear seat on passenger's side or
- . on floor behind the front seats.

3. Identify part number of jack:

- . F81A-17080-AC (Orange handled 2 ton bottle jack)
- . F81A-17090-BC (Yellow handled 33/4 ton bottle jack)

4. If vehicle has jack F81A-17080-AC (orange handled 2 ton bottle jack):

- . Correct jack is installed.
- . Submit Recall Claim; vehicle is released from Stop Sale and can be delivered to an owner.
- . Follow directions below to properly stow and secure jack underneath rear seat on passenger side.

5. If vehicle has jack F81A-17090-BC (yellow handled 33/4 ton bottle jack):

- . Incorrect jack is installed and vehicle can not be delivered to any owner.
- . Order jack F81A-17080-AC (orange handled 2 ton bottle jack).
- . Install jack, F81A-17080-AC, following the instructions below.
- . Return incorrect jack through Ford Warranty Claims System.
- . Submit Recall Claim; vehicle is released from Stop Sale and can be delivered to an owner.

PROFS FIELD BULLETIN

98V-055 (09)

Jack Stowage Instructions:

1. Access supercab rear seating area by opening the passenger side rear door.
2. Flip over the lower cushion of rear seat by pulling upward on the loop found between the cushions on the rear seat.
3. Loosen the thumb screw on the jack retaining plate found on the outboard rear seat framework.
4. Place the base plate of the jack against the inboard side of the seat framework (Height adjustment of the jack should be fading down.)
5. Adjust the retaining plate over the top edge of the jack base plate and finger-tighten the thumb screw.
6. Replace the rear seat lower cushion to normal position.

PROPS FIELD BULLETIN

98Y-055 (10)

A. R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

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

98S06

Kit #

March, 1998

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Serial Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 Super Duty F-350 Dual Rear Wheel (DRW) wide frame Supercab vehicles.

SAFETY DEFECT

Incorrect jacks were installed in certain 1999 Super Duty F-350 Dual Rear Wheel (DRW) wide frame Supercab vehicles. The jacks are too large to be properly secured underneath the rear seat. A loose jack can move about the passenger compartment potentially injuring an occupant during a crash or sudden stop.

REPAIRS

At no charge to you, your dealer will inspect your vehicle for the correct jack. If your vehicle has an incorrect jack, your dealer will remove the incorrect jack and install a new jack. Your dealer will also properly stow and secure the new jack underneath the rear seat on the passenger side of the cab.

HOW LONG WILL IT TAKE?

The time needed for this service is less than one-half day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.

PROFS FIELD BULLETIN

98V-055 (11)

CALL THE TOLL-FREE NUMBER

Call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your truck serviced under Safety Recall 98S06. Representatives are available 7:30AM to 7:30PM Monday through Friday and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Please have this letter with you when you call. The Ford representative will ask for the serial number of your vehicle. It is printed on the top of this letter.

Arrangements will be made with the dealership of your choice to have parts available. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment. You need do nothing else except bring your truck to the dealership on the service date.

If you misplace this letter, your dealer will still do the work, free of charge.

CHANGED ADDRESS OR SOLD THE TRUCK?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the truck.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P. O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built truck.

Sincerely,

A. R. Kaduk
Manager
Vehicle Service and Programs



U.S. Department
of Transportation

400 Seventh St., S.W.
Washington, D.C. 20590

**National Highway
Traffic Safety
Administration**

JUN 15 1998

L. W. Camp, Director
Automotive Safety Office
Ford Motor Company
Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126

NSA-111paw
98V-055

Dear Mr. Camp:

This acknowledges receipt of the Defect Information Report dated March 6, 1998, submitted in accordance with 49 CFR Part 573, "Defect and Noncompliance Reports." This recall involves 720 Ford Motor Company (Ford) 1999 F-350 Supercab dual rear wheel wide frame vehicles (pickups and box delete option) manufactured from November 24, 1997 through February 16, 1998. These vehicles are equipped with an incorrect jack. **The assigned recall identification number for this recall is 98V-055 (Ford Safety Recall No. 98S06).**

Ford is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership. You should know that the agency provides a listing of safety recalls to the media at the end of each month. This recall will be a part of that listing.

QUARTERLY STATUS REPORTS

As stated in Part 573.6, submission of the first of six consecutive quarterly status reports is required **within one month after the close of the calendar quarter in which notification to purchasers occurs.** As noted in your report, the majority of the vehicles involved are still in dealer stock. No owner notification is planned at this time. The first quarterly report has been received.

If you have any questions, please contact Mrs. Pat Wallace at (202) 366-5232 or fax at (202) 366-7882.

Sincerely,

/s/

Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation
Safety Assurance

