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OFFICE
DEFECTS INVESTIGATION

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

Ford Motor Company
330 Town Center Drive
Dearborn, Michigan 48126 USA

June 12, 2000

Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Dear Mr. Weinstein:

Subject: Safety Recall 00V-115 NSA-11paw
(Ford Number 00S08)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1999 and 2000 E350 Single Rear Wheel Cutaway and Stripped Chassis vehicles. Specific details were forwarded to you in our letter dated April 13, 2000.

Very truly yours,


L. W. Camp

00S08dr.doc
Enclosure





Service Recall Bulletin

May 2000

TO: All Ford Dealers

SUBJECT: **Safety Recall 00S08:** Certain 1999 and 2000 Model Year E350 Cutaway and Stripped Chassis Vehicles, With Single Rear Wheels – Dana 70 Rear Axle Wheel Stud Replacement

AFFECTED VEHICLES

Certain 1999 and 2000 Model Year E350 Cutaway and Stripped Chassis vehicles, equipped with single rear wheels, built between August 17, 1998 and December 23, 1999.

REASON FOR RECALL

In some of the affected vehicles, the rear wheel lug nuts may bottom out on the shoulder of the rear axle wheel mounting studs, when torqued to specification. If this condition occurs, the lug nuts may not provide sufficient clamp load to completely secure the wheel. The vehicle driver, or passengers, may notice a vibration or an audible clunking at the rear of the vehicle. Without sufficient clamp load, damage to the wheel, studs or lug nuts may occur, possibly resulting in looseness or separation of the wheel from the vehicle.

INSTRUCTION TO VEHICLE OWNERS

Vehicle owners have been instructed to call their dealer to establish a service appointment.

SERVICE ACTION

Dealers are directed to replace all 16 rear axle wheel mounting studs on affected vehicles, with a re-designed stud.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information

QUESTIONS?

Claims Information 1-800-423-8851
Other (Dealer Only) Recall Questions 1-800-325-5621

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

Safety Recall 00S08
Certain 1999 and 2000 Model Year E350 Cutaway and Stripped Chassis Vehicles,
With Single Rear Wheels – Dana 70 Rear Axle Wheel Stud Replacement

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

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.

PROMPTLY CORRECT

- Affected vehicles on the enclosed list.
- Other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

- Immediately contact any affected owner whose name is not on the list.
- Give owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if:

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE. See ACESII Manual, Sections 5 and 6.

OWNER REFUNDS

See ACESII Manual, Section 3 for submission procedures.

- Program Code - 00S08
- Misc. Expense - REFUND
- Misc. Expense - ADMIN
- Misc. Expense - 0.2 Hrs

Ford Motor will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer.) Refer to ACESII user manual for refund information.

RENTAL CARS

Rental cars are not authorized for this recall.

Safety Recall 00S08

Certain 1999 and 2000 Model Year E350 Cutaway and Stripped Chassis Vehicles,
With Single Rear Wheel – Dana 70 Rear Axle Wheel Stud Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect and release	00S08A	0.4 Hours
Inspect wheels and replace 16 rear axle studs	00S08B	1.7 Hours
Replace one damaged wheel	00S08C	0.2 Hours
Replace two damaged wheels	00S08D	0.3 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

PARTS REQUIREMENTS

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

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	Effective immediately	Normal order process

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
392013-S4361	Kit, Rear Axle Stud (Box of 8)	2 per vehicle
EOTZ-1001-A	Gasket, Rear Axle (Pkg. of 10)	2 per vehicle
F7UZ-1175-A	Seal	2 per vehicle
XY-80W90-QL	Lube, Rear Axle	1 quart
XG-1-C	Premium Long Life Grease	1 tube
F8UZ-1015-BA	Wheel	As required *
C8AZ-19B546-A	Friction Modifier	As required **

* Wheel(s) should be replaced only if gouges, enlarged or elongated wheel mounting holes are identified during inspection

** For vehicles equipped with a limited slip rear axle, technician must add Friction Modifier

AVOID PARTS SHORTAGES AND REDUCE EXCESS STOCK RETURN COSTS

Less than 5,000 vehicles are involved in Safety Recall Program 00S08 in the North American Market. Because the involved vehicle population is small, we anticipate that most dealers will not require significant parts inventory to support customer needs.

DEALER PRICE

For latest prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

EXCESS STOCK RETURN

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

REAR WHEEL STUD REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1999 AND 2000 MODEL YEAR E-350 CUTAWAY AND STRIPPED CHASSIS VEHICLES EQUIPPED WITH SINGLE REAR WHEEL DANA 70 AXLE.

OVERVIEW

This procedure is for the installation of *new* shorter wheel studs. Some vehicles may have the proper length studs already installed. Therefore, the studs on each vehicle must be measured to determine if *new* studs are required. Also, on vehicles which require the *new* studs, the rear wheel mounting holes will be inspected for damage. Replacement of the rear wheel studs on this axle requires removal and disassembly of the rear axle hubs. The rear wheel bearings will be repacked with grease and *new* hub seals installed. Some rear axle fluid loss will occur during this procedure which makes it necessary to check and top off the rear axle fluid.

INSPECTION

1. Raise and support the vehicle.
2. Remove the rear tire and wheel assemblies.
3. NOTE: Measure the length of the wheel studs from the hub flange to the end of the studs.

If the vehicle's studs do not exceed 54 mm (2-1/8 in), the vehicle does not require the installation of *new* wheel studs.

- Install the rear tire and wheel assemblies.
- Lower the vehicle.
- Tighten the lug nuts to 150 Nm (111 lb-ft), then return the vehicle to the owner.

If the vehicle's studs exceed 54 mm (2-1/8 in), the vehicle requires the installation of *new* wheel studs. Continue with the procedure.



4. Inspect the wheel mounting holes for gouges, enlarged or irregular shape. Replace damaged wheels. See Figure 1.

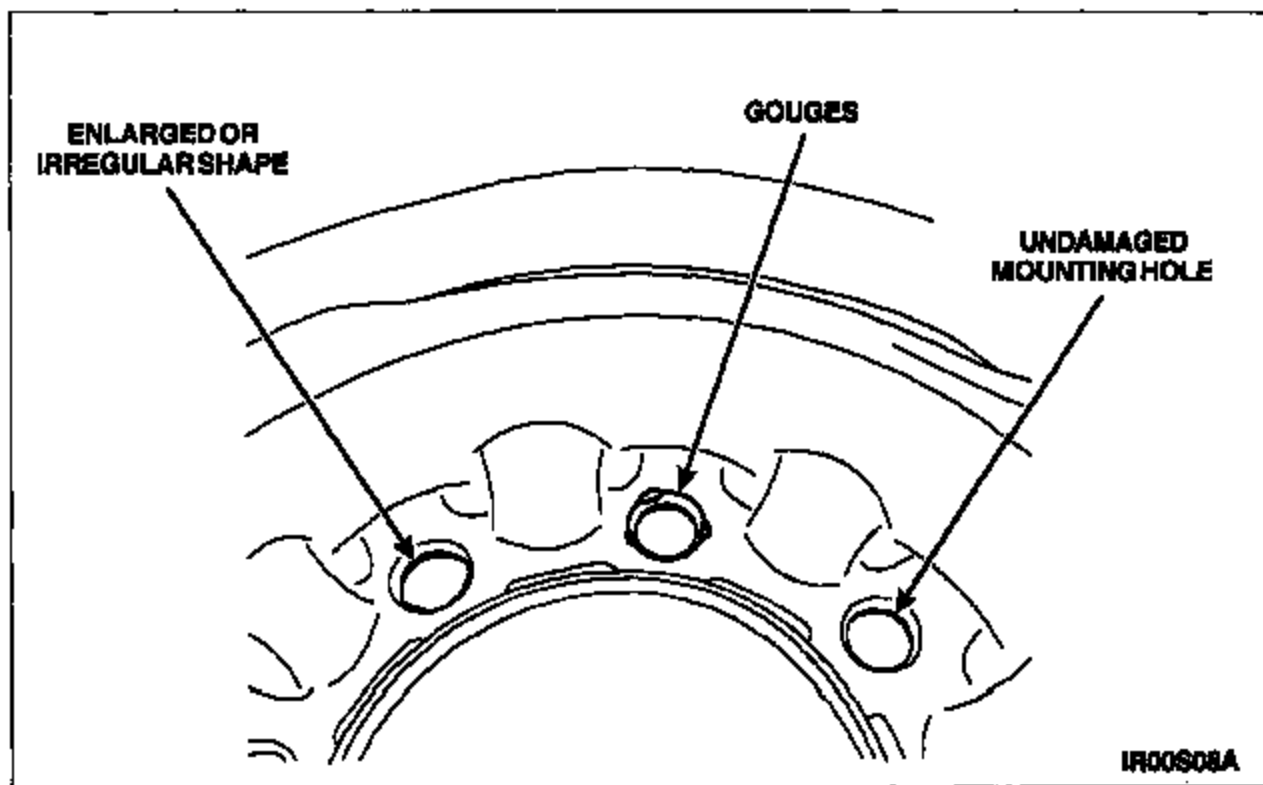
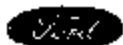


FIGURE 1



WHEEL STUD REPLACEMENT

NOTE: Perform wheel stud replacement on both left and right side rear hubs.

1. **CAUTION:** Never allow the rear disc brake caliper to hang from the brake hose. Provide suitable support.

Remove the brake caliper anchor plate and brake caliper as an assembly. Support anchor plate and caliper with mechanics wire. See Figure 2.

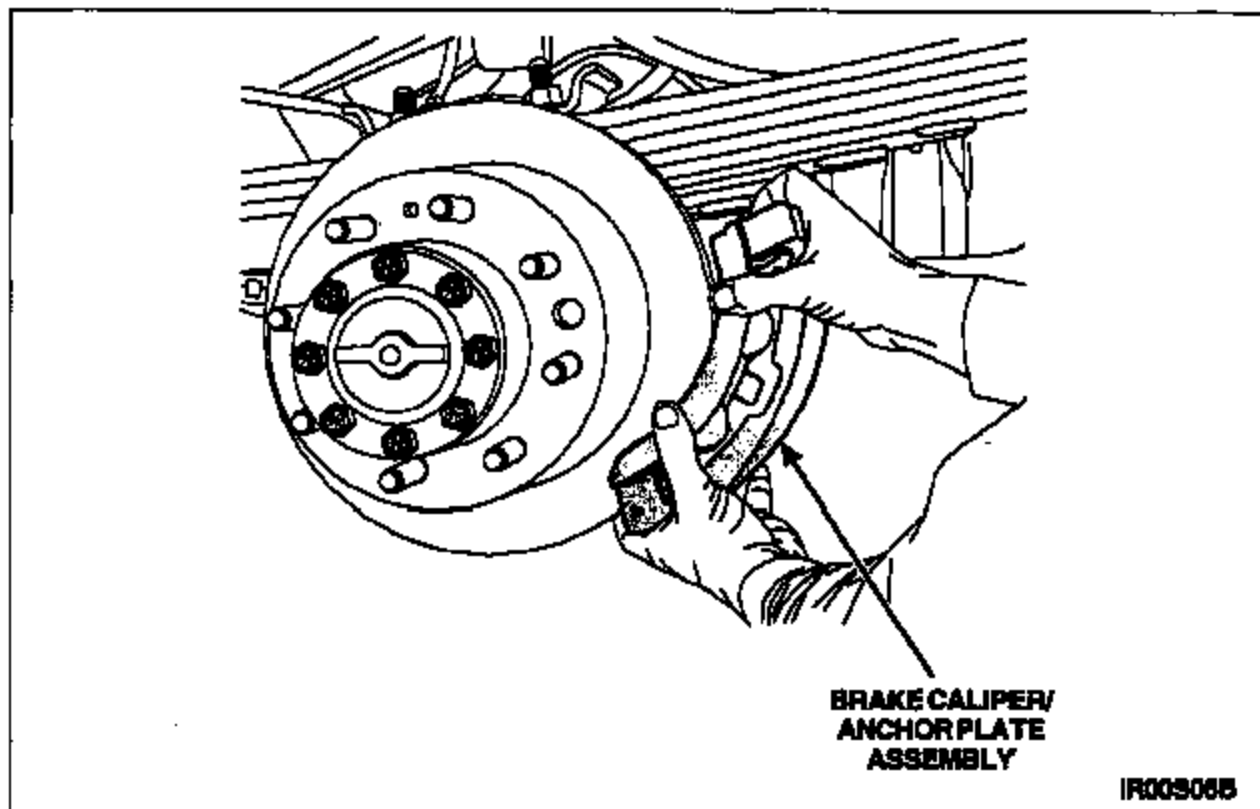


FIGURE 2

2. Position a drain pan under the rear hub.



3. Remove the rear axle shaft bolts, then slide the axle shaft out of the hub. Discard the axle shaft gasket. See Figure 3.

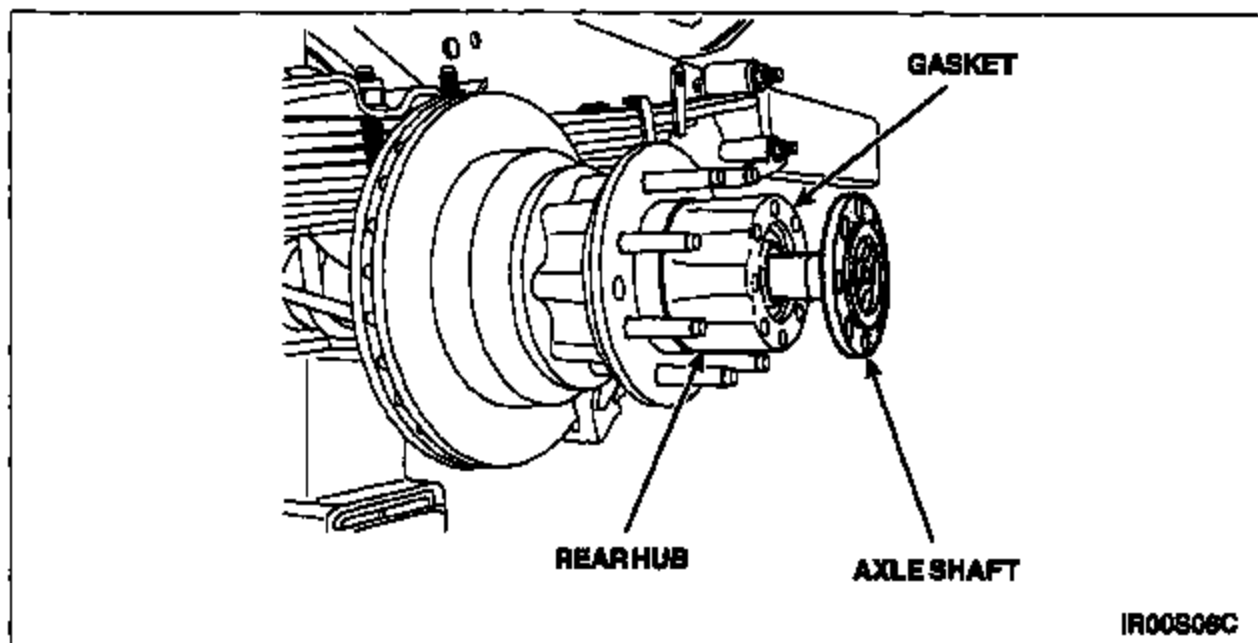


FIGURE 3

4. NOTE: Make sure that the drive tangs on the hub locknut wrench engage the four slots of the hub locknut.

Remove the hub locknut using hub locknut wrench T86T-4252-A. See Figure 4.

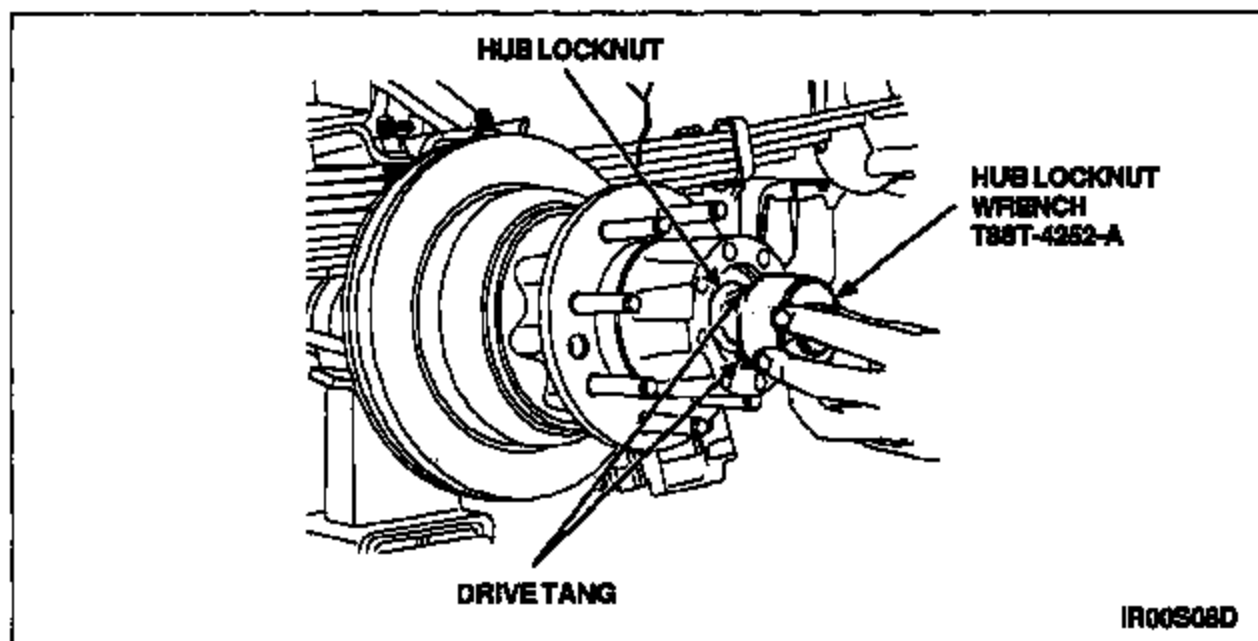
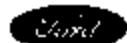


FIGURE 4



5. Remove the outer wheel bearing, then remove the hub from the axle.
6. Mount the hub in a vise, then place a mark on the disc and the hub as a reference for reassembling. See Figure 5.
7. **CAUTION:** The disc is attached to the hub with external Torx® bolts and requires an E18 external Torx® socket.
Separate the disc from the hub. See Figure 5.
8. **NOTE:** ~~New~~ rear hub seals must be installed when the rear hub is removed.
Remove the rear hub seal and inner bearing. See Figure 5.

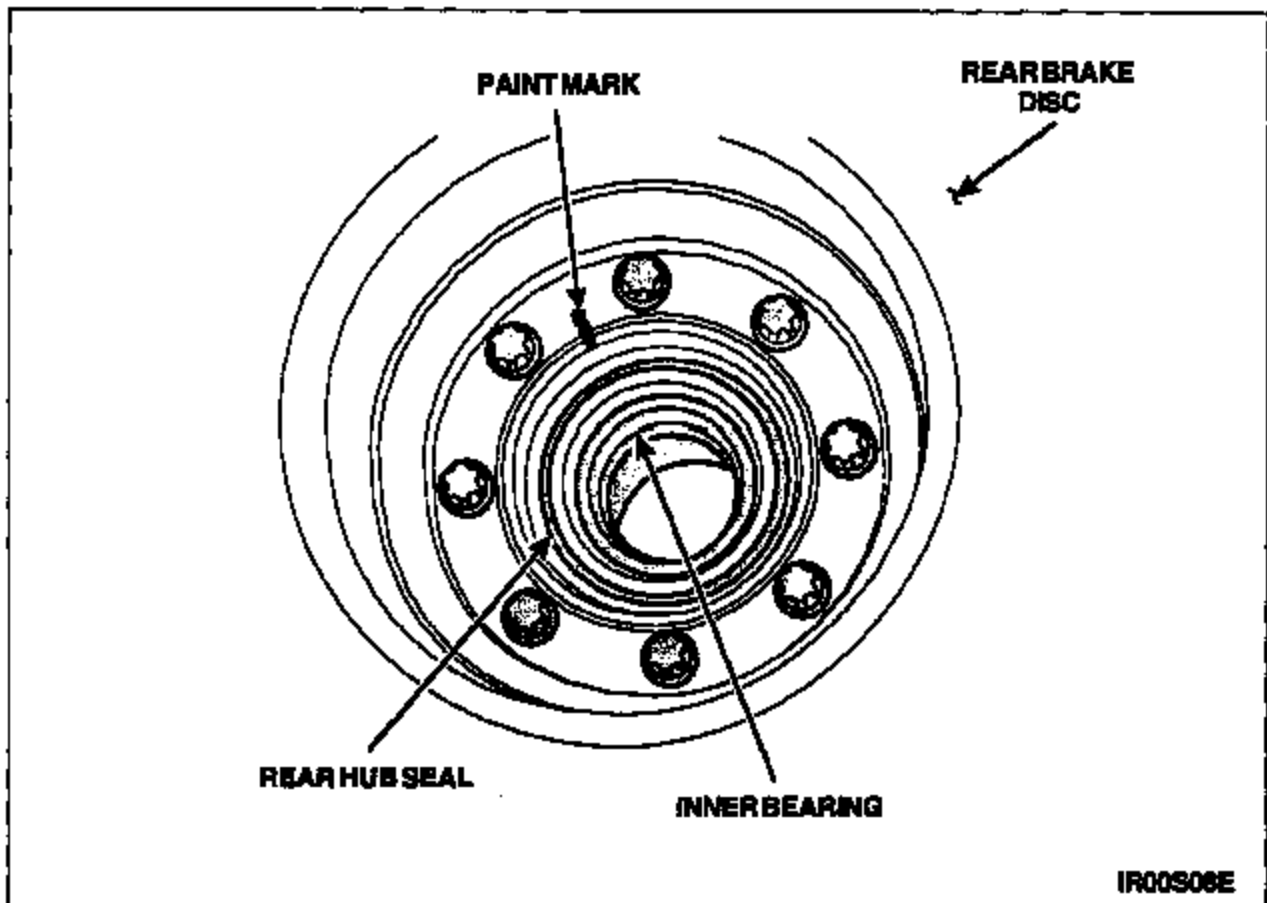


FIGURE 5

9. Remove the wheel studs from the hub as follows. See Figure 6.
- Position the hub into a press.
 - Support the hub flange with a suitable deep well socket.
 - Press the wheel stud out of the hub.
 - Reposition the rear hub and socket to remove the remaining wheel studs.

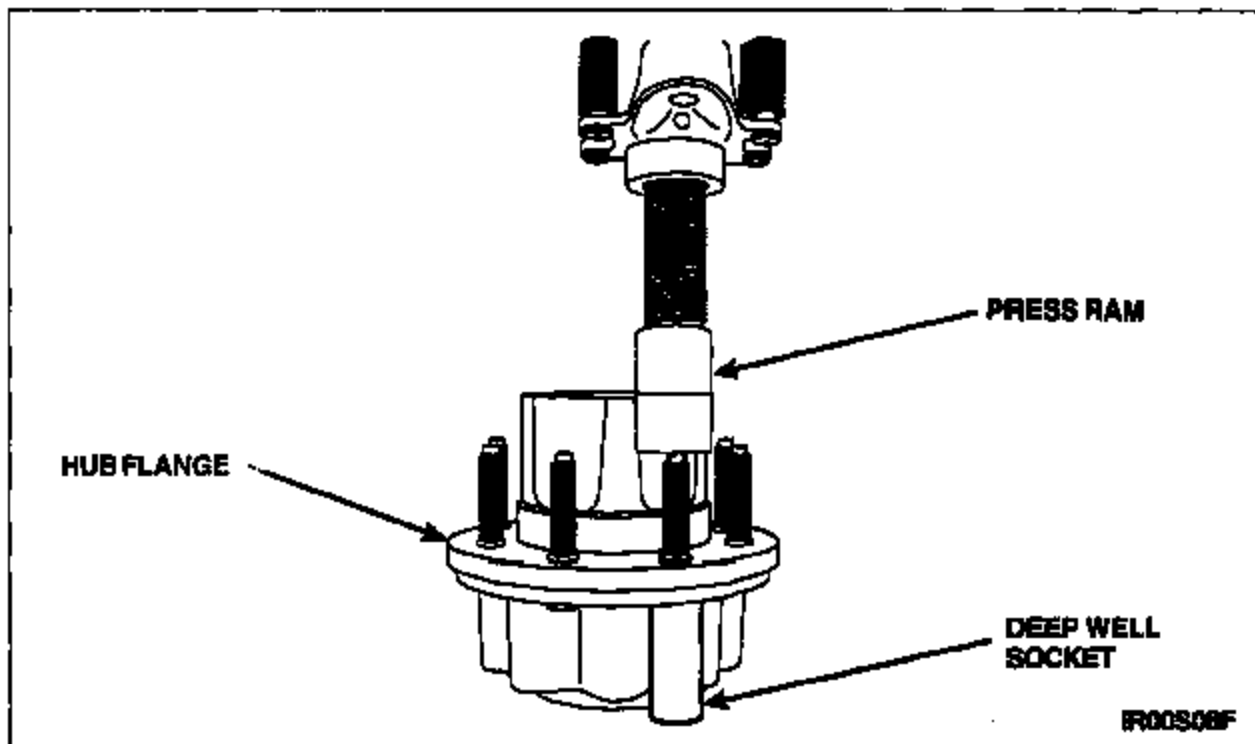


FIGURE 6



10. Install *new* studs in the hub as follows. See Figure 7.
 - Reposition hub in press.
 - Support the hub flange with a suitable deep well socket.
 - Position and press the *new* wheel stud into the rear hub until the wheel stud head seats against the hub flange.
 - Reposition the hub and socket to install the remaining *new* wheel studs.

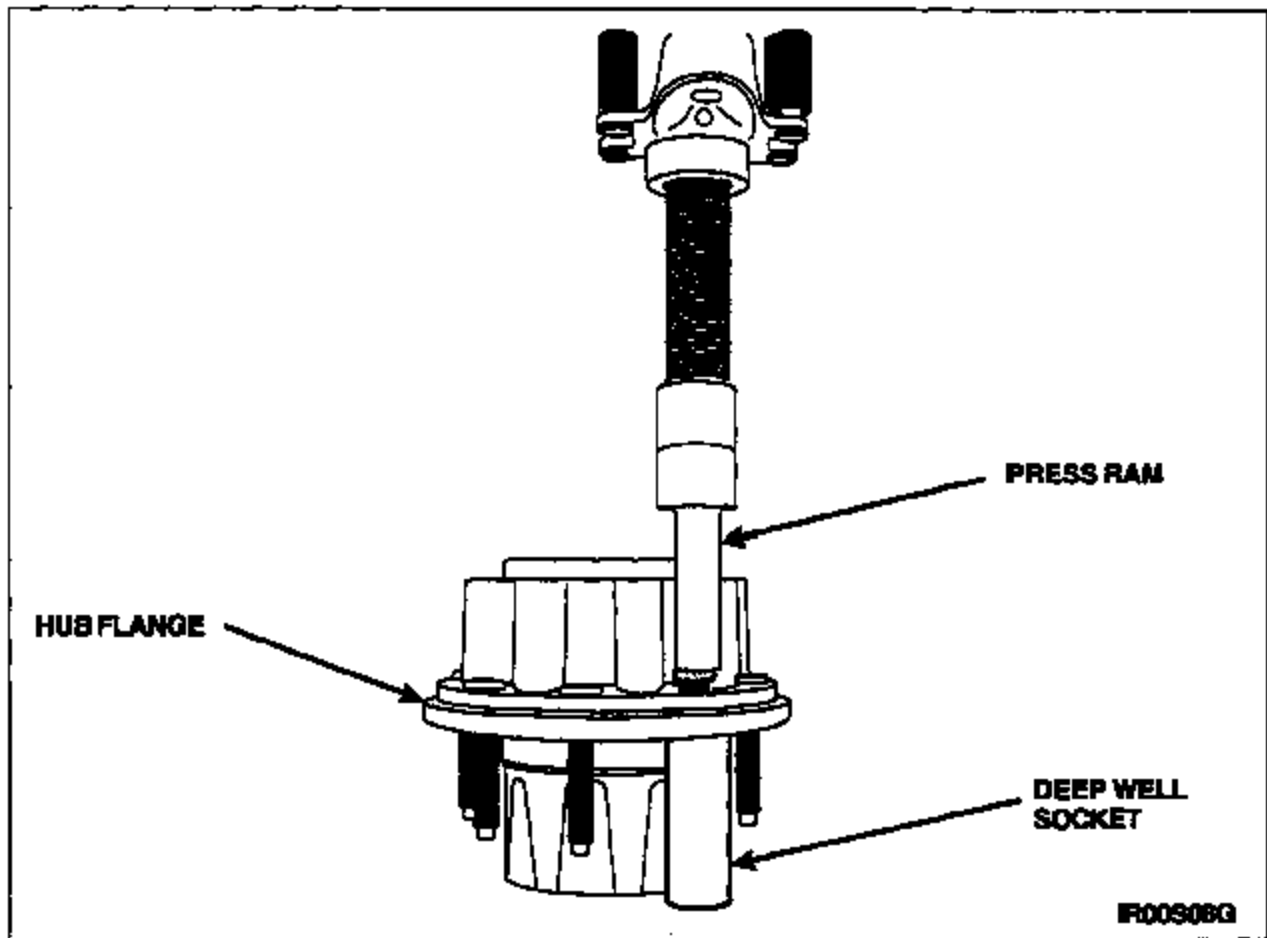
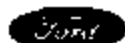


FIGURE 7

11. Clean any residual sealer from the seal mounting surface of the rear hub.
12. Pack the wheel bearings with Premium Long-Life Grease XG-1-C or equivalent.
13. Remount the hub in a vise, then install the original inner bearing and a *new* rear hub seal using a suitable seal installer.
14. NOTE: Align the marks on the rear brake disc and the hub.
Attach the rear brake disc to the hub. Tighten bolts to 127 Nm (94 lb-ft).
15. Position the rear hub onto the rear axle.



16. Install the outer bearing and hub locknut.
17. Tighten the hub locknut as follows.
 - Tighten to 95 Nm (70 lb-ft).
 - Loosen 90 degrees.
 - Tighten to 24 Nm (18 lb-ft).
18. NOTE: Do not final tighten the axle shaft bolts at this time.
Position a *new* gasket onto the axle shaft, then install the axle shaft.
19. Install the brake caliper anchor plate and brake caliper assembly. Tighten bolts to 173 Nm (128 lb-ft).
20. Install the rear tire and wheel assemblies.
21. Lower the vehicle.
22. Tighten the lug nuts to 150 Nm (111 lb-ft).
23. Tighten rear axle shaft bolts to 138 Nm (102 lb-ft).
24. NOTE: Install one (1) ounce of Additive Friction Modifier C8AZ-19B548-A to axles equipped with limited-slip differential assemblies.
Check and top off the rear axle with SAE 80W-90 Premium Rear Axle Lubricant XY-80W90-QL.



Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673
www.ownerconnection.com



May 2000

Your Vehicle Identification Number: 12345678901234567
00S08

Dear Mr. Sample:

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 that relates to motor vehicle safety exists in certain 1999 and 2000 Model Year E350 Cutaway vehicles and Stripped Chassis, equipped with single rear wheels.

We apologize for this situation and, want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

- | | |
|---|--|
| What the issue is... | In some of the affected vehicles, the rear wheel lug nuts may bottom out on the shoulder of the rear axle wheel mounting studs, when torqued to specification. If this condition occurs, the lug nuts may not provide sufficient clamp load to completely secure the wheel. The vehicle driver, or passengers, may notice a vibration or an audible clunking at the rear of the vehicle. Without sufficient clamp load, damage to the wheel, studs or lug nuts may occur, possibly resulting in looseness or separation of the wheel from the vehicle. |
| What Ford Motor Company and your dealer will do... | <i>Ford Motor Company will repair your vehicle free of charge (parts and labor). Dealers will replace all 16 rear axle wheel mounting studs on affected vehicles, with re-designed studs.</i> |
| What we are asking you to do... | Contact your dealer right away to schedule a service appointment. Your dealer will need to order the parts before scheduling your service date. Actual work time to repair your vehicle is less than one-half day. |
| If you've already paid for this service... | If you have already paid for this service prior to the date of this letter, Ford Motor Company will provide you with a full refund. <u>Please provide your receipt to your Ford or Lincoln Mercury dealer for refund processing.</u> |
| If you've changed address or sold the vehicle... | Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle. |

If you have concerns... If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company North American Customer Assistance Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: 8:00 AM - 11:00 PM (Monday-Friday) ET
9:00 AM - 6:00 PM (Saturday) ET

OR

If you have questions, please contact us through the internet at www.ownerconnection.com. Our current response time to internet inquiries is three business days.

You may also 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 at 1-800-424-9393 (Washington, D.C. area residents may call 1-202-366-0123).

Quality Care service is there for you all year round.

QualityCare
by Ford Motor

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this recall notification, we stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs