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DATE: August 14, 2000

TIME: _____

Please deliver to:

Name: Pat Wallace

Organization: NHTSA

Room # and Building: _____

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Number of Sheets being Transmitted (including this one): 14

Special Instructions/Notes:

Firestone Tire Recall

Dealer Bulletin Supplement No. 1 – Updated Information
New Questions and Answers

Transmission sent by (Name/Telephone):

DAVE YU / (313) 322-5852



FIRESTONE TIRE RECALL

August 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Firestone Tire Recall Supplement #1: 8/11/00 - Updated Information

REFERENCE: Firestone Recall - Firestone P235/75 R15 Radial ATX and Wilderness AT tires

The following information has been updated for the Firestone Tire Recall:

New Vehicles with Affected Original Equipment tires:

- Certain 1991 through 1994 Bronco vehicles which have Firestone Radial ATX P235/75 R15 tires as original equipment.
- Certain 2001 Model Year Explorer Sport-Trac and Sport vehicles built through August 7, 2000 which have Firestone Wilderness AT P235/75 R15 tires as original equipment.
- Certain Explorer Limited and Eddie Bauer Editions (refer to application chart)

Warranty Claim and Labor Operation Information

- Claims filed for non-Firestone tires should be filed on a warranty claim not a recall claim.
- Front-end alignments will not be covered under this recall.
- Ford and Lincoln Mercury Around the Wheel/Ford Tire Program dealers under this recall can handle all affected tires, original equipment and replacement tires on Ford or Lincoln Mercury products.
- Labor operations for tire replacement include time for wheel balancing.

Repair Instruction Information

- When lowering or raising an under-vehicle spare tire, DO NOT use power tools. After the inspection, also make sure that the spare is secure under the vehicle and not swinging loose.
- Recall tires that are removed from vehicles and in dealer inventory must immediately be made unusable by either cutting the bead with bolt cutters or drilling a 1" diameter hole in the sidewall.

New Attachments

- **Attachment IV - Tire Inspection:** A tire inspection aid has been added as Attachment IV. This can be reproduced and given to all dealership personnel who interface with customers. The aid makes it very easy to determine if a vehicle's tires are affected by the recall.
- **Attachment V - Tire Inflation Guide**

All revised pages have been marked "Revised 8/10/00" and a (I) symbol at the beginning of the changed text.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs



FIRESTONE TIRE RECALL

August 2000
Revised 8/11/00

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD – Firestone Tire Recall:** (1) Certain 1991 through 2000 Explorer, 1996 through 2000 Mountaineer, 2001 MY Explorer Sport Trac and Sport, 1991 through 2000 Ranger, 1991 through 1994 Bronco, and 1991 through 1994 F-Series – Replacement of Firestone P235/75 R15 Radial ATX and Certain Wilderness AT Tires.

REFERENCE: Firestone Recall - Firestone P235/75 R15 Radial ATX and Wilderness AT tires.

AFFECTED TIRES AND VEHICLES

Bridgestone Firestone Tire Company recently announced a Safety Recall on the following:

- All Firestone P235/75 R15 Radial ATX tires produced - and -
- P235/75 R15 Wilderness AT tires produced only at the Decatur plant. NOTE: Decatur built tires have a DOT code of VDHL - see Attachment III for details. All other Wilderness AT tires are not affected.

The following vehicles produced with Firestone P235/75 R15 **Radial ATX original equipment tires** are affected by this recall:

- (1) Certain 1991 through 1996 Ford Explorer (see chart)
- Certain 1996 Mercury Mountaineer vehicles
- Certain 1991 through 2000 Ranger vehicles
- (1) Certain 1991 through 1994 Bronco vehicles
- Certain 1991 through 1994 F-Series vehicles

The following vehicles produced with P235/75 R15 **Wilderness AT tires as original equipment** are affected by this recall:

- (1) Certain 1997 through August 7, 2000 Mountaineer vehicles
- (1) Certain 1997 through August 7, 2000 Explorer vehicles (see chart)
- (1) Certain 1997 through June 1, 2000 Ranger vehicles
- (1) Certain 2001 Explorer Sport Trac and Sport vehicles produced through August 7, 2000

The following **Explorer** vehicles produced with either P235/75 R15 Radial ATX or P235/75 R15 Wilderness AT tires as original equipment are affected:

Model Year	Body Style	Tire/Wheel Size
1991 – 1994	ALL	15"
1995 – 1998	ALL (Excluding Eddie Bauer and select 2-door Sport)	15"
1999 – 2001	ALL (Excluding Eddie Bauer and Limited Editions)	15"

The following **Explorer** vehicles are **NOT** affected:

Model Year	Body Style	Tire/Wheel Size
1995 – 1998	Eddie Bauer	16"
1996 – 2001	Sport and any 2-door Sport 4X4 w/Premium Sport Package	16"
1999 – 2001	Eddie Bauer and Limited	16"

IMPORTANT FACTS

- This is a FIRESTONE recall.
- FIRESTONE will notify customers of the recall via first class mail.
- FIRESTONE will communicate recall information to authorized repair sites including Ford and Lincoln-Mercury Around the Wheel/Ford Tire Program dealers.

FORD AND LINCOLN MERCURY DEALER INVOLVEMENT

As this field action will severely impact the availability of Firestone replacement tires, **Ford and Lincoln Mercury Around the Wheel (ATW)/Ford Tire Program dealers** will be afforded the opportunity to address customer satisfaction issues utilizing non-Firestone tires. This is being done to address immediate needs of our customers.

FORD AND LINCOLN MERCURY DEALERS ENROLLED IN AROUND THE WHEEL (ATW)

Dealerships enrolled in the ATW/Ford Tire Program are authorized Firestone outlets. If a customer contacts an ATW Ford Tire Program dealer, as an authorized Firestone dealer regarding this safety recall, you will be able to replace that customer's tires with "approved" non-Firestone tires. Tires that are approved for use as replacement tires under this recall will be posted in a matrix in the Recall/ONP section of QCDealer.com. This matrix will be amended to add new tire manufactures and models of tires as they are approved. Claiming for reimbursement of non-Firestone tires is outlined on Attachment I.

If the customer requests a replacement Firestone tire, secure the tire through your normal distribution chain and process reimbursement through Firestone as outlined in the Firestone Safety Recall.

FORD AND LINCOLN MERCURY DEALERS NOT ENROLLED IN AROUND THE WHEEL (ATW)

Dealers not enrolled in the ATW/Ford Tire Program will need to make individual arrangements with local Firestone outlets for recall completion, or refer customers to their local Firestone outlet.

SERVICE PROCEDURE

All Firestone P235/75 R15 tires with Radial ATX on the sidewall must be replaced under this recall.

Firestone P235/75 R15 tires with Wilderness AT on the sidewall will need to be inspected for a DOT code of VDHL to determine if replacement is required. Refer to Attachment III for details.

(1) This service action applies to original equipment and replacement tires that are installed on Ford and Mercury vehicles.

DEMONSTRATION / DELIVERY HOLD FOR NEW VEHICLES AND TIRES IN DEALER INVENTORY

Do not demonstrate or deliver any of the affected vehicles prior to completing the Firestone recall. In addition, Ford and Lincoln Mercury Around the Wheel (ATW)/Ford Tire Program dealers may have affected tires in inventory; **these tires should not be sold.** (1) Recall tires that are removed from vehicles and in dealer inventory must immediately be made unusable by either cutting the bead with bolt cutters or drilling a 1" diameter hole in the sidewall. Tires in dealer inventory should be held until reimbursement instructions from Firestone are received.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- (1) Attachment IV: Tire Inspection Aid
- (1) Attachment V: Tire Inflation Guide

CONTACTS

- Claims Information: 1-800-423-8851
- Other (Dealer Only) Recall Questions: 1-800-325-5621
- For Around the Wheel/Ford Tire Program Questions: 1-888-353-3251

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

Firestone Tire Recall
Replacement of Certain Firestone P235/75 R15 Tires

OASIS

Since this is a Firestone recall, OASIS will not be activated.

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.

CLAIMS PREPARATION AND SUBMISSION

If new Firestone tires are installed under the recall, submit claims to Firestone (refer to the Firestone recall notification).

Enter claims in ACES II for non-Firestone tires using DWE with the following information:

- (¶) Enter information on a warranty claim. DO NOT use a recall claim.
- Refer to ACESII User Manual for claims preparation and submission information.
- Program Code – P17.
- Enter P17TIRE as the causal part with condition code 82.
- On the same line as P17TIRE enter the total value of the tires from the "Suggested List Price" column of the latest Ford Motor Company Tire Selling Guide.
- Freight is reimbursable at actual cost in the miscellaneous expense area of the claim.
- Tire disposal and applicable local waste tax will be reimbursed – enter OTHER in the miscellaneous expense area of the claim with the actual cost.

NOTE: Claims may be entered for payment beginning August 10, 2000.

OWNER REFUNDS

Ford and Lincoln Mercury dealers, including ATW/Ford tire dealers, will not be involved in the refund process for this Firestone recall. Customers inquiring about a refund should be referred to a Firestone Tire Service Center. Do not refer customers to Ford or Lincoln Mercury dealers for refund processing, even if the dealer is an ATW/Ford Tire Program Dealer. Refer to the Firestone recall information for further details

RENTAL CARS

This recall is not eligible for rental assistance.

Firestone Tire Recall
Replacement of Certain Firestone P235/75 R15 Tires

(I) LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect 5 tires (applies only to P235/75 R15 Wilderness AT tires)	00V01A	0.2 Hours
Inspect, replace & balance 1 tire	00V01B	0.5 Hours
Inspect, replace & balance 2 tires	00V01C	0.7 Hours
Inspect, replace & balance 3 tires	00V01D	0.9 Hours
Inspect, replace & balance 4 tires	00V01E	1.0 Hours
Inspect, replace & balance 5 tires (spare)	00V01F	1.2 Hour

NOTE: Front-end alignment is not included in this recall.

PARTS REQUIREMENTS**Tire Ordering Information**

Authorized Around the Wheel (ATW)/Ford Tire Program dealers will order replacement tires through normal channels. Dealers not authorized for the Around the Wheel Program will not participate in the Firestone recall. Dealers may call the Ford Tire Hotline 1-800-353-3251 for enrollment and program details.

DEALER PRICE

For latest "Suggested List Prices", on replacement tires refer to the most recent Ford Motor Company Tire Selling Guide.

FIRESTONE TIRE INSPECTION

AFFECTED VEHICLES: REFER TO DEALER LETTER FOR AFFECTED
TIRES AND VEHICLES

OVERVIEW

This procedure outlines how to check the DOT code on the tires and determine if they must be replaced.

NOTE: All Firestone P235/75R15 tires that say "RADIAL ATX" on the sidewall are being recalled and no further inspection is necessary.

NOTE: All tires including the spare must be inspected if they are "WILDERNESS AT" P235/75R15.

NOTE: When lowering or raising an under-vehicle spare, **DO NOT** use power tools. Also make sure that the spare is secure under the vehicle, and not swinging loose. The spare tire winch will ratchet when the tire is completely stowed.

INSPECTION

1. Raise vehicle on a hoist.
2. Locate the DOT code on the inboard sidewall of all tires including the spare. On F-Series and Bronco models, the spare tire must be lowered to view the DOT code. Clean the area if necessary in order to accurately read the code.
3. If the DOT code is **VDHL**, the tire must be replaced. See the matrix (part of the dealer bulletin) to determine the correct replacement tires. See Figure 1.

NOTE: Recall tires that are removed from vehicles and in dealer inventory must immediately be made unusable by either cutting the bead with bolt cutters or drilling a 1" diameter hole in the sidewall.

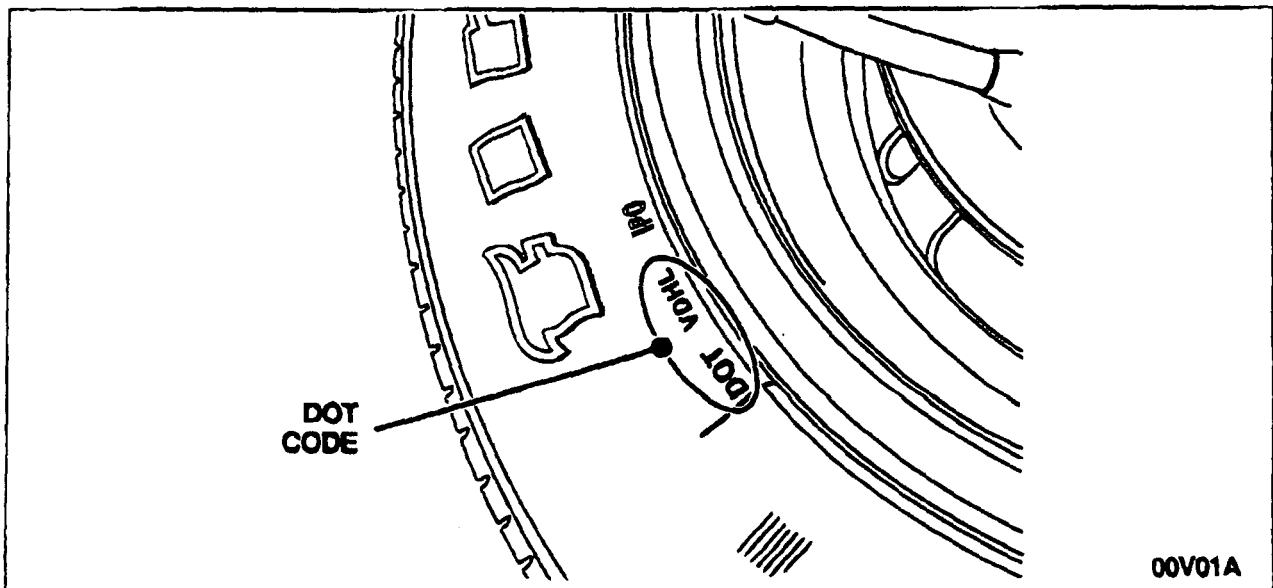
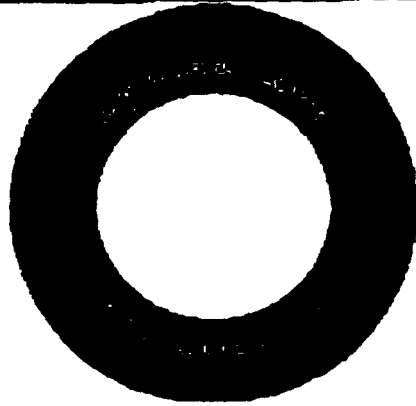


FIGURE 1

4. If the code is anything other than **VDHL**, release the vehicle to the owner.

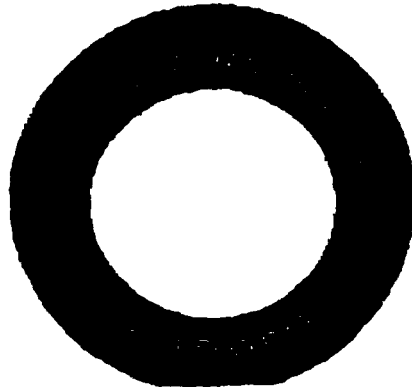


TIRE INSPECTION
TIRES INVOLVED IN FIRESTONE RECALL



P235/75R15

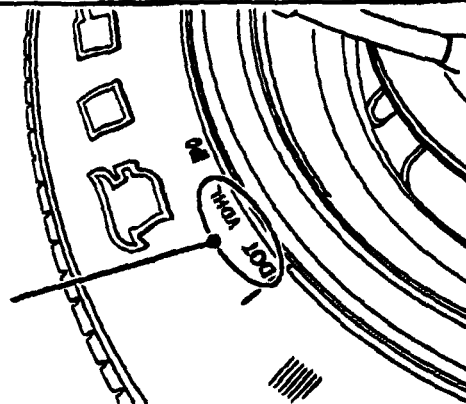
ALL INCLUDED IN RECALL



P235/75R15

ONLY WITH DOT CODE VDHL

**THE DOT CODE IS
LOCATED ON THE
INBOARD SIDEWALL**



**DOT
CODE**

**THE DOT CODE IS
LOCATED ON THE
INBOARD SIDEWALL**

**TIRE DOT CODE CAN
BE INSPECTED WITH
VEHICLE ON GROUND**

WARNING: IF RAISING THE VEHICLE TO INSPECT, DO NOT POSITION YOURSELF UNDER THE VEHICLE WITHOUT HAVING ADEQUATE SAFETY STANDS SUPPORTING THE WEIGHT OF THE VEHICLE. THE JACK PROVIDED FOR USE WHEN CHANGING A TIRE BY ITSELF IS NOT ADEQUATE FOR THE PURPOSE OF GETTING UNDER THE VEHICLE.



Firestone Tire Recall
Replacement of Certain Firestone P235/75 R15 Tires

Tire Inflation Guide

AFFECTED BRAND	MODEL	FIRESTONE ATX (MY)	TIRE PRESSURE (frt - rear) psi	FIRESTONE WILDERNESS (MY)	TIRE PRESSURE (frt - rear) psi
FORD	EXPLORER	91 - 96	26** - 26**	97 - 00*	26** - 26**
FORD	EXPLORER SPORT- 2DR.	91- 96	26** - 26**	97 - 01*	26** - 26**
FORD	EXPLORER SPORTRAC	N/A	-	01*	28 - 35
FORD	RANGER	91 - 96	30 - 35	97 - 00*	30 - 35
FORD	F - 150	91 - 94	35 - 41	N/A	-
FORD	BRONCO	91 - 94	35 - 41	N/A	-
MERCURY	MOUNTAINEER	96	26** - 26**	97 - 00*	26** - 26**
MAZDA	NAVAJO	91 - 94	26 - 26	N/A	-
MAZDA	B-SERIES PICKUP	94 - 96	30 - 35	97 - 00*	30 - 35

* Firestone Decatur, Illinois Plant only

** Ford approved range is 26 - 30 psi.

Firestone Recall Q & A

August 11, 2000

NEW QUESTIONS:

Dealer Inquiries

Q1 For Firestone 235 75R15 Wilderness AT tires, what plant codes denote other Firestone plants?

A1 As we have previously mentioned, the **ONLY** plant in question is the Decatur facility. It is denoted in the DOT code with a VDHL. Other Firestone plant codes are:

- Wilson, NC W2
- Joliette, Quebec VN
- Lavergne, TN W1
- Aiken, SC 8X
- Oklahoma City, OK HY
- Oaks, PA VC

Q2. What happened in Venezuela?

A2. In light of media attention in Venezuela, customers have expressed concerns over tires on their Explorers in Venezuela. We want our customers to be satisfied. In the interest of customer satisfaction, we have offered these customers a set of competitor tires installed at the nearest Ford dealer free of charge.

Q3. What do we do if a customer needs 1 tire? Do we replace 4?

A3. Firestone to define. Will update ASAP.

Q4 Are there any 2001 model year vehicles involved?

A4. Yes. A few 2001 Explorer Sportrac & Sport vehicles built before August 7th, 2000 are included in this field action.

Q5 What about ATX II tires?

A5. An ATX II tire is an aftermarket tire. They are included in the field action.

Q6 What do I need to do to tires that have been removed?

A6. Recalled tires that are removed from vehicles, and in dealer inventory, must immediately be made unusable by either cutting the bead with bolt cutters, or drilling a 1" diameter hole in the side wall.

Q7. If a customer with a 91-96 Eddie Bauer and Limited has replaced their OE tires with Firestone tires that are in the suspect class -- are they covered by the provisions of the recall?

A7. Yes. Aftermarket Firestone P235 75R15 ATX and Firestone P235 75R AT tires are included in the Firestone recall.

Firestone Recall Q & A

August 11, 2000

Q8 I am not an AtW/Ford Tire Program dealer, can I perform the inspection?

A8. Yes. Any Ford or Lincoln Mercury dealership can perform an inspection for vehicles that were originally equipped with Firestone Wilderness AT P235 75R15 tires; however, ONLY AtW/Ford Tire Program dealers are authorized to replace suspect tires.

Q9. How will the Firestone Recall affect the Direct Mail element of Operation Retail 3rd Event (promotion period 9/25/00 - 11/5/00) for AtW dealers who use the tire matrix?

A9. 1 tire of the 14 tires in the tire matrix is involved in the Firestone recall, the P235 75R15 Firestone Wilderness AT. This tire has the application of Explorer, Mountainer, and Ranger. These vehicle owners will receive a tire coupon with the brand message "We have competitively priced name brand tires". 5 other Firestone model tires are in the tire matrix, which are not involved in the recall. The applications for these tires include Ranger 4X2, Cougar, Thunderbird, Expedition, F-150/250/250 HD/ 350. These vehicle owners will receive the appropriate tire coupon for their vehicle at the dealer customized price.

Customer Inquiries

Q10. I am in Phase III of the recall roll-out schedule, can I still get the recall performed now? Do I have to wait?

A10. For customer satisfaction purposes, Ford & Lincoln Mercury dealerships are authorized to replace your tire with an approved tire. Please contact your local Ford & Lincoln Mercury dealer for tire availability.

Q11. For units involved in the recall, can I put non-Firestone tires on my vehicle?

A11. Yes...please contact your local Ford & Lincoln Mercury dealer authorized to perform tire repairs.

Firestone Recall Q & A

August 11, 2000

Q12. I keep hearing in the media about tire pressures. What are Ford's recommended tire pressures by application?

A12. See chart below

AFFECTED BRAND	MODEL	FIRESTONE ATX (MY)	TIRE PRESSURE (frt - rear) psi	FIRESTONE WILDERNESS (MY)	TIRE PRESSURE (frt - rear) psi
FORD	EXPLORER	91 - 96	26** - 26**	97 - 00*	26** - 26**
FORD	EXPLORER SPORT- 2DR.	91 - 96	26** - 26**	97 - 01*	26** - 26**
FORD	EXPLORER SPORTRAC	N/A	-	01*	28 - 35
FORD	RANGER	91 - 96	30 - 35	97 - 00*	30 - 35
FORD	F - 150	91 - 94	35 - 41	N/A	-
FORD	BRONCO	91 - 94	35 - 41	N/A	-
MERCURY	MOUNTAINEER	96	26** - 26**	97 - 00*	26** - 26**
MAZDA	NAVAJO	91 - 94	26** - 26**	N/A	-
MAZDA	B-SERIES PICKUP	94 - 98	30 - 35	97 - 00*	30 - 35

* Firestone Decatur, Illinois Plant only

** Ford approved range is 26 - 30 psi.

Q13. What about vehicle damage caused by a blowout of one of the tires?

A13. As with any road hazard situation, this needs to be referred to Firestone for handling. Visit your local company Firestone store. They will provide you a claim form. Please complete the form and the outlet will forward it to Firestone's corporate office for investigation and handling.