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Ford Motor Company

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FIRESTONE TIRE RECALL

October 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Firestone Tire Recall Supplement #7, dated 10/9/00 - Updated Information

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

Reason for this Supplement:

- To communicate the revised Disposal and Pick-Up Guidelines for Firestone recalled tires listed under the heading "**Tires Removed from Vehicles**" in the bulletin's dealer letter.

The revised letter and attachments have been marked "Supplement 7", and the text appears in *red italics* when viewed on-line. To avoid confusion please discard all previous versions.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs



FIRESTONE TIRE RECALL

August 2000
Supplement 7

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD – Firestone Tire Recall: Certain 1991 through 2000 Explorer, 1997 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 Certain 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 excluding tires marked "TEMPORARY" on the sidewall- 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.

Both original equipment (OE) and replacement tires are affected.

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

- Certain 1991 through 1996 Ford Explorer (see chart)
- Certain 1997 Mercury Mountaineer vehicles
- Certain 1991 through 2000 Ranger vehicles
- 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:

- Certain 1997 – 2000 model year built through August 7, 2000 Mountaineer vehicles
- Certain 1997 – 2000 model year built through August 7, 2000 Explorer vehicles (see chart)
- Certain 1997 – 2000 model year built through June 1, 2000 Ranger vehicles
- Certain 2001 model year Explorer Sport Trac and 2-Door 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 2-door Sport if equipped with 16 inch wheels)	15"
1999 – 2001	ALL (Excluding Eddie Bauer and Limited Editions if equipped with 16 inch wheels)	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 this recall utilizing Firestone and 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 with affected tires 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 Firestone or "approved" non-Firestone tires. Tires that are approved for use as replacement tires under this recall will be posted in a matrix in the Firestone Tire Center in QCDealer.com. This matrix will be amended to add new tire manufacturers and models of tires as they are approved. Claiming for reimbursement of 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 as outlined in Attachment I.

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

Dealers not enrolled in the ATW/Ford Tire Program can inspect customer vehicles (see Attachments I & II for claiming instructions & labor operations). These dealers should make individual arrangements with local Firestone outlets for tire replacement, or refer customers to their local Firestone outlet.

SERVICE PROCEDURE

All Firestone P235/75 R15 tires with Radial ATX on the sidewall (excludes Temporary spare tires identified by "Temporary" 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.

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

DEMONSTRATION / DELIVERY HOLD FOR 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.**

Tires Removed from Vehicles

Effective October 6, 2000, the Firestone Tire Disposal Procedures have been revised. Refer to http://www.cfi-lm.dealerconnection.com/tire_recall/1006_tiredisposal.cfm for procedure details.

New Inventory Tires

All new Radial ATX or Wilderness AT tires with DOT code VDHL tires (never mounted) in AtW/Ford Tire Program dealer inventory must be returned to Firestone. Dealers must call 1-800-668-0345 to obtain a "Returned Goods Authorization (RGA) number. The RGA is a 6-digit number required to return the tires. Only tires affected by the Firestone recall will be accepted. Firestone will pay all freight for the return of these tires.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Tire Inspection Aid
- 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 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

NOTE: Claims for Firestone tires (P18) may be entered for payment beginning with repairs dated August 28, 2000 and later.

Claims for non-Firestone tires

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.
- Use the appropriate labor operation(s) from Attachment II.
- Freight is reimbursable at actual cost in the miscellaneous expense area of the claim.
NOTE: Freight is only reimbursable for rural dealers whose only means of acquiring tires is by having them shipped in via common carrier.
- Tire disposal and applicable local waste tax will be reimbursed – enter OTHER in the miscellaneous expense area of the claim with the actual cost.
- **Enter the entire DOT code and the part number of the replacement tire being used in the comments area of the claim.**

Claims for Firestone tires

Enter claims in ACES II for Firestone tires using the following information:

- Enter information on a warranty claim. DO NOT use a recall claim type.
- Program Code – **P18**.
- Enter "**P18TIRE**" as the causal part, no material cost should be entered on this line.
- Condition code "**82**".
- Use Customer Concern Code "**A99**".
- Enter the full published tire part number with the quantity of tires replaced, the payment system will price the tire at Dealer Net multiplied by the quantity for the total value of the replaced tires.
- Use Miscellaneous Expense Code "**TIREMU**" to claim the \$20.00 difference per tire, a maximum of \$100.00.
- The Firestone warranty claim form <hyperlink http://www.cfi-lm.dealerconnection.com/tire_recall/rfi.pdf> must be filled out and attached to the hard copy of the claim and retained in the service file. **The entire DOT code from the replacement tire(s) must be recorded on this form.**
- **The DOT code must also be entered in the comments area of the claim.**
- No labor operations will be allowed when claiming **P18**.

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

OWNER REFUND

Ford and Lincoln Mercury dealers, including AtW/Ford tire dealers; **will not** be involved in processing refunds for customers included in the Firestone recall. Customers inquiring about a refund should be provided copies of the Firestone refund request form. Refer to the Firestone website <hyper link to http://mirror.bridgestone-firestone.com/news/atx/newsmain_ATX.html> for the refund forms and for further details.

RENTAL CARS

TAP allowances have been increased specifically for the Firestone recall. Refer to <hyperlink http://www.lmdealer.dealerconnection.com/081800_lombardi_letter.cfm (there may be a new letter we should also link to)>.

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

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect 5 tires applies only to P235/75 R15 Wilderness AT tires) – VEHICLE NOT AFFECTED (Non VDHL DOT Code)	00V01G	0.2 Hours
Inspect 5 tires (applies only to P235/75 R15 Wilderness AT tires) – VEHICLE AFFECTED – Customer must return at a later date due to unavailability of replacement tires. This may be claimed only one time per vehicle per dealer.	00V01A	0.2 Hours
Replace & balance 1 tire (No longer includes inspect) May be used with labor op 00V01A only	00V01B	0.4 Hours
Replace & balance 2 tires (No longer includes inspect) May be used with labor op 00V01A only	00V01C	0.6 Hours
Replace & balance 3 tires (No longer includes inspect) May be used with labor op 00V01A only	00V01D	0.8 Hours
Replace & balance 4 tires (No longer includes inspect) May be used with labor op 00V01A only	00V01E	1.0 Hours
Replace & balance 5 tires (No longer includes inspect) May be used with labor op 00V01A only	00V01F	1.2 Hours

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

NOTE: These labor operations and revised times will begin paying with claims submitted on August 18, 2000; Claims in process at dealerships will need to use these new operations.

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 1-888-353-3251 for enrollment and program details.

DEALER PRICE

For latest 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.

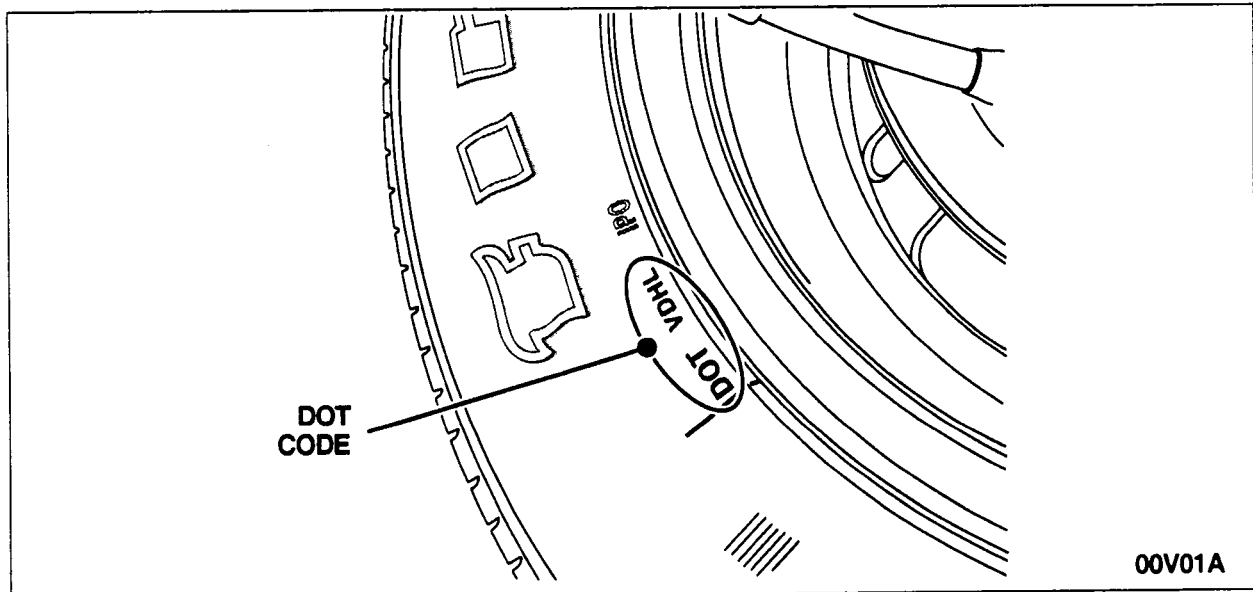


FIGURE 1

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



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

Tire Inflation Guide "15-Inch Firestone P235/75 R15"

AFFECTED BRAND	MODEL	FIRESTONE ATX (MY)	TIRE PRESSURE (frt - rear) psi	FIRESTONE WILDERNESS (MY)	TIRE PRESSURE (frt - rear) psi
FORD	EXPLORER	91 - 96	30 - 30	97 - 00	30 - 30
FORD	EXPLORER SPORT- 2DR.	91- 96	30 - 30	97 - 01	30 - 30
FORD	EXPLORER SPORTRAC	N/A	-	01	30 - 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	N/A	-	97 - 00	30 - 30
MAZDA	NAVAJO	91 - 94	30 - 30	N/A	-
MAZDA	B-SERIES PICKUP	94 - 96	30 - 35	97 - 00	30 - 35