

*Ford Motor Company* RECEIVED  
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OFFICE OF  
DEFECTS INVESTIGATION

James P. Vondale, Director  
Automotive Safety Office  
Environmental & Safety Engineering

May 4, 2004

Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

04V-232  
(3 pages)

Dear Mr. Weinstein:

Subject: Ford Recall No. 04L20 - Certain 2002 model year E-350 Wagons and certain 2002-2003 model year Ford E-250 Vans equipped with LT225/75R16E tires.

Summary

- Ford Action - Ford is conducting a voluntary compliance recall involving certain 2002 model year E-350 Wagons and certain 2002-2003 model year Ford E-250 Vans to provide a supplemental tire placard label with corrected information for "Gross Axle Weight Rating" (GAWR) and/or tire inflation pressure. Although the vehicles in question cannot be loaded, using accepted loading practice, to the levels indicated on the label without exceeding the "Gross Vehicle Weight Rating" (GVWR) Ford is conducting this action to avoid any confusion.
- Number of Vehicles Involved - Approximately 28,443 vehicles in the United States and Federated Territories.
- Description of Non-Compliance - 49 CFR Part 567 Section 4 (4) requires that the certification label contain the GAWR in pounds for each axle. The rear axle rating is incorrectly listed on the label for certain 2003 E-250 Vans built with LT225/75R16E tires. In addition, FMVSS 120 Section S5.3.1 requires the label to indicate the tire size and recommended cold inflation pressure such that the sum of the load ratings of the tires on each axle is appropriate for the GAWR on the label. The tire pressure is incorrectly listed on the label for the rear tires on certain 2002 E-350 Wagons and for the front tires on certain 2002-2003 E-250 Vans built with LT225/75R16E tires.
- Service Program  
Ford will mail supplementary tire labels containing correct information to the affected owners with instructions for installation.

Attached is the detailed information required by the applicable portions of 49 CFR Part 573 - Defect and Non-Compliance Information Report.

Sincerely,



James P. Vondale



**49 CFR Part 573 - NON-COMPLIANCE INFORMATION REPORT**  
**04L20 - 2002 Model Year Ford E-350 Wagons and 2002-2003 Model Year Ford E-250 Vans**

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Ford Motor Company (Ford) submits the following information concerning a potential noncompliance to the requirements of section 4 (4) of 49 CFR Part 567 and Section S5.3.1 of FMVSS 120 and 2002 model year E-350 Wagons and on 2002-2003 model year E-250 Vans.

**573.6 (c) (2) - Potentially Affected Vehicles**

Certain 2002 model year E-350 Wagons and E-250 Vans Built from May 30, 2001 through July 26, 2002 and certain 2003 model year Ford E-250 Vans built from April 24, 2002 through September 19, 2003 at the Loraine Assembly Plant are potentially affected.

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 by contacting a local Ford dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

**573.6 (c) (3) -- Estimated Population of Vehicles Potentially Affected**

Approximately 28,443 vehicles in the United States and Federated Territories.

**573.6 (c) (4) - Estimated Percentage of Affected Vehicles with the Condition**

100%.

**573.6 (c) (5) -- Description of Non-Compliance**

49 CFR Part 567 Section 4 (4) requires that the certification label contain the GAWR in pounds for each axle. The rear axle rating is incorrectly listed on the label for certain 2003 E-250 Vans built with LT225/75R16E tires. In addition, FMVSS 120 Section S5.3.1 requires the label to indicate the tire size and recommended cold inflation pressure such that the sum of the load ratings of the tires on each axle is appropriate for the GAWR on the label. The tire pressure is incorrectly listed on the label for the rear tires on certain 2002 E-350 Wagons and for the front tires on certain 2002 and 2003 E-250 Vans built with LT225/75R16E tires.

As of April 26, 2004 there are no known reports of accidents or injuries attributed to this condition.

**573.6 (c) (7) -- Basis of Non-Compliance Determination**

On March 25, 2004, Ford was notified by a customer that a New York state inspector noticed that the sum of the load capacity for the rear tires on the vehicle did not equal or exceeded the listed GAWR for the axle, as identified on the certification label. An investigation was undertaken, including inspection of vehicle labels, review of production records, and analysis of computer records, to confirm the observed condition and to determine vehicles potentially affected.

573.6 (c) (8) Service Program

Ford will mail supplementary tire labels containing correct information to the affected owners with instructions for installation. Customers will be given the opportunity to have the label installed by the dealer at no cost if the customer does not feel comfortable installing the label.

There will be no charge to owners for this service. Mailing of owner notification letters will begin May 26, 2004 and be completed by May 26, 2004.

In accordance with Part 573.13 (d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this problem as Ford's original warranty program would have provided for a free repair of the problem.

573.6 (c) (9) – Press statement and Dealer/Owner Letters

Ford does not plan to make a public statement concerning the subject matter of this action. A copy of the Notification letters to dealers and owners from Ford will be forwarded when available.

573.6 (c) (11) -- Recall Number

Ford has assigned recall number 04L20 to this action.