



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

May 2004

Compliance Recall 04C07

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification 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 certain 2004 model year F250/350 King Ranch and Lariat 4X4 vehicles equipped with Goodyear Wrangler AT/S OWL LT275/65R18 tires fail to conform to the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 120 – Tire Selection and Rims For Motor Vehicles Other Than Passenger Cars.

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 is the issue?

One or more of the tires installed on your vehicle may have an incorrect load range rating for your vehicle, which can result in a tire being overloaded. If your vehicle is equipped with an incorrect load range tire, the vehicle will not meet the requirements of FMVSS 120 – Tire Selection and Rims For Motor Vehicles Other Than Passenger Cars. If a tire was operated in an over-loaded or over-inflated condition, the tire may rupture resulting in a rapid air loss, which could increase the risk of a crash without warning.

What will Ford and your dealer do?

Ford Motor Company and your dealer will inspect and, if necessary, replace any incorrect load range tires installed on your vehicle free of charge (parts and labor). We urge you to return to your dealer for this service. Additionally, if any tire requires replacement, it is recommended that the wheel lug nut torque be checked within 500 miles after any tire replacement. You may return to your dealer to have the wheel lug nut torque checked at no charge to you.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Your vehicle will require inspection to determine if any new tires need to be installed.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 04C07. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Do you need a rental vehicle?

If your dealer determines that tires need to be ordered, your dealer is authorized to provide a rental vehicle at no charge (except for fuel and insurance) while replacement tires are on order and while your vehicle is being repaired.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is: www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write 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 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon
Director
Service Engineering Operations