Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

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

June 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD:**
Compliance Recall 04C07 Supplement #1
Certain 2004 Model Year F250/350 King Ranch and Lariat Vehicles Equipped with Goodyear Wrangler AT/S OWL LT275/65R18 Tires
Tire Inspection and Replacement

REF **DEMONSTRATION / DELIVERY HOLD Dated May 2004:**
Compliance Recall 04C07
Certain 2004 Model Year F250/350 King Ranch and Lariat Vehicles Equipped with Goodyear Wrangler AT/S OWL LT275/65R18 Tires - Tire Inspection and Replacement

New
REASON FOR THIS SUPPLEMENT

This bulletin is being re-issued to expand the affected vehicle build population.

New
AFFECTED VEHICLES

Certain 2004 model year F250/350 King Ranch and Lariat 4X4, single rear wheel vehicles built at the Kentucky Truck Plant from January 15, 2004 through May 27, 2004 and equipped with Goodyear Wrangler AT/S OWL LT275/65R18 tires. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit https://web.fsavinlists.dealerconnection.com. *An updated FSA VIN list will be available on June 18, 2004.*

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may have been equipped with one or more tires that are the incorrect load range rating for the vehicle application. If the 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 is operated in an over-loaded or over-inflated condition, the tire may rupture resulting in a rapid air loss.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must inspect the load range on all five tires on the affected vehicles and replace if necessary. This must be performed on all of the affected vehicles in your inventory as well as on vehicles that have been delivered to customers.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding compliance 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 $5,000 per vehicle.

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ATTACHMENTS

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

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621
Ford Tire Hotline (Dealer Only) Questions, AtW Enrollment:.....1-888-353-3251
Ford Tire Hotline Order Processing:.....1-866-588-6586

Sincerely,

Frank M. Ligon

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DEMONSTRATION / DELIVERY HOLD: Compliance Recall 04C07-S1
Certain 2004 Model Year F250/350 King Ranch and Lariat Vehicles
Equipped with Goodyear Wrangler AT/S OWL LT275/65R18 Tires
Tire Inspection and Replacement

New

OASIS ACTIVATED? Yes, OASIS activated on May 6, 2004. *OASIS will be activated on June 18, 2004 for the additional VINs.*

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at https://web.fsavinlists.dealerconnection.com by May 7, 2004. Owner names and addresses will be available by May 11, 2004.

New

The additional VINs will be available through FMCDealer.com by June 21, 2004. Owner names and addresses will be available by June 21, 2004.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

STOCK VEHICLES

Correct all affected stock vehicles before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TIRE REPLACEMENT GUIDELINES

- All incorrect load range tires must be replaced regardless of the mileage or the remaining tread on the tire. If the customer caused damage to the tires, i.e., hit a curb, accident, under inflation, alignment issues, the tire must still be replaced. If the tire is worn out, it must still be replaced.
- Ford Motor Company will only pay claims for the new replacement tire that is listed in Attachment II under Tire Ordering Information. Upgrades to other brand and size tires are NOT allowed.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

RELATED DAMAGE

- If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.
- The owner letter will direct customers to the dealer to have the wheel lug nuts re-tightened at 500 miles (800km) after tire replacement. Dealers are to use the related damage flag to process claims for labor operation 04C07Z (post-repair wheel lug nut re-torque). Approval is not required for this labor operation. This labor operation may only be claimed once after the original repair.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval prior to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle, which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

If replacement tires are necessary, Ford will pay for a rental vehicle, except for fuel and insurance, which will be at the owner's expense. Customers should be provided a rental vehicle while replacement tires are on order and while the vehicle is being repaired. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the claim form.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- **Enter each unique (complete 10-12 digit) DOT code of the "new" replacement tires on the diagnostic code entry screen in the "Powertrain" DTC fields. The "old" replaced tire DOT codes should be entered beginning with the Body DTC fields.**
- Dealers must enter the tire order confirmation number in the comment section of each claim (subject to claims audit).
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- "MT" labor must be submitted on a separate repair line with the related damage flag checked and proper prior approval.
- Refer to ACESII manual for claims preparation and submission information.
- Enter the full part number of the replacement tire with the quantity of tires replaced. Tires will be reimbursed at AtW Dealer cost +25%.
- Freight is not reimbursable under **04C07**.
- Federal Excise Tax (F.E.T.) is not reimbursable under **04C07**.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect Load Range on All Five Tires (no tire replacement necessary; will close program)	04C07A*	0.2 Hour
Inspect Load Range on All Five Tires, Replace One Tire	04C07B**	0.7 Hour
Inspect Load Range on All Five Tires, Replace Two Tires	04C07C**	1.0 Hour
Inspect Load Range on All Five Tires, Replace Three Tires	04C07D**	1.3 Hours
Inspect Load Range on All Five Tires, Replace Four Tires	04C07F**	1.5 Hours
Inspect Load Range on All Five Tires, Replace Five Tires	04C07G**	1.8 Hours

*This labor operation code cannot be claimed with any other labor operation code.
**These labor operation codes include mounting, balancing, valve stems and disabling tires.

Note: The production spare is a 16" tire, if the spare tire is not a load range E tire call the Special Service Support Center for authorization to replace the spare tire. Please be prepared to provide the size and brand of the spare tire to be replaced.

SPECIAL INSTRUCTIONS FOR POST-REPAIR TORQUE PROCEDURE

The Owners Guide states that each wheel that is removed must have the wheel lug nuts re-tightened at 500 miles (800km) after service. This is required to permit the wheel clamping system to seat correctly so that the wheel lug nuts will hold a uniform clamp load and remain fully tightened. To claim this operation, you must file a related damage claim using labor operation 04C07Z. This labor operation includes time to check the torque on all the wheel lug nuts.

Post-repair Torque Operation		
Description	**Labor Operation**	**Labor Time**
Wheel Lug Nut Re-torque at 500 Miles (800km) After Repair	04C07Z	0.2 hr.

TIRE ORDERING INFORMATION

NOTE: **Tires will be shipped from Goodyear and must be ordered via this specific process to be eligible for reimbursement under 04C07.**
AtW/Ford Tire Program Dealers must utilize the following process for ordering approved replacement tires:

- Inspect vehicles to determine actual replacement tire order requirement.
- If tires are needed, dealers must:
  - Complete the appropriate Replacement Tire Order Form (posted with this bulletin).
  - Fax or email the form to the Ford Tire Hotline:
    - Fax to 313-937-5018
    - Email to tirehelp@auto-med.com
  - Contact the Ford Tire Hotline at 1-866-588-6586 if additional assistance is needed.

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TIRE ORDERING INFORMATION CONTINUED

- Order tracking:
  - The Ford Tire Hotline will acknowledge receipt of all orders within 4 business hours. The Hotline will place orders for the dealership.
- There is no special return provision for this recall. Manage your orders to meet your anticipated demand.
- Non-AtW/Ford Tire Program Dealers should contact the Ford Tire Hot Line at 1-888-353-3251 to enroll in the Tire Program.

Ford Tire Hotline hours are 8am to 8pm Monday through Friday, 8am to 5pm Saturday, EST.

The tire listed below is the only one approved for use under this program.

Part Number	Description	Quantity
9OO1-411985176	Goodyear Wrangler AT/S OWL LT275/65R18 LR E Tire	1-4 Tires*

*Contact the Special Service Support Center if replacement for a spare tire is necessary.

TIRE PRICE

For latest prices on replacement tires, refer to the most recent Ford Motor Company Tire Price List, the tire homepage, or the Tire Sales Tool on FMCDealer.com.

TIRE RETURN PROCESS

NOTE: Affected Goodyear Wrangler AT/S OWL LT275/65R18 tires are to be returned to Goodyear via the normal RCRC tire warranty return process.
NOTE: **DO NOT SCRAP TIRES,** tires not returned via the RCRC may result in chargeback of the recall claim.
All replaced tires will receive a PEARS 700 Return Tag. Write the tag # on the sidewall of the tire(s) and attach the Return Tag to the tire and hold for pickup by the RCRC. All tires must be returned to the appropriate Goodyear Tire Return Center, please ensure the appropriate address is included on the Tag:

N. American Product Service Center
138 A. Sherrel Ave.
Jackson, GA 30233

- AL, AR, FL, GA, KS, LA, MS, MO, NE, NC, OK, SC, TN, TX

N. American Product Service Center
5525 E. Concourse
Ontario, CA 91764

- AZ, CA, CO, ID, MT, NV, NM, OR, UT, WA, WY

N. American Product Service Center
740 Young St.
Tonawanda, NY 14150

- CT, DE, IL, IN, IA, KY, ME, MD, MA, MI, MN, NH, NJ, NY, ND, OH, PA, RI, SD, VT, VA, WV, WI

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CERTAIN 2004 MODEL YEAR F-250 AND F-350 KING RANCH AND LARIAT 4x4 SINGLE REAR WHEEL MODELS — TIRE INSPECTION AND REPLACEMENT

OVERVIEW

This program involves inspecting the load range stamping on Goodyear Wrangler AT/S OWL LT275/65R18 tires on the affected vehicles. Any tire with a load range stamping other than "E" must be replaced.

INSPECTION

1. Inspect all four (4) road tires and the spare tire for the load range stamping. The stamping can be found on the outer sidewall near the tire bead. See Figure 1.
   - If all tires are **LOAD RANGE E**, no further service is required. Release the vehicle.
   - If any tire on the vehicle has a load range other than "E", that tire must be replaced.

   NOTE: All replacement tires for the effected vehicles should be inflated to the recommended tire pressure located on the vehicle certification label.

   NOTE: The production spare is a 16-inch tire.

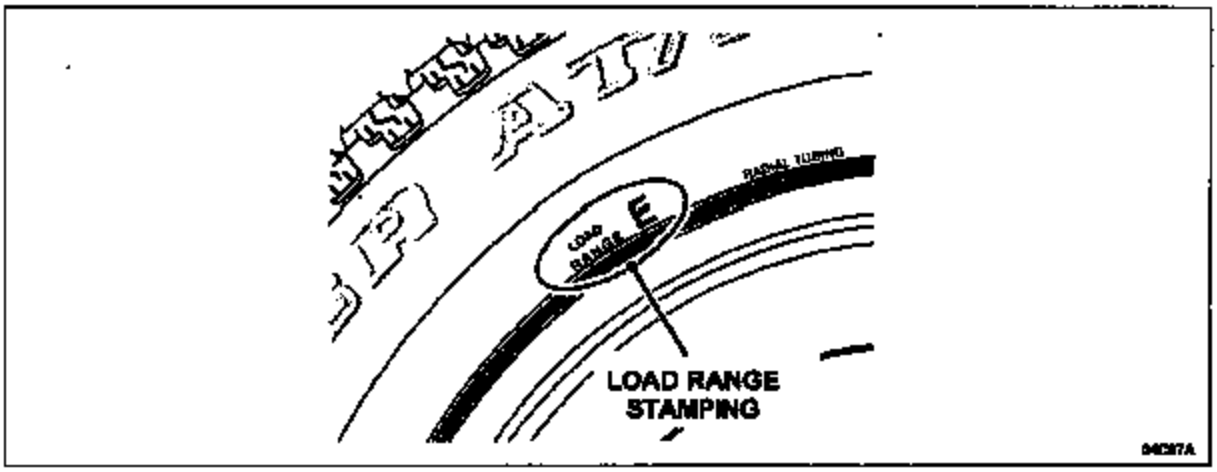

FIGURE 1

2. Record each unique complete 10-12 digit DOT code of the original and the replacement tires on the repair order. This information will be required when the claim for this repair is entered.

TIRE DISPOSAL

Tires removed from vehicles must immediately be made unusable by either cutting the bead with bolt cutters or drilling a one-inch diameter hole through the sidewall. After mutilating the tire(s), follow the Tire Return Process (Attachment II).

SPECIAL INSTRUCTIONS FOR POST REPAIR RETIGHTEN PROCEDURE

The Owner Guide and workshop repair manual recommend that each wheel removed and reinstalled must have the wheel lug nut torque retightened at 800 km (500 miles) after service. Lug nut torque specification is 224 Nm (165 lb-ft). This is required to permit the wheel clamping system to seat correctly so that the wheel lug nuts will hold a uniform clamp load and remain fully tightened. To claim this operation, refer to Attachment II.

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DEARBORN, MICHIGAN 48121
05/04

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.

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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.genuinefilmservice.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

Frank M. Ligon
Director
Service Engineering Operations

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