

Ford Motor Company

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NVS-215

2005 FEB 17 A 10: 08

OFFICE OF
DEFECTS INVESTIGATION

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

February 16, 2005

Mr. George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

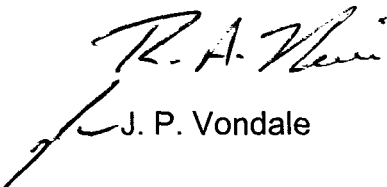
Dear Mr. Person:

Subject: Compliance Recall 04V-603
(Ford Number 04C10)

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations -- Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2005 model year E-450 dual rear wheel (DRW) cutaway vehicles. Specific details were submitted to you in a letter dated December 17, 2004. Owner notification letters were mailed on January 11, 2005.

Sincerely,



J. P. Vondale

Attachment(s)
04C10 Dealer-Owner Bulletin





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

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

December 14, 2004

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD: Compliance Recall 04C10
Certain 2005 Model Year E450 Dual Rear Wheel (DRW) Cutaway Vehicles
Vehicle Certification and Incomplete Vehicle Manual Label Correction

AFFECTED VEHICLES

Certain 2005 model year E450 cutaway vehicles equipped with LT225/75R16E tires, built at Lorain Assembly Plant between October 26, 2004 and December 02, 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. FSA VIN list information will be available on December 14, 2004.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles were produced with Vehicle Certification and Incomplete Vehicle Manual Labels that state the incorrect rear tire pressure. At the incorrectly stated pressure, the rear tires are unable to support the Gross Axle Weight Rating (GAWR) for the rear axle. Federal Motor Vehicle Safety Standard 120 requires that tires inflated to the pressure stated on the label must support the GAWR.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles involved in this compliance recall. A complete Dealer Bulletin will be provided to dealers the week of December 20, 2004 when it is anticipated that parts ordering information and repair instructions will be available to support this compliance recall.

CUSTOMER NOTIFICATION

Please be advised that the majority of the affected vehicles are located at body builders for final assembly. Body builders and owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

OASIS

Consult OASIS for affected vehicles. FSA VIN listings for unsold vehicles will be available December 14, 2004.

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory prior to delivery.

QUESTIONS?

Special Service Support Center (Dealer Only) Questions:.....1-800-325-5621

Sincerely,

Frank M. Ligon



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

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

December 2004

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

SUBJECT: **DEMONSTRATION / DELIVERY HOLD:** Compliance Recall 04C10
Certain 2005 Model Year E-450 Dual Rear Wheel (DRW) Cutaway Vehicles
Vehicle Certification and Incomplete Vehicle Manual Label Correction

REF: **DEMONSTRATION / DELIVERY HOLD:** Compliance Recall 04C10 dated December 14, 2004 - Vehicle Certification and Incomplete Vehicle Manual Label Correction

AFFECTED VEHICLES

Certain 2005 model year E-450 cutaway vehicles equipped with LT225/75R16E tires, built at Lorain Assembly Plant from October 26, 2004 through December 02, 2004. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. FSA VIN list information was available on December 14, 2004.

REASON FOR THIS COMPLIANCE RECALL

The affected vehicles were produced with Vehicle Certification and Incomplete Vehicle Manual Labels that state the incorrect rear tire pressure. At the incorrectly stated pressure, the rear tires are unable to support the Gross Axle Weight Rating (GAWR) for the rear axle. The correct Front/Rear tire pressures are 65/80 psi. The incorrect labels read 65/60 psi. The rear GAWR for 2005 E-450 Cutaway vehicles is 9450 pounds at a rear tire inflation pressure of 80 psi. The LT225/75R16E tire can only support a rear GAWR of 7980 pounds when inflated to 60 psi. Federal Motor Vehicle Safety Standard 120 requires that tires inflated to the pressure stated on the label must support the GAWR. Failure to follow proper vehicle loading specifications and tire inflation recommendations can result in tire damage and vehicle instability.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, and at no charge to the vehicle owner, dealers are to:

For all incomplete vehicles (vehicles that have not completed final assembly (conversion) process

- Install three (3) supplemental tire pressure labels (on B-pillar, on Incomplete Vehicle Manual, and place one in shipping bag for installation during final assembly).
- Inspect the rear tire pressure on all four (4) rear tires and inflate them to the corrected tire pressure stated on the supplemental label.

For vehicles that have completed final assembly (conversion) process

- Install three (3) supplemental tire pressure labels (on B-pillar, near fuel door, and on Incomplete Vehicle Manual).
- Replace all four (4) rear tires and inflate them to the corrected tire pressure stated on the supplemental label.

This must be performed on all of the affected vehicles in your new vehicle inventory as well as vehicles that have been delivered to customers. Labels will be mailed to dealers the week of January 3, 2005.

PLEASE NOTE:

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. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

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

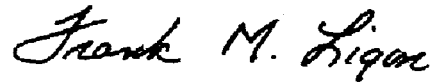
QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

- Prior Approval
- Warranty Claim Questions
- General Field Service Action Questions/Comments

Ford Tire Hotline (Dealer Only) Questions, AtW Enrollment.....1-888-353-3251

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive, flowing style.

Frank M. Ligon

DEMONSTRATION / DELIVERY HOLD: Compliance Recall 04C10
Certain 2005 Model Year E-450 Dual Rear Wheel (DRW) Cutaway Vehicles
Vehicle Certification and Incomplete Vehicle Manual Label Correction

OASIS ACTIVATED? Yes, OASIS was activated on December 14, 2004.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> on December 14, 2004. Owner names and addresses will be available by January 17, 2005.

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 units in your new vehicle inventory 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

- The rear tires on all affected vehicles that completed final assembly (conversion) process must be replaced regardless of the mileage or the remaining tread on the tire.
- 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. When calling for authorization please have the VIN, dealer P&A code, repair order number, repair line, and the total cost of the repair available. Repair estimates must be calculated using Ford published labor operations and times.
- **The owner letter will direct customers to the dealer to have the wheel lug nuts re-tightened at 100 miles (160km) and again at 500 miles (800km) after tire replacement. Dealers are to use the related damage flag to process claims for labor operation 04C10Z (post-repair wheel lug nut re-torque). Approval is not required for this labor operation. This labor operation may only be claimed twice after the original repair.**

DEMONSTRATION / DELIVERY HOLD: Compliance Recall 04C10
Certain 2005 Model Year E-450 Dual Rear Wheel (DRW) Cutaway Vehicles
Vehicle Certification and Incomplete Vehicle Manual Label Correction

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. When calling for authorization please have the VIN, dealer P&A code, repair order number, repair line, and the total cost of the repair available. Repair estimates must be calculated using Ford published labor operations and times.
- 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

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This compliance recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 04C10
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

DEMONSTRATION / DELIVERY HOLD: Compliance Recall 04C10
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Vehicle Certification and Incomplete Vehicle Manual Label Correction

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.
- 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% (mounting, balancing & valve stems included).
- Freight is not reimbursable under **04C10**.
- Refer to dealer communication: Reimbursement for Federal Excise Tax (FET) on Tires.
- Tire disposal will be reimbursed, see the Tire Disposal Allowance Attachment II.
- Dealers may claim any applicable local waste tax – enter OTHER in the miscellaneous expense area of the claim with the actual cost.
- Sublet repairs should be claimed by entering OSL as the labor operation. Enter OSL and the actual cost, not to exceed the Ford published operation amount at the dealer's approved warranty labor rate.
- Refunds or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.

DEMONSTRATION / DELIVERY HOLD: Compliance Recall 04C10
Certain 2005 Model Year E-450 Dual Rear Wheel (DRW) Cutaway Vehicles
Vehicle Certification and Incomplete Vehicle Manual Label Correction

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<u>Incomplete Vehicles:</u> Inspect tire pressure, adjust if necessary and install labels.	04C10B	0.3 hour
<u>Complete Vehicles:</u> Replace 4 (four) rear tires and install labels.	04C10C*	1.6 hours

*These labor operation codes include mounting, balancing, and valve stems.

FORD APPROVED TIRE REPLACEMENT LIST

Only the below tire is approved for use under this recall.

Part Number	Description	Quantity
9004 25516	Michelin LTX M/S	4

TIRE ORDERING INFORMATION

- AtW/Ford Tire Program Dealers should contact their authorized tire distributors to order replacement tires.
- 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 8 am to 8 pm Monday through Friday, 8 am to 5 pm Saturday, EST.

PARTS REQUIREMENTS**Ordering instructions for additional labels.**

Supplemental labels for this program are being sent directly to dealers and body builders of the affected vehicles. Additional supplemental labels may be ordered as follows:

Call 1-800-325-5621:

- Ask for additional supplemental labels for program 04C10.
- Provide your name, dealership P/A code, and mailing address.
- Provide vehicle model year and make of vehicle(s).

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 DISPOSAL ALLOWANCE

An allowance of \$25.00 per repair is being provided for tire disposal. To claim the allowance, enter \$25.00 as "HANDLG" in the "MISC EXPENSE" area of the claim form.

DEMONSTRATION / DELIVERY HOLD: Compliance Recall 04C10
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SPECIAL INSTRUCTIONS FOR POST-REPAIR TORQUE PROCEDURE

The Owner's Guide states that each wheel that is removed must have the wheel lug nuts re-tightened at 100 miles (160km) and then again 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 04C10Z. This labor operation includes time to check the torque on all the wheel lug nuts.

Post-repair Torque Operation (Must be completed by a Ford or Lincoln Mercury Dealer)		
Description	Labor Operation	Labor Time
Wheel Lug Nut Re-torque at 100 Miles (160km) and 500 Miles (800km) After Repair	04C10Z*	0.2 hr.

*This labor operation code will not be accepted with a repair dated of June 01, 2005 or later.

CERTAIN 2005 MODEL YEAR E-450 CUTAWAY VEHICLES — VEHICLE CERTIFICATION AND INCOMPLETE VEHICLE MANUAL LABEL CORRECTION

OVERVIEW

This program involves two (2) groups of vehicles.

FOR INCOMPLETE VEHICLES (vehicles that have not completed final assembly [conversion] process) –

1. A Supplemental Vehicle Certification Label with revised rear tire inflation pressures will be installed on the driver door B-Pillar.
2. A supplemental label with revised rear tire inflation pressures will be placed in the shipping bag that contains the Incomplete Vehicle Manual and original Tire Inflation Pressure Reminder Label. The rear tire pressure on the original label will be crossed out.
3. A second supplemental label will be placed on the cover of the Incomplete Vehicle Manual.
4. The rear tire inflation pressure will be adjusted to the **new** specification.

FOR COMPLETE VEHICLES (vehicles that have completed final assembly [conversion] process) –

1. A Supplemental Vehicle Certification Label with revised rear tire inflation pressures will be installed on the driver door B-Pillar.
2. A supplemental label with revised rear tire inflation pressures will be placed on the body near the fuel filler neck or the fuel fill door and the rear tire pressure on the original label will be crossed out.
3. A second supplemental label will be placed on the cover of the Incomplete Vehicle Manual.
4. All four (4) rear tires will be replaced.



SERVICE PROCEDURES

AFFECTED VEHICLES – INCOMPLETE VEHICLES

Supplemental Vehicle Certification Label Installation

1. Locate and clean the area above the safety certification label on the driver door B-Pillar. DO NOT remove the original label.
2. Install one of the *new* supplemental labels on the vehicle above the existing label as shown in Figure 1. Do not cover the existing label.

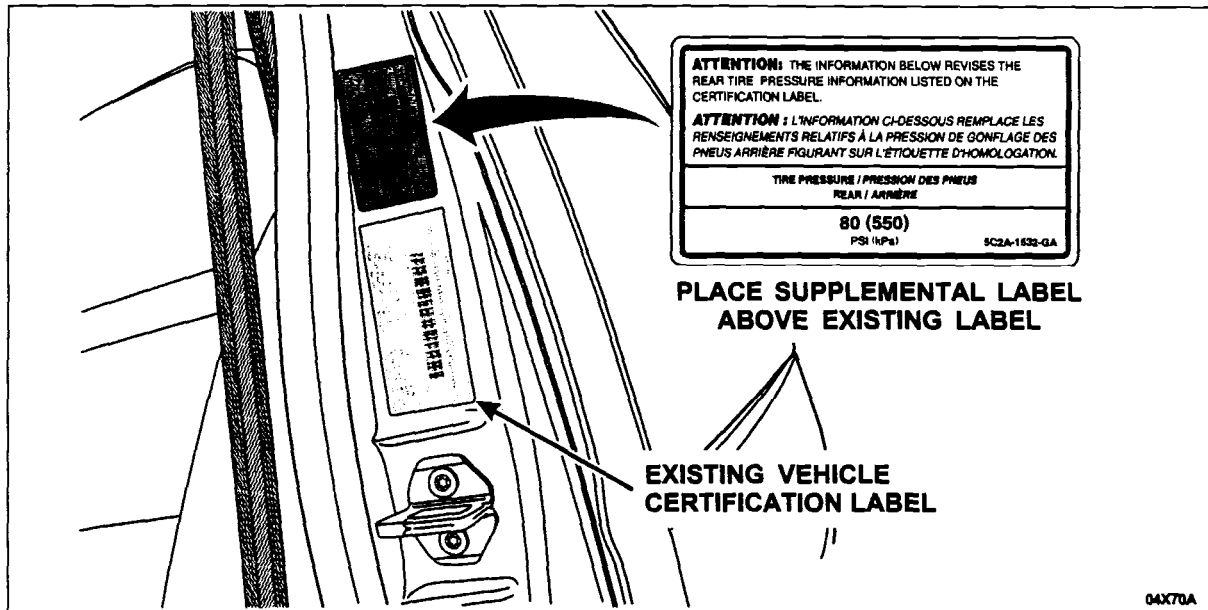


FIGURE 1



Supplemental Rear Tire Inflation Reminder and Incomplete Vehicle Manual Label Installation

1. Locate the shipping bag containing the Tire Inflation Reminder Label and Incomplete Vehicle Manual.
2. Place the Supplemental Rear Tire Inflation Reminder Label in the shipping bag for installation by the body builder during the final assembly (conversion) process.
3. Remove the original Tire Inflation Reminder Label from the bag and using a black permanent marker, cross out the rear tire inflation pressure, then place the label back in the bag. See Figure 2.

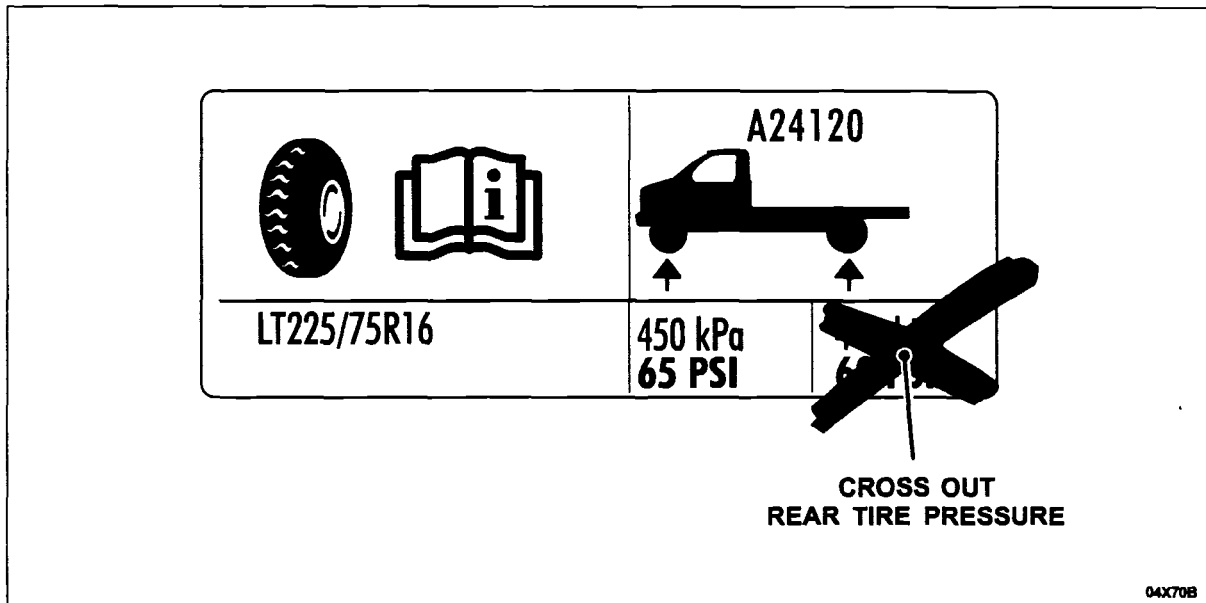


FIGURE 2



SERVICE PROCEDURES

AFFECTED VEHICLES – COMPLETE VEHICLES

Supplemental Vehicle Certification Label Installation

1. Locate and clean the area above the safety certification label on the driver door B-pillar. DO NOT remove the original label.
2. Install one of the **new** supplemental label on the vehicle above the existing label as shown in Figure 4. Do not cover the existing label.

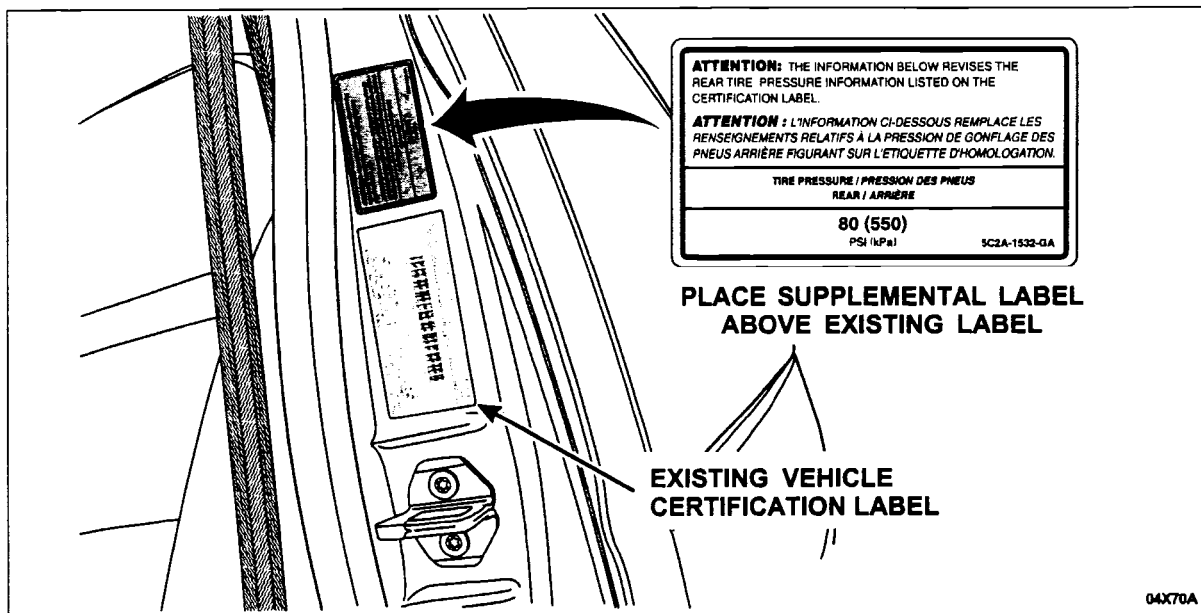


FIGURE 4



Supplemental Rear Tire Inflation Reminder and Incomplete Vehicle Manual Label Installation

1. Locate the shipping bag containing Incomplete Vehicle Manual.
2. Affix the second Supplemental Incomplete Vehicle Manual Label on the cover of the manual as shown in Figure 5.
3. Replace manual back in the shipping bag and stow it back in the vehicle.

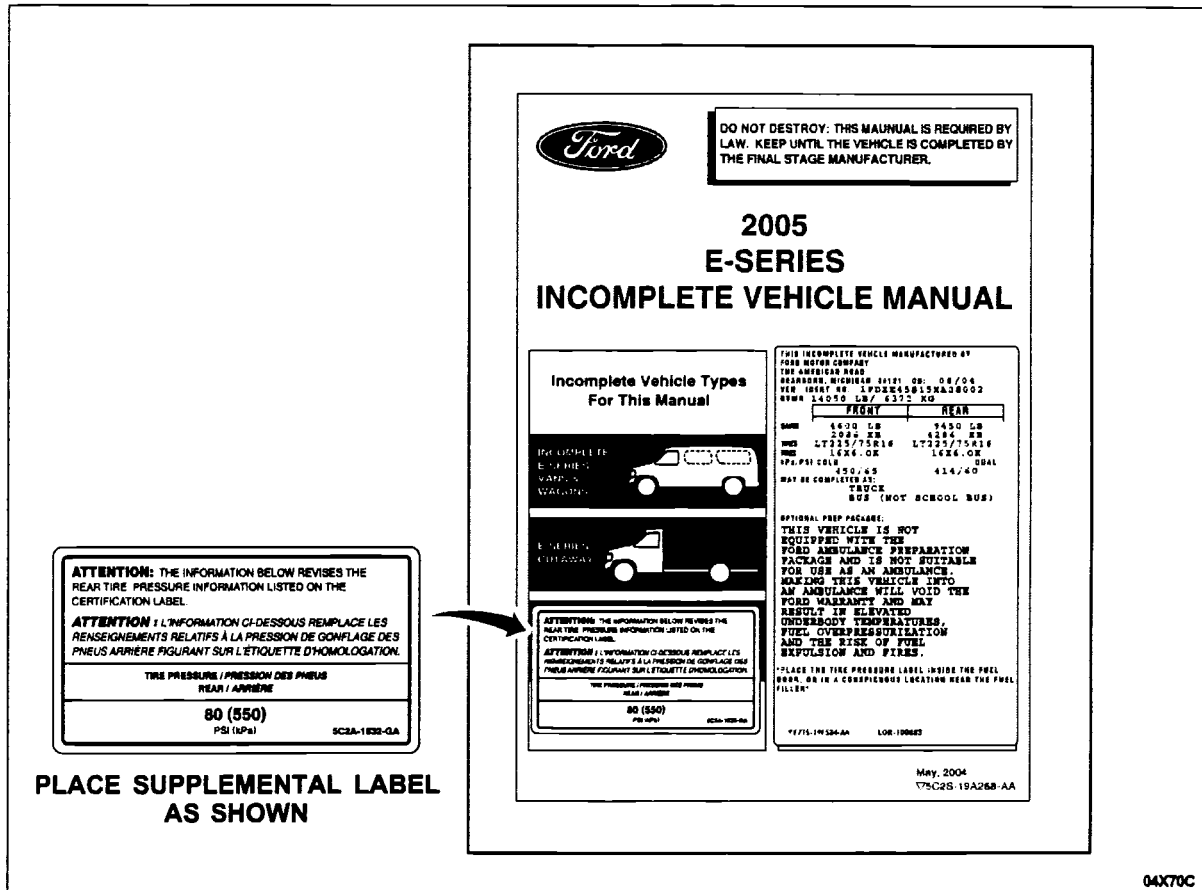


FIGURE 5



4. Affix the Supplemental Rear Tire Inflation Reminder Label on the body of the truck adjacent to the original Tire Inflation Reminder Label. See Figure 6.
5. Using a black permanent marker, cross out the rear tire inflation pressure on the existing Rear Tire Inflation Reminder Label. See Figure 6.

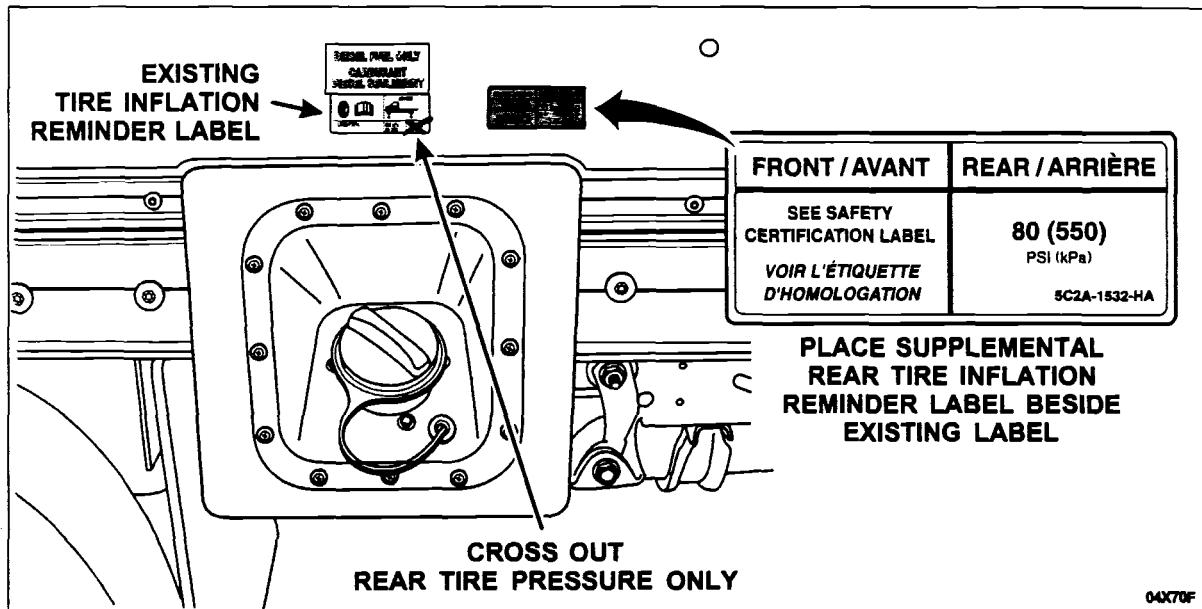


FIGURE 6

Tire Replacement

1. Refer to Section 204-04 of the 2005 E-Series Workshop Repair Manual for the safety precautions associated with tire service and dual rear wheel removal and installation procedures.
2. Replace all four (4) rear tires with **new** tires of the same brand, style and size.
3. Inflate the **new** tires to 80 psi (550 kPa).
4. Record each unique complete 10-12 digit DOT code of the original and the replacement tires on the repair order.

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 your normal tire disposal process.

Special Instructions For Post Repair Retighten Procedure

The Owners Guide and workshop repair manual recommend that each wheel removed and reinstalled must have the wheel lug nut torque retightened at 160 km (100 miles) and again at 800 km (500 miles) after service. Lug nut torque specification is 200 Nm (150 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 I.



**Ford Motor Company
Recall Reimbursement Plan for 04C10**

Ford Motor Company has historically reimbursed customers for expenses to remedy a safety recall defect or noncompliance that were incurred before the customer was notified of the recall. These reimbursements have been processed through our dealer network, because our dealers are in the best position to quickly and efficiently satisfy these requests. We will continue to provide this service to our customers. However, new federal legislation now requires all motor vehicle manufacturers to establish processes through which customers may alternatively seek recall reimbursement directly from the manufacturer as well as from the dealers.

Regarding the specific reimbursement plan for Recall #04C10, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to January 24, 2005. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2003. The following is the text of that letter and the Plan:

**General Recall Reimbursement Plan
(As submitted to the NHTSA)**

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a safety recall.

As the agency is aware, prior to this rule Ford has routinely reimbursed owners for the cost of such pre-notification remedies. Our practice will continue under the new rule with a few minor modifications. Set forth below is Ford's general reimbursement plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6(c)(8)(i).

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to an ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as 10 calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

- **Revised P.O. Box effective 9/13/04**

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy; however, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized parts), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13(d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- A receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford.

This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.



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

January 2005

Compliance Recall 04C10

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 2005 model year, E-450 vehicles 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.

What is the issue?

Your vehicle was produced with Vehicle Certification and Incomplete Vehicle Manual Labels that state the incorrect rear tire pressure. At the incorrectly stated pressure, the rear tires are unable to support the Gross Axle Weight Rating (GAWR) for the rear axle. Federal Motor Vehicle Safety Standard 120 requires that tires inflated to the pressure stated on the label must support the GAWR.

Failure to follow proper vehicle loading specifications and the correct tire inflation recommendations can result in tire damage and vehicle instability, which could result in a crash without warning.

What will Ford and your dealer do?

For vehicles that have completed final assembly (conversion) process, Ford Motor Company and your dealer will attach supplemental tire pressure labels to your vehicle and replace the four (4) rear tires, free of charge (parts and labor). We urge you to return to your dealer for this service.

For vehicles that have not completed the final assembly (conversion) process, Ford Motor Company and your dealer will attach supplemental tire pressure labels to your vehicle, inspect the rear tire pressure on all four (4) rear tires and adjust if necessary.

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.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 04C10. 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.

Fleet Owners: To locate a dealer, call 1-800-34FLEET. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

Motorhome Owners: To locate a dealer that services Motorhomes, call the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Other Owners: 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.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

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.

Fleet Owners: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Motorhome Owners: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-800-444-3311. Ford representatives are available 24 hours a day.

All Other Owners: 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

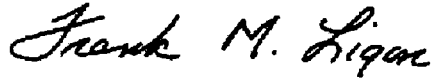
If you wish to contact us through the Internet, our address is:

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,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive, flowing style.

Frank M. Ligon

Director

Service Engineering Operations