

*Ford Motor Company*

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

July 21, 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

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NVS-215  
2005 JUL 25 AM 10:52  
OFFICE OF DEFECTS  
INVESTIGATION

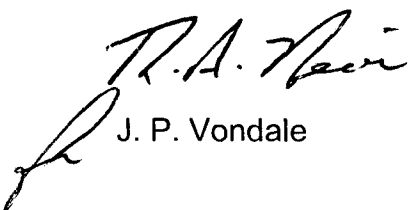
Dear Mr. Person:

Subject: Safety Recall 05V-310  
(Ford Number 05S35)

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 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 2006 model year Ford Expedition and Mercury Navigator vehicles. Specific details were submitted to you in a letter dated July 5, 2005. Owner notification letters were mailed on July 13, 2005.

Sincerely,

  
J. P. Vondale

Attachment(s)  
05S35 Dealer-Owner Bulletin





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

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

July 5, 2005

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

**SUBJECT:** Safety Recall 05S35  
Certain 2006 Model Year Ford Expedition and Lincoln Navigator Vehicles  
Tire Tread Inspection

**PROGRAM TERMS**

This program will be in effect until December 31, 2005.

**AFFECTED VEHICLES**

Certain 2006 model year Ford Expedition and Lincoln Navigator vehicles built at Michigan Truck Plant from Job#1 through May 23, 2005. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on July 5, 2005.

**SAFETY CONCERN**

During assembly, the front and rear tires on the driver's side of affected vehicles may have been damaged on the conveyor line at the vehicle assembly plant. The potential damage varies greatly in size, and most tires will have minimal or no damage. However, on some vehicles, the damage may be sufficient to allow belt corrosion which may pose a potential long-term tire durability concern. Corrosion of the belts could lead to a tread separation. A tire tread separation could result in a loss of vehicle control and result in a crash.

**SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to inspect the tire tread for damage on all four wheels (spare tire will not be inspected). Any affected tire that exhibits tread damage will be replaced at no charge to the vehicle owner. This inspection must be performed on all of the affected vehicles in your new inventory as well as on vehicles that have been delivered to customers.

NOTE: No more than two tires per vehicle are eligible for replacement under this program. Even though tire tread damage at the plant was confined to tires on the driver's side of the vehicles, the inspection procedure includes all four mounted tires because some of the tires may have been moved to different positions on the vehicle after vehicle assembly.

**PLEASE NOTE:**

**Federal law requires dealers to complete any outstanding safety 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.**

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SALES & MARKETING

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Tire Ordering Information  
Attachment III: Technical Information  
Attachment IV: 05S35 Replacement Tire Order Form  
Customer Notification Letter

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

- Prior Approval
- General Field Service Action Questions/Comments

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

Sincerely,



Frank M. Ligon

**Safety Recall 05S35**  
Certain 2006 Model Year Expedition and Navigator Vehicles  
Tire Tread Inspection

**OASIS ACTIVATED?** Yes. OASIS will be activated by July 5, 2005

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by July 5, 2005. Owner names and addresses will be available by July 18, 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**

Inspect and, if necessary, 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**

- Tires that fail the inspection must be replaced regardless of the mileage or the remaining tread on the tire.
- Ford Motor Company will only pay claims for the replacement tires ordered through the Ford Tire Hotline that are listed in Attachment II under Ford Approved Replacement Tire List. 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.

**Safety Recall 05S35**  
Certain 2006 Model Year Expedition and Navigator Vehicles  
Tire Tread Inspection

**RELATED DAMAGE**

- Some vehicles may be equipped with a Tire Pressure Monitoring System (TPMS). Damaged TPMS sensors are not covered under this program. Follow the instructions in Attachment III to avoid damaging the TPMS sensor while dismounting the tire from the rim.
- 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 (excluding the post-repair wheel nut re-torque procedure – see below).
- **The owner letter will direct customers to the dealer to have the wheel nuts re-tightened at 500 miles (800km) after tire replacement. Dealers are to use the related damage flag to submit claims for labor operation 05S35Z (post-repair wheel nut re-torque). Approval is not required for this labor operation. This labor operation may only be claimed once after the original repair has been completed.**

**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 safety recall (tire tread inspection) must still be performed, even if the customer has paid for a previous tire replacement. Claiming a refund will not close the recall on this vehicle.***
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 05S35                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                 - Misc. Expense: 0.2 Hrs.

**RENTAL VEHICLES**

Ford Motor Company will pay for a rental vehicle while a replacement tire is on order, except for fuel and insurance which will be at the owner's expense. 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 recall claim form.

**Safety Recall 05S35**  
Certain 2006 Model Year Expedition and Navigator Vehicles  
Tire Tread Inspection

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- **Enter each unique 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 in 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, and wheel weights included).
  - Virginia Dealers: Claim the additional 15% mark-up amount as miscellaneous expense code "TIREMU".
- Freight is not reimbursable. (Freight charges will be credited on the dealer's Ford Parts statement.)
- 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.
- Refunds or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.

**Safety Recall 05S35**  
 Certain 2006 Model Year Expedition and Navigator Vehicles  
 Tire Tread Inspection

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect All Four Installed Tires for Damage. (Do not inspect spare tire.) – No Tire Damage Found.	05S35A	0.2 Hour
Replace One Tire (Includes Inspection)	05S35B	0.7 Hour
Replace Two Tires (Includes Inspection)	05S35C	0.9 Hour

**PARTS ORDERING INFORMATION**

The following part is necessary when changing a tire on a vehicle that is equipped with the optional Tire Pressure Monitoring System (TPMS).

Part Number	Description	Quantity
2L2Z-1A162-AC	Tire Pressure Sending Unit Grommet. (One package contains 5 grommets.)	1 Grommet per tire.

**FORD APPROVED REPLACEMENT TIRE LIST**

Description
P255/70R18 A/S BSW - Michelin Cross Terrain SUV (Navigator Only)
P275/65R18 A/S BSW - Michelin Pilot LTX (Navigator Only)
P265/70R 17 A/S OWL - Continental Contitrac SUV
P265/70R 17 A/S BSW - Continental Contitrac SUV
P265/70R 17 A/T BSW - Continental Contitrac TR
P265/70R 17 A/T OWL - Continental Contitrac TR

**TIRE ORDERING INFORMATION**

- Tires must be ordered through the Ford Tire Hot Line. Identify the number of tires needed and use the "**05S35 Replacement Tire Order Form**" to order your tires. (See Attachment IV for the tire order form.)
- Tires will begin shipping the week of July 11, 2005
- Orders will be fulfilled in the order they are received.
- Ford Tire Hot Line hours are 8AM to 8PM Monday through Friday EST.

**Safety Recall 05S35**  
Certain 2006 Model Year Expedition and Navigator Vehicles  
Tire Tread Inspection

**TIRE DESTRUCTION / MUTILATION**

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.

**TIRE PRICE**

For latest tire prices, refer to the Tire Sales Tool on [FMCDealer.com](http://FMCDealer.com).

**TIRE DISPOSAL ALLOWANCE**

An allowance of \$4.00 per tire is being provided for tire disposal. To claim the allowance, enter the dollar amount as "HANDLG" in the "MISC EXPENSE" area of the claim form.

**SPECIAL INSTRUCTIONS FOR POST-REPAIR TORQUE PROCEDURE**

The vehicle Owner's Guide states that each wheel that is removed and reinstalled must have the wheel 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 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 05S35Z. This labor operation includes time to check the torque on all the wheel nuts.

<b>Post-repair Torque Operation</b>		
<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Wheel Nut Re-torque at 500 Miles (800km) After Repair	05S35Z*	0.2 hr.

\* If the owner requests to have the wheel nuts re-tightened after December 31, 2005, call the Special Service Support Center for approval.



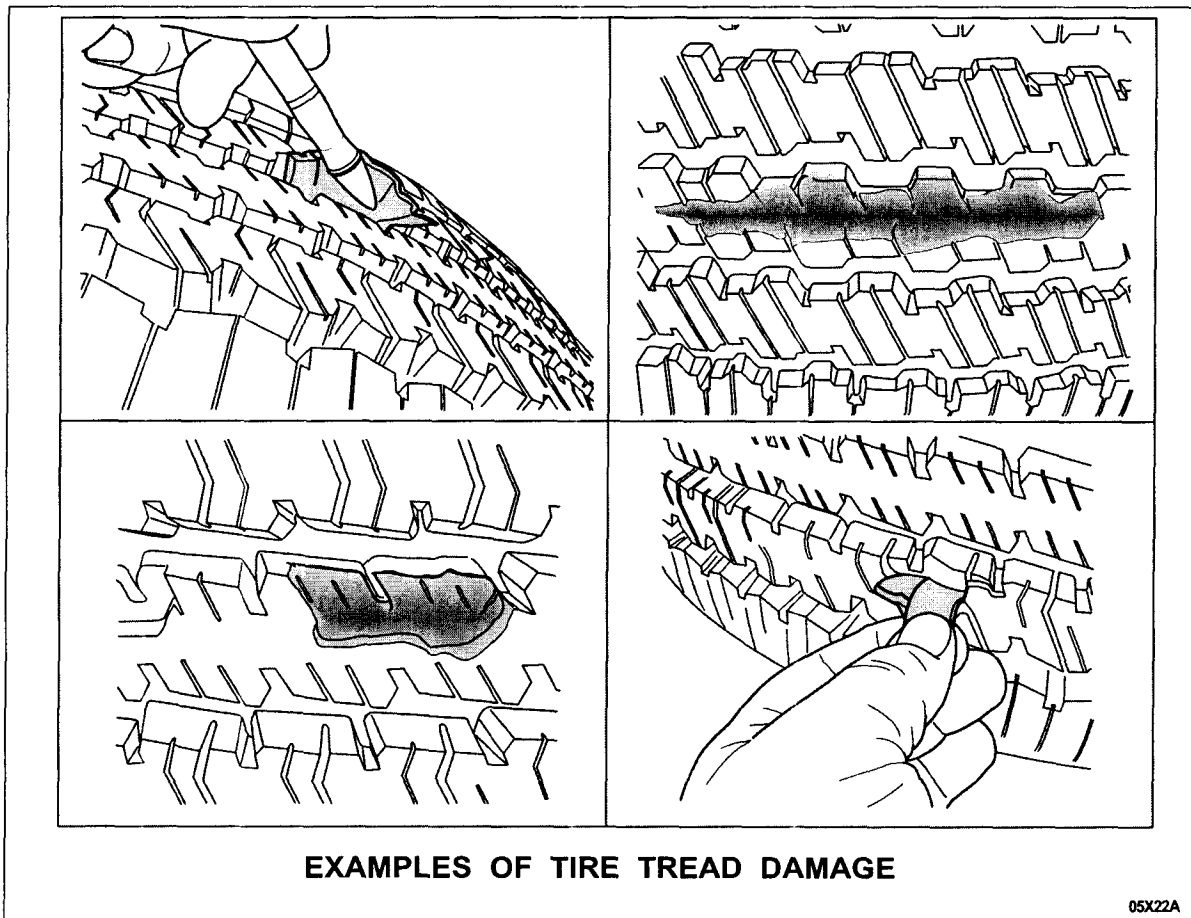
## CERTAIN 2006 MODEL YEAR FORD EXPEDITION AND LINCOLN NAVIGATOR VEHICLES — TIRE TREAD INSPECTION

### OVERVIEW

This program involves inspecting all four (4) tires of the vehicle for tread damaged caused by a piece of metal on the conveyor line during vehicle assembly.

### INSPECTION

1. If equipped, turn the air suspension switch to the OFF position.
2. Raise the vehicle on a hoist and inspect all four (4) tires for tread damage. See Figure 1.
  - If no tread damage is found, lower the vehicle, turn on the air suspension if equipped, and release the vehicle.
  - Any tire found to have damaged tread must be replaced. Proceed to Tire Replacement.



**FIGURE 1**



## TIRE REPLACEMENT

**CAUTION:** If the vehicle is equipped with a Tire Pressure Monitoring System (TPMS), specific procedures must be followed to remove and install the tire or damage to the TPMS sensors will occur. Related damage claims for TPMS sensors will be rejected.

**NOTE:** Vehicles equipped with TPMS can be identified by the presence of a metallic valve stem at each wheel. Vehicles without TPMS will have rubber valve stems.

**NOTE:** While the Workshop Repair Manual does not provide actual tire replacement procedures, it does provide procedures for TPMS sensor removal and installation. To prevent damage to the sensor, it must be removed and installed during tire removal and installation. Refer to Section 204-04 of the ONLINE version of the 2006 Model Year Expedition/Navigator Workshop Repair Manual for the most up-to-date service information available. Again, related damage claims for TPMS sensors will be rejected.

1. **CAUTION: Do not remove the valve core from TPMS valve stem.**

Remove the tire from the wheel. If the vehicle is equipped with TPMS, refer to the Workshop Repair Manual for special instructions regarding the TPMS sensor removal.

2. For vehicles without TPMS, install a *new* rubber valve stem.

3. Mount the *new* tire onto the wheel. If the vehicle is equipped with TPMS, refer to the Workshop Repair Manual for special instructions regarding the TPMS sensor installation.

4. Balance the wheel/tire assembly, then install it on the vehicle.

5. Tighten the wheel nuts to 204 Nm (150 lb-ft).

6. Lower the hoist and if equipped, turn the air suspension switch to the ON position.

7. Proceed to Tire Destruction/Mutilation.

## TIRE DESTRUCTION/MUTILATION

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.

## SPECIAL INSTRUCTIONS FOR POST REPAIR RETIGHTEN PROCEDURE

**WARNING:** Re-tighten the wheel nuts at 800 km (500 miles) after any wheel change or any time the wheel nuts are loosened. Failure to follow these instructions may result in personal injury.

The Owner Guide and workshop repair manual recommend that each wheel removed and reinstalled must have the wheel nuts re-tightened at 800 km (500 miles) after service. Wheel nut torque specification is 204 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 II.



05S35 Replacement Tire Order Form

For Hot Line Use - To Confirm Order  
Order Reference #:

Dealer Code:		
Dealer Name:		
Contact:		
Phone:		
FAX:		
Number of Affected Vehicles:		
Vehicle Down and Emergency Orders, please provide: Name: _____		
VIN: _____		

Indicate quantities needed for each tire:

Quantity	Description	Current Dealer Cost:
	Michelin Pilot LTX P275/65R18 A/S BSW	Refer to Tire Sales Tool on <a href="http://FMCDealer.com">FMCDealer.com</a>
	Michelin Cross Terrain SUV P255/70R18 A/S BSW	
	Continental ContiTrac TR P265/70R17 A/T BSW	
	Continental ContiTrac SUV P265/70R17 A/S OWL	
	Continental ContiTrac SUV P265/70R17 A/S BSW	
	Continental ContiTrac TR P265/70R17 A/T OWL	

**TIRES ORDERED FOR THIS RECALL ARE NOT RETURNABLE**

**\*\*Freight charges will be applied to dealership tire orders. Credit for these charges will be issued on your Ford Parts statement.\*\***

**\*\*\*All replacement tires will be shipped ground via common carrier.\*\*\***

The Hot Line will acknowledge receipt of all orders within 4 business hours (EST). They will place an order for your dealership. A unique order tracking number will be assigned for your reference and for tracking purposes.

Completed forms should be submitted to the Tire Hot Line: **Fax: (313) 937-5018**

Email: [tirehelp@auto-med.com](mailto:tirehelp@auto-med.com)

**If you need assistance, please call the Tire Hot Line Team at (888) 353-3251.**



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

July 2005

**Safety Recall 05S35**

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 a defect which relates to motor vehicle safety exists in certain 2006 model year Ford Expedition and Lincoln Navigator vehicles. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

**What is the issue?**

During assembly, the front and rear tires on the driver's side of your vehicle may have been damaged on the conveyor line in the vehicle assembly plant. The potential damage varies greatly in size, and most tires will have no damage. However, on some vehicles, damage may be sufficient to allow belt corrosion which may pose a potential long-term tire durability concern. Corrosion of the belts could lead to a tread separation. A tire tread separation could result in a loss of vehicle control and result in a crash.

**What will Ford and your dealer do?**

Ford Motor Company and your dealer will inspect all four installed tires on your vehicle and, if necessary, replace any that exhibits tread damage 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 nut torque be re-tightened within 500 miles after any tire replacement. Your dealer will perform the re-tightening procedure after your vehicle has accumulated 500 miles at no charge to you.

NOTE: We urge you to have these services performed before this program expires. Program expiration date is December 31, 2005.

**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. In addition, your vehicle will require inspection prior to determining if a new tire needs to be ordered.

**Do you need a rental vehicle?**

If your dealer determines that a tire needs to be ordered for your vehicle, 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.

**What are we asking you to do?**

Please call your dealer without delay and request a service date for Recall 05S35. 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.genuineflmservice.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. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

If you choose, refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original paid receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-800-392-3673. Owners who have previously paid for a replacement tire are still eligible to have this recall performed on the remaining original tires.

**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 Ford Motor Company or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Ford Owners: Call 1-800-392-3673.

Lincoln Owners: Call 1-800-521-4140.

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

Office Hours are Monday through Friday 8AM – 5PM (Eastern Time Zone)

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

[www.ownerconnection.com](http://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 Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations