



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

March 2007

Safety Recall 07S48

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This letter is intended for law enforcement fleets only. If the vehicle listed above is no longer in active law enforcement duty, please disregard this letter.

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 2003 through 2005 model year Crown Victoria Police Interceptor vehicles actively involved in law enforcement duty that may be likely to encounter high speed pursuit driving and built prior to December 8, 2004.

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?

The steel road wheel on your Crown Victoria Police Interceptor may develop a crack. Symptoms of a cracked steel wheel include:

- repeated, slow air leak
- nibble in the steering wheel
- difficulty in balancing the tire and wheel assembly

If a cracked wheel is left unrepaired, the crack could elongate and lead to more rapid air loss, potentially resulting in reduced steering control leading to a crash in vehicles involved in high-speed pursuit.

It is important that tire air pressure in your vehicle be maintained as recommended by Ford for proper vehicle handling.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace all steel wheels on affected active law enforcement vehicles that are not of the latest design level. This service will be performed at no charge (parts and labor).

Please note that your vehicle may have been built with either 7-window or 12-window wheels. Your servicing dealer will inspect your vehicle to determine if the latest design level wheels are already on the vehicle.

- Under this program, all suspect 7-window and 12-window wheels will be replaced with new design 12-window wheels.
- If the vehicle arrives at the dealership with 4 matching wheels, it will leave the dealership with 4 matching wheels.
- If the vehicle arrives at the dealership with a mixture of 7-window and 12-window wheels, the vehicle may leave the dealership with a mixture of 7-window and 12-window wheels.
- If inspection reveals that only the spare tire is of an old 7 or 12 window design, then only the spare will be replaced with a new design 12-window wheel.

This coverage is automatically transferred to subsequent **Law Enforcement** owners.

How long will it take?

The time needed for this service 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 if you have moved affected wheels to non-affected vehicles?

If you believe that you have moved an affected wheel to a 2005 model year vehicle built after December 8, 2004 but before August 2, 2005, please use the attached sheet to identify affected wheels. The build month/year of the CVPI vehicle can be identified by looking at the Safety Certification Label located on the driver's door. If your inspection finds affected wheels on a non-affected vehicle, call your dealer without delay to request the replacement of affected wheels. Ford will not reimburse any costs associated with your inspection of vehicles that were not factory equipped with affected wheels.

Importance of Tire Air Pressure Monitoring

Regular tire air pressure monitoring is essential to the safe and effective operation of any vehicle. This is particularly important for police vehicles that operate in extreme conditions such as high speed pursuits. Ford Motor Company recommends that tire pressures be checked at least twice a month, with more frequent intervals for vehicles that may be operated in high speed pursuit applications. Repeated loss in tire pressure is an indication that the wheel and tire should be inspected to ensure their suitability for safe ride and handling capability.

Always inflate your tires to the Ford recommended inflation pressure shown on the tire label or certification label which is located on the B-Pillar or the edge of the driver's door, even if it is less than the maximum inflation pressure information found on the tire sidewall. Using the Ford recommended pressure is essential for proper vehicle handling.

What are we asking you to do?

Please call your dealer without delay and request a service date for Recall 07S48. 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.

When you bring your vehicle in for this service, please ensure the spare tire is installed and secured in the vehicle if you also wish to have the wheel for the spare tire inspected and replaced. Affected spares will only be replaced if returned with the vehicle at the same time the road wheels are replaced.

To locate a dealer, call 1-800-34FLEET. Representatives are available 9:00AM to 5:00PM Monday through Friday (Eastern Time Zone).

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.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Have you previously paid for wheels?

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.

Refund claims for wheel purchases due to normal usage – i.e., curb dents, or from accidents or for reasons relating to "extra" spare wheel supplies or those judged by Ford to be excessive will not be accepted for reimbursement.

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 repair 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 1-866-436-7332. Owners who have previously paid for this repair still need to have the recall described in this letter performed.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

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 Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 9:00AM to 5:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at www.fleet.ford.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.

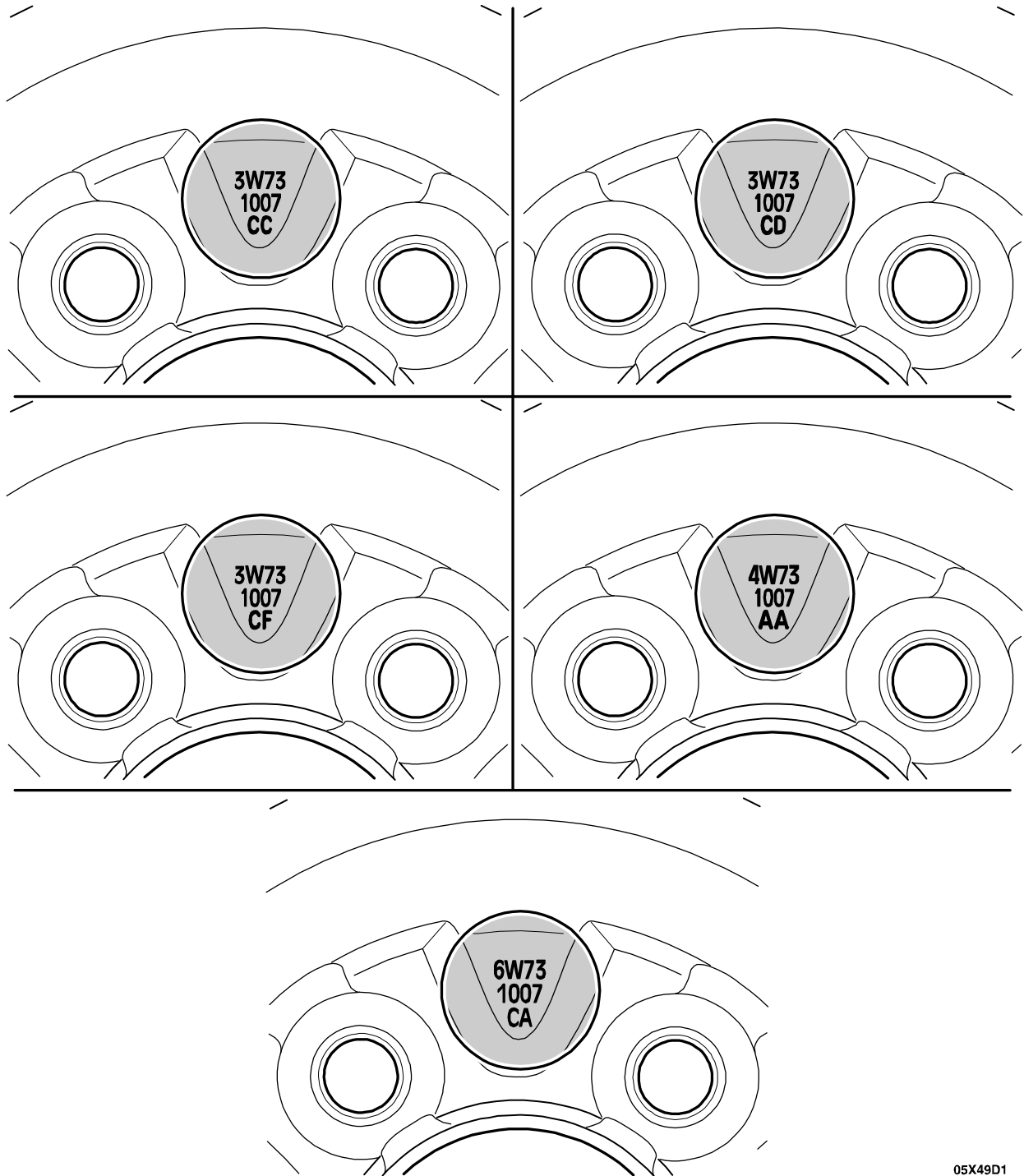
Sincerely,

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

SELF INSPECTION GUIDELINES

(USE IF YOU BELIEVE YOU HAVE MOVED AN AFFECTED WHEEL TO A NON-AFFECTED VEHICLE)



05X49D1

CONTACT YOUR SERVICING FORD DEALER IF YOU FIND ANY OF
THE ABOVE WHEELS ON A NON-AFFECTED VEHICLE