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August 8, 2007

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

SUBJECT: **Safety Recall 07S48: Supplement #2**
Certain 2003 through 2005 Model Year Crown Victoria Police Interceptor (CVPI)
Vehicles - 16" Steel Wheel Replacement

REF: **Safety Recall 07S48: Supplement #1** dated March 13, 2007

REF: **Safety Recall 07S48** dated March 5, 2007

REF: **Customer Satisfaction Program 04M05** dated December 2004 and
Safety Recall 03S05 dated August 2003

New! REASON FOR SUPPLEMENT #2

- *All parts for this program may now be ordered through normal ordering processes. It is no longer necessary to call the SSSC to order wheels.*
- *The valve stem part number has been superseded.*

AFFECTED VEHICLES

This program covers all 2003 through 2005 Crown Victoria Police Interceptor (CVPI) vehicles (body code P71) built at the St. Thomas Assembly Plant from October 10, 2001 through December 8, 2004 that are currently in active law enforcement duty that may be likely to encounter high speed pursuit driving. Affected vehicles are identified in OASIS. Please see 'Dealer Eligibility Check and Removal of Ineligible Vehicles From OASIS' in Attachment I. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information became available on March 7, 2007.

NOTE: If a fleet indicates that a 2003 – 2005 CVPI vehicle built prior to December 8, 2004 is currently active in law enforcement duty but is not listed in OASIS, Dealers should call the Special Service Support Center (SSSC) at 1-800-325-5621.

REASON FOR THIS SAFETY RECALL

Some police fleets have reported instances of slow tire air loss due to a cracked steel road wheel. A cracked wheel may result in symptoms such as:

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

If air pressure is not maintained as recommended by Ford Motor Company, vehicle handling may degrade. Because the cracking may progress over time, a cracked wheel that continues to be used while exhibiting one or more of the symptoms above can eventually become sufficiently cracked to result in more rapid air loss.

SERVICE ACTION

Dealers are to inspect affected vehicles and replace any or all steel wheels that are not of the latest design level. **See Attachment III for inspection/replacement procedures.** Wheels do not have to be cracked in order to qualify for this program. This service must be performed on affected vehicles at no charge to the vehicle owner.

CVPI vehicles may have been built with either 7-window or 12-window wheels. Dealers will inspect the 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.

NOTE: Effective immediately Safety Recall 03S05 is superseded by Safety Recall 07S48 for all 2003 – 2005 CVPI vehicles that may be likely to encounter high speed pursuit driving.

AFFECTED STEEL WHEELS ON NON-AFFECTED CVPI VEHICLES

Fleets will be given self-inspection guidelines that will allow them to determine if they have moved an affected wheel to a non-affected vehicle. If a fleet brings a non-affected vehicle to your dealership, call the SSSC to request approval to inspect and/or replace the wheel(s).

DISABLING REPLACED AFFECTED STEEL WHEELS

All replaced steel wheels must be rendered unusable by cutting a gouge no less than 12mm (½-inch) in the wheel from the valve stem hole, using an air chisel with a sharp bit. Refer to Attachment III for detailed disabling procedure. The Labor Allowances in Attachment II include an allowance to disable replaced wheels.

CAUTION: Under no circumstances are removed wheels to be re-used on any vehicle.

RETURN OF AFFECTED STEEL WHEELS

Affected steel wheels are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS register for part disposition and return instructions. Return wheels to the Ford WPAC, 15090 Commerce Drive North, Dearborn, MI 48120 when requested. Follow normal shipping instructions described in Warranty and Policy Manual. Returned steel wheels not disabled in accordance with the procedure detailed in Attachment III, are subject to chargeback.

PLEASE NOTE:

Federal law requires dealers to complete this 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 \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

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

QUESTIONS & ASSISTANCE

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

Sincerely,



Frank M. Ligon

Safety Recall 07S48 – Supplement #2
Certain 2003 through 2005 Model Year Crown Victoria Police Interceptor (CVPI) Vehicles
16" Steel Wheel Replacement

OASIS ACTIVATED?

Yes. OASIS was activated on March 5, 2007.

FSA VIN LIST ACTIVATED?

Yes, VIN lists became available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> on March 7, 2007. Owner names and addresses became available on March 19, 2007.

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. Your FSA Vin list may also contain VINs that have been identified under the recall, but are no longer in Law Enforcement Service. See "Dealer Eligibility Check and Removal of Ineligible Vehicles from OASIS" below.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

DEALER ELIGIBILITY CHECK AND REMOVAL OF INELIGIBLE VEHICLES FROM OASIS

In addition to preliminary eligibility verification through OASIS, please verify by visual inspection that the vehicle is currently in law enforcement duty.

Only 2003 -2005 CVPI vehicles currently in law enforcement duty are covered under Safety Recall 07S48. Many CVPI vehicles are sold to the secondary market (taxi, private use) after retirement from law enforcement duty. Based on vehicle registration data available to Ford, some of these secondary market vehicles may inadvertently receive an owner letter. Therefore, possession of a letter from Ford does not, in itself, indicate eligibility for 07S48. CVPI vehicles in the secondary market are **not** eligible for wheel inspection/replacement under the terms of Safety Recall 07S48. If a visual inspection of the vehicle indicates that it is no longer used in law enforcement duty, and the VIN is active in OASIS, do not replace any wheels; instead, notify the customer that the VIN is not eligible and submit a claim for VIN closure (see ATTACHMENT II).

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action only if still actively involved in law enforcement duty.

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. Tires damaged during dismounting and re-mounting are not eligible as related damage.

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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

- 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 must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.***
- Refund claims for wheel purchases due to normal usage and wear – 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 Claiming Information. (Submit on separate repair line.)
 - Program Code: 07S48
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refunds or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires approval from the Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor (MT) must be claimed on a separate repair line (prior approval from the SSSC is required).

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Closure of Ineligible Vehicle (Vehicle No Longer in Law Enforcement Duty)	07S48A	0.2 Hours
Inspect Five (5) Wheels for Engineering Part # and find all wheels of the latest design level	07S48B*	0.4 Hours
Inspect Five (5) Wheels for Engineering Part # , Replace, Balance & Disable 1 wheel	07S48C*	0.7 Hours
Inspect Five (5) Wheels for Engineering Part #, Replace, Balance & Disable 2 wheels	07S48D*	1.0 Hours
Inspect Five (5) Wheels for Engineering Part #, Replace, Balance & Disable 3 wheels	07S48E*	1.2 Hours
Inspect Five (5) Wheels for Engineering Part #, Replace, Balance & Disable 4 wheels	07S48F*	1.4 Hours
Inspect Five (5) Wheels for Engineering Part #, Replace, Balance & Disable 5 wheels	07S48G*	1.6 Hours

*NOTE: Labor operations will apply to all CVPI vehicles whether the vehicle arrives with or without a spare and include valve stem installation.

Law Enforcement Vehicles with affected wheels that are not identified in OASIS

NOTE: If a fleet indicates that an affected wheel has been moved to a non-affected vehicle, a member of Service Management must call the Special Service Support Center at 1-800-325-5621 to request approval to inspect and, if necessary, replace the affected wheel(s). **PLEASE NOTE THAT AN APPROVAL CODE FROM THE SSSC IS REQUIRED BEFORE REPLACING WHEELS ON A NON-AFFECTED VEHICLE.** When calling, be prepared to provide the VIN # and the number of affected wheels. Submit claims using the approval code obtained from the SSSC, Program Code 29B01 and Labor Operation:

- 29B01B (inspect for affected wheels, find all wheels of the latest design level – 0.4 hours)
- 29B01C (inspect for affected wheels, replace & disable one wheel – 0.7 hours)
- 29B01D (inspect for affected wheels, replace & disable two wheels – 1.0 hours)
- 29B01E (inspect for affected wheels, replace & disable three wheels – 1.2 hours)
- 29B01F (inspect for affected wheels, replace & disable four wheels – 1.4 hours)
- 29B01G (inspect for affected wheels, replace & disable five wheels – 1.6 hours)

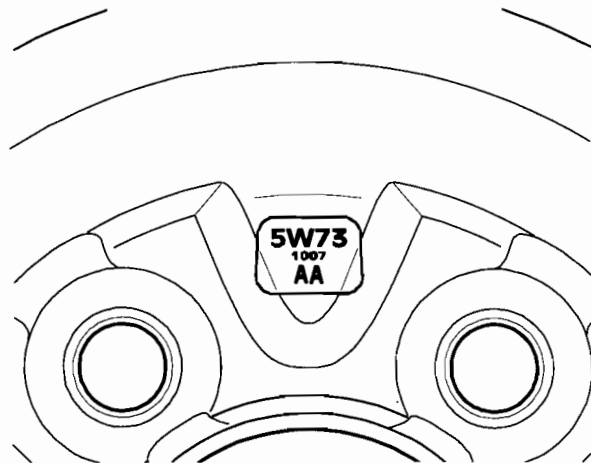
Safety Recall 07S48 – Supplement #2
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New! PARTS REQUIREMENTS / Ordering Information

Parts will not be direct shipped for this program. Questions regarding parts should be directed to the Recall Parts Service Support Center (800-207-2444) or E-mailed to Ford@Renkim.com.

Part Number	Description	Quantity	Order Process
5F9Z-1700-AB	Valve Stem Note: Claim actual number of valve stems used when submitting claim.	1 (Pack contains 5 valve stems)	Order through normal channels
5W7Z-1007-AA**	Steel Wheel (12 Window Wheel) Note: Where practical, order in pallet quantities of 20 wheels	Up to 5 wheels required per VIN	Order through normal channels

****NOTE:** A very small number of these service wheels will have a sticker identifying the service part number. Most service wheels will have the part number stamped on the wheel. See illustration below.



**SERVICE WHEEL WITH STICKER ATTACHED AS SHOWN
 DO NOT REMOVE STICKER**

05X49E

New! Steel Wheel Handling Process

- It is no longer necessary to call the Special Service Support Center to order wheels. Place your orders through normal channels.
- Wheels will not be dropped shipped to end user locations.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Affected steel wheels are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS register for part disposition and return instructions. Return wheels to the Ford WPAC, 15090 Commerce Drive North, Dearborn, MI 48120 when requested. Follow normal shipping instructions described in Warranty and Policy Manual. Returned steel wheels not disabled in accordance with the procedure detailed in Attachment III, are subject to chargeback.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2003 THROUGH 2005 MODEL YEAR CROWN VICTORIA POLICE INTERCEPTOR — STEEL WHEEL REPLACEMENT

OVERVIEW

This program involves inspecting the engineering part number on all steel wheels (including the spare, if present) and determining if any or all are eligible for replacement.

All replacement wheels will be of the 12-window configuration. See Figure 1.

The vehicles included in this program are limited to active duty law enforcement vehicles only. Any Crown Victoria Police Interceptor vehicle that has been taken out of law enforcement duty and is now used in non-police service is not eligible for this recall. If you encounter an affected vehicle that is obviously no longer in law enforcement duty, notify the customer that the vehicle is ineligible for this service and submit a claim for inspection only (Labor Operation 07S48A).

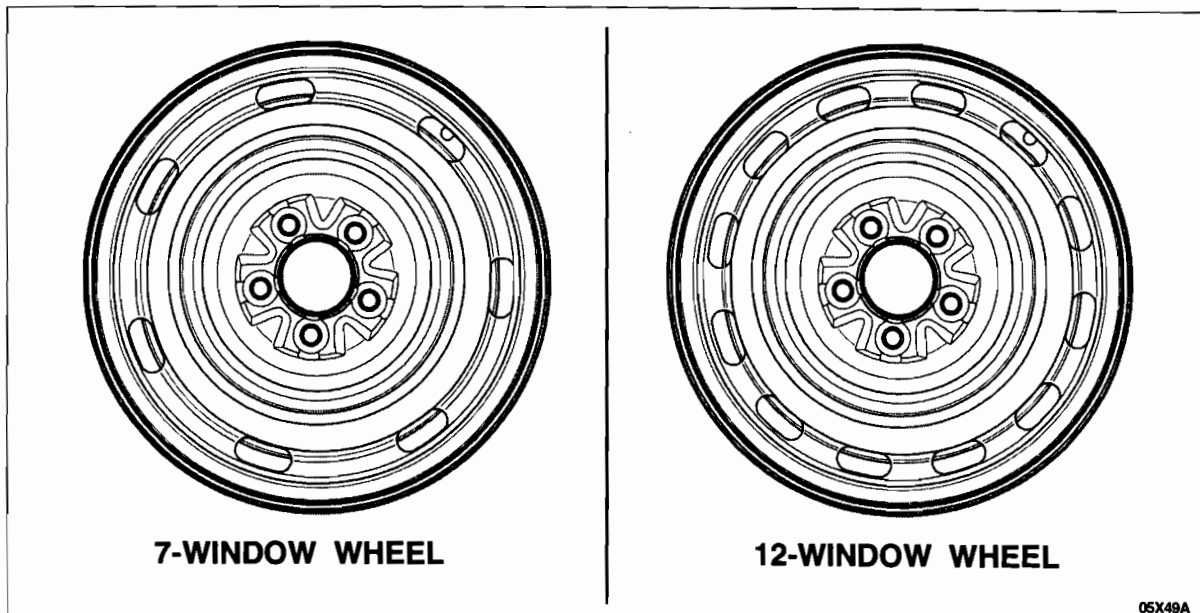


FIGURE 1



INSPECTION

1. If the vehicle is obviously no longer in law enforcement duty, the vehicle is ineligible for this service. Notify the customer and submit a claim for inspection only (Labor Operation 07S48A).
2. Remove the hub caps or, if equipped, the full wheel cover by gently prying off the center cap, then loosening the 5 plastic nuts securing the cover to the wheel nuts.
3. NOTE: The engineering part number is located on a raised surface on the outside face of the wheel between 2 wheel bolt holes.

NOTE: Spare tire wheels are only to be replaced under the following conditions if the wheel is present in the vehicle at time of service.

Inspect the engineering part number on all wheels including the spare. See Figure 2.

WHEEL REPLACEMENT STRATEGY	
WHEELS INSTALLED ON THE VEHICLE (4 ROAD WHEELS)	
<ul style="list-style-type: none"> • 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. 	

SERVICE ACTION		
IF 7-WINDOW WHEELS ARE ON THE VEHICLE		
Is the part number stamped on ALL the 7-window wheels 3W73-1007-CG?	YES	Vehicle not eligible for new wheels. Advise the customer the vehicle is already equipped with the latest level wheels.
	NO	All wheels on vehicle are eligible for replacement using new 12-window wheels – Order SPN - 5W7Z-1007-AA. (a)
IF 12-WINDOW WHEELS ARE ON THE VEHICLE		
Is the part number prefix stamped on ALL the 12-window wheels 5W73?	YES	Vehicle not eligible for new wheels. Advise the customer the vehicle is already equipped with the latest level wheels.
	NO	Only wheels <u>not</u> stamped with 5W73 part number prefix are eligible for replacement using new 12-window wheels – Order SPN - 5W7Z-1007-AA. (a)
SPARE WHEEL		
All suspect 7- and 12-window SPARE wheels will be replaced with new design 12-window wheels (SPN# 5W7Z-1007-AA) regardless of whether the 4 installed road wheels are of the 7- or 12-window design.		
NOTE: Spare tire wheels are only eligible for replacement if present in the vehicle at time of service.		
(a) Follow wheel replacement and disabling instructions in this Attachment III.		

NEW



NEW

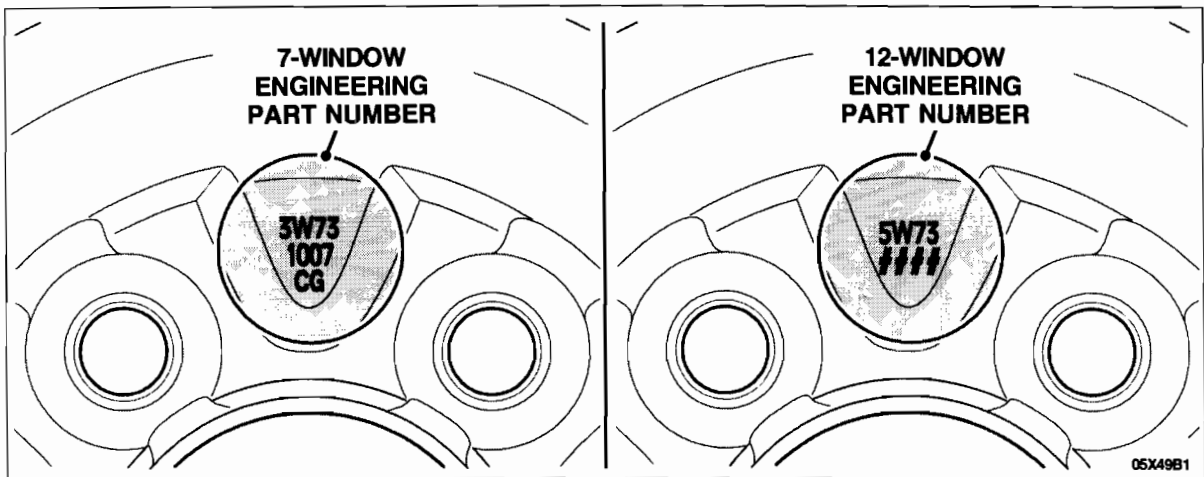


FIGURE 2

WHEEL REPLACEMENT

⚠ WARNING: ALL REPLACED WHEELS MUST BE PERMANENTLY DISABLED.

1. Remove the affected wheel/tire from the vehicle.
2. Following the tire changing equipment manufacturer's instructions, remove the tire from the known suspect wheel.
3. Install a **new** valve stem in the **new** wheel. Mount and balance the wheel and tire assembly.
4. Reinstall the wheel and tire assemblies. Tighten the wheel nuts to 129 Nm (95 lb-ft).
5. Install the wheel covers/hub caps. **DO NOT OVERTIGHTEN** the wheel cover attaching nuts.
6. Secure the spare tire in the trunk, if supplied.



WHEEL DISABLING

⚠ WARNING: ALL REPLACED WHEELS MUST BE PERMANENTLY DISABLED AS OUTLINED.

⚠ WARNING: WHEN DISABLING A REPLACED WHEEL USING AN AIR CHISEL, PERSONAL PROTECTION DEVICES SUCH AS EYE AND HEARING PROTECTION ARE REQUIRED.

⚠ CAUTION: *Cut the wheel from the valve stem hole down toward the bead area of the wheel. Do not cut sideways and do not destroy the build date code.*

NOTE: *Returned wheels not disabled in accordance with the procedure detailed here are subject to chargeback.*

1. With the wheel facing down, use an air chisel with a sharp bit to cut a gouge no less than 12 mm (1/2 inch) long in the wheel from the valve stem hole down toward the bead area. The gouge must be large enough and the wheel deformed enough to make sure it cannot be easily repaired. See Figure 3.
2. Retain the wheel for possible warranty parts return. See your service manager or parts manager for further instruction.

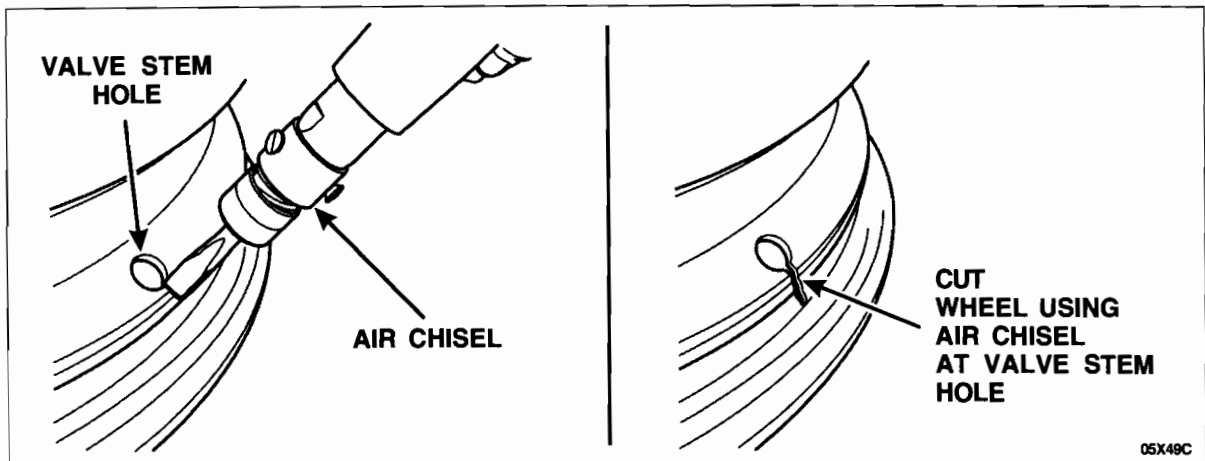


FIGURE 3

