Ford Motor Company

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OFFICE OF DEFECTS INVESTIGATION

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

October 10, 2002

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S. W.
Washington, D.C. 20590

Dear Ms. DeMeter:

Subject: EA02-018:NSA-12tad

This is in response to the agency's August 29, 2002 letter concerning your review of Ford safety recall 01S05 and allegations of tire valve stem failures on other 1999 through 2001 Ford trucks and vans, incomplete vehicles, and chassis with a GVWR over 8,500 pounds. Recall 01S05 addressed the possibility that some 1999 through 2001 F450/550 chassis cab vehicles, equipped with commercial truck tires, may have been produced with damaged tire valve stems during installation of the valve stems from the beginning of the 1999 model year through October 21, 2000. Because of the particular characteristics of the steel cord sidewall commercial truck tires used on the recalled vehicles, as with other tires constructed with steel cord sidewalls, permanent damage to the tire may occur if it is subjected to continued use in an under inflated condition. The recall was conducted because the damaged steel cords could cause a sidewall zipper rupture while the tire was being serviced or inflated, resulting in a rapid loss of air pressure that could injure a person near the tire. It was not conducted due to a risk to safety during vehicle operation.

The occasional valve stem damage which prompted recall 01S05 occurred during the wheel/tire assembly process at the Kentucky Truck Plant (KTP) and was not related to a defect in the design or manufacture of the valve stems. E-Series vehicles (including those defined as part of the subject vehicles in your inquiry), which are produced at a different plant using a different process for stem installation, were and are not affected by the systemic valve stem damage issue that was a factor in the initiation of 01S05. None of the other subject F-Series Super Duty products produced at KTP or Econoline based vehicles or chassis are equipped with the commercial steel sidewall type tires used on the F450/550 and, therefore, do not have the possible risk of injury during tire servicing that 01S05 addressed.

The TR 600 HP (High Pressure) type valve stems used on the subject vehicles are industry standard type designs approved by the Tire and Rim Manufacturers Association (TRMA) for vehicle applications such as the subject vehicles and are not a "defective design" or inadequate for use in the subject vehicles. The entire automotive industry uses the TRMA recommendations for valve stem usage.

Ford believes that the materials and information presented in our March 15, 2002 response and in the Attachment and Appendices to this letter demonstrate Ford took the appropriate action (01S05) concerning this subject. The virtual lack of reports concerning alleged incidents of vehicles striking other vehicles or other objects in the approximately 800,000 subject vehicles supports Ford's opinion that there is no unreasonable risk to motor vehicle safety due to the occasional valve stem failures in the subject vehicles.

If you have any questions, please contact me.

Sincerely,

R. A. Neri

James P. Vondale

Attachment

ATTACHMENT
October 10, 2002

FORD MOTOR COMPANY'S RESPONSE TO EA02-018

Ford Motor Company (Ford) response to this Engineering Analysis information request was prepared pursuant to a diligent search for the information requested. While we have employed our best efforts to provide responsive information, the breadth of the agency's request and the requirement that information be provided on an expedited basis make this a difficult task. We nevertheless have made every effort to provide thorough and accurate information, and we would be pleased to meet with agency personnel to discuss any aspect of this investigation.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry and on review of Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer, as more fully described in this response. Ford notes that although electronic information was included within the scope of its search, Ford has not attempted to retrieve from computer storage electronic files that were overwritten or deleted. As the agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the agency's definition of Ford includes suppliers, contractors and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control. Ford understands the scope of this request to include 1999-2001 model year F-Series Super Duty F350, F450, F550, including chassis cab and stripped chassis, E350 and E450, including vans, wagons, cut-aways and stripped chassis vehicles ("subject vehicles") and that the "alleged defect" concerns a failure, malfunction, or other unsatisfactory performance of a tire valve, regardless of cause, resulting in any loss of air pressure from the tire. Ford has construed this request as pertaining to vehicles manufactured for sale in the United States, its protectorates and territories (except for our response to your Request 14).

Answers to your specific questions are set forth below. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response. Unless otherwise stated, Ford has undertaken to provide responsive documents dated up to and including August 29, 2002, the date of the inquiry. Ford has searched business units and/or affiliates within the following offices for responsive documents: Environmental and Safety Engineering, Ford Customer Service Division, Product Engineering, Quality, Kentucky Truck Plant and the Office of the General Counsel. We assume that this request does not seek documents related to the gathering of information or the preparation of Ford's response to RQ02-002.

Request 1

> Update the information Ford provided in its March 15, 2002 response to questions 3 and 5 of the January 25, 2002 information request issued as part of RQ02-002 (hereinafter referred to as "Ford's response to the RQIR"). This includes all AWS, CQIS, and MORS reports, and all other such documents received by Ford.

Answer

For purposes of identifying reports of incidents potentially involving the alleged defect and any related documents, Ford has gathered "owner reports" and "field reports"

maintained by Ford Customer Service Division (FCSD), and claim and lawsuit information maintained by Ford's Office of the General Counsel (OGC).

System descriptions and the criteria used to search the FCSD owner report and field report systems are provided in Appendix A-1 (file: 2002-10-10_Appendix_A-1) and Appendix A-2 (file: 2002-10-10_Appendix_A-2), respectively on the enclosed CD. A description of the Intensified Customer Concern Definition (ICCD) system and the criteria used to search it are provided in Appendix A-3 (file: 2002-10-10_Appendix_A-3) on the enclosed CD.

Reports obtained from the searches and electronic reviews described in Appendices A-1 and A-2 were manually reviewed to determine if they relate to the alleged defect, with each related report categorized as follows:

Category A: Reports that allege a tire valve stem failure such as a leak, crack, tear or blow out.

Category A1: Reports that allege a Category A tire valve stem failure resulted in the vehicle being involved in an accident, an injury occurred, or a tire failure such as addressed by recall 01S05 (sidewall zipper failure) occurred during maintenance service. We have not considered damage to the vehicle which allegedly experienced a valve stem issue to be an "accident" if damage to the vehicle occurred solely from a tire failure, such as damage to a fender resulting from tire contact with the fender.

Category A2: Reports that allege a Category A tire valve stem failure and contain the term "accident" but are unclear as to whether the vehicle actually struck something. These reports actually may be describing vehicle damage as a result of the valve stem failure as an "accident."

Category A3: Reports that allege a Category A tire valve stem failure during tire inflation but not of the type outlined by recall 01S05.

Category B: Reports that are ambiguous as to whether they fully meet the alleged defect criteria. Based on Ford's engineering judgment, the information in these reports is insufficient to support a determination that they pertain to the alleged defect.

Category B1: Reports that are ambiguous as to whether they fully meet the alleged defect criteria that also involve a vehicle "accident" or an "injury."

Owner Reports: In addition to those provided in our March 15, 2002 response, the search and review of the Ford Master Owner Relations Systems (MORS) database records, as described in Appendix A-1, identified the following number of responses non-duplicative owner reports:

177 Category A, (for all the subject vehicle model years) no Category A1, three Category A2, no Category A3.

Copies of these owner reports are provided in the MORS III portion of the electronic database contained in Appendix A-4 (file: 2002-10-10_Appendix_A-4) on the enclosed CD. The categorization of each report is identified in the "Category:" field.

When duplicate owner reports for an alleged incident were received, each of these duplicate reports is marked accordingly, and the group is counted as one report. In other cases, certain vehicles may have experienced more than one incident and have more than one report associated with their VINs. These reports have been counted separately.

In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the microfilm or electronic images related to these contacts because of the largely duplicative nature of the information contained in the microfilm and images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the MORS system. To the extent that those documents exist, they are reflected in the comments of MORS III contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

Within FCSD, there is also a Consumer Affairs Department that manages customer concerns that cannot be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department has a section, known as "Litigation Prevention," that handles a variety of informal (i.e., non-litigation) claims, such as property damage claims of customers when those claims do not exceed $10,000 and do not involve personal injury. Also, the Litigation Prevention section does not handle claims from insurance companies asserting subrogation rights arising out of payments made to insureds. The Litigation Prevention section has been centralized in the Consumer Affairs Department since 1995. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handles, there are typically paper files that reflect the handling, investigation and resolution of property damage claims. The claims, known as "Legal Contacts" within FCSD, are entered into the MORS database in the same manner that the CRC enters other customer communications into the MORS database. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the MORS contact report. To the extent that responsive (i.e., unambiguous) MORS reports reflect that they are Legal Contacts, Ford has undertaken to gather the related files from the Litigation Prevention section and has provided copies of such files in Appendix A-5.

<u>Fleet Reports</u>: In addition to fleet reports that may be contained in the owner reports or field reports identified in this response, Ford conducted a search of its Fleet Test Database for the subject vehicles using part numbers 1007 (aluminum wheel), 1700 (valve stem) and 1015 (steel wheel) and the following word search words * tire *, * valve *, and * stem * to identify fleet test reports that may pertain to the alleged defect. Data was reviewed for allegations related to the alleged defect. Based on the foregoing search, Ford did not locate any responsive reports.

<u>Field Reports</u>: In responding to this information request, Ford electronically searched its Common Quality Indicator System (CQIS) as described in Appendix A-2. The reports obtained were manually reviewed to determine if they relate to the alleged defect. In addition to those provided in our March 15, 2002 response, this search and review of the Ford CQIS database records identified the following number of responsive

non-duplicative field reports that contain allegations that appear to relate to the alleged defect in accordance with the categories described above:

15 Category A, no Category A1, no Category A2, no Category A3.

Copies of these field reports are provided in the CQIS portion of the electronic database contained in Appendix A-4. The categorization of each report is identified in the "Category:" field. When duplicate owner reports for an alleged incident were received, each of these duplicate reports is marked accordingly, and the group is counted as one report. In other cases, certain vehicles may have experienced more than one incident and have more than one report associated with their VINs. These reports have been counted separately.

Warranty Claims: In responding to this information request, Ford electronically searched its Analytical Warranty System (AWS) for all claims that included the base part number for the tire valve stem - 1700, steel wheel - 1007 and aluminum wheel - 1015 for 1999 through 2001 model year Ford vehicles, incomplete vehicles, and chassis with a GVWR over 8500 pounds identified as the "subject vehicles" by the agency. All claims meeting these criteria were then word searched for variations of the terms "valve," "stem," or "01S05." The resulting claims were then reviewed individually for allegations that may relate to the alleged defect. In addition to those provided in our March 15, 2002 response, this review identified

321Category A, no Category A1, no Category A2, no Category A3.

Electronic copies of these claims are provided in Appendix A-4. The categorization of each report is identified in the "Category:" field. If we were able to identify that duplicate claims for an alleged incident were received, each of these duplicate claims is marked accordingly and the group is counted as one report. In other cases, certain vehicles may have experienced more than one incident and have more than one claim associated with their VINs. These claims have been counted separately.

Crashes or Incident Claims: For purposes of identifying alleged accidents or other incident claims, Ford has reviewed owner reports, field reports, warranty claims, lawsuits and claims. One Category A2 MORS report, VIN FDXF46F2YEB63548, alleges that a non-described accident occurred two years prior to the report date, and the owner is requesting reimbursement. (Ford has no further details concerning the incident nor any specific information concerning the alleged valve stem failure.) Two other Category A2 MORS reports, VINs 1FDAF57F3YED49335 and 1FDAF57F9YED67133, also associated with "Legal Contacts" provided in Appendix A-5 allege that one or both vehicles, owned by the same company, were involved in some type of incident described as an accident that caused the wheels to separate from the vehicle due to defective valve stems. (Ford is not aware of any reason that wheels would separate from a vehicle as a result of a valve stem failure.) No injuries or fatalities are alleged for any of the involved vehicles. Copies of these reports are provided in the electronic database contained in Appendix A-4.

Claims and Lawsuits: For the purpose of identifying incidents potentially involving the alleged defect, Ford has reviewed claim and lawsuit information maintained by Ford's Office of the General Counsel (OGC). Ford's OGC is responsible for handling product liability lawsuits, claims, and consumer breach of warranty lawsuits against the

Company. Based on a reasonable and diligent search, Ford did not locate any product liability lawsuits considered responsive to the alleged defect in addition to those provided in our March 15, 2002 response to RQ02-002. Additionally, no lawsuits or claims alleging consumer breach of warranty, or lawsuits considered vague or ambiguous to whether they meet the definition of the alleged defect have been located.

Request 2

> Provide a summary table listing all crashes of subject vehicles involving the alleged defect. For each crash, provide the Ford identification number(s) assigned to the matter, and identify the vehicle owner's name, address, and telephone number; the vehicle type (e.g., truck, bus, motorhome, etc.), model, model series code, model year, VIN, and build date of the vehicle, if built in a single stage, or build date of the incomplete vehicle, if the vehicle was built in two or more stages; the date, location, and mileage at which the crash occurred, the vehicle's date in service, the state or territory in which the vehicle was serviced, the tire valve manufacturer, the tire valve type (i.e., snap in, clamp on), if known, the problem claim code, the cold inflation pressure recommended by Ford (or by the vehicle's manufacturer if other than Ford) for the front and the rear tires of the vehicle, and the gross vehicle weight rating (GVWR) assigned to the vehicle. Provide all documents, Ford analyses, and Ford's opinion as to the cause of each crash.

Answer

To the extent the requested information is available, it is contained in the reports provided. Please refer to the database provided in Appendix A-4 and the "Legal Contacts" provided in Appendix A-5 for the "Accident" reports identified in the above response to Request 1.

Request 3

> Update Ford's response to question 4 of the RQIR by providing any additional service or technical bulletins, advisories, or other communications pertaining to the alleged defect that were issued since or were not included in that response.

Answer

For purposes of identifying communications to dealers, zone offices, or field offices pertaining, at least in part, to the alleged defect in the subject vehicles and that are in addition to those supplied in our March 15, 2002 response, Ford has reviewed the following FCSD databases and files: The On-Line Automotive Service Information System (OASIS); Internal Service Messages contained in CQIS; and Field Review Committee files. We assume this request does not seek information related to electronic communications between Ford and its dealers regarding the order, delivery, or payment for replacement parts, so we do not include this information in our answer.

OASIS Messages: FCSD's Current and Past Model Support staff is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln Mercury dealers. This information is communicated primarily through OASIS, which

serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln Mercury cars and trucks for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles (the text of the TSB is not available on-line through OASIS). SSMs and TSB titles are coded in OASIS according to specific vehicle attributes (model year, vehicle type, engine code, vehicle identification number, or VIN) and an OASIS Service Code. The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In responding to this information request, Ford searched Global OASIS for active, inactive, and superseded TSB titles and SSMs applicable to the alleged defect for the subject vehicles. Global OASIS is not capable of performing electronic word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles. Based on this search, Ford has not identified any TSBs or SSMs that appear to relate to the alleged defect in the subject vehicles

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and are either notifications of new SSMs or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes and can be retrieved and searched only by their date.

Ford has not undertaken to search for Broadcast Messages that may relate to the alleged defect in the subject vehicles because of the associated burden, and we expect that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

Internal Service Messages: FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Although ISMs are not "issued" to dealers like OASIS messages, because Ford is construing this request broadly, we also searched for ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for ISMs dated from January 26, 2002 through August 29, 2002 for the subject vehicles with symptom codes: 306000, 306200 and 306705. The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles. No ISMs that appear to relate to the alleged defect in the subject vehicles were located in the search.

Field Review Committee: Ford's Field Review Committee reviews all potential field service actions, including safety recalls and owner notification programs and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, zone offices, and field offices announcing the field service action is maintained in the Field Review Committee files. In responding to this information request, the Vehicle Service & Programs Office identified no updated field service action communications that may relate to the alleged defect in the subject vehicles.

Request 4

> Provide copies of all communications with the supplier(s) of the subject tire valves that relate or potentially relate to the alleged defect.

Answer

Communications with the tire valve stem supplier, not previously located and, accordingly, not included in our March 15, 2002 response, are included in Appendix B in response to Request 6.

Request 5

> Provide copies of all communications with the supplier(s) of the wheels and rims installed on the subject vehicle(s) that relate or potentially relate to the alleged defect.

Answer

Communications with the wheel and rim suppliers, not previously located and, accordingly, not included in our March 15, 2002 response, are included in Appendix B in response to Request 6.

Request 6

> Update Ford's response to question 6 of the RQIR by providing any additional copies of documents reflecting any study, survey, inquiry, testing and/or investigation pertaining to the alleged defect in the subject vehicles that were generated or received since that response, or were not included in that response.

Answer

Ford is construing this request broadly and is providing not only studies, surveys, and investigations related to the alleged defect, but also notes, correspondence, and other communications that were located pursuant to a diligent update file search for the requested information. Ford is providing the responsive documentation in Appendix B.

Ford is redacting one document responsive to this request with document identification numbers EA02-018 0466M and EA02-018 0467M that contains information protected

from disclosure by the attorney-client privilege and/or work-product doctrine. This document also contains confidential financial information and is being submitted to the NHTSA Office of Chief Counsel under separate cover with Ford's Request for Confidentiality.

Request 7

Provide the following information regarding the rims equipped on the subject vehicles:

a. Provide a table of available rims for the subject vehicles, identifying Ford's identification for the diameter and rim thickness of the tire valve hole in each rim.
b. From the start of production of the subject vehicles, identify any changes to the design specifications for the diameter and rim thickness of the tire valve hole. State the reason(s) for each change, and the date on which each change was incorporated into production.

Answer

The table provided in Appendix C (file: 2002-10-10_Appendix_C) on the enclosed CD indicates wheel usage for the subject vehicles including the tire valve stem part number used for each wheel, the tire valve stem hole diameter and the rim thickness at the hole.

As stated in our March 15, 2002 response to Request No. 10, there have been no design specification changes for the size of the tire valve stem hole for any of the wheels used on the subject vehicles. Likewise, there have been no design specification changes for the thickness of the wheels at the tire valve stem hole.

Request 8

For each fleet purchaser identified in Ford's response to the RQIR, identify a contact person, the contact person's telephone number, the fleet purchaser's address, and the types and approximate number of vehicles sold to each fleet

Answer

Ford's March 15, 2002 response provided the information concerning fleet names and addresses and the types and approximate numbers of vehicles sold to each fleet. Ford has further searched its records in an attempt to provide reliable contact names and telephone numbers as requested. We have not located names or telephone numbers considered to be sufficiently accurate to be useful. Therefore, Ford cannot provide the additional requested information.

Request 9

In Ford's response to the RQIR on page WWR1 0387, in book 4 of 17 (see Attachment A), Ford provides a summary of fleets reporting valve stem concerns on subject vehicles as of October 5, 2000. Several fleets are listed, including

a. Other documents submitted by Ford indicate that these companies experienced several incidents of tire valves popping out. Please provide the following related to the above document.

a. Provide a table listing these companies and specifying the type of valve stems each company is currently using on its fleet of subject vehicles (e.g., Dill TR-600-HP, rubber/metal combination 1 piece tire valve stem, all-metal 2-piece tire valve stem).
b. If any of the fleets have installed all-metal valve stems on their vehicles, please provide a detailed explanation of the reasons for the changeover.
c. State which changeovers, if any, were recommended by Ford, and the reason(s) for those recommendations.

Answer

The referenced summary attached to your August 29, 2002 request provides information as to the tire valve stem type being used for each of the fleets listed as of October 5, 2000. A search of records expected to contain additional information concerning these fleets and tire valve stem usage did not locate any additional information.

Several of the fleets listed on the referenced summary reportedly, through their own initiative, had installed two piece metal valve stems on their vehicles. Attachments C and E of your letter provide reasons given by Alabama Power Company and Georgia Power Company's decision to install metal valve stems. Your letter's Attachment D discusses possible change to the metal valve stem design that is confirmed by the summary list. Documents located during our update search concerning the issue are provided in Appendix B.

Request 10

State whether Ford is aware of any all-metal two-piece valve stem failures on any subject vehicles. If so, state the total number of such failures known to Ford, and for each failure, identify the model, model year, vehicle type, and GVWR of the vehicle on which the failure occurred, the wheel location (i.e., driver's side front, passenger's side rear) where the failure occurred, and the recommended cold inflation pressure specified by Ford (or by the vehicle's manufacturer if other than Ford) for the tire at the location where the failure occurred. Provide copies of all reports in Ford's possession or control, or of which it is otherwise aware, concerning each of these failures.

For reference, in Ford's March 15, 2002 response to the RQIR on page WWR1 0385, in book 4 of 17 (see Attachment B), Eric Alcock of Ford's FCSD-North American Fleet Service sent out an e-mail to approximately 40 Ford employees stating the following:

"If you know of a fleet that has replaced the Ford OEM wheel valve stems on their 1999-2000 F250-F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available of the stem they are using."

Answer

Files that would be likely to contain responses to the referenced March 15, 2002 e-mail, if any were received, have been searched. Copies of the located responsive documents are provided in Appendix B. None of the located documents appear to allege a failure of two-piece all-metal valve stems. However, we do not know whether the lack of documents means that no two-piece metal valve stem failures have occurred or simply that Ford was not made aware of any failures because the valve stems are not OEM.

Request 11

As evidenced in the submission from Ford in 2000, Ford believed the valve stem failures were caused by the automated insertion process during vehicle assembly at the plant. Several causes such as over insertion and inserting the stems into the wheel at an angle were considered. If this was the cause, when the valve stems were replaced with other combination rubber/metal valve stems in the field by Ford and the various fleets experiencing the problem, one would expect the problem not to reoccur. For example, in Ford's response to the RQIR on page WWR1 1800, in book 10 of 17 (see Attachment C), the valve stem problem that was having with its fleet of subject vehicles was discussed. In this document, Ford states that it replaced the valve stem with new ones that had been furnished by DIII that were hand installed so as to not over extend the stem..." Please answer the following questions concerning this action:

a. Did any of these "hand installed" valve stems subsequently fail? If so, state the number of such failures that occurred, and for each failure, identify the model, model year, vehicle type, and GVWR of the vehicle on which the failure occurred, the wheel location (i.e., driver's side front, passenger's side rear) where the failure occurred, and the recommended cold inflation pressure specified by Ford (or by the vehicle's manufacturer if other than Ford) for the tire at the location where the failure occurred. Provide copies of all reports in Ford's possession or control, or of which it is otherwise aware, concerning each of these failures.

b. State whether Alabama Power is still using the same tire valve stems as the ones supplied on its vehicles as original equipment, or whether the company has switched to an all-metal valve. Provide all supporting documentation.

Answer

Files likely to contain information concerning the referenced "hand installed" valve stems, if any such information exists, were searched for information concerning any failures that may have occurred on fleet vehicles which had had the valve stem replaced by "hand installed" operation. No reports of such failures were located.

The document identified as Attachment E provided with your August 29, 2002 inquiry (an document) indicates that the fleet was advised to replace the original equipment valve stems with two piece metal valve stems by their company's Fleet Service."Mandatory Action Bulletin" (Attachment E); Ford assumes that they complied. The referenced Attachment C document states was planning to issue such a service bulletin and that had already issued a

similar bulletin. Both documents provide reasons for the actions taken by the companies. Additional documents regarding that were located in our update file search are provided in Appendix B.

Request 12

In Ford's response to the RQIR, on page WWR1 2126, in book 12 of 17 (see Attachment D), the valve stem problem that was having with its fleet of subject vehicles was discussed. Ford discusses its valve stem recommendation to one of its customers, that had been having trouble with valve stems popping out while driving. expressed the following concerns: "The issue has grown into a safety hazard, these tires are losing the valve stem while traveling. With the way we use our vehicles in loaded conditions, it is difficult to control much like a blowout, not to mention the fact of ruining the tires .... this has become such an issue we feel we need to be concerned about safety first, and $ second..." The document reflects that in response to these concerns, Ford North American Fleet Service, "along with Safety recommend[ed] replacement of rubber stems with metal truck stems." Please answer the following questions concerning this action:

a. State whether Ford's Safety Office agreed to recommend the replacement of the rubber stems with metal tire valve stems. If so, state the reason(s) why the Safety Office agreed to this replacement and provide copies of all documents reflecting the Safety Office's consideration of this matter.
b. State whether Ford reimbursed for the replacements of the valve stems (and tires). If so, state the reason(s) why Ford agreed to this reimbursement, and provide copies of all documents reflecting its consideration of this matter.
c. State whether uses its fleet of subject vehicles in a manner that is significantly different from that of other Ford customers? If so, please describe the differences in detail.
d. State whether there are any other instances in which Ford recommended that a customer switch to all-metal valve stems. If so, identify all customers to whom Ford made such a recommendation, the date or approximate date on which the recommendation was made, and the reasons why Ford made the recommendation,
e. Explain in detail the reasons why Ford would recommend all metal valve stems to specific fleets on a case by case basis, instead of conducting a safety recall to replace the valve stems on all similar vehicles in service?

Answer

The document identified as Attachment D is an e-mail from one Ford employee to another Ford employee that was used to forward information obtained from Texas Utilities in two separate e-mails to Ford. The reference to "safety" in the first of the two e-mails is not a reference to Ford's Safety Office, but apparently refers to a group or department of the The decision to change to the metal type valve stems was made by . Ford's Safety Office did not agree to replacement of the rubber valve stems with metal stems.

Files that would be likely to contain records of any reimbursement to for the subject issue were searched. No such record that summarized or identified such a

reimbursement was located. If reimbursements were made on an individual basis through the normal Ford warranty system, they would be included in our responses to your requests for warranty claims provided in response to Request 1 of this inquiry or in our March 15, 2002 response.

Ford is not in a position to compare how the fleet of vehicles are used in comparison to the vehicles of other owners or fleets.

As stated above, the information provided in the referenced document is from e-mail received from , and the decision to replace the original production valve stems on their fleet of vehicles was not based on a recommendation from Ford. If individual instances of a Ford representative recommending replacement of the original valve stems with metal type stems to fleets occurred, we are not aware of those recommendations and they are not reflected in our records. Ford also notes that our March 15, 2002 response to the agency's January 25, 2002 Inquiry Request No. 4 provided internal service messages that provided instructions to the dealer that a metal valve stem can be used in place of the original part. As stated in the March 15, response, the suggestion to use a metal valve stem was made, in part, because of requests by our customers. Instances of this recommendation would be documented in the individual field reports provided in response to your requests for owner complaints, field reports, and warranty claims provided in response to Request 1 of this inquiry or in our March 15, 2002 response.

As stated above, no records were located that indicate Ford has recommended the use of all metal valve stems to specific fleets.

Request 13

In Ford's response to the RQIR, on page WWR1 2126, in book 12 of 17 (see Attachment E), Ford's valve stem recommendation to certain of its customers in a "Mandatory Action Bulletin," MAB00-10, titled "Ford Tire Valve Replacement is discussed. In this bulletin, the complaint is characterized as, "Tires will not maintain set pressures, and tires going flat without any punctures found in the tire, cut stems at the seal area, and stem blowing out of wheel rims while vehicle is in motion." The bulletin states that the "CORRECTION" involves replacing "the Ford installed Dill brand rubber 1 piece valve stems with metal 2 piece screw in valve stems," Please answer the following questions concerning this bulletin:

a. Identify the Ford office that issued this bulletin.
b. State whether the recommendation in the bulletin was intended to apply to all fleets or only to specific fleets. If the recommendation was only to apply to specific fleets, explain why.
c. Please provide all documents related to valve stem failures that were submitted in response to this bulletin. This should include all complaints, letters, warranty, reimbursements, etc.
d. Explain in detail the reasons why Ford would recommend all metal valve stems to specific fleets on a case by case basis, instead of conducting a safety recall to replace the valve stems on all similar vehicles in service.

Answer

The referenced bulletin, Attachment E, is not a Ford document. It was issued by the Fleet Service organization. No Ford office was responsible for or authorized issuance of the document. Ford assumes that the bulletin only applies to the fleet.

Ford's records would not be expected to contain reports of valve stem failures that were submitted to in response to this bulletin because it was their decision. Records searched did not locate any document that summarized or identified those reports that may have been submitted to Ford. If failure reports responsive to the subject bulletin were submitted to Ford on an individual basis, they would be included in our responses to your requests for owner complaints, field reports, and warranty claims provided in response to Request 1 of this inquiry or in our March 15, 2002 response.

Request 14

Provide the following information related to complaints received on vehicles sold abroad:

a. State whether the same tire valves (Dill TR-600-HP) were used on subject vehicles sold abroad. If not, please explain in detail why the same tire valves were not used on those vehicles.
b. State whether Ford has received any complaints of the alleged defect on subject vehicles sold abroad. If so, please provide a table showing the number of complaints received from each country, including but not limited to, the number of complaints received from Mexico, Canada, Venezuela, Saudi Arabia, and Kuwait.
c. State whether Ford has issued any notices regarding the alleged defect abroad? If so, please provide all documents relating thereto.
d. Identify the type of tire valves supplied on 2002 MY Ford F350, F450, F550, E350, and E450 vehicles sold abroad.

Answer

The same (TR-600-HP type) tire valve stem was used in production of subject vehicles sold outside the U. S. in the same applications as it was used for vehicles sold in the United States. The subject vehicles produced in North America and exported to other countries were no different than the vehicles produced for sale in the United States with respect to tire valve stem applications.

Ford has not attempted the burdensome task of reviewing the files of the listed countries to determine if they contain any complaints or reports of the alleged defect. Files located in the Dearborn, Michigan area expected to contain notifications of such issues, if they were considered a condition that required further investigation, were searched and none were located. However, during our search for responsive documents for your inquiry's other requests, one report which may be responsive to your request concerning a vehicle being operated in Guatemala was located and is provided as part of Appendix B. The report alleges that all four of the vehicle's rear tires experienced blow outs, presumably at the same time, and that a Firestone Tire Assistance Hotline suggested that one possible cause of the incident was that the valve stems may have leaked and caused the tires to overheat and fail. Ford

believes it is unlikely that all four wheels in a vehicle would experience such an event, based on the extremely low report rate.

No record of any notices (safety recalls, owner notification programs, or similar service actions) regarding the alleged defect, other than safety recall 01S05 have been found or identified for the subject vehicles produced in North America and exported to other countries.

As stated above, the vehicles produced in North America for export to other countries are no different than the vehicles produced for sale in the United States with respect to tire valve stem applications. The valve stem usage for 1999 through 2002 model year Ford F350, F450, F550, E350, and E450 vehicles was provided in Ford's March 15, 2002 response to the agency's January 25, 2002 inquiry Request 7.

Request 15

Furnish Ford's detailed opinion of the alleged defect in the subject vehicles. Please include an assessment of the following:

a. The causal or contributory factors that may result in a rubber valve stem popping out of the wheel while the vehicle is in motion;
b. The failure mode;
c. The risk to motor vehicle safety that the alleged defect poses;
d. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the tire valve was malfunctioning.

Answer

Ford's March 15, 2002 response to your January 25, 2002 inquiry outlined the issues in the Kentucky Truck Plant that led to Ford's initiation of safety recall 01S05. Our response provided the reasons why only the F450 and F550 models were included in the recall and provided information concerning other conditions that could cause a valve stem failure. As stated in that response Ford is not aware of any other systemic cause of valve stem failure on any of the subject vehicles.

The valve stems used in the subject vehicles are TR 600 HP type designs approved by TRMA for vehicles of the subject vehicle types and tire pressure usages. TR 600 HP type tire valve stems have been safely used on Ford F-Series and E-Series applications since the 1992 model year. Contrary to speculations or allegations contained in some of the documents supplied with this response or with our March 15, 2002 response, the TR 600 HP type valve stem is suitable for use in the subject vehicles as determined by TRMA, and Ford knows of no design or manufacturing reason beyond those specifically related to recall 01S05 that may result in the subject valve stem popping out of the wheel while the vehicle is in motion.

A valve stem that comes out of the wheel while the vehicle is in motion most likely has been damaged during installation or during road use either at the time of the event or at some point prior to the event. The damage may eventually weaken the valve stem structure to the point that all or a portion of the stem is forced out of the wheel by the tire's air pressure. Damage to the valve stem could also be caused by the use of aftermarket valve stem extensions. As stated in Ford's March 15, 2002 response, valve stem extenders are not recommended for use with rubber valve stems and providing

owners with the opportunity for their use was part of Ford's decision to equip 2002 model year F-Series dual rear wheel vehicles with metal valve stems.

There is no evidence that the valve stems used in the E-Series were damaged during vehicle production. As noted in our March 15, 2002 response, Ford's E-Series vehicles are produced using a different method of valve stem installation than used for the F-Series at the Kentucky Truck Plant. E-Series valve stems were not subject to possible damage caused by the automated valve stemming equipment used in production at Kentucky Truck prior to October 21, 2000 that subsequently caused Ford to initiate recall 01S05, and there is no manufacturing issue related to valve stems used in the E-Series.

It is also unlikely that the valve stem of the E-Series would be damaged during use. Off-road operation is generally more severe and would be more likely to cause damage than on-road operation. E-Series vehicles are more likely to be used primarily on road surfaces compared to some of the F-Series applications and, therefore, not as likely to experience valve stem damage. The small number of reports of valve stem failures on the E-Series provided in response to this inquiry and in our March 15, 2002 response also demonstrates that there is no defect trend for the E-Series vehicles because of tire valve stem failure.

Ford continues to believe as stated in our March 15, 2002 response, that the valve stems used on the subject vehicles do not present an unreasonable risk to motor vehicle safety. The report rate for F450/550 vehicles is 16 times greater than the rate for Econoline-based vehicles for "A" reports and claims on the subject vehicles; many of the reports involve recall 01S05 and concern issues such as vehicle inspections, replacement of valve stems, or requests for new tires that may or may not have been damaged as a result of valve stem leakage. Of the F-Series vehicles defined as the subject vehicles in this information request, reports concerning two vehicles (VINs 1FDA56F11EA52149 and 1FDXF46F91EA29769) were identified in our March 15, 2002 response that contained allegations of an accident involving another vehicle or an object. In response to Request 2 of this information request, reports concerning three vehicles that are described as having an undefined "accident" because of issues with the vehicle's tire valve stem are provided. Ford believes that the limited number of such reports is a further indication that no defect trend exists suggesting a risk to motor vehicle safety due to valve stem failures on the subject F-Series vehicles other than what has been addressed by recall 01S05. Further, Ford has not located any records to indicate that any of these alleged accidents actually related to a valve stem failure.

Request 18

> Provide the date(s) that Ford ceased collecting information for use in responding to this information request. If more than one date applies, please provide the date for each information type (e.g., vehicle population, owner complaints, warranty, etc.)

Answer

Owner Reports (MORS) dated through August 29, 2002 were reviewed for the alleged defect.

Lawsuits, claims, and Field Reports from the CQIS system that are dated through August 29, 2002 were reviewed for the alleged defect.

On September 10, 2002, Ford employees potentially knowledgeable about the subject matter of this inquiry were requested to provide documents, dated through August 29, 2002, that might be responsive to the other portions of your requests.

Warranty claim data with an August 8, 2002 cut off date and September 23, 2002 load date were searched and reviewed for the alleged defect.

###

Appendix A-1

Provided electronically on the enclosed CD.

Appendix A-2

Provided electronically on the enclosed CD.

Appendix A-3

Provided electronically on the enclosed CD.

Appendix A-4

Provided electronically on the enclosed CD.

2002

1354070662 CINCINNATI

ER02-016 0475

SFCHNAMA Add Action 03/14/02 11:36:43
==>

VIN: 1FDAF57F3YED49335 Year: 2000 Model: F-SERIES SUPER DUTY
Name:
Firmt:
Case: 1354070662
Issue Type: 07 LEGAL
Issue Status: C ACKNOWLEDG
Comm Type: ML MAIL
Odometer Reading: 34872
Dealer: 02232 GRAHAM FORD INC
Odometer Type: MI
Symptom Desc: TIRES/WHEELS REMOVAL OF
Document Number:
Reason Desc: LEGAL - ACCIDENT / FIRE
Legal Issue Type:
Origin Desc: CONSUMER AFFAIRS - LITIGATION
CAN Court Code:
Action Desc: FINAL CASE DISPOSITION
CAN Award Code:
Comments: ***LPA IS DENYING ASSISTANCE DUE TO THE TIME THAT HAS
LAPSED SINCE THE ACCIDENT AND ALSO DUE TO THE VEHICLE
ALREADY BEING REPAIRED BY AN INDEPENDENT FACILITY.
***LPA IS SENDING CUSTOMER DENIAL LETTER DATED 3/13/02.
**********NO FURTHER ACTION AT THIS TIME**********

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL85

E002-018 0478

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

Columbus, OH

RE: 2000 F-Series Super Duty
VIN: 1FDAF57F9YED57133
VIN: 1FDAF57F3YED49335

Dear

This letter is in regards to the incident in which your vehicles' were involved.

Pursuant to our telephone conversation on March 7, 2002, you indicated that the incident with your vehicles' occurred in April and May of 2001. Due to the length of time that has elapsed since the alleged incidents and the fact that the vehicles' have been repaired, we are unable to verify that it was related to the recall in question. Based on this information we are unable to offer any assistance.

Thank you for giving us the opportunity to review your concerns.

Respectfully yours,

Tisha Mosley
Consumer Affairs

EA82-018 0477

PO Box 6248, MD 3NE-B, Dearborn, Michigan 48126 USA

SFCHADMA Action Detail 03/13/02 14:57:40

==>

VIN: 1FDAF57F3YED49335 Year: 2000 Model: F-SERIES SUPER DUTY
Owner Status: SUBSEQUENT WSD: 06/28/00
Name: Hm Ph:
Trmt: Case: 1354070662 Day Ph:
Symptom Desc: TIRES/WHEELS REMOVAL OF
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: GRAHAM FORD INC
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 34872 MI
Analyst: ALAWRENC ANDREA LAWRENCE Document Number:
Action Date: 03/07/02 Action Data: Y Action Time: 09:49:34 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: CUSTOMER SAYS: -01S05 WAS DONE APRIL 2001 BY GRAHAM FORD -ACCIDENT TO PLACE ON STATE ROUTE 33 IN OHIO ON JULY 16 2 001 AT 2 PM ON THE WAY TO ANTHER JOB - DEFECTIVE STEM VALV E CAUSED WHEELS TO SEPARATED FROM VEH -NO DAMAGE TO PERSO NAL INJURIES -NO INSURANCE CONTACTED -NO POLICE REPORT -CONCERN HAPPENED AT 23240 -REPAIR FEES WAS 1057.64 DONE B

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL85

SFCHADMA Action Detail 03/13/02 14:57:46

==>

VIN: 1FDAF57F3YED49335 Year: 2000 Model: F-SERIES SUPER DUTY
Owner Status: SUBSEQUENT WSD: 06/28/00
Name: Hm Ph:
Trmt: Case: 1354070662 Day Ph:
Symptom Desc: TIRES/WHEELS REMOVAL OF
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: GRAHAM FORD INC
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 34872 MI
Analyst: ALAWRENC ANDREA LAWRENCE Document Number:
Action Date: 03/07/02 Action Data: Y Action Time: 09:49:34 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: -CONCERN HAPPENED AT 23240 -REPAIR FEES WAS 1057.64 DONE B
Y INDEPENDANTS -COMPANY PAID FEES -COMPANY IS LOOKING FOR
REFUND FOR REPAIRS PER CUSTOMER, DEALER SAYS: -NONE
CAC ADVISED: - I WILL FORWARD THIS INFORMATION TO OUR CONSU
MER AFFAIRS GROUP. SOMEBODY FROM CONSUMER AFFAIRS WILL CONT
ACT YOU IN 7- 10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANC

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL85

SFCHADMA Action Detail 03/13/02 14:57:48

==>

VIN: 1FDAF57F3YED49335 Year: 2000 Model: F-SERIES SUPER DUTY
Owner Status: SUBSEQUENT WSD: 06/28/00
Name: Hm Ph:
Firmt: Case: 1354070662 Day Ph:
Symptom Desc: TIRES/WHEELS REMOVAL OF
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: GRAHAM FORD INC
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 34872 MI
Analyst: ALAWRENC ANDREA LAWRENCE Document Number:
Action Date: 03/07/02 Action Data: Y Action Time: 09:49:34 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: ACT YOU IN 7- 10 BUSINESS DAYS. PLEASE NOTIFY YOUR INSURANC
E CARRIER AND REPORT THIS INCIDENT. INFERENCE CASE ID: 5349

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE LPREL85

SFCHDPMA Dealer Information 03/14/02 11:25:08

==>

DEALER: F47312

Address:

City: COLUMBUS

State/Prov: OH ZIP/Postal:

Country: USA Trained: Y

Dlr Phone:

Svc Phone:

Svc Hours: 7:00 AM - 6:00 PM M-F FAX: 614 464 6076

Directions:

P&A Code: 02232

Sales Region: 47 CINCINNATI

Sales Zone: I

FCSD Region: 47 CINCINNATI

Market: B1

Market Area:

A
C

POSITION	Employee Name
DEALER/PARTNER	SEIBERT, DOUG
GENERAL MANAGER	GREGORY, CARL
PARTS & SERVICE DIRECTOR	BISHOP, H ROBERT
PARTS MANAGER	MCDANIEL, GARY M
SALES MANAGER	JAMISON, JANET A
SERVICE MANAGER	RITTER II, GEORGE

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return

NO MORE RECORDS AVAILABLE LPREL85

SFCHSVMA Vehicle List 03/14/02 11:26:25

==>

Name:
Address: Home Phone:
Address: Day Phone:
City: COLUMBUS State/Prov: OH
Zip/Postal: Country: USA

A C	VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1FDAF57F3YED49335 SUBSEQUENT	2000	F-SERIES SUPER DUTY	Individual Rtl Y
	1FDAF57F9YED57133 SUBSEQUENT	2000	F-SERIES SUPER DUTY	Individual Rtl
	1FTNX20L7YEB79062 ORIGINAL	2000	F-SERIES SUPER DUTY	*** UNKNOWN ***
	1FTNX20L9YEB79063 ORIGINAL	2000	F-SERIES SUPER DUTY	*** UNKNOWN ***

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
MORE RECORDS AVAILABLE LPREL85

SFCHSVMA Vehicle List 03/14/02 11:26:30

==>

Name:
Address:
Address:
City: COLUMBUS
Zip/Postal:

Home Phone:
Day Phone:
State/Prov: OH
Country: USA

A C	VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1FTNX20L9YEB79063 ORIGINAL	2000	F-SERIES SUPER DUTY	*** UNKNOWN ***
	1FTRX27W6XNB99576 ORIGINAL	1999	F-SERIES	*** UNKNOWN ***
	1FTRX27W8XNB99577 ORIGINAL	1999	F-SERIES	*** UNKNOWN ***

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage

NO MORE RECORDS AVAILABLE

LPREL85

SFCHREMA Recall/ONP Information 03/14/02 11:26:14

==>

VIN: 1FDAF57F3YED49335 Year: 2000 Model: F-SERIES SUPER DUTY

D: 06/28/00 Build Date: 04/30/00

A C	Campaign Number	Type	Description	Status	Status Date	Dealer Code
	01L02	L	TIRE INF LBL	FORCED COMPLETION	11/21/01	AUTOC
	01S05	S	VALVE STEM	COMPLETE	04/11/01	02232
	01S24	S	WINDSHD WIP	RELEASED FOR MAILING	11/08/01	147312

F1=Help F7=Prev F8=Next F11=Menu F12=Return

MORE RECORDS AVAILABLE LPREL85

SFCHIFMA Add Issue 03/14/02 11:25:55

==>

VIN 1FDAF57F3YED49335 Year: 2000 Model: F-SERIES SUPER DUTY

Sale Type: Individual Rtl Trmt: WSD: 06/28/00

Name:

Address: Home Phone:

Address: Day Phone:

City: COLUMBUS State/Province: OH

Zip/Postal: Country: USA

Prev Owner: Owner Status: SUBSEQUENT

Issue Type: Odometer Reading: MI

Comm Type: Legal Issue Type:

Document Nbr: CAN Court Code:

Symptom Desc: CAN Award Code:

Reason Desc: Last Handled Date: 03/07/02

Action Desc:

Dealer:

---------- Caller Information ----------

Last Name: First Name: MI:

Day Phone: Relationship:

F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList

F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList

F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList

RECORD FOUND LPREL85

EA02-018 0485

[illegible]	AWS	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
	17	T/F7	*	T/BB	T/EB	T/F	A1	T/VF	1/DS	30-04-00	28-06-00	124900	USA	10		*	*	*	*	SXX	V00	*	*

AWS Claim Key:	7570903	Doc #:	024795A	Trx Code:	01S05	Labor Hrs:	.4	Labor Cost:	24.64	Material Cost:	0	Total Cost:	30.8		
Dlr Cd-Sub Cd:	02232-*	Name:			Ph:	614-4646000	St: OH	Ctry Cd: USA	Reg Cd:	NA	Repr Date:	11-APR-2001	DIST(Mile):	12504	
Cust Comments:	SO105 RECALL														
Tech Comments:	DIAG INSPECT ALL TIRES FOR LEAKAGE AT THE VALVE STEM NO REPAIRS REQUIRED AT THIS TIME INSTALLE D WARNING LABELS SUPPLIED WITH RECALL NOTICE														

Any comments? You can contact

webmaster

EA02-018 0486

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	SE	GVW Class Code:	A
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAML - 4.88 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	EGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Psngr Side):	* - [N/A]
Battery Amp Rating:	BA	Paint:	PNYW5 - OXFORD WHITE WB C/C-W/B
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AF - ELECTRONIC AM/FM/STRO/CLOCK
Calibration Code:	*	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Stage Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AD - GENERAL
Delivery Type:	7	Tire Brand:	* - *
Driveshaft Code:	D	Tire Size:	D31AB - 225/70R-19.5 F BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	AJ - DIESEL FUEL CAPABILITY	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*	DOT Plant Manufacturer:	* - *

ESP INFORMATION:

ESP Code:	*
ESP Coverage(Miles):	*
ESP Coverage(Time):	*
ESP Plan Year:	*
ESP Signature Date:	

EMISSIONS INFORMATION:

Emission Code:	T/B - T/B
Emission Cert Type:	*
Emission Decal Suffix:	*
Engine Family:	*

Any comments? You can contact

EM02-010 0407

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FDAF57F3YED49335	Veh Line:	T/F7 - F250HD/350/450/550 [99-02]	Eng Serial No:	1339707F
Model Year:	2000	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/DS - NAVISTAR 7.3L OHV DI TC V8 DSL
Inv. Dealer:	05035	Body Cab Style:	T/BB - SINGLE CAB (REGULAR CAB)	Transmission:	T/VF - 6 SPD MAN TRANS Z/F M6HD-C
		Version/Series:	T/EB - 550 SERIES		

BUILD INFORMATION:

Region: NA - ########## Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - ########## Prod Date: 30-APR-2000

SALE INFORMATION:

Region: NA - ########## Selling Dealer: 124900 - *
Country: USA - ########## Selling Dlr St/Prov: FL
Buyer St/Prov: FL

Arrival Date:	11-MAY-2000	Red Carpet Lease:	*
Sale Date:	28-JUN-2000	Fleet/Retail/Co. Lease:	F
Warranty Start Date:	28-JUN-2000	Modified Vehicle:	*
Orig Warranty Date:	28-JUN-2000	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

```
---------1---------2---------3---------4---------5---------6---------7---------8---------9---------
F57YED4933516516   8M6Z17DH426      RC EH  698Z91  NTD M272E R P8 H J24D500 41 AZ1     V2 K       F
1FDAF 3 H      660A 9F6IA     M                                  2
```

ER02-018 0488

webmaster

EN02-018 0409

OASIS RESULT:
1FDAF57F3YED49335

03/14/2002 11:28:14

VEHICLE INFORMATION

VEHICLE DESCRIPTION	BODY STYLE	ENGINE	ENGINE CALIBRATION
2000 F-SERIES	F-550 RC CHASIS 4X4	7.3L TURBO - DI	
TRANSMISSION	**AXLE CODE**		
ZF M6HD-C 6-SPEED			

GENERAL WARRANTY INFORMATION

WARRANTY START DATE	BUILD DATE	START ODOM
06/28/2000	04/30/2000	

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDI /MORS LEGAL CONTACT

FIELD SERVICE ACTIONS

01S24 WIPER MOTOR GEAR COVER

***EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

04/11/2001 **DEALER:** Graham Ford, Inc.
WARRANTY CLAIM NUMBER: 024795 **ODOMETER:** 012504M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	01S05A		

DIAG INSPECT ALL TIRES FOR LEAKAGE AT THE VALVE STEM NO REPAIRS REQUIRED AT T HIS TIME INSTALLE D WARNING LABELS SUPPLIED WITH RECALL NOTICE

END OF OASIS REPORT FOR 1FDAF57F3YED49335

ER02-016 0499

NVNP510 NAVIS Vehicle Inquiry 03/14/02 11:29:07

```
==>
 VEHICLE ID: 1FYED49335 (WWYFBBBBBB) Vin: 1FDAF57F3YED49335 Div: 2 Status: 800
Vehcle Line: TF7      Convy Deliv: 051100   Orig P-Lvl: 032  Selling Dlr: 24D900
 Order Recpt: 032700  ShipTo Stat:          Curr P-Lvl: 015     Sale Date: 062800
 Orig Sched: 041700   Rls-To Stat: FL    Order Dlr/Reg: 24900/24 Demo Dt:
    Inv Prep: 042000  Orig Int St: 050200 Orig Rls Dlr: 24900 Deliv Type: 7
   Prod Date: 043000  Curr.Int St: 050200  Rls Dlr P&A: 05035  Sales Prd: 000063
    Rls Date: 050100   Dlrfin Ext: 052200   Warr Start: 062800 Cancel Sl:
Memo Consgn:              P&C Ext: 052200    WarrS-Ind:      Sale Status: G
Orig Pltbus: 043000   Advert Ext: 052200                  -Date- -Dealer- -Region-
Curr Pltbus: 043000   Slspsn SS#:  226889194  Shipped: 050100  88NZ57
T/Name: 9                                   Curr Stock: 050100  24D900     24
Addr:                          State: FL     1st-Prior:
City: MIAMI                  N/A-Rcpt: 062800  2nd-Prior:
Zip:                      Warr-Ins-Ind: U      3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
F57YE16536    8M6Z17DH426       RC EH  698Z91  NTD M272E R PZ B J24D900 41 AZ1
8    9         0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890
   V2 K        F1FDA3 3 W       660A 9F6IA      M
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
                                                                      LPREL85
```

EA82-018 0491

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Thursday, March 14, 2002 8:48 AM
To: Ray, Deborah (D.P.)
Subject: RE: 2000 F-Series S-Duty VIN's: 1FDAF57F9YED57133 : 1FDAF57F3YED49335

Hello Deborah,
I have received a CRC contact regarding the customer stated above. The servicing dealership is Graham Ford (02232). The customer is alleging last year April/May both vehicles were in incidents where the stem valves failed. The customer is alleging it's related to recall (01S05). Both vehicles' have since been repaired by an independent shop and I have informed him that Ford is unable to assist due to the vehicles' being already repaired and the length of time since the incidents. If you have any questions or concerns, please let me know. Thanks and have a Terrific Thursday!

Tisha Mosley
Legal Analyst—Cincinnati Region
Consumer Affairs/Litigation Prevention
(313) 845-4657 Telephone
(313) 845-5669 Fax
tmosley@ford.com

EA02-018 0492

2002

0354040662 CINCINNATI

E002-018 0493

SFCHNAMA Add Action 03/14/02 11:23:06

==>

VIN: 1FDAF57F9YED57133 Year: 2000 Model: F-SERIES SUPER DUTY
Name:
Trmt:
Case: 354040662
Issue Type: 07 LEGAL
Issue Status: C ACKNOWLEDG
Comm Type: ML MAIL
Odometer Reading: 30000
Dealer: 02232 GRAHAM FORD INC
Odometer Type: MI
Symptom Desc: TIRES/WHEELS REMOVAL OF
Document Number:
Reason Desc: LEGAL - ACCIDENT / FIRE
Legal Issue Type:
Origin Desc: CONSUMER AFFAIRS - LITIGATION
CAN Court Code:
Action Desc: FINAL CASE DISPOSITION
CAN Award Code:
Comments: ***LPA IS DENYING ASSISTANCE DUE TO THE TIME THAT HAS
LAPSED SINCE THE ACCIDENT AND ALSO DUE TO THE VEHICLE
ALREADY BEING REPAIRED BY AN INDEPENDENT FACILITY.
***LPA IS SENDING CUSTOMER DENIAL LETTER DATED 3/13/02.
**********NO FURTHER ACTION AT THIS TIME**********

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL85

EA02-818 0494

Ford Motor Company

Consumer Affairs

*Sent Via U.S. Mail

March 13, 2002

Columbus, OH

RE: 2000 F-Series Super Duty
VIN: 1FDAF57F9YED57133
VIN: 1FDAF57F3YED49335

Dear

This letter is in regards to the incident in which your vehicles' were involved.

Pursuant to our telephone conversation on March 7, 2002, you indicated that the incident with your vehicles' occurred in April and May of 2001. Due to the length of time that has elapsed since the alleged incidents and the fact that the vehicles' have been repaired, we are unable to verify that it was related to the recall in question. Based on this information we are unable to offer any assistance.

Thank you for giving us the opportunity to review your concerns.

Respectfully yours,

Tisha Mosley
Consumer Affairs

PO Box 6248, MD 3NE-B, Dearborn, Michigan 48126 USA

ER02-615 0495

SFCHADMA Action Detail 03/07/02 14:30:22

==>

VIN: 1FDAF57F9YED57133 Year: 2000 Model: F-SERIES SUPER DUTY
Owner Status: SUBSEQUENT WSD: 06/28/00
Name: Hm Ph:
Trmt: Case: 354040662 Day Ph:
Symptom Desc: TIRES/WHEELS REMOVAL OF
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: GRAHAM FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: ML MAIL Odometer Reading: 30000 MI
Analyst: ALAWRENC ANDREA LAWRENCE Document Number:
Action Date: 03/07/02 Action Data: Y Action Time: 09:41:11 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: CUSTOMER SAYS: -01S05 WAS DONE APRIL 2001 BY GRAHAM FORD -ACCIDENT TO PLACE ON STATE ROUTE 33 IN OHIO ON MAY 11 20 01 AFTER 5 PM WHEN COMPANY WAS CLOSED - DEFECTIVE STEM VALV E CAUSED WHEELS TO SEPARATED FROM VEH -NO DAMAGE TO PERSO NAL INJURIES -NO INSURANCE CONTACTED -NO POLICE REPORT -REPAIR FEES WAS 1732.76 DONE BY INDEPENDANTS -COMPANY PAI

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL85

==>

VIN: 1FDAF57F9YED57133 Year: 2000 Model: F-SERIES SUPER DUTY
Owner Status: SUBSEQUENT WSD: 06/28/00
Name: Hm Ph:
Trmt: Case: 354040662 Day Ph:
Symptom Desc: TIRES/WHEELS REMOVAL OF
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: GRAHAM FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: ML MAIL Odometer Reading: 30000 MI
Analyst: ALAWRENC ANDREA LAWRENCE Document Number:
Action Date: 03/07/02 Action Data: Y Action Time: 09:41:11 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: -REPAIR FEES WAS 1732.76 DONE BY INDEPENDANTS -COMPANY PAI
D FEES -COMPANY IS LOOKING FOR REFUND FOR REPAIRS PER CU
STOMER, DEALER SAYS: -NONE CAC ADVISED: - I WILL FORWARD
THIS INFORMATION TO OUR CONSUMER AFFAIRS GROUP. SOMEBODY F
ROM CONSUMER AFFAIRS WILL CONTACT YOU IN 7- 10 BUSINESS DAYS
. PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCI

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL85

SFCHADMA Action Detail 03/07/02 14:30:28

==>

VIN: 1FDAF57F9YED57133 Year: 2000 Model: F-SERIES SUPER DUTY
Owner Status: SUBSEQUENT WSD: 06/28/00
Name: Hm Ph:
Trmt: Case: 354040662 Day Ph:
Symptom Desc: TIRES/WHEELS REMOVAL OF
Reason Desc: LEGAL - ACCIDENT / FIRE
Dealer: GRAHAM FORD INC
Issue Type: 07 LEGAL Issue Status: O OPEN
Comm Type: ML MAIL Odometer Reading: 30000 MI
Analyst: ALAWRENC ANDREA LAWRENCE Document Number:
Action Date: 03/07/02 Action Data: Y Action Time: 09:41:11 EST
Origin Desc: US CONCERN CASE BASE
Action Desc: ADVISE CUST INFORMATION WILL BE SENT TO CONSUMER AFFAIRS
Comments: . PLEASE NOTIFY YOUR INSURANCE CARRIER AND REPORT THIS INCI
DENT. INFERENCE CASE ID: 5349

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
NO MORE COMMENTS AVAILABLE LPREL85

SFCHDPMA Dealer Information 03/07/02 14:30:32
==>

DEALER: F47312
Address:
City: COLUMBUS
State/Prov: OH ZIP/Postal:
Country: USA Trained: Y
Dlr Phone:
Svc Phone:
Svc Hours: 7:00 AM - 6:00 PM M-F FAX: 614 464 6076
Directions:

P&A Code: 02232
Sales Region: 47 CINCINNATI
Sales Zone: I
FCSD Region: 47 CINCINNATI
Market: B1
Market Area:

A
C

POSITION	Employee Name
DEALER/PARTNER	SEIBERT, DOUG
GENERAL MANAGER	GREGORY, CARL
PARTS & SERVICE DIRECTOR	BISHOP, H ROBERT
PARTS MANAGER	MCDANIEL, GARY M
SALES MANAGER	JAMISON, JANET A
SERVICE MANAGER	RITTER II, GEORGE

Orm - dray 2

F1=Help F2=IssueList F7=Prev F8=Next F11=Menu F12=Return
NO MORE RECORDS AVAILABLE LPREL85

EA02-818 0499

SFCHREMA Recall/ONP Information 03/07/02 14:30:49

==>

VIN: 1FDAF57F9YED57133 Year: 2000 Model: F-SERIES SUPER DUTY
WSD: 06/28/00 Build Date: 05/09/00

Campaign				Status	Dealer
Number	Type	Description	Status	Date	Code
01L02	L	TIRE INF LBL	FORCED COMPLETION	11/21/01	AUTOC
01S05	S	VALVE STEM	COMPLETE	04/13/01	02232
01S24	S	WINDSHD WIP	RELEASED FOR MAILING	11/08/01	147312

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE LPREL85

SFCHSVMA Vehicle List 03/07/02 14:30:57
==>

Name:
Address:
Address:
City: COLUMBUS
Zip/Postal:

Home Phone:
Day Phone:
State/Prov: OH
Country: USA

A C	VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1FDAF57F3YED49335 SUBSEQUENT	2000	F-SERIES SUPER DUTY	Individual Rtl Y
	1FDAF57F9YED57133 SUBSEQUENT	2000	F-SERIES SUPER DUTY	Individual Rtl Y
	1FTNX20L7YEB79062 ORIGINAL	2000	F-SERIES SUPER DUTY	*** UNKNOWN ***
	1FTNX20L9YEB79063 ORIGINAL	2000	F-SERIES SUPER DUTY	*** UNKNOWN ***

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
MORE RECORDS AVAILABLE LPREL85

SFCHSVMA Vehicle List 03/07/02 14:31:06

==>

Name:
Address:
Address:
City: COLUMBUS
Zip/Postal:

Home Phone:
Day Phone:
State/Prov: OH
Country: USA

A C	VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1FTNX20L9YEB79063 ORIGINAL	2000	F-SERIES SUPER DUTY	*** UNKNOWN ***
	1FTRX27W6XNB99576 ORIGINAL	1999	F-SERIES	*** UNKNOWN ***
	1FTRX27W8XNB99577 ORIGINAL	1999	F-SERIES	*** UNKNOWN ***

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
NO MORE RECORDS AVAILABLE LPREL85

ER02-018 0502

SFCHIFMA Add Issue 03/07/02 14:30:38

==>

VIN 1FDAF57F9YED57133 Year: 2000 Model: F-SERIES SUPER DUTY
Sale Type: Individual Rtl Trmt: WSD: 06/28/00
Name:
Address: Home Phone:
Address: Day Phone:
City: COLUMBUS State/Province: OH
Zip/Postal: Country: USA
Prev Owner: UDELSON LEASING Owner Status: SUBSEQUENT
Issue Type: Odometer Reading: MI
Comm Type: Legal Issue Type:
Document Nbr: CAN Court Code:
Symptom Desc: CAN Award Code:
Reason Desc: Last Handled Date: 03/07/02
Action Desc:
Dealer:

---------- Caller Information ----------

Last Name: First Name: MI:
Day Phone: Relationship:

F1=Help F2=CustomerList F4=UpdCustInfo F5=AddComments F6=IssueList
F9=SympList F10=ReasonList F11=Menu F12=Return F13=DealerList
F14=ESP F15=WarrHistory F16=Recall/ONP F17=SpecCoverage F18=ActionList
RECORD FOUND LPREL85

EA02-018 0503

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FDAF57F9YED57133	Veh Line:	T/F7 - F250HD/350/450/550 [99-02]	Eng Serial No:	1358950F
Model Year:	2000	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/DS - NAVISTAR 7.3L OHV DI TC V8 DSL
Inv. Dealer:	05035	Body Cab Style:	T/BB - SINGLE CAB (REGULAR CAB)	Transmission:	T/VF - 6 SPD MAN TRANS Z/F M6HD-C
		Version/Series:	T/EB - 550 SERIES		

BUILD INFORMATION:

Region: NA - ########## Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - ########## Prod Date: 09-MAY-2000

SALE INFORMATION:

Region: NA - ########## Selling Dealer: 124900 - *
Country: USA - ########## Selling Dlr St/Prov: FL
Buyer St/Prov: FL

Arrival Date:	24-MAY-2000	Red Carpet Lease:	*
Sale Date:	28-JUN-2000	Fleet/Retail/Co. Lease:	F
Warranty Start Date:	28-JUN-2000	Modified Vehicle:	*
Orig Warranty Date:	28-JUN-2000	Reacquired Vehicle:	* Vehicle Export Flag: N

VOC/EOC:

```
---------1---------2---------3---------4---------5---------6---------7---------8---------9---------

F57YED5713316536   8M6E24DH425      TC EH  698851  NTD M272E R PZ B J24D900 41 A21     V2 K       F

1FDAS 4 W      660A 9F6IA     M                          2
```

EA02-018 0504

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	**GVW Code:**	* - [N/A]
Alternator Amp Rating:	8E	**GVW Class Code:**	A
Audio Disk:	* - [N/A]	**Instrumentation:**	* - [N/A]
Axle Ratio:	EGAML - 4.88 FINAL DRIVE RATIO	**Mirror(Driver Side):**	* - [N/A]
Axle Type:	EGIAB - NON-LIMITED SLIP REAR AXLE	**Mirror(Psngr Side):**	* - [N/A]
Battery Amp Rating:	BA	**Paint:**	PNYW5 - OXFORD WHITE WB C/C-W/B
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	**Power Antenna:**	* - [N/A]
Brake Code(Service):	* - [N/A]	**Radio:**	AF - ELECTRONIC AM/FM/STRO/CLOCK
Calibration Code:	*	**Sound System:**	* - [N/A]
Color(Accent):	* - [N/A]	**Suspn Tandem Axle:**	* - [N/A]
Color(Trim):	000ZV -	**Tire Manufacturer:**	AD - GENERAL
Delivery Type:	?	**Tire Brand:**	* - *
Driveshaft Code:	D	**Tire Size:**	D3IAB - 225/70R-19.5 F BSW ALL SEASON
Front Seat:	* - [N/A]	**Traction Control:**	* - [N/A]
Fuel Type:	AI - DIESEL FUEL CAPABILITY	**Wheel Base:**	* - [N/A]

TIRE DOT INFORMATION:

LF:	*	**RF:**	*
LR:	*	**RR:**	*
LI:	*	**RI:**	*
SPARE:	*	**DOT Plant Manufacturer:**	* - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	**Emission Code:**	T/B - T/B
ESP Coverage(Miles):	*	**Emission Cert Type:**	*
ESP Coverage(Time):	*	**Emission Decal Suffix:**	*
ESP Plan Year:	*	**Engine Family:**	*
ESP Signature Date:			

Any comments? You can contact

ER02-018 0505

webmaster

EH02-010 0008

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	PLANT	TRANS. CD	ENG	PROD.	WARR. DATE	SELLING DEALER	SELL. CNTY	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
	17	1/F7	*	T/DB	T/EB	T/F	A1	1/VI	1/DS	09-05-00	28-06-00	124900	USA	10	*	*	*	*	SXX	V00	*	*

AWS Claim Key:	7669704	Doc #:	024983A	Trx Code:	01S05	Labor Hrs:	.4	Labor Cost:	24.64	Material Cost:	0	Total Cost:	24.64				
Dlr Cd-Sub Cd:	02232-*	Name:			Ph:	614-4646000	St: OH	Ctry Cd: USA	Reg Cd:	NA	Repr Date:	13-APR-2001	DIST(Mile):	14298			
Cust Comments:	INSPECT ALL VALVE STEMSFOR LEAKS CHECK & SET AIR PRS																
Tech Comments:	PERFORM RECALL INSPECTION ON VALVE STEMS																

Any comments? You can contact

webmaster

EA02-018 0507

OASIS RESULT:
1FDAF57F9YED57133

03/07/2002 14:31:47

VEHICLE INFORMATION

VEHICLE DESCRIPTION	BODY STYLE	ENGINE	ENGINE CALIBRATION
2000 F-SERIES	F-550 RC CHASIS 4X4	7.3L TURBO - DI	
TRANSMISSION	**AXLE CODE**		
ZF M6HD-C 6-SPEED			

GENERAL WARRANTY INFORMATION

WARRANTY START DATE	BUILD DATE	START ODOM
06/28/2000	05/09/2000	

WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL\MORS LEGAL CONTACT

FIELD SERVICE ACTIONS

01S24 WIPER MOTOR GEAR COVER

*EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

REPAIR HISTORY

04/13/2001 **DEALER:** Graham Ford, Inc.
WARRANTY CLAIM NUMBER: 024983 **ODOMETER:** 014298M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
		000	01S05A		

PERFORM RECALL INSPECTION ON VALVE STEMS

END OF OASIS REPORT FOR 1FDAF57F9YED57133

ER02-018 0508

NVNP510 NAVIS Vehicle Inquiry 03/07/02 14:32:22

```
 VEHICLE ID: 1FYED57133 (WWYPBBBBBB) Vin: 1FDAF57F9YED57133 Div: 2 Status: 800
Vehcle Line: TF7     Convy Deliv: 052400   Orig P-Lvl: 032  Selling Dlr: 24D900
Order Recpt: 032900  ShipTo Stat:          Curr P-Lvl: 015     Sale Date: 062800
 Orig Sched: 042400  Rls-To Stat: FL    Order Dlr/Reg: 24900/24 Demo Dt:
   Inv Prep: 050100  Orig Int St: 051000 Orig Rls Dlr: 24900 Deliv Type: 7
   Prod Date: 050900 Curr Int St: 051000  Rls Dlr P&A: 05035  Sales Prd: 000063
    Rls Date: 051000  Dlrfin Ext: 060700   Warr Start: 062800 Cancel Sl:
Memo Consgn:              P&C Ext: 060700    WarrS-Ind:      Sale Status: G
Orig Pltbus: 050900  Advert Ext: 060700                  -Date- -Dealer- -Region-
Curr Pltbus: 050900  Slspsn SS#:  226889194  Shipped: 051000  88NZ57
T/Name: 9                                   Curr Stock: 051000  24D900     24
Addr: 7400 NW 79TH AVE     State: FL         1st-Prior:
City: MIAMI              N/A-Rcpt: 062800    2nd-Prior:
Zip:  33166          Warr-Ins-Ind: U         3rd-Prior:
V.O.:1        2         3         4         5         6         7         8
12345234567890123456789012345678901234567890123456789012345678901234567890123 4
F57YE16536    8M6Z24DH425       TC EH  698Z91  NTD M272E R PZ B J24D900 41 AZ1
8    9         0         1         2         3         4         5         6
5678901234567890123456789012345678901234567890123456789012345678901234567890
   V2 K        F1FDA9 4 W       660A 9F6IA     M
F1=Help  F3=Exit F4=Primary Menu F5=Financial Screen F9=Screen #3
```

LPREL85

Mosley, Tisha (T.S.)

From: Mosley, Tisha (T.S.)
Sent: Thursday, March 14, 2002 8:48 AM
To: Ray, Deborah (D.P.)
Subject: RE: 2000 F-Series S-Duty VIN's: 1FDAF57F9YED57133 : 1FDAF57F3YED49335

Hello Deborah,
I have received a CRC contact regarding the customer stated above. The servicing dealership is Graham Ford (02232). The customer is alleging last year April/May both vehicles were in incidents where the stem valves failed. The customer is alleging it's related to recall (01S05). Both vehicles' have since been repaired by an independent shop and I have informed him that Ford is unable to assist due to the vehicles' being already repaired and the length of time since the incidents. If you have any questions or concerns, please let me know. Thanks and have a Terrific Thursday!

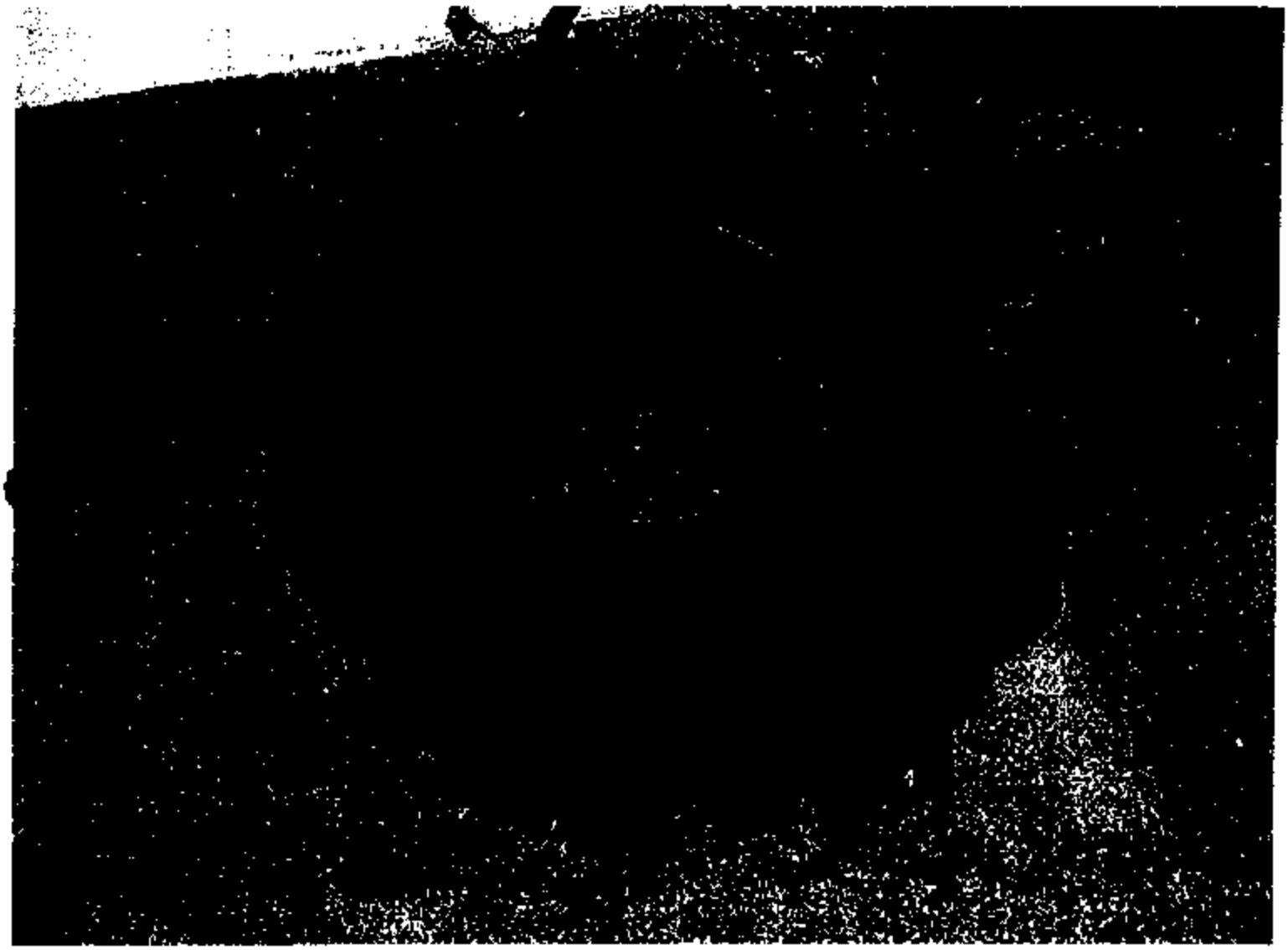
Tisha Mosley
Legal Analyst--Cincinnati Region
Consumer Affairs/Litigation Prevention
(313) 845-4657 Telephone
(313) 845-5669 Fax
tmosley@ford.com

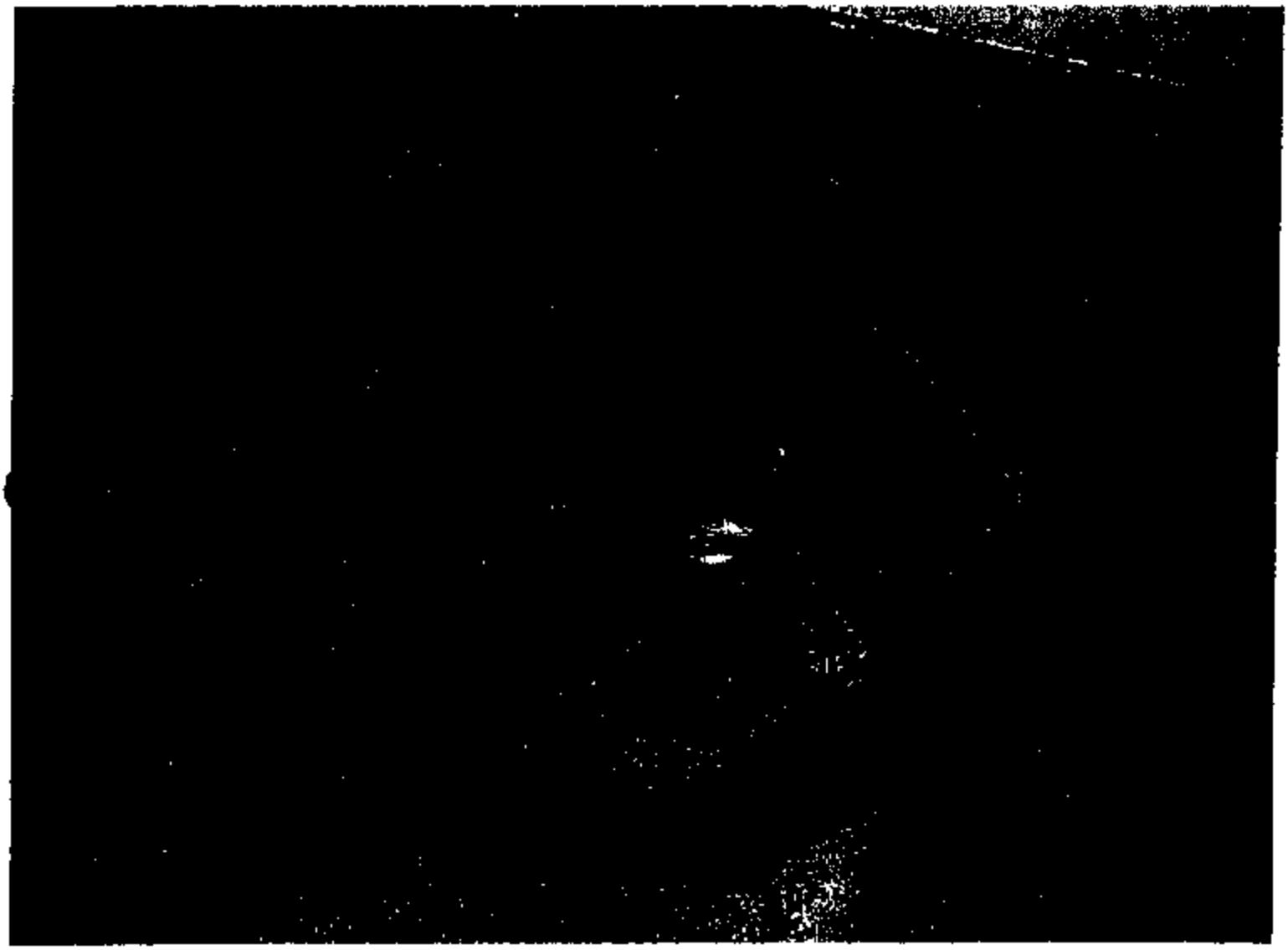
From: Howe, Brian (B.T.)
Sent: Tuesday, August 06, 2002 9:35 AM
To: Lovelace, Maria (M.E.)
Subject: CQIS Report 2HEJV003 on Tire

The above report was written on a Firestone Steel Tex LT215 85R16 tire that had the complete tread cap come off. Customer was driving and had a sudden loss of air, and tire blew. When brought in, the tire had no valve stem in it, and the tire was completely shredded with the cap off. The tire was on the right outside rear of a 2001 F350 Dual rear wheel truck, VIN 1FDWF36L41EA38326, mileage was 8021. DOT # 8X0P 1NX 2800 load range E. Failure occurred on 7/16/02. Tire is available for return.

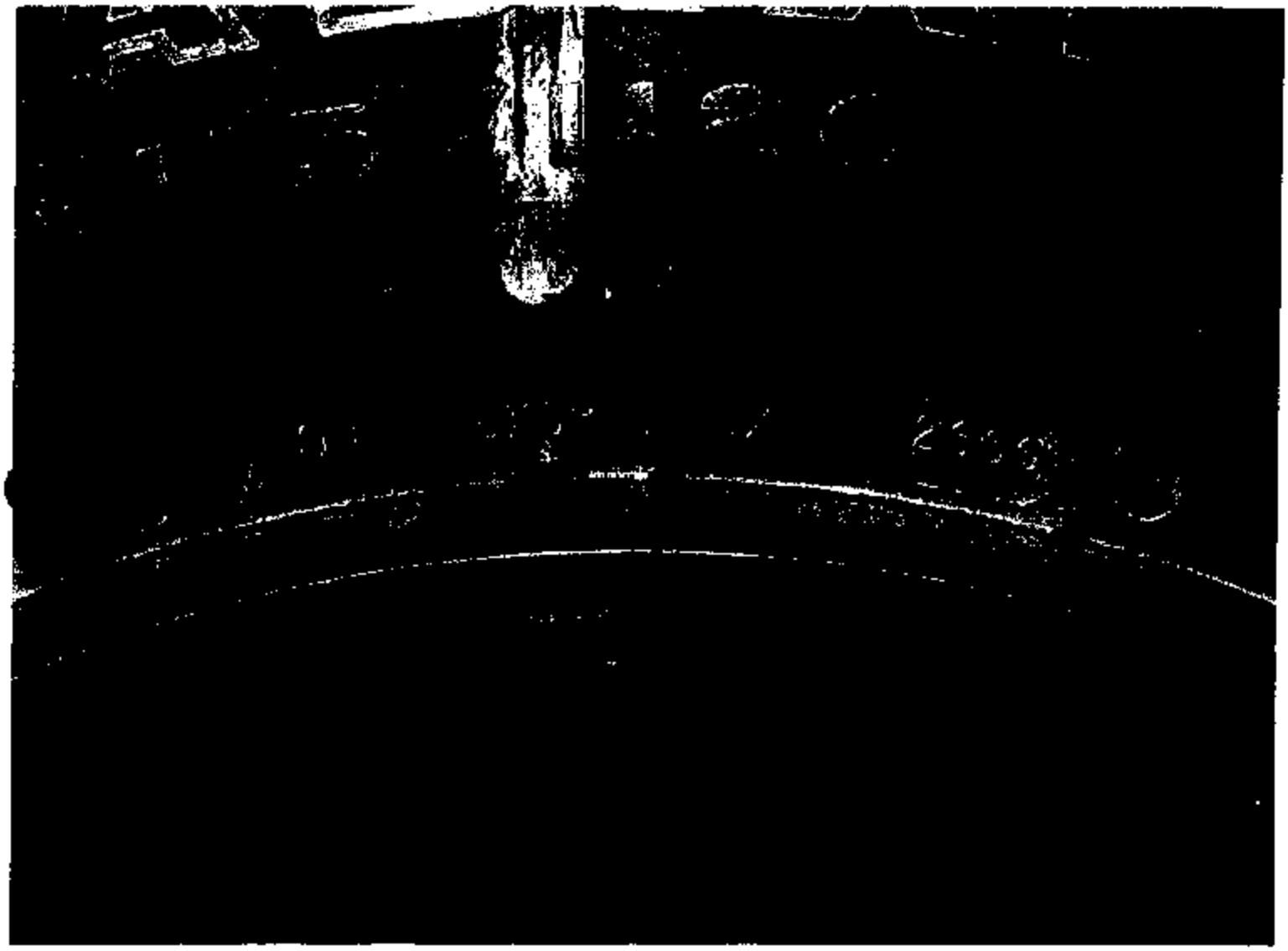
[redacted] [redacted] [redacted] [redacted]

Brian Howe
Field Quality Engineer
Enhanced Concern Identification
Ford Customer Service Division
702 205-3634 bhowe2@ford.com





ER02-018 0004



From: Brumbaugh, Stuart [Stuart.Brumbaugh@pacificorp.com]
Sent: Wednesday, October 31, 2001 12:41 PM
To: 'dmcciena@Ford.com'
Subject: FW: TR-600-HP valve stem failures

Sorry for the delay. Please confirm you got these.

-----Original Message-----
From: Johnson, Tim
Sent: Thursday, October 18, 2001 4:01 PM
To: 'lasay@ford.com'
Cc: Wells, Robert; Smith, Randy; Brumbaugh, Stuart
Subject: RE: TR-600-HP valve stem failures

Attached pictures of failed tire 73404
<<Tire Damage.jpg>> <<Tire Overall .jpg>> <<Tire Overall1.jpg>>

-----Original Message-----
From: Brumbaugh, Stuart
Sent: Thursday, October 18, 2001 3:56 PM
To: 'lasay@ford.com'
Cc: Wells, Robert; Johnson, Tim; Smith, Randy
Subject: TR-600-HP valve stem failures

Larry, we are finding these TR-600-HP series valve stems on the 19.5" as well. Please confirm OEM installation on the 19.5 as well.

On four of the units I don't have mileage in our system, will get back to you on those.

- 73404, F-250 13926 miles (10/02/2001), VIN 1FTNW21SXYED02992 (16")--1 stem failure
- 70605, F-350 46630 miles (03/02/2001), VIN 1FTWF33S9YEA44262 (16")--3 stem failures
- 69198, F-450 78815 miles 09/26/2001), VIN 1FDXF46F8XEB83964 (19.5")--1 stem failure
- 73381, F-450 TBD, VIN 1FDXW47S71EA62796 (19.5")--1 stem failure
- 73382, F-450 TBD, VIN 1FDXF47S3YEE09678 (19.5")--1 stem failure
- 73544, F-250 TBD,VIN 1FTNF21L61EC46404 (16")--1 stem failure
- 73539, F-250 TBD,VIN 1FTNF21L41EC46403 (16")--1 stem failure

From: Camilleri, Robert (R.H.)
Sent: Monday, October 29, 2001 2:19 PM
To: McClenaghan, Dean (D.C.)
Subject: FW: Valve Stem Retention, F-250/350

Dean, here are the part numbers of the steel wheels and the valve stems that we saw in the video. Most of the wheels, if not all of them were the F250/350 SRW wheels, 16x7 Steel.

1C34-1015-CA	16x6	F350 DRW	Valve Stem is PIA for this wheel
F81A-1015-AA	16x7	F250/350 SRW	
F4TA-1700-EA	TR-600-HP Eaton Stem		

Also, Larry Asay is the Utah contact. The attached note was sent to him from Tom King, ECI.

-----Original Message-----
From: King, Tom (T.F.)
Sent: Thursday, October 25, 2001 4:23 PM
To: Asay, Larry (L.L.)
Cc: Hale, Curt (B.C.); Leffert, Kyle (K.R.); McCarthy, Bob (R.M.); Camilleri, Robert (R.H.); Smith, Ryan (R.E.); Meier, Kenneth (K.W.)
Subject: Valve Stem Retention, F-250/350

The video you supplied was quite informative. Ken gave it to me this afternoon. I've already shown it and passed it on to Rob Camilleri of PD who will be sharing it with his team and briefing KTP on the information they've gained. Rob has the valve stems and information you sent, along with copies of our recent correspondence. He is very interested in some sample wheels and any other information you can provide. I've suggested he contact you directly to speed the transfer of information and provide specific requests. ECI remains interested in the information, so please cc us. I'll make sure that Rob gets copies of any EDSR/Fleet SIRs you send. We'll keep Curt at the PVT in the loop as well.

You mentioned that the stems more likely to separate seem to stick out further than others. He is quite interested in this.

Tom King (TKING1)
Concern Analyst-Special Projects
Enhanced Concern Identification
500 Town Center Dr., Suite 300, Cube 12
Dearborn, MI 48121 313-248-5610

The hole size is .453 + or - .008
Which means the hole sizes runs .445 to 461 at the largest dia.
The thickness of the material at the hole is 2.05 Max in the bossed area
The metal from sheet stock is .194 before it's stamped
The spec on the TR600HP runs from .070 to .205 at its max hole size

The stems from Eaton have been checked to print and have numbers assigned to each stem for tracking purposes.

The team will be taking a torque wrench for wheel torques
A go no go gauge for the hole
A temp sensor to monitor surface temps of the wheel and stems

And a push gauge to check effort at different temps

Accuride makes the duals for the GM product line
The hole size is a standard for the industry per Accuride

Pictures' and videos will be taken to document test and findings

Alcock, Eric (E.W.)

From: Russell, Thomas (T.M.)
Sent: Tuesday, September 19, 2000 6:16 PM
To: Alcock, Eric (E.W.)
Cc: Wolfss, Renee (R.H.)
Subject: FW: Tire air pressure loss-F-550

Eric:

The following is an email I recently got from ..., on this issue and a second one which is a response to my email asking for details of their current problems. Is there anything new on this issue from Ford's perspective?

Recently there have been several incidents relating to valve stem failure on Ford F450 & F550 Super-Duty vehicles, therefore we along with Safety recommend replacement of rubber stems with metal truck stems. Ford has acknowledged failures and we have documentation on such incidents, however they have not proposed a nationwide recall. Due to the limited number of affected units in the system we recommend immediate replacement of factory stems. In order to have a complete record of these expenses, and a historical record of the occurrence we strongly encourage you to instruct your vendor to utilize to authorize and pay for these modifications. Once we have these associated costs captured we will plead our case for total reimbursement from Ford. If you have any questions or need assistance please contact your Maintenance Representative to help coordinate the effort or answer questions.

Thanks
MP....

The issue has grown into a safety hazard, these tires are losing the valve stem while traveling. With the way we use our vehicles in loaded conditions, it is difficult to control much like a blowout, not to mention the fact of ruining the tires. I am aware of the conversation we had regarding Ford's willingness to pay for failures, however this has become such an issue we feel we need to be concerned about safety first, and $ second. Once I have more details I will let you know.

This is one of those issues that is difficult to gather on from Ford's viewpoint, most all of these repairs are handled outside of the dealer network, therefore there is little data for you to analyze. This is a real problem, and Ford should really look at the valve stem being used and move toward a different style!

Thanks for your help, I'll be in touch!

"Russell, Thomas (T.M.)" <trussel9@ford.com> on 09/18/2000 05:56:53 PM

To: Mark Payne/Texas Utilities@TU
cc: "Morman, Jeffrey (J.L.)" <jmorman@ford.com>
Subject: RE: Valve Stems

Mark,

I would be interested in getting copies of any documentation you are

speaking about. The last we spoke at the NAFA meeting, I again requested any details, because the only issue we were aware of pointed to burr's on the valve stems that resulted in the loss of tire pressure. This is not your concern as I understand it.

I will gladly forward any data you can provide to my support contacts in Detroit for their evaluation and recommendations.

Thanks,

Tom Russell
Dallas/Ft. Worth Field Manager
Ford North American Fleet Service (NAFS)
(972) 618-0909; email: trussel9@ford.com

Tom Russell
Dallas/Ft. Worth Field Manager
Ford North American Fleet Service (NAFS)
(972) 618-0909; email: trussel9@ford.com

—Original Message—

From:	Alcock, Eric (E.W.)
Sent:	Monday, August 14, 2000 8:27 AM
To:	Russell, Thomas (T.M.); Wolfas, Renee (R.H.)
Subject:	FW: Tire air pressure loss-F-550

Tom & Renee,

You had a question back in May regarding this type of a concern. Here is the latest info (see Internal Service Message below). This is an ISM and you can NOT give a copy to the fleet.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

—Original Message—

From:	Alcock, Eric (E.W.)
Sent:	Monday, August 14, 2000 9:18 AM
To:	Johnson, Dan (D.W.)
Cc:	Alcock, Eric (E.W.); Pung, Ron (R.J.); Wagner, Richard (R.R.)
Subject:	RE: Tire air pressure loss-F-550

Dan,
Here is an Internal Service Message (ISM) regarding this concern. You can NOT give the fleet a copy of this ISM, but you can tell them this information and have the fleet record the VIN, Mileage, air pressure and submit and EDSR or sent the info to me. I will enter the EDSR into CQIS.

Article #: ISM 00-08-008 Date: 08/01/2000
Symptom: 3 06 CHASS. TIRES/WHEELS
Year Vt Fm Vl Mdl Trans Engine Calib Axle
Criteria: 1999 T FH

CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM
19.5 INCH WHEEL VALVE STEMS LEAK AIR
SOME 1999-2000 F450-F550, MOTORHOME EQUIPPED WITH 19.5 INCH WHEELS MAY LEAK AIR FROM THE VALVE STEM. TO SERVICE, INSPECT WHEELS FOR BURRS AROUND THE VALVE STEM HOLE. IF NO BURRS ARE NOTED AND THE VALVE STEM ITSELF IS SUSPECTED AS THE CAUSE OF THE FAILURE, REPLACE THE RUBBER TYPE VALVE STEM WITH A METAL TYPE

VALVE STEM. PLEASE DOCUMENT FINDINGS AND AIR PRESSURES OF THE TIRES AND SUBMIT IN AN EDSR.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01680
ealcock@ford.com

----Original Message----

From:	Johnson, Dan (D.W.)
Sent:	Friday, August 11, 2000 5:20 PM
To:	Alcock, Eric (E.W.)
Cc:	Johnson, Dan (D.W.)
Subject:	Tire air pressure loss-F-550

Eric,

I am starting to run into an issue out here with the plastic valve stems we install in F-550 wheels. It seems they expand and leak in hot weather. The result is usually a shredded dual tire. One customer has switched to steel and solved his problems.

Two questions.

1. Have you heard of this?

2. Do we approve of switching to a steel valve stem?

Dan Johnson
Field Manager-North American Fleet Service
Western Region
Phone: 480/964-4592 Fax: 480/964-4568
PROFS: DJOHNS19 e-mail: djohns19@ford.com

I gave
Valve stem
To Dean

Case #

24 HOUR SERVICE

1FDXF46F5YEB58697
Cresent Trucks
(504) 833-1911

Barb,

here is the info &
part you requested.
Please contact me for
anything else..

Thank You

Wire Rope • Fittings • 5

EA02-018 0012

MICHELIN • B.F. GOODRICH • UNIROYAL • TOYO PIRELLI • CONTINENTAL • GENERAL • YOKOHAMA

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METAIRIE, LA - 3600 VETERANS 70002 - (504)888-7010
KENNER, LA - 2004 WILLIAMS BLVD. 70062 - (504)467-0888
NEW IBERIA, LA - 1737 CENTER ST. 70560 - (337) 367-2812
LAFAYETTE, LA - 303 GUILBEAU RD. 70506 - (337) 984-3088
GULFPORT, MS. - 2314 25th AVENUE 39501 - (228)863-0233
PICAYUNE, MS - 316 HIGHWAY 43 SOUTH 39466 (601)798-8990

09:01 AM
Invoice Number HO-6007

Sold To

HOUMA, LA

HOUMA, LA.

Telephone Number: 504-876-5511 Tire/Service Tech RJB Mileage 36,867
P.O. Number: N0622265LL Auto Tech Unit #
CarryOut/Delivery: Sales Person JPF
Make/Model: 00 FORD F-450 License # B419657

Qty	Description	Price	Amount
1	8225/70R19.5 10PLY BSIN 9137	195.75	195.75
	FEDERAL EXCESS TAX	4.17	4.17
1	STM	10.00	10.00
1	-BRE BRIDGESTONE REGULAR	10.00	10.00
1	-WTR LA WASTE TIRE FEE	2.00	2.00

NEW LOCATION: 8041 WEST TUNNEL BLVD. HOUMA, LA. 70360 (504) 868-4570
JAMES FANGUY, MGR. RICKY BERGERON, ASSST. MGR. THANK YOU FOR YOUR SUPPORT

* * * DEN.V'D.ICB * * *

SUB-TOTAL	221.92
SALES TAX	18.14
TOTAL	240.06

USE CHARGE 4512-100

ABOVE MERCHANDISE RECEIVED IN GOOD CONDITION

MONTH 12,000 MILE PARTS WARRANTY • 90 DAYS LABOR WARRANTY • NO WARRANTY ON CUSTOMER SUPPLIED PARTS
INTEREST CHARGED ON PAST DUE ACCOUNTS AT RATE OF 1 1/2% • ALL MERCHANDISE RETURNED IS SUBJECT TO 10% RESTOCKING CHARGE.

ALIGNMENTS • BRAKES • OIL CHANGES • SHOCKS/STRUTS • TUNE-UPS • AIR CONDITIONING • CUSTOM WHEELS

CUSTOMER COPY

ER02-018 0013

STEM

MARK WILSON K.T.P.

LYNN EDWARDS 26426 450

BOB WHEELOCK 76558

DALE GREEN 13 322 3433

KTP F. ROTH 429-2448

NOT SURE:

VAL OK

HOLE OK

G. THOMPSON 770-698-2667

MACHINE:

19.5 RIM'S

450 550

Hand is OK?

OVER INSERTED

HOLE NOT IN EQUIPMENT

12:00

2:00

EA82-018 0014

NAFS Request For RCD Concern Investigation Package #00006161
Concern: 1999 – 2000 F250SD – F550SD Valve Stem "blown" out of wheel.

Potential	QSF	High Impact
	☐	☐

$/repair..... ☐
Cust. Impact..... ☐
Veh. Affected..... ☐

Vehicles Effected: 1999 – 2000 F250SD – F550SD

Customer Concern/ Issue: Wheel valve stem "blown" out of wheel when driving causing a flat tire.

Failure Mode: Wheel valve stem failure causing a rapid loss of tire air pressure. Has been reported by 4 different fleets. Has been reported on all wheel locations

Symptom) Rapid loss of tire air pressure

Causal Part: Dill TR-600-HP valve stem

Causal Usage: Mileage range has been from 100 – 68,000 miles.

Causal Environment: Most are in the Southern US.

Type of Concern:
Design..... ☐
Mfg..... ☐
Quality..... ☐
Diagnostic..... ☐

NAFS Contacts: Eric Alcock (313-337-6741) NAFS General Office
Tom Peeler (770-632-1105) NAFS Field Manager, Ron Canal (281-290-8362) NAFS Field Manager
Dan Johnson (480-964-4592) NAFS Field Manager, Renee Woitas (651-628-0713) NAFS Field Manager

First Indicator:

Indicator Summary: 14 CQIS reports on 2000 model year, build dates 8/14/99 – 4/20/00, mileage range 100 – 35,632.

CQIS: Folder/Report # 00006161 **Owner Name** MWILSON7

Parts/ Photos: Parts sent to Mark Wilson (502-429-2546) at KTP PVT

Next/Previous Article (N/P): _ Article #: ISM 00-08-008 Date: 08/01/2000

Symptom: 3 06 CHASS. TIRES/WHEELS

	Year	Vt	Fm	Vl	Mdl	Trans	Engine	Calib	Axle
Criteria:	2000	T	FH						

FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM

19.5 INCH WHEEL VALVE STEMS LEAK AIR

SOME 1999-2000 F450-F550, MOTORHOME EQUIPPED WITH 19.5 INCH WHEELS MAY LEAK AIR FROM THE VALVE STEM. TO SERVICE, INSPECT WHEELS FOR BURRS AROUND THE VALVE STEM HOLE. IF NO BURRS ARE NOTED AND THE VALVE STEM ITSELF IS SUSPECTED AS THE CAUSE OF THE FAILURE, REPLACE THE RUBBER TYPE VALVE STEM WITH A METAL TYPE VALVE STEM. PLEASE DOCUMENT FINDINGS AND AIR PRESSURES OF THE TIRES AND SUBMIT IN AN EDSR.

AUTHOR: DANIEL EBERHART (DEBERHA2) 77069

No. [illegible]
Date 8/8/00
Replaces
Rack Section Valves
Attachments

PRODUCT NEWS UPDATE

SUBJECT: TR600HP VALVES - CAUTION (#24120, #24121)

We receive periodic complaints that the TR600HP series valve fails in service.

Many of these failures have been traced to a misapplication of the valve.

This high pressure snap-in valve is designed for use in rims no thicker than .205" (just over 3/16").

A recent application on a Ford F350 was in a rim with a thickness of .246 (1/4"). The difference in thickness causes the valve to leak, causing a tire failure.

Light truck wheel applications over .205" rim thickness require a metal clamp-in valve such as the #21583 (TR418).

We have heard "stories" that Ford shipped a number of F350, F350 and F450 trucks with standard snap-in valves and that these valves are being replaced in the field. Stress to the dealer that the rim thickness must be verified before using a snap-in valve.

Caution – do not use metal extensions on the TR600HP valves. The extra weight causes the valve to move, breaking the seal.

450-550

Mini-FAX Transmittal Date 8/30/00 Pages 20

TO Eric Alcock	FROM Don Johnson
BLDG.	BLDG.
TELEPHONE	TELEPHONE
FAX NO.	FAX NO.

NJP/#

I [illegible] an RO # when/if you get one Dec

** TOTAL PAGE.01 **

Alcock, Eric (E.W.)

From: Fritschen, Steven (S.E.)
Sent: Monday, May 01, 2000 7:45 AM
To: Alcock, Eric (E.W.)
Cc: Fritschen, Steven (S.E.)
Subject: FW: F550 Super Duty valve stem concerns

Mr. Alcock

A question for you!

Thanks!
Steve Fritschen
Tech Liaison, North American Fleet Service, FCSD
Phone# 313-845-7337, Fax# 313-390-1880
1665 Fairlane Circle, Allen Park, MI (FBP6)

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Tuesday, April 25, 2000 6:10 PM
To: Steven Fritschen; Steve Smith (E-mail)
Cc: Renee Woitas; Thomas Russell
Subject: FW: F550 Super Duty valve stem concerns

Steve,

Following is a question on a Fleet down in the Dallas area. Have you seen any problems on the F550's and their valve stems? I can't say I've run into it before. Thanks a lot.....

-----Original Message-----
From: Smith, Steve A (CAP, FLEET)
[mailto:SteveA.Smith@fleet.gecapital.com]
Sent: Thursday, April 20, 2000 4:51 PM
To: 'rwoitas@ford.com'
Subject: F550 Super Duty valve stem concerns

A customer, mentioned a concern with a number (?) of '99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning. It sounds as if there is a solid rubber one with a interference fit from the factory and repair shops are replacing with a metal and rubber combination that is secured by a jamb nut.

Can you nose around a bit and see if this is a known problem at all. Let me know if you need specifics and I will attempt to get them.

Alcock, Eric (E.W.)

From: Johnson, Dan (D.W.)
Sent: Friday, August 11, 2000 5:20 PM
To: Alcock, Eric (E.W.)
Cc: Johnson, Dan (D.W.)
Subject: Tire air pressure loss-F-550

Eric,

I am starting to run into an issue out here with the plastic valve stems we install in F-550 wheels. It seems they expand and leak in hot weather. The result is usually a shredded dual tire. One customer has switched to steel and solved his problems.

Two questions.

1. Have you heard of this?

2. Do we approve of switching to a steel valve stem?

Dan Johnson
Field Manager-North American Fleet Service
Western Region
Phone: 480/964-4592 Fax: 480/964-4568
PROFS: DJOHNS19 e-mail: djohns19@ford.com

EA02-818 0019

Alcock, Eric (E.W.)

From: GUILLORY, HOWARD G [HGUILLO@entergy.com]
Sent: Thursday, August 24, 2000 9:06 AM
To: 'Eric Alcock'
Subject: FW: F550 tire failures

FYI

> -----Original Message-----
> From: GORE, THOMAS I
> Sent: Thursday, August 24, 2000 6:19 AM
> To: ROBERTS, MICHAEL H; CORNE, DAVID P; RETHERFORD, EDWARD J; GRANT,
> ARLIS W; PODRAZA, JAMES
> Cc: GUILLORY, HOWARD G; SLAVEN, JESSE O
> Subject: RE: F550 tire failures
>
> Yes we have---We have presented to SAB in Mississippi and Jesse Slaven
is
> sending out system wide alert. We are installing metal valve stems in
the
> trucks we have received and are installing in the new ones before we
send
> out to field. We are also experiencing tire problems on front tires
and
> are replacing within 10K miles. The wear characteristics of this tire
are
> terrible and don't hold up on the front.
> Ivy
>
> -----Original Message-----
> From: ROBERTS, MICHAEL H
> Sent: Wednesday, August 23, 2000 6:01 PM
> To: GORE, THOMAS I; CORNE, DAVID P; RETHERFORD, EDWARD J; GRANT,
ARLIS
> W; PODRAZA, JAMES
> Cc: GUILLORY, HOWARD G
> Subject: F550 tire failures
>
> I had a report today regarding two 19.5" tire failures on one of our
new
> L37M material handlers on an F550. In each of these two instances, the
> valve stem failed and caused the tire to go flat. One failure involved
a
> front tire and one a rear tire. Both failures were on the same truck,
but
> occurred at different times. The truck in question has been in service
> only a few months.
>
> Have any of you experienced or heard of similar tire failures on the
F550
> or F450 trucks with 19.5" tires?
>
> Thanks
> Mike

EA02-016 0020

Alcock, Eric (E.W.)

From: Peeler, Tom (T.H.)
Sent: Thursday, August 24, 2000 10:01 AM
To: Reed, Bill (B.P.)
Cc: Alcock, Eric (E.W.); Radaker, Bruce (B.E.)
Subject: Valve Stem Problem

Bill, I was asked by to look at some of their F-Super Duty trucks as they have had a tire failure on one of their trucks. They described it as a rapid loss of air pressure as they were traveling down the inter state. By the time they got the truck stopped and off the road the tire was torn to shreds. After they inspected the remains of the tire they noted that there was no valve stem in the wheel. They also said they had three other reports of the same type from their sister company (Georgia Power).
We looked at a lot of their trucks and found one (1FTNX21LXXEA64713) that the valve stem seamed to be cut and one other that was leaking. We broke the tire down and found the area where the stem went thru the wheel was chaffed and cut. These were Dill TR-600-HP stems. This unit had 68000 miles and was on its second set of tires and the valve stem had not been changed when the tires were replaced. I kept two of these stems and if you need to see them I can send them to you.
The customer is very concerned about this issue and has asked me to get Ford involved. Have we seen any problem with these stems? Do we have any recommendations on this issue?
is thinking about changing out all these Dill stems and asked me to find out what other types of stems Ford uses? They have F-250 thru F-550's with 16 inch and 19.5 inch wheels. Can you get me a list of stems that we use RPO and DSO by make and model so they can review. They think this may be a revision that they add to their truck specs next year. If possible could you get me a stem of each type for them to look at as they make a decision? They are very anxious to get this list. We need this list of stems so if they do add a specific stem to their specs for next year, their choice would be one that we are offering.

Tom Peeler
Field Manager
North American Fleet Service
Central South Region
Atlanta, Birmingham and UPS

Alcock, Eric (E.W.)

From: Canal, Ron (R.J.)
Sent: Monday, August 28, 2000 10:28 AM
To: Alcock, Eric (E.W.)
Cc: Bouwkamp, Bruce (B.D.); CLAUDE MASTERS (Business Fax)
Subject: Valve Stem Failures

Eric,

requested I inspect son vehicle for premature valve stem failures.
Appears to tear at installation, eventually, with vibration, begin leaking.

unit #	vin#	MODEL	location	mileage
2201	1FDNF20F8YEB08186	F-250	left rear	10,844
2536	1FDNF20F3XED98673	F-250	left front	12,772
2668	1FDWF36F0XEB76251	F-350	right front	20,896
6427	1FTNW21F5XEB93252	F-250	right front	61,256

See attached picture of parts available upon request.
NOTE: The valve on right was still holding air. We removed it by pushing it in spilling was occurring .
These valves came off Unit 6427.

FLAP VALVES.jpg

Please advise,

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

EA02-615 0022

[redacted]

```
==================================================================
CCCCCCCCCCC     QQQQQQQQQQQQQQQQ      IIIIIIIIIIII    SSSSSSSSSSSSS
CCCCCCCCCCCC   QQQQQQQQQQQQQQQQQQ     IIIIIIIIIIII   SSSSSSSSSSSSSS
CC        CC   QQ              QQ         II        SS           SS
CC             QQ              QQ         II        SSS
CC             QQ              QQ         II         SSS
CC             QQ              QQ         II          SSSSSSSSSSSS
CC             QQ              QQ         II          SSSSSSSSSSSSS
CC             QQ         QQ   QQ         II                     SS
CC             QQ          QQ  QQ         II                     SS
CC        CC   QQ            QQ QQ         II         SS          SS
CCCCCCCCCCCC   QQQQQQQQQQQQQQQQQQ     IIIIIIIIIIII   SSSSSSSSSSSSS
CCCCCCCCCCC     QQQQQQQQQQQQQQQQ QQ   IIIIIIIIIIII    SSSSSSSSSSS
==================================================================
```

```
==================================================================
    DATE        :  5 Sep 2000                    TIME      : 11:02:09
    EMPLOYEE ID:  EALCOCK                       NAME      : ALCOCK
    ROOM #      :  345                           BUILDING  : FBP6
==================================================================
```

REQUESTED ON 09/05/2000 AT 11:01:20

PRINT CONCERN FOLDER - 00006161, WITH REPORT DETAIL

TEF01 CQIS Concern Folder

Folder: 00006161 2 00 FH C50 VALVE STEM BLOWING OUT OF RIM 450/550
Status (T,A,C): T TRACKING CON. Status Date: 08/25/2000
Follow-up Date: 12/31/9999 Owner:
Index Points: Part Nbr: - -
YTD Part Sales: Part Desc:
Backorder: Resp Person:
Total Reports: 14 Resp Phone: ( ) -

Folder Comments

Date	Comments

CQIS Report Number: YFAA3008 Program Type: H Orig Rpt #:
Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 06/01/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X4 SD,CRW CAB,CHASCAB VIN : 1FDAW57F0YEA32547
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 19,000 MILES
Operating Environ: WCC :
Vehicle Use : FLATBED/STAKEBED Rsp. Act:

SYMPTOM: 3 06 2 99 CHASSIS TIRES/WHEELS
AIR LOSS CONCERN NOT LISTED
Additional Symptom: VALVE STEM CORES CRACKING
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR TECH STATES THAT THE VALVE STEM CORES ON THIS TRUCK ARE CRACKING ON ALL 6 WHEELS. TECH STATES THAT ONE OF THE VALVE CORES RECENTLY BLEW OUT OF THE TIRE WHILE THE CUSTOMER WAS DRIVING AROUND A CORNER. TECH STATES THAT THE CUSTOMER DOES NOT HAUL CHEMICALS AND DOES NOT TREAT THE TIRES WITH ANY CHEMICALS. TECH STATES THAT THE CUSTOMER HAD THE TIRES SET AT 80 PSI.

RECOMM ADVISED TECH OF NO KNOWN CONCERNS. ADVISED TO REPLACE VALVE STEM CORES. INSPECT WHEEL FOR SHARP EDGES OR CRACKS AT THE HOLE FOR THE VALVE STEM.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: B1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/14/1999 Warranty Start Date: 09/03/1999
Date of Sale: 09/03/1999 Selling Dlr (Mkt,Dlr,Sub): 04543
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 002 AA
Bld Dt: Calb: Serial #: 1101932F

TRANSMISSION

Trans: 4R100 AUTO/DIESEL Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

CQIS Report Number: YFAA3008 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/01/2000

- - - A D D I T I O N A L - - -

Tire : Brand :
Radio : ELETR PREM STRO/CSTE/DISC/CLK A/C : MANUAL AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY --------- VERMILION WB C/C-W/B

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : KENNY NOACK Title: TECHNICIAN
Phone : - -

Rpair Dlr: 04543 - CARAWAY FORD MERCURY INC Ph#:(210) 672-9646
City: Gonzales State : Texas
Country: UNITED STATES Region : Southwest - 52

Spacialist's
Name : GRANT BONNEMA

---------- C Q I S V I N H I S T O R Y ----------

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
02/11/2000	YBKED006	NHL	CHASS.		04543

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: YFME7006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/13/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X2 SD,REG CAB,CHASCAB VIN : 1FDAF56F1YEB37485
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 3,500 MILES
Operating Environ: NCC :
Vehicle Use : FLEET Rsp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Additional Symptom: WHEEL STEM PROBLEM
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
REPAIR	SERVICE MANAGER STS THAT VALVE STEMS POP OUT OF THE WHEEL. SM STS THA T HE HAS OBSERVED RECURRING PATTERN TO THIS CONCERN. SM WANTED TO KNOW IF THE STEMS WERE WARRANTABLE PARTS. SM SEEKING KNOWNS.
RECOMM	ADV SM REPLACE VALVE STEMS. ADV SM THAT NO POSSIBLE KNOWNS WERE AVAILABLE AT THIS MOMENT. CONSULTED WITH PRODUCT SPECAILIST AND TEAM LEADER REGARDING THIS MATTER.COMMON ANALOGY WAS TO WRITE A REPORT ON THIS CONCERN AND WRITE A SERVICE MESSAGE ALSO. REGARDING THE WARRA NTY ISSUE, ADV SM TO CONSULT CSM.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 11/06/1999 Warranty Start Date: 03/30/2000
Date of Sale: 03/30/2000 Selling Dlr (Mkt,Dlr,Sub): 08181
Dealer Special Order: Gross Vehicle Weight: 1900 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 001 AB
Bld Dt: Calb: Serial #: 1188547F

TRANSMISSION

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : MANUAL AIR CONDITIONER

CQIS Report Number: YFME7006 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/13/2000

Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title: MANAGER
Phone : - -

Rpair Dlr: 08181 - Broadway Ford Truck Sales, Inc Ph#:
City: St Louis State : Missouri
Country: UNITED STATES Region : Kansas City - 53

Specialist's
Name : KETAN BHATIA

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: YFNI4003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/14/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X2 SD,REG CAB,CHASCAB VIN : 1FDAF56F6YEA42369
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 6,000 MILES
Operating Environ: WCC :
Vehicle Use : FLATBED/STAKEBED Rep. Act:

SYMPTOM: 3 06 2 00 CHASSIS TIRES/WHEELS
AIR LOSS OTHER (CODE NOT AVAILABLE)
Additional Symptom: VALVE STEMS CUT
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR SF STS THAT THE CUSTOMER CONCERN IS WITH A COUPLE OF VALVE STEMS BEING CUT. SF STS THAT THE CUSTOMER IS NOT THERE AND IS SEEKING ANY KNOWNS

RECOMM ADV SF OF NO KNOWN CONCERNS. ADV SF IT MAY HAVE BEEN FROM THE CONDITI ONS THE VEHICLE HAS BEEN THROUGH (ROUGH TERRIAN/OFF-ROADING).

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: S1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CS:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/26/1999 Warranty Start Date: 11/11/1999
Date of Sale: 11/11/1999 Selling Dlr (Mkt,Dlr,Sub): 00193
Dealer Special Order: Gross Vehicle Weight: 1900 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 001 AA
Bld Dt: Calb: Serial #: 1074249F

TRANSMISSION

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YFNI4003 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/14/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 00193 - JACKY W JONES FORD INC Ph#:
City: Cleveland State : Georgia
Country: UNITED STATES Region : Atlanta - 21

Specialist's
Name : MICHAEL JACKSON

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: YFPAA441 Program Type: Q Orig Rpt #: 343833
Report Source: MSS - FCSD - QSFS Report Date: 06/16/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X4 SD,REG CAB,CHASCAB VIN : 1FDAF57FXYEB21445
Engine : 7.3L DI NAVISTAR T/C DIESEL Odomater: 549 MILES
Operating Environ: WCC : 5K01
Vehicle Use : Rsp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 1015 WHEEL ASSY
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

COMMENTS

--TYPE--	COMMENT TEXT
CONCER	THE TIRES ARE LOOSING AIR SLOWLY.
TECH/C	DISCOVERED THAT THE VALVE STEMS ARE LEAKING SLOWLY ON ALL 6 WHEELS, ALSO FOUND THAT THE STEMS ARE RATED FOR 60 PSI AND THE TIRE PRESSURES ARE 85 PSI. CHANGED STEMS TO A CLAMP STYLE AND THE PROBLEM WAS FIXED.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CS:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	1015	SERVICE	WHEEL ASSY	YES

VEHICLE DETAILS

Vehicle Build Date: 10/30/1999 Warranty Start Date: 11/17/1999
Date of Sale: 11/17/1999 Selling Dlr (Mkt,Dlr,Sub): B8046
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINES

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 002 AB
Bld Dt: Calb: Serial #: 1181879F

TRANSMISSION

Trans: 4R100 AUTO/DIESEL Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C :
Paint : RED EXTERIOR PAINT FAMILY --------- VERMILION WB C/C-W/B

CQIS Report Number: YFPAA441 Program Type: Q Orig Rpt #: 343833
Report Source: MSS - FCSD - QSFS Report Date: 05/16/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: B8046 - KEN KNAPP FORD SALES LTD Ph#: (
City: Essex Province : Ontario
Country: CANADA Region : 08 FCSD REGION-CANADA

Claim #/Date : 76048

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

CQIS Report Number: YFUEC020 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/21/2000

REPORT SUMMARY

VEHICLE: 2000 F350 4X2,REGCAB ,CHASCAB VIN : 1FDWF36F3YEB79795
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 6,000 MILES
Operating Environ: NCC :
Vehicle Use : AMBULANCE Rsp. Act:

SYMPTOM: 3 06 2 00 CHASSIS TIRES/WHEELS
AIR LOSS OTHER (CODE NOT AVAILABLE)
Additional Symptom: VALVE STEMS LOSE AIR
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
REPAIR	SF STS TIRES LOSING AIR THROUGH VALVE STEMS. SF STS RESCUE DEPARTMENT DOWN THE STREET HAS SIX VEHICLES WITH CONCERN. SF STS VALVE STEM LOOKS TOO SMALL FOR HOLE. SF STS AMBULANCE COMPANY IS REPLACING THEM WITH METAL VALVE STEM WHICH RESOLVES CONCERN. LOOKING FOR KNOWNS
RECOMM	ADV SF THIS IS A NEW CONCERN. ADV SF TO REPLACE VALVE STEMS.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 12/02/1999 Warranty Start Date: 12/30/1999
Date of Sale: 12/30/1999 Selling Dlr (Mkt,Dlr,Sub): 05238
Dealer Special Order: Gross Vehicle Weight: 1250 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 002 AB
Bld Dt: Calb: Serial #: 1203586F

TRANSMISSION

Trans: 4R100 AUTO/DIESEL Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : LT215/85R-16E BSW A-S Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YFUEC020 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/21/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 01078 - Ben Satcher Motors, Inc. Ph#:
City: Lexington State : South Carolina
Country: UNITED STATES Region : Atlanta - 21

Specialist's
Name : JOSEPH MCDONALD

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: YGXJI001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/24/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X2 SD,REG CAB,CHASCAB VIN : 1FDAF56F2YEB37981
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 21,635 MILES
Operating Environ: WCC :
Vehicle Use : SERVICE/UTILITY BODY Rsp. Act:

SYMPTOM: 3 06 2 99 CHASSIS TIRES/WHEELS
AIR LOSS CONCERN NOT LISTED
Additional Symptom: VALVE STEMS LEAKING
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR TECH STS THE VALVE STEMS BLEW OUT OF THE VEHICLE. STS HE HAS HAD A FEW OTHER SIMILAR VEHICLES W/ THE SAME CONCERN. ALSO STS HE INSTALLED METAL VALVE STEMS AND THE CONCERN HAS NOT COME BACK. SEEKING KNOWNS.

RECOMM ADVISED TECH OF NO KNOWNS. ADV I WOULD FORWARD THE REPORT TO THE SPECIALIST.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 11/03/1999 Warranty Start Date: 12/08/1999
Date of Sale: 12/08/1999 Selling Dlr (Mkt,Dlr,Sub): 00053
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 001 AB
Bld Dt: Calb: Serial #: 1181649F

TRANSMISSION

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YGXJI001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/24/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 00053 - CHESAPEAKE FD TRK SLS INC Ph#:
City: Baltimore State : Maryland
Country: UNITED STATES Region : Washington - 27

Specialist's
Name : CHRISTOPHE WOLKEN

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: YGYIX009 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/25/2000

REPORT SUMMARY

VEHICLE: 2000 F450 4X2 SD,CRW CAB,CHASCAB VIN : 1FDXW46F7YEB96108
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 35,632 MILES
Operating Environ: WCC :
Vehicle Use : FLATBED/STAKEBED Rep. Act:

SYMPTOM: 3 06 2 00 CHASSIS TIRES/WHEELS
AIR LOSS OTHER (CODE NOT AVAILABLE)
Additional Symptom: VALVE STEMS BLOW OUT
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR CUSTOMER COMPLAINS THAT THE VALVE STEMS ON THE WHEELS LEAK/BLOW OUT. TECH HAS NOT VERAFIED A LEAK. CUSTOMER WANTS TECH TO INSTALL METAL STEMS.

RECOMM ADVISED TECH TO CONTACT SERVICE REP FOR OTHER THAN NORMAL WARRANTY CONSIDERATION. ADVISED NO KNOWNS WITH VALVE STEMS.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: S1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 12/17/1999 Warranty Start Date: 03/15/2000
Date of Sale: 03/15/2000 Selling Dlr (Mkt,Dlr,Sub): 04533
Dealer Special Order: Gross Vehicle Weight: 1500 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 001 AB
Bld Dt: Calb: Serial #: 1208515F

TRANSMISSION

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YGYIX009 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/25/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 02522 - Metro Ford Truck Sales, Inc. Ph#:
City: Dallas State : Texas
Country: UNITED STATES Region : Southwest - 52

Specialist's
Name : DAVID SERGENT

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: YG1GR007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/27/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X2 SD,CRW CAB,CHASCAB VIN : 1FDAW56F3YEB73677
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 10,000 MILES
Operating Environ: WCC :
Vehicle Use : MOTORHOME Rsp. Act:

SYMPTOM: 3 06 2 99 CHASSIS TIRES/WHEELS
AIR LOSS CONCERN NOT LISTED
Additional Symptom: VALVE STEMS BLOW WHEN HOT
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
REPAIR	CALLED SM IN RESPONSE TO EMAIL ON RECEIVED TODAY. SM STS VEHICLE HAS SPLIT TWO VALVE STEMS. SM STS THE VALVE STEMS ARE THE SAME ONES USED ON THE 16 INCH WHEELS. SM STS THIS VEHICLE HAS 19.5" WHEELS. SM STS THE TIRE DEALER TOLD THEM THAT THE VALVE STEMS ARE ONLY RATED AT 80 PSI. THE MAX TIRE PRESSURE IS 95PSI. THE CUSTOMER SETS THE PRESSURE AT 90 PSI. SM STS LATELY THE AMBIENT TEMP HAS BEEN UP TO 108 DEGREES F. SM STS ON THE ASPHAULT HIGHWAY THE TEMPS ARE 140 DEGREES F. SM STS IN THE HEAT THE TIRE PRESSURE RISES ENOUGH TO SPLIT THE VALVE STEMS. SM STS ON OTHER VEHICLES THEY HAVE INSTALLED THE METAL VALVE STEMS WHICH DON'T SPLIT. LOOKING FOR KNOWNS.
RECOMM	CONSULTED WITH WBONERS2 - ADVISE TO INSTALL METAL VALVE STEMS AND GET APPROVAL FROM REGIONAL OFFICE - CSM OR WARRANTY MANAGER.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 12/01/1999 Warranty Start Date: 12/01/1999
Date of Sale: 12/01/1999 Selling Dlr (Mkt,Dlr,Sub): 02506
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 001 AB
Bld Dt: Calb: Serial #: 1210893F

TRANSMISSION

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #:

CQIS Report Number: YG1GR007 Program Type: H Orig Rpt #:
Report Source: MSS - FC8D - TECH SWC HOTLINE Report Date: 07/27/2000

Model: Plt: Shft:

- - - A D D I T I O N A L - - -

Tire : Brand :
Radio : ELETR PREM STRO/CSTE/DISC/CLK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A -------- OXFORD WHITE WB C/C-W/B

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - - - -

Rpair Dlr: 02506 - Gloff Ford-Mercury Ph#:
City: Clifton State : Texas
Country: UNITED STATES Region : Southwest - 52

Specialist's
Name : DANIEL EBERHART

---------- C Q I S V I N H I S T O R Y ----------

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
07/28/2000	YG2AK002	EDSR	CHASS.		02506

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: YG2AK002 Program Type: Q Orig Rpt #:
Report Source: MSS - FCSD - QSFS Report Date: 07/28/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X2 SD,CRW CAB,CHASCAB VIN : 1FDAN56F3YEB73677
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 100 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 06 2 99 CHASSIS TIRES/WHEELS
AIR LOSS CONCERN NOT LISTED
Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

CONCER THE VALVE STEMS ARE BLOWING OUT OF THE WHEELS AND ARE SPLITTING DOWN THE SIDES. THE STEMS ARE RATED ONLY FOR 80 PSI. TIRE IS RATED OVER 95 PSI.

REPAIR NEED BETTER VALVE STEMS ON 19.5 INCH WHEELS, STEEL TYPE.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOBC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 12/01/1999 Warranty Start Date: 12/01/1999
Date of Sale: 12/01/1999 Selling Dlr (Mkt,Dlr,Sub): 02506
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 001 AB
Bld Dt: Calb: Serial #: 1210893F

TRANSMISSION

Trans: ZF M6HD 6SP Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELETR PREM STRO/CSTE/DISC/CLK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YG2AK002 Program Type: Q Orig Rpt #:
Report Source: MSS - FCSD - QSFS Report Date: 07/28/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ---------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 02506 - Gloff Ford-Mercury Ph#:
City: Clifton State : Texas
Country: UNITED STATES Region : Southwest - 52

Customer name : HENRY CONNER City :
Specialist's
Name : DATA ENTRY6

---------- C Q I S V I N H I S T O R Y ----------

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
07/27/2000	YG1GR007	NHL	CHASS.		02506

--- S U P P L E M E N T A L S U R V E Y: NONE ---

CQIS Report Number: YHOEX002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/15/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X2 SD,REG CAB,CHASCAB VIN : 1FDAF56F7YEC85530
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 300 MILES
Operating Environ: WCC :
Vehicle Use : FLATBED/STAKEBED Rsp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Additional Symptom: VALVE STEM LEAK
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
REPAIR	SF/LARRY STS HAS TWO TRUCKS THAT ARE LEAKING AROUND VALVE STEM. SF SEE KING KNOWNS.
RECOMM	ISM 00-08-008 CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM ADVISED SF TO CHECK FOR BURRS AROUND VALVE STEM OPENING IN WHEEL...REPLACE VALVE STEM WITH METAL TYPE AS PER ISM ABOVE.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 03/08/2000 Warranty Start Date: 05/30/2000
Date of Sale: 05/30/2000 Selling Dlr (Mkt,Dlr,Sub): 20363
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 002 AB
Bld Dt: Calb: Serial #: 1297395F

TRANSMISSION

Trans: 4R100 AUTO/DIESEL Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C :
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YHOFX002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/15/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 20363 - TOM JONES FORD INC Ph#:
City: Buckeye State : Arizona
Country: UNITED STATES Region : Los Angeles - 71

Specialist's
Name : MATT WOOD

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

CQIS Report Number: YHRR2014 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/16/2000

REPORT SUMMARY

VEHICLE: 2000 F450 4X2 SD,REG CAB,CHASCAB VIN : 1FDXF46S3YEA61107
Engine : 6.8L SOHC EFI Odometer: 15,000 MILES
Operating Environ: WCC :
Vehicle Use : FLATBED/STAKEBED Rsp. Act:

SYMPTOM: 3 06 2 99 CHASSIS TIRES/WHEELS
AIR LOSS CONCERN NOT LISTED
Additional Symptom: VALVE STEMS BLOW OUT.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR TECH STATES CUSTOMER COMPLAINT OF VALVE STEMS BLOWING OUT OF RIM, LOOKING FOR KNOWNS.

RECOMM ISM 00-08-008 CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM
SSM 12987 SET TIRE PRESS PER SAFETY COMPLIANCE CERTIFICATION
ADVISED OF ABOVE MESSAGES.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 09/09/1999 Warranty Start Date: 10/08/1999
Date of Sale: 10/08/1999 Selling Dlr (Mkt,Dlr,Sub): 01771
Dealer Special Order: Gross Vehicle Weight: 1500 LBS
LH/RH Drive:

ENGINE

Engine: 6.8L SOHC EFI Tag: OE 662 AB
Bld Dt: Calb: 0F718NC A Serial #:

TRANSMISSION

Trans: 4R100 G Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YHRSR014 Program Type: B Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/18/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 01771 - Billingsley Ford of Lawton, In Ph#:
City: Lawton State : Oklahoma
Country: UNITED STATES Region : Southwest - 52

Specialist's
Name : PAUL BOIVIN

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

CQIS Report Number: YHWPG007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/23/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X4 SD,CRW CAB,CHASCAB VIN : 1FDAW57F3YED32597
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 13,238 MILES
Operating Environ: WCC :
Vehicle Use : STOCK Rsp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Additional Symptom: VEHICLE HAS BLOWN 5 TIRES.
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
REPAIR	WA STATES VEHICLE HAS BLOWN 5 VALVE STEMS OUT. STS TEMP IS 103 DEG. STS IS NOT SURE WHAT APPLICATIONS VEHICLE IS USED FOR. STS IS DOES NOT KNOW TIRE PRESSURES. STS HAS RUBBER TYPE STEMS. STS ALL DIFF. TIRES.
RECOMM	ADVISED TO EDSR CONCERN. ADV. TO REPLACE VALVE STEMS WITH METAL STEMS AND INSPECT FOR ANY BURRS OR LIPS IN WHOLE. ADV. UNDER INVESTIGATION.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 04/10/2000 Warranty Start Date: 04/25/2000
Date of Sale: 04/25/2000 Selling Dlr (Mkt,Dlr,Sub): 05071
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 002 AD
Bld Dt: Calb: Serial #: 1331314F

TRANSMISSION

Trans: 4R100 AUTO/DIESEL Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELETR PREM STRO/CSTE/DISC/CLK A/C : MANUAL AIR CONDITIONER
Paint : YELLOW EXT PAINT FAMILY A --------- HARVEST GOLD W/B

CQIS Report Number: YRWFG007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/23/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 05071 - LUBBERS BROTHERS FORD-MERC INC Ph#:
City: Cheney State : Kansas
Country: UNITED STATES Region : Kansas City - 53

Specialist's
Name : TRAVIS JOHNSON

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

CQIS Report Number: YHXGA002 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/24/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X4 SD,REG CAB,CHASCAB VIN : 1FDAF57F9YED33138
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 5,213 MILES
Operating Environ: WCC :
Vehicle Use : SERVICE/UTILITY BODY Rep. Act:

SYMPTOM: 3 06 2 99 CHASSIS TIRES/WHEELS
AIR LOSS CONCERN NOT LISTED
Additional Symptom: RUBBER VALVE STEMS COMING OFF
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT

REPAIR TECH STS RUBBER VALVE STEMS ARE COMING OFF OF THIS VEHICLE. STS ONE IS GONE, AND A COUPLE OF THE OTHERS ARE CUT. SEEKING KNOWNS.

RECOMM ISM 00-08-008 CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM ADVISED TECH OF ABOVE ISM. ADVISED TO INSTALL METAL VALVE STEMS AND S UBMITT EDSR.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : BD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 04/20/2000 Warranty Start Date: 05/12/2000
Date of Sale: 05/12/2000 Selling Dlr (Mkt,Dlr,Sub): 04901
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

ENGINE

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 001 AD
Bld Dt: Calb: Serial #: 13426567

TRANSMISSION

Trans: ZF M5HD 6SP Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

ADDITIONAL

Tire : Brand :
Radio : ELECTRONIC AM/FM/STRO/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

CQIS Report Number: YHXGA002 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 08/24/2000

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ---------
Orig/Caller : Title:
Phone : - -

Rpair Dlr: 04901 - Atlantic Ford Truck Sales, Inc Ph#:
City: Ft Lauderdale State : Florida
Country: UNITED STATES Region : Orlando - 24

Specialist's
Name : BARRETT HULL

---------- C Q I S V I N H I S T O R Y ----------

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

CQIS Report Number: YEXJE001 Program Type: E Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/24/2000

REPORT SUMMARY

VEHICLE: 2000 F550 4X2 SD,CRW CAB,CHASCAB VIN : 1FDAW56FXYEB47495
Engine : 7.3L DI NAVISTAR T/C DIESEL Odometer: 18,550 MILES
Operating Environ: WCC :
Vehicle Use : HIGH CUBE VAN Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)
Additional Symptom: VALVE STEM SEPERATED FROM RIM
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE--	COMMENT TEXT
REPAIR	TECH CALLED AND STATES THAT THE VALVE STEM BLEW OUT OF THE LR TIRE ON THIS VEHICLE. TECH IS ASKING IF HE CAN REPLACE THE RUBBER VALVE STEM WITH A METAL VALVE STEM.
RECOMM	I ADVISED THE TECH THAT IT WOULD BE ACCEPTIBLE TO REPLACE THE RUBBER VALVE STEM WITH AN APPROVED METAL VALVE STEM.
REPAIR	08/28/2000 04:23PM BARRETT HULL MSS - FCSD - TECH SVC HOTLINE SM STS HAS CUSTOMER CALLING ABOUT VALVE STEM BLOWING OUT OF TIRE/WHEEL . SM SEEKING WHAT KIND OF VALVE STEM SHOULD HE INSTALL. STS CUSTOME RS NAME IS : AND HOME PHONE # IS
RECOMM	ISM 00-08-008 CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM ADVISED SM FVT IS LOOKING FOR WHEEL/TIRE WITH THIS CONCERN. ADVISE IF VEHICLE COMES IN, NOT TO ATTEMPT ANY REAIRS. ADVISED SM FVT OR VEHICL E SPECIALIST WOULD CONTACT DEALERSHIP WITH DETAILS. ADVISED NOT TO REMOVE TIRE FROM WHEEL.
ADD-ON	08/28/2000 05:15PM DANIEL EBERHART MSS - FCSD - TECH SVC HOTLINE CONTACTED DEALER. DALE STS VEHICLE HAS BEEN REPAIRED. DALE STS THAT THE ENTIRE VALVE STEM SHOT OUT OF THE WHEEL WHILE DRIVING. DALE STS THAT THERE WERE NO PARTS OF THE VALVE STEM IN THE TIRE WHEN REMOVING THE TIRE FROM THE WHEEL. DALE STS THAT THERE WERE NO BURRS OR OTHER CONCERNS WITH THE STEM HOLE. DALE STS THE TIRE WAS DESTROYED IN THE SHORT TIME FROM THE STEM BLOWING OUT UNTIL THE VEHICLE STOPPED. STS INSTALLED NEW TIRE AND VALVE STEM AND VEHICLE IS GONE NOW.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: YHXJE001 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/24/2000

---------- V E H I C L E D E T A I L S ----------

Vehicle Build Date: 11/06/1999 Warranty Start Date: 03/10/2000
Date of Sale: 03/10/2000 Selling Dlr (Mkt,Dlr,Sub): 04917
Dealer Special Order: Gross Vehicle Weight: 1750 LBS
LH/RH Drive:

- - - E N G I N E - - -

Engine: 7.3L DI NAVISTAR T/C DIESEL Tag: AE 002 AB
Bld Dt: Calb: Serial #: 1167544F

- - - T R A N S M I S S I O N - - -

Trans: 4R100 AUTO/DIESEL Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

- - - A D D I T I O N A L - - -

Tire : Brand :
Radio : ELETR PREM STRO/CSTE/DISC/CLK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY A --------- OXFORD WHITE WB C/C-W/B

---------- A F T E R M A R K E T M O D I F I C A T I O N S ----------

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

--------- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION ----------

Orig/Caller Title:
Phone : - -

Rpair Dlr: 01350 - Norristown Automobile Company, Ph#:
City: Norristown State : Pennsylvania
Country: UNITED STATES Region : Philadelphia -16

Specialist's
Name : ROBERT LIEN

---------- C Q I S V I N H I S T O R Y ----------

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
08/25/2000	YHYAA247	CACVOC	CHASS.		03900

--- S U P P L E M E N T A L S U R V E Y: NATIONAL HOTLINE SURVEY 2000 ---

SURVEY HAS BEEN SENT

Preferred

Commercial Fleet Department

Paula Weiss-Cohen
Phone – 480-756-3642
Fax – 480-838-7957
E-mail – paula@drfleet.com

Date Aug. 29, 2000 **Time** _____

To Dan Johnson **Phone** 480-964-4592

Company Ford Motor Co **Fax** 480-964-4568

Subject Casual Tour Value Star **Pages** ~~24~~ 19

Here is the paperwork per our conversation. If you have any questions please call me.

E062-016 0054

INVOICE

1658	INVOICE	08-07-00	298777

PAGE: 1

TELEPHONE

GILBERT, AZ
16:38

THANKS
TEL: 480 926-0122

303474	08-07-00	18392	57	NET 10TH	08-07-00		

VALVEHD	VALVE STEM LT HD	5	5		3.85		19.25
MT	MOUNT	5	5		5.00		25.00
	LOOSE TIRE						
	ACCT 45.67						

T152

1FDAW56FOYED13314

...LE 19.25 NON-TAX 25.00 SUB TOTAL 44.25
(7.400%) SALES TAX 1.42

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

45.67

AUG 30 '00 16:24 4809644568 PAGE.03

INVOICE

1658	INVOICE	06-14-00	293558

PAGE 1

TELEPHONE

RECEIVED

JUN 28 2000

GILBERT, AZ

12:37

BANK

TEL: 480 926-0122

298106	06-14-00	RT-0004	55	NET 10TH	06-14-00		

08307	295/75R22.5 14 YOKO RY003	1		23.32	308.50		331.90
TT	ARIZONA WASTE TIRE FEE	1			2.00		2.00
TD	TIRE DISPOSAL FEE	1			.00		.00
DIS MT	DISMOUNT 1-MOUNT	1			10.50		10.50
SPIN	SPIN BALANCE	1			20.00		20.00
	--- TAK# 112						
FR	FLAT REPAIR	1			15.00		15.00
	--- FFL- 301						
SPIN	SPIN BALANCE	1			12.50		12.50
	--- T-143						
	ACCT 416.46						

VIN# VG8M111B4E8019839

TAXABLE 331.90 NON-TAX 40.00 SUB TOTAL 391.90

(7.400%) SALES TAX 24.56

THE FINANCE CHARGE ADDED TO ALL BALANCES IS DAYS/PAST DUE INCOMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW/PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

incl. tax 13.43

416.46

ER02-018 0056

INVOICE

1600	INVOICE	08-02-00	298263

PAGE:

TELEPHONE

1

SAME

GILBERT, AZ

302347	08-02-00	10191	35	NET 10TH	08-02-00		

02389	825/70R19.5 TOKO TL12 023	1			6.52	260.00	262.52
TI	ARIZONA WASTE TIRE FEE	1				2.00	2.00
TD	TIRE DISPOSAL FEE					.00	.00
DIS NT	DISMOUNT & MOUNT	1				.00	.00
SPIN	SPIN BALANCE	1				12.50	12.50
VALVEHD	VALVE STEM LT HD	1				3.85	3.85
	— TRK# 143						
	ACCT 300.58						

VIN# 1FDYW48F5YED36168

CHARGE ALSO TO ALL BALANCES PAYABLE 266.37 NON-TAX 14.50 SUB TOTAL 280.87
DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE (7.400%) SALES TAX 19.71
NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

INVOICE TOTAL 300.58

INVOICE

1050	INVOICE	08-02-00	290264

PAGE

TELEPHONE

SAME

GILBERT, AZ

02309	225/70R19.5 YOKO TL12 023	2	2	2.50	250.00		525.04
TT	ARIZONA WASTE TIRE FEE	2	2		2.00		4.00
TD	TIRE DISPOSAL FEE				.00		.00
DIS MT	DISMOUNT & MOUNT	2	2		.00		.00
SPIN	SPIN BALANCE	2	2		12.50		25.00
VALVEHD	VALVE STEM LT HD	2	2		3.85		7.70
	TAX# 147						
	ACCT 601.16						

VIN # 1FDAW56F7YEB06807

DATE PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

32.74 NON-TAX 29.00 (7.400%)

SUB TOTAL 561.74
SALES TAX 39.42

601.16

INVOICE

1658	INVOICE	08-07-00	298774

PAGE: 1

TELEPHONE

GILBERT, AZ

16:30

THANKS

TEL: 480 926-0122

303471	08-07-00	16390	32	NET 10TH	08-07-00		

02389	225/70R19.5 YOKO TL12 023	1		2.52	267.17		269.69
TT	ARIZONA WASTE TIRE FEE	1			2.00		2.00
ID	TIRE DISPOSAL FEE				.00		.00
VALVEHD	VALVE STEM LT HD	1			3.85		3.85
DIS MT	DISMOUNT & MOUNT	1			.00		.00
	TAX 00 [illegible]						
	ACCT 295.78						

T-144

VIN# 1FDAW57F7XEC69437

TAXABLE 273.54 NON-TAX 2.00 SUB TOTAL 275.54

(7.4000) SALES TAX 20.24

THE [illegible] DATE PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

INVOICE TOTAL 295.78

INVOICE

1658	INVOICE	08-04-00	290579

PAGE:

TELEPHONE

1

GILBERT, AZ

GAME

303200	08-04-00	18350	03	NET 10TH	08-04-00		

30319	225/70R19.5 YOKO TL12 3M3	1		3.00	260.85		263.44
TT	ARIZONA WASTE TIRE FEE	1			2.00		2.00
TD	TIRE DISPOSAL FEE				.00		.00
DIS MT	DISMOUNT & MOUNT	1			.00		.00
	— INSTALL VALVE STEMS						
VALVEHD	VALVE STEM LT HD	4			3.85		15.40
	— TRUCK T-140						
	ACCT 302.01						

T140

VIN# 1FDAW58FXXED 74443

VIN# 1FDAW58FXXED 74443

THE FINANCE CHARGE ADDED TO ALL BALANCES OF DATE PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

TAXABLE	279.34	NON-TAX	2.00	SUB TOTAL	281.34
			(7.400%)	SALES TAX	20.67
				TOTAL	302.01

[redacted]

INVOICE

INVOICE	02-25-00	283984

PAGE 1

TELEPHONE

RECEIVED

FEB 2 9 2000

BILBERT, AZ

11:54

UNIT # BL-600

TEL: 480 926-0120

CONTROL NO.	ORDER DATE	CUST ORDER NO.					
283158	02-25-00	RT-0004	00	NET 10TH	02-25-00		

ITEM NO.	DESCRIPTION						
SPIN	SPIN BALANCE	2	2		15.00		30.00
VALVEHD	VALVE STEM LT HD	2	2		3.85		7.70
32-1320	ALLIGATOR CAP	2	2		1.50		3.00
	<<< UNIT # T-141						
FX	~~FRAME REPAIR~~	1	1		10.50		10.50
#PX	~~PN [illegible] 2 [illegible]~~	4	4		2.00		8.00
	~~<<< UNIT # BL-600~~						
	ACCT 60.58						

VIN# 1FDAW56F7XED74464

40.70 tax

43.71

SALE 10.70 NON-TAX 40.58 (7.400%)

SUB TOTAL 59.88
SALES TAX 1.38

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

[redacted] 60.58

[redacted]

INVOICE

1658	INVOICE	06-15-00	293687

PAGE 1

TELEPHONE

RECEIVED

JUN 2 8 2000

GILBERT, AZ

11:04

THANKS

TEL: 480 924-0122

294239	06-15-00	RT-0004	35	NET 10TH	06-15-00		

MT	MOUNT	1				5.00		5.00
VALVEHD	VALVE STEM LT HD	1				3.85		3.85
	TRK ## 145							
	ACCT 9.13							

VIN# 1FDAW58FXXEE86491

TAXABLE 3.85 NON-TAX 5.00 (7.400%)

SUB TOTAL 8.85

SALES TAX .00

9.13

THE FINANCE CHARGE ADDED TO ALL BALANCED 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

INVOICE

1658	INVOICE	06-07-00	292862

TELEPHONE

PAGE 1

RECEIVED
JUN 28 2000

THOMAS

GILBERT, AZ

12:47

TEL: 480 926-0182

INVOICE NO.	ORDER DATE	SHIP VIA				
297418	06-07-00	AT-0000A	SC	MET 10TH	06-07-00	

Stock No.						
38519	225/70R19.5 YOKO TL18 [illegible]	1-12	1-5	2.69	260.25	260.25
TT	ARIZONA WASTE TIRE FEE	1			2.00	2.00
TD	TIRE DISPOSAL FEE				.00	.00
DIS MT	DISMOUNT & MOUNT	1			.00	.00
FR	FLAT REPAIR	1	1.50-20		12.50	12.50
69106	7.00-15 TLS BW MERCURIALE	1			84.70	84.70
TT	ARIZONA WASTE TIRE FEE	1			1.69	1.69
TD	TIRE DISPOSAL FEE				.30	.30
DIS MT	DISMOUNT & MOUNT	1			.00	.00
	LOOSE TIRE		TR203			
	ACCT 398.63					

VIN # 1FDAW58FXXEE86491

TAXABLE 348.64 NON-TAX 15.19 SUB TOTAL 364.83
(7.4000) SALES TAX 25.89

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

[redacted] 390.62

26.94
+tax
28.62

INVOICE

1858	INVOICE	07-07-00	295711

PAGE 1

RECEIVED
JAN 27 2000

TELEPHONE

T-149
SC-405

GILBERT, AZ
12:23

TEL: 480 926-0122

CONTROL NO.	ORDER DATE	CUSTOMER					
300320	07-07-00	17850	55	NET 10TH	07-07-00		

ITEM NO.							
FR	FLAT REPAIR	1				14.50	14.50
	--- LOOSE						
VALVEHD	VALVE STEM LT HD	1				3.85	3.85
	ACCT 18.63						

VIN # 1FDAW56F0YEB08809

...BLE	3.85	NON-TAX	14.50	SUB TOTAL	18.35
			(7.400%)	SALES TAX	28
					18.63

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

IMPORTANT: OUR PURCHASE ORDER NUMBER MUST APPEAR ON ALL INVOICES, PACKAGING, ETC. NO PAYMENTS WILL BE MADE ON ANY ITEMS NOT SHOWING APPROPRIATE PURCHASE ORDER INFORMATION. PLEASE NOTIFY US IMMEDIATELY IF YOU ARE UNABLE TO COMPLETE ORDER BY DATE SPECIFIED.

PURCHASING AGENT:

INVOICE

1658	INVOICE	07-20-00	296969

PAGE 1

TELEPHONE

RECEIVED

JUL 27 2000

GILBERT, AZ

09:31

THANKS

TEL: 480 926-0122

CONTROL NO.	ORDER DATE	CUSTOMER NO.					
381633	07-20-00	PO/ 17995	35	NET 10TH	07-20-00		

ITEM NO.	DESCRIPTION						
FR VALVEND	FLAT REPAIR	1				8.50	8.50
	VALVE STEM LT HD					3.85	3.85
	TRK #0 T-442						
	ACCT 12.63						
	VIN# 1FDXW46FSXED34168						

3.85 NON-TAX 8.50 (7.400%)

SUB TOTAL 12.35

SALES TAX .28

INVOICE TOTAL 12.63

THE FINANCE CHARGE ADDED TO ALL ISSUANCES IN DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

IMPORTANT: OUR PURCHASE ORDER NUMBER MUST APPEAR ON ALL INVOICES, PACKAGING, ETC. NO PAYMENTS WILL BE MADE ON ANY ITEMS NOT SHOWING APPROPRIATE PURCHASE ORDER INFORMATION. PLEASE NOTIFY US IMMEDIATELY IF YOU ARE UNABLE TO COMPLETE ORDER BY DATE SPECIFIED.

PURCHASING AGENT:

INVOICE

1658	INVOICE	07-21-00	297281

TELEPHONE

PAGE 1

T145

RECEIVED

7 2000

SOLD TO

GILBERT, AZ

16:05

THANKS
UNIT 00

TEL: 480 926-8122

301849	07-21-00	P/000-4	55	NET 10TH	07-21-00		

ITEM NO.							
30319	225/70R19.5 YOKO TL12 303	1		3.09	260.85		263.94
TT	ARIZONA WASTE TIRE FEE	1			2.00		2.00
TD	TIRE DISPOSAL FEE				.00		.00
DIS MT	DISMOUNT & MOUNT	1			14.50		14.50
VALVEHD	VALVE STEM LT HD	2	2		3.85		7.70
DIS MT	DISMOUNT & MOUNT	1			14.50		14.50

ACCT 322.74

ABLE 271.64 NON-TAX 31.00 (7.4000)

SUB TOTAL 302.64
SALES TAX 20.10

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR CURRENT RATE.

322.74

INVOICE

1658	INVOICE	06-28-00	295004

PAGE 1

TELEPHONE

RECEIVED
JAN 27 2000

GILBERT, AZ
15:38

THANKS
TRK #0 148
TEL: 480 926-0102

295009	06-28-00	RT-0004	55	NET 10TH	06-28-00	

02309	205/70R19.5 YOKO TL12 083	1		2.00	260.00	262.00
TT	ARIZONA WASTE TIRE FEE	1			2.00	2.00
TD	TIRE DISPOSAL FEE				.00	.00
SPIN	SPIN BALANCE	1			12.50	12.50
DIS MT	DISMOUNT & MOUNT	1			.00	.00
VALVEHD	VALVE STEM LT HD	1			3.00	3.00
	LOOSE TIRE TRK #0 T // 148					
	ACCT 299.67					

VIN# 1FDAW58F9YE806808

TAXABLE 265.50 NON-TAX 14.50 (7.400%)

SUB TOTAL 280.00
SALES TAX 19.65

299.67

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS/PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE

INVOICE

00	INVOICE	06-26-00	294737

TELEPHONE

PAGE 1

SOLD TO

GILBERT, AZ

15:33

THANKS

TEL: 480 926-0122

CONTROL NO.	ORDER DATE	CUSTOMER					
299287	06-26-00	RT-0004	35	NET 10TH	06-26-00		

00200	225/70R19.5 YOKO TL18 003	1			2.50	250.00		250.00
T	ARIZONA WASTE TIRE FEE	1				2.00		2.00
TD	TIRE DISPOSAL FEE					.00		.00
DIS MT	DISMOUNT & MOUNT	1				.00		.00
SPIN	SPIN BALANCE	1				12.50		12.50
	UNIT #0 F-145							
	ACCT 296.45							

VIN #
1FDAW58FXXEE66491

TAXABLE 260.52 NON-TAX 14.50 (7.400%)

SUB TOTAL 277.02
SALES TAX 19.43

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

296.45

INVOICE

1658	INVOICE	05-23-00	291472

TELEPHONE

page 2 of 2

PAGE 2

RECEIVED
MAY 30 2000

GILBERT, AZ
12:17

THANKS

TEL: 480 926-8122

CONTROL NO.	ORDER DATE	CUST ORDER NO.	SLS	TERMS	DATE SHIPPED	SHIPPED VIA	WRK ORDER
295457	05-23-00	HT-0004	55	NET 10TH	05-23-00		

ITEM NO.	DESCRIPTION	QUANTITY				PRICE		EXTENSION
	ACCT 396.73							

T143

274.48
+ tax
294.79

.2 342.68 NON-TAX 28.69 SUB TOTAL 371.37
(7.400%) SALES TAX 25.36

THE FINANCE CHARGE ADDED TO ALL BALANCES 30 DAYS PAST DUE IS COMPUTED BY A PERIODIC RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

396.73

05/10/00	290090	TIRES	199.38	.00	[illegible]
05/12/00	290400	TIRE REPAIR	141.24	.00	141.24
05/12/00	290479	TIRES	133.47	.00	133.47
05/16/00	290802	TIRES	10.50	.00	10.50
05/18/00	291040	TIRE REPAIR	193.59	.00	193.59
05/19/00	291199	TIRES	139.45	.00	139.45
05/22/00	291358	TIRES	396.73	.00	396.73
05/23/00	291473	TIRES	41.40	.00	41.40
05/23/00	291512	TIRES	15.00	.00	15.00
05/24/00	291580	TIRE REPAIR	25.50	.00	25.50
05/25/00	291717	TIRES			

[redacted]

INVOICE

Arizona 85004-1708, (602) 228-8122
Arizona 85281-4821, (480) 967-6808
FAX (480) 966-1409

1658	INVOICE	05-23-00	291473

PAGE 1

TELEPHONE

RECEIVED
MAY 30 2000

PAGE 1 of 2

TRK # 204

SOLD TO: GILBERT, AZ
12:17

SHIP TO: THANKS
TEL 408-[illegible]-0122

CONTROL NO.	ORDER DATE	CUST ORDER NO.	S.S.	TERMS	DATE SHIPPED	SHIPPED BY	WRK ORDER
293957	05-23-00	MT-0004	55	NET 10TH	05-23-00		

ITEM NO.	DESCRIPTION	QUANTITY ORDERED	QUANTITY S/O	QUANTITY SHIPPED	F.S.T.	PRICE		EXTENSION
04100	7.00-[illegible] TL8 BW [illegible]	1	1			84.70		84.70
	ARIZONA WASTE TIRE FEE	1	1			1.69		1.69
	TIRE DISPOSAL FEE					.00		.00
DIS MT	DISMOUNT & MOUNT	1	1			.00		.00
VALVEHD	VALVE STEM LT HD	1	1			.00		.00
FR	FLAT REPAIR	1	1			10.50		10.50
	TRK #0.....							
02389	225/70R19.5 YOHO TL12 023	1	1		2.52	247.76		250.28
TT	ARIZONA WASTE TIRE FEE	1	1			2.00		2.00
TD	TIRE DISPOSAL FEE					.00		.00
DIS MT	DISMOUNT & MOUNT	1	1			.00		.00
FR	FLAT REPAIR	1	1			14.50		14.50
VALVEHD	VALVE STEM LT HD	2	2			3.83		7.70
	TRK #0.....							

TR 316

TR 143

INUED ON PAGE 02

DAYS PAST DUE IS COMPUTED BY A SERVICING RATE NOT TO EXCEED THE HIGHEST RATE ALLOWABLE BY LAW. PLEASE SEE YOUR MONTHLY STATEMENT FOR THE CURRENT RATE.

VIN# 1FDXW48F5XED36168

[illegible]	[illegible]	TIRES	77.31	[illegible]
05/12/00	290400	TIRE REPAIR	199.38	[illegible]
05/12/00	290479	TIRES	141.24	[illegible]
05/16/00	290802	TIRES	133.47	[illegible]
[illegible]/18/00	291040	TIRE REPAIR	10.50	[illegible]
[illegible]/19/00	291199	TIRES	193.59	[illegible]
05/22/00	291358	TIRES	139.48	[illegible]
05/23/00	291473	TIRES	396.73	[illegible]
05/23/00	291512	TIRES	41.40	[illegible]
05/24/00	291580	TIRE REPAIR	[illegible]	[illegible]

miles Folder 00006161

19 Vins 35632 — 100

Build Date
4/20/00 — 8/14/99

EA02-015 0071

6/30/00

F350 F450

Tire Valve stem

Faxing me info

No. 8-3
Date 8/8/00
Replaces
Rack Section Valves
Attachments

PRODUCT NEWS UPDATE

SUBJECT: TR600HP VALVES - CAUTION (#24120, #24121)

We receive periodic complaints that the TR600HP series valve fails in service.

Many of these failures have been traced to a misapplication of the valve.

This high pressure snap-in valve is designed for use in rims no thicker than .205" (just over 3/16").

A recent application on a Ford F350 was in a rim with a thickness of .248 (1/4"). The difference in thickness causes the valve to leak, causing a tire failure.

Light truck wheel applications over .205" rim thickness require a metal clamp-in valve such as the #21583 (TR414).

We have heard "stories" that Ford shipped a number of F250, F350 and F450 trucks with standard snap-in valves and that these valves are being replaced in the field. Stress to the dealer that the rim thickness must be verified before using a snap-in valve.

Caution – do not use metal extensions on the TR600HP valves. The extra weight causes the valve to move, breaking the seal.

450-550

Mini-FAX Transmittal Date 8/30/00 Pages 20

TO Eric Alcock	FROM Don Johnson
BLDG.	BLDG.
TELEPHONE	TELEPHONE
FAX NO.	FAX NO.

11/30 1994

I'd an RO # when/if you get one Dec

NJP/sf

** TOTAL PAGE.01 **

-----Original Message-----
From: Pendleton, Greg (G.L.)
Sent: Friday, August 31, 2001 3:40 PM
To: Meier, Kenneth (K.W.); Alcock, Eric (E.W.)
Subject: FW: Tire stem recall

Ken/Eric - Herc has been experiencing this problem almost since the onset of this recall. I've covered some claims w/ AWA. Are we doing anything about this? Thanks.

Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
cell: (201) 960-8418
email: gpendlet@ford.com

-----Original Message-----
From: PPochapsky@hertz.com [mailto:PPochapsky@hertz.com]
Sent: Friday, August 31, 2001 3:40 PM
To: gpendlet@ford.com
Cc: RParker@hertz.com; ESchultz@hertz.com
Subject: Tire stem recall

Greg,

Will you respond to this.

peter
----- Forwarded by Peter Pochapsky/HER/PRK/Hertz on 08/31/2001 03:36 PM

Earl Schultz
Western Region Maintenance Manager
08/31/2001 10:50 AM

To: Peter Pochapsky/HER/PRK/Hertz@Hertz
cc:
bcc:
Subject: Tire stem recall

Peter,

What do you think?

Earl

---------- Forwarded by Earl Schultz/HER/Hertz on 09/01/2001 07:58 AM ----------

(Embedded image moved to file: pic24464.pcx)

08/27/2001 10:58 AM

Tucson, AZ 85706
Phone: 520-573-1344
Fax: 520-573-9432

To:
cc:
Paul

Subject: Tire stem recall

You may be aware of this, but we are experiencing some troubling issues with the Ford valve stem recall.

More than once we have taken a truck into Ford and the valve stems have checked out OK. Soon thereafter the stems have failed which resulted in (so far) two tire blowouts and one flat. Each on separate vehicles.

According to my shop, the only sure way to fix this problem to replace the rubber stems with the steel variety. Can we get Ford to pay for this? If we continue to have this problem, it won't be long before someone loses control and gets hurt or killed in one of our previously inspected vehicles.

I would recommend that we force the issue on this and get Ford to commit to paying for steel valve stems on all our effected vehicles. This could be another lawsuit in the making. Let me know what you think. Thanks.

pic24464.pcx

---Original Message---

From:	Powell, Daryl (D.R.)
Sent:	Wednesday, July 11, 2001 12:58 PM
To:	Alcock, Eric (E.W.)
Cc:	Bouwkamp, Bruce (B.D.)
Subject:	F-350 THRU 550 QUESTION FROM

ERIC,

Please assist me with this question is reporting that they have experienced numerous problems with tires leaking down slowly following a tire repair or replacement.

They have came to the conclusion that Ford is installing a "Metric" size valve stem and that the holes in our wheels are" Metric" as well. Many service facilities are using standard size stems that are resulting in the leak downs.

I queried OASIS using a Vin (1999) I had in history under wheels and tires, I also read through the shop manual section that I had available and can't find any reference to valve stems.

Can you find out when we made any of these supposed changes and direct me to where we can get a breakdown of valve stem manufactures and part numbers that we specify for our F-350-550 products?

Thanks,

Daryl R. Powell
Field Manager, Central Region
North American Fleet Service
816-740-3259 fax 816-528-3327
dpowell6@ford.com

---Original Message---

From: Alcock, Eric (E.W.)
Sent: Friday, March 02, 2001 8:24 AM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Moormann, Thomas (T.); Motola, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczek, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmarle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Brown, Cristi (C.K.); Canal, Ron (R.J.); Ottley, Mark (M.D.); Lank, Dennis (D.E.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (R.); Wolfas, Renee (R.H.); Laborte, Pierre (P.N.); Menard, Bob (R.J.); Moffatt, Vaughn (V.R.); Philip, Doug (D.H.); St Germain, Claude (C.M.); Woolnough, Bob (R.L.); Carpenter, Steven (S.); Cavatalo, Andrea (A.M.); Holmes, Patricia (P.); Lampkin, Tracy (T.Y.); Manna, Marisa (M.J.); Papcun, Barbara (B.); Reese, William (W.); Smith, Luvenia (L.); Taylor, Alma (A.); Terry, Michael (M.)
Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Meier, Kenneth (K.W.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.); Moroz, Brian (B.T.); Black, Lynn (L.M.); Pung, Ron (R.J.); Wagner, Richard (R.R.); Finley, Dwight (D.E.)
Subject: FW: Safety Recall 01S05 1999-2001 F450 & F550 19.5 Inch Tires Valve Stem Inspection

FYI

This Recall 01S05 has an Attachment V that is a good Q&A sheet regarding this recall and here it is:

Safety Recall 01S05: Certain 1999 - 2001 F-450 and F-550 Super Duty Vehicles with 19.5-Inch Steel Cord Sidewall Tires - Valve Stem Inspection and, If Necessary, Valve Stem and Tire Replacement

QUESTIONS AND ANSWERS

1.
What makes this tire different from other light truck tires?
Answer: Typical light truck tires use a nylon ply sidewall. The 19.5-inch steel cord sidewall tires
equipped on F-450 and F-550 Super Duty vehicles are made of an all steel radial construction.
The all steel radial incorporates steel cords in the tire sidewall to add increased load carrying
capability.

2.
What does a technician do if the vehicle has steel valve stems installed?
Answer: The technician is directed to inspect the stem for leakage, and if no leakage is found
continue to adjust the remaining tire pressure to specifications following the inflation procedure
listed in Attachment III.

3.
Can I refund a customer who previously paid to have a tire replaced, but the rubber valve stem was
not the cause of the repair?

Answer: No, Ford Motor Company will only refund owner-paid valve stem repairs made before the date of the owner letter (or after the date of the owner letter if an emergency repair was made away from the servicing dealer). Tire replacement that resulted from a leaking valve stem is also refundable.

4.
The customer has metal valve stem extenders mounted to the rubber valve stems on the dual wheels, and the extender is leaking. What does the dealership do?
Answer: If the factory valve stems are not leaking, advise the owner that metal extenders are not recommend for use with rubber valve stems. Disconnect the extenders and adjust the tire pressure to specification following the procedure listed in Attachment III.

5.
I have inspected all of the valve stems and I see a very small bubble when I first move some of the valves. Do we need to replace these valve stems and the tires when this occurs?
Answer: A continuous stream of bubbles as the valve is held in a particular position indicates a leak. Due to air entry into the area surrounding the valve stem during assembly, a small non-continuous flow of bubbles as you initially move the valve is a normal condition, and does not indicate a valve stem leak. A true valve stem leak will have a repeatable continuous stream of bubbles when the valve stem is held in a particular position.

6.
I have found a leaking valve stem on a rear inner dual wheel, do I also replace the outer tire to maintain equal tread depth?
Answer: No, this recall addresses only the leaking valve stem and the affected tire. Normal tire wear is not covered under this recall.

7.
The owner has installed aftermarket wheels on the vehicle. Does this recall still apply?
Answer: No, this recall only applies to original equipment wheels. If the customer chooses to reinstall the original equipment wheels the recall can then be performed.

8.
My dealership is not equipped to replace this type of tire. How can I perform this recall?
Answer: Dealers are permitted to sublet the tire replacement and balance portion of this recall.
Enclosed is an Instruction Sheet to provide to the sublet repair facility outlining the technical

Instructions for their portion of the tire replacement and balance procedure (Attachment III). The valve stem inspection, tire removal/installation, and inflation portion of this recall must be performed by a Ford or Lincoln Mercury dealership.

9.

My dealership does not have a remote inflation device or locking air chuck?

Answer: Remote inflation devices and locking air chucks are available through most aftermarket tool supplies. OSHA Regulation (Standards 29 CFR 1910.177) requires your dealership to provide this equipment for any repair requiring the inflation of steel cord sidewall tires. The regulation also requires that every employee involved in the inflation or service of this tire be instructed in the proper service procedures, a copy of the standard has been attached for your reference (Attachment IV).

10.

The vehicle has a tire that appears to have some form of damage or a defect, but the valve stem on that wheel is not leaking. Can the dealer replace the tire as part of this recall?

Answer: No, this recall addresses only the leaking valve stem and the affected tire. Any other damage or defect may be covered under any remaining tire manufacturer warranty.

11.

A truck with a 16-inch wheel has a valve stem leak. Why wasn't this size of wheel included under this recall?

Answer: 16-inch wheels do not use an all-steel sidewall tire and therefore, do not pose the same risk to personnel servicing the tire.

12.

Why is Ford Motor Company requiring the tire to be replaced if I find a leaking valve stem?

Answer: There is no 100% reliable way for a service technician to inspect the tire to see if damage to the sidewall has occurred. Because air leakage from a valve stem could cause low inflation pressure for an extended period of time, which could have led to sidewall damage, the service technician will replace the tire as an added precaution.

13.

The vehicle comes in with a flat tire. Should I inflate the tire and then inspect the valve stem for leakage?

Answer: No, there is no way for you to be sure about the sidewall condition. If you do not see any visible signs of road hazard damage, replace the tire and valve stem.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-24-86580
ealcock@ford.com

—Original Message—
From: Petee, Kyle (K.)
Sent: Thursday, March 01, 2001 1:29 PM
To: Petee, Kyle (K.)
Subject: Announcing Safety Recall 01S05 on the Web

Subject: Safety Recall 01S05: Certain 1999-2001 Model Year F-450 and F-550 Super Duty Vehicles Equipped with 19.5 Inch Steel Cord Sidewall Tires

- Valve Stem Inspection and, If Necessary, Valve Stem and Tire Replacement

The Dealer Bulletin for the subject campaign has been posted to the Ford Intranet at the following URL address:

http://www.mso.ford.com/fcsd/vsp/recall/rcl_notice

Advise FCSD, using Form 725S, if a dealer reports that an affected vehicle is not at the location shown in our (Ford Motor Company) records.

Kyle R. Petee - Web Specialist
FCSD Recall & Service Programs Department
DSC II - Suite 760
Tel: 313-33-80062 Fax: 313-84-51024
kpetee@ford.com

-----Original Message-----
From: Edwards, Lynn (L.M.)
Sent: Friday, October 20, 2000 9:24 AM
To: Alcock, Eric (E.W.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

No, that's enough. I see there is a TR today at 10 on this. The latest note you sent me looks like a private owner. No need to reply.

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Friday, October 20, 2000 8:52 AM
To: Edwards, Lynn (L.M.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

Lynn,

Some of the vehicle that have had wheel valve stem failure are vehicle that are used off-road, but some of the vehicle are on-road vehicle.

Do you want to know about the vehicle below in this note specifically?

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Edwards, Lynn (L.M.)
Sent: Friday, October 20, 2000 8:42 AM
To: Alcock, Eric (E.W.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

Are these being used off-road thru brush/etc that would grab the stem?

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Tuesday, October 10, 2000 5:31 PM
To: Patel, Bharat (B.C.); Logel, Jay (J.O.); Wilson, Mark (M.B.); Oswalt, Greg (G.G.); Edwards, Lynn (L.M.)
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

More info (see below).

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Scronce, Michael (M.L.)
Sent: Tuesday, October 10, 2000 5:01 PM
To: Alcock, Eric (E.W.); McClenaghan, Dean (D.C.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

Info provided by
Contact Phil Burton 918-661-0282
2- F350 2000 **1FDWF36F8YEA43839** 1FDWF36FYEA43840
1-F350 1999 **1FDWF36F6XEB60379**

Bold denotes vehicles with stem failures

had five valve failures on company vehicles. Three on one 1999 and Two on one 2000 F350. On the 1999 the OE stem failed and so did the after market valve stem (Myers # 24-121 TR No. TR602HP 2") Three times. OE Steel and Rubber Stem replaced with a two piece steel stem #Myers 21-584 TR-416 .453 rim hole grommet 2". In most stem failures the stems would tear at the out side edge of valve stem rubber seal. Stem would pull over to one side and tear at top part of the stem. On all the vehicles that the valve stem has been replaced by metal valve stems no new failures to date.

Michael Scronce
Area Field Manager
Ford Motor Company
North American Fleet Service
Ford Customer Service Division
918-252-4294 Fax 918-252-4918 mscronce@ford.com

—Original Message—

From:	Alcock, Eric (E.W.)
Sent:	Wednesday, October 04, 2000 12:46 PM
To:	Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Mobla, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Woltas, Renee (R.H.)
Cc:	Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
Subject:	1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

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Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

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To: Alcock, Eric (E.W.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

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To: Patel, Bharat (B.C.); Logel, Jay (J.D.); Wilson, Mark (M.B.); Oswalt, Greg (G.G.); Edwards, Lynn (L.M.)
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More info (see below).

Regards,
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Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

----Original Message----
From: Scronce, Michael (M.L.)
Sent: Tuesday, October 10, 2000 5:01 PM
To: Alcock, Eric (E.W.); McClenaghan, Dean (D.C.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

Info provided by
Contact Phil Burton 918-661-0282
2- F350 2000 **1FDWF36F8YEA43839** 1FDWF36FYEA43840
1-F350 1999 **1FDWF36F6XEB60379**

Bold denotes vehicles with stem failures

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Michael Scronce
Area Field Manager
Ford Motor Company
North American Fleet Service
Ford Customer Service Division
918-252-4294 Fax 918-252-4918 mscronce@fordl.com

—Original Message—

From:	Alcock, Eric (E.W.)
Sent:	Wednesday, October 04, 2000 12:46 PM
To:	Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatmy, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Wallas, Renee (R.H.)
Cc:	Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
Subject:	1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Asay, Larry (L.L.)
Sent: Friday, October 13, 2000 6:00 PM
To: 'Hicks, Farley'
Cc: Alcock, Eric (E.W.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info
re quest

Thanks, I'll pass the word on.

-----Original Message-----
From: Hicks, Farley [mailto:FHicks@bgmi.com]
Sent: Tuesday, October 10, 2000 10:29 AM
To: 'Asay, Larry (L.L.)'
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

Larry,

We are using OEM and haven't had any trouble that I'm aware of.

-----Original Message-----

From: Asay, Larry (L.L.) [mailto:lasay@ford.com]
Sent: Monday, October 09, 2000 4:10 PM
To: Farley Hicks

Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Farley are you seeing any of these fail?

> -----Original Message-----

From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 11:46 AM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Woitas, Renee (R.H.)

Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)

Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Russell, Thomas (T.M.)
Sent: Wednesday, October 11, 2000 12:03 PM
To: Alcock, Eric (E.W.)
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

Eric,

Attached is an email response I received from [illegible] who has replaced the valve stems on all of their F440-F550's.

Tom Russell
Dallas/Ft. Worth Field Manager
Ford North American Fleet Service (NAFS)
(972) 618-0909; email: trussel9@ford.com

Tom, thanks for your persistence on this issue! The good news is we have replaced all our stems on F550's, and as far as I know we have stopped our failures. On the issue of what type of stem we are using, we are just using a common metal truck stem, no specific brand. [illegible] is accumulating the data on billing info, however it will take a while to compile because the billing cycle is 30 days behind.

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 12:46 PM
To: Caswell, Lyle (D.L.); Deggs, Wayne (W.E.); Motola, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grosler, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Bostel, Roger (K.); Woltas, Renee (R.H.)
Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Halvston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
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Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-39-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Pendleton, Greg (G.L.)
Sent: Wednesday, October 11, 2000 8:47 AM
To: Alcock, Eric (E.W.)
Cc:
Subject: FW: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Eric - Here are a couple of for this issue.

Thanks, Peter and Rob.

Greg
Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
email: gpendlet@ford.com

-----Original Message-----
From:
Sent: Wednesday, October 11, 2000 8:11 AM
To: Pendleton, Greg (G.L.)
Cc: Peter Pochapsky
Subject: Re: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

greg,

our shop foreman in our n. phoenix branch has had several of these failures. he has been putting in 2 piece valve stems and it solves the problem. his name is yancy king and the number is 623-869-7303. he should be able to give you any info you need.

only one other branch has had these failures. it was albany ny, and the shop foreman there is butch rose. the phone number is 518-783-4598. please advise of your results.

"Pendleton, Greg (G.L.)" <gpendlet@ford.com> on 10/04/2000 02:12:43 PM

To:

cc:

Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Peter/Rob - Can you provide any examples? Thanks.

Greg

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 1:46 PM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Assy, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Woitas, Renee (R.H.)

Cc:Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)

Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

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Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880

ealcock@ford.com

—Original Message—
From: Roth, Frank (F.E.)
Sent: Wednesday, October 11, 2000 8:30 AM
To: Alcock, Eric (E.W.)
Cc: Reed, Bill (B.P.)
Subject: FW: Quality Issue

Are you the central data collector for valve stem issues in the field? If not, let me know who is. KTP wants to ensure that we share any incoming valve stems field issues with the CCRG. Attached is an instance that may not have been recorded.

Frank E. Roth, KTPPVT Chassis
Steering & Handling, 502-429-2448
froth@ford.com

—Original Message—
From: Reed, Bill (B.P.)
Sent: Wednesday, October 11, 2000 6:29 AM
To: Overton, Jacob (J.A.)
Cc: Ickes, Bill (B.K.); Roth Frank (E-mail)
Subject: FW: Quality Issue

Are any of the valve stems that were removed available for us to review?

Regards,
Bill Reed (breed1@ford.com)
KTP PVT Chassis Engineering Supervisor
Phone (502) 429-2001 Fax (502) 429-2941 Page (502) 336-6294
Text page at: 5023366294@airtouchpaging.com

—Original Message—
From: Guthrie, Charlie (C.W.)
Sent: Tuesday, October 10, 2000 6:46 AM
To: Reed, Bill (B.P.)
Subject: FW: Quality Issue

Info

—Original Message—
From:
Sent: Monday, October 09, 2000 6:05 PM
To: Guthrie, Charlie (C.W.); Ickes, Bill (B.K.)
Cc: Overton, Jacob (J.A.)
Subject: Quality Issue

Bill, Charlie

I received your name to contact with a concern I have with the F350. My father purchased the vehicle early in 2000. In mid September he had a right rear tire blow out. He was loaded to about 80% capacity. Fortunately, no one was hurt during this event. He took the tire to a Firestone dealership to find a root cause for the blow out. The tires were fairly new and should not have this kind of failure. The firestone dealership discovered that the valve stems were not the correct stems. The stem on the tire failed and caused the blowout. The other 3 stems were the rubber stems and were also cracked. They said that the tires were 80lb tires with stems that

were only rated for use on 40lb tires. He took it to another Firestone dealership and they came to the same conclusion. Finally, for final proof, he took it to a Ford dealership. Again, the conclusion was the same. All concluded that the valve stems were not the stems for a 80lb tire. The Firestone dealership replaced all 4 rubber tire stems with steel stems and replaced the tire. Firestone would not refund the tire because they claimed that it was a Ford quality issue. The Ford dealership would not refund the tire and said, "You have a son that works there, have him figure it out". This comment bothered me, but is not my main concern.

I am concerned with other F350 vehicles that may have the same issue. My main concern is the safety of consumers who also may have this potential issue. I hope it is a local issue, but I assume that this may be a potential concern for a large number of vehicles. The vehicle identification number on the truck is 1FTSF30L2YED13276. Could you please investigate to see if this is a major issue. I was also was wondering who I could contact about getting a refund for the replaced tire and valve stems? If you need signed statements from the dealerships, receipts, or the valve stem, I can get them. I think we should take care of this issue as soon as possible. If you need more information or would like to get in contact with me, my information is below.

Thanks,

----Original Message----
From: Scronce, Michael (M.L.)
Sent: Tuesday, October 10, 2000 5:01 PM
To: Alcock, Eric (E.W.); McGlanaghan, Dean (D.C.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

Info provided by
Contact Phil Burton 918-661-0282
2- F350 2000 **1FDWF36F8YEA43839** 1FDWF36FYEA43840
1-F350 1999 **1FDWF36F6XEB60379**

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Michael Scronce
Area Field Manager
Ford Motor Company
North American Fleet Service
Ford Customer Service Division
918-252-4294 Fax 918-252-4918 mscronce@ford.com

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Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hilsade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

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Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01660
ealcock@ford.com

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Tuesday, October 10, 2000 1:15 PM
To: Alcock, Eric (E.W.)
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Moormann, Thomas (T.)
Sent: Tuesday, October 10, 2000 9:29 AM
To: Meier, Kenneth (K.W.)
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

FYI...

Thomas A. Moormann
North American Fleet Service
Central/South Region Field Manager
901-850-5890

-----Original Message-----
From: GUILLORY, HOWARD G [mailto:HGUILLO@entergy.com]
Sent: Tuesday, October 10, 2000 8:08 AM
To: 'Tom Moorman'
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re guest

FYI...Glenn

-----Original Message-----
From: RETHERFORD, EDWARD J
Sent: Tuesday, October 10, 2000 7:55 AM
To: GUILLORY, HOWARD G

Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

FYI

-----Original Message-----

From: MAHON, WILLARD R
Sent: Monday, October 09, 2000 4:51 PM
To: RETHERFORD, EDWARD J
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

Ed,

There are only two units I am aware of that have had valve stem problems.

Unit 25048 in Winnie and 25004 in Beaumont. Both have had the metal valve stems installed.

Ray

-----Original Message-----

From: RETHERFORD, EDWARD J
Sent: Thursday, October 05, 2000 3:52 PM
To: DEAN, CHAD; MAHON, WILLARD; MUSSO, DONALD
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Please supply a list of the F450 and F550 units we have had valve stem problems with.

--Original Message-----

From: GUILLORY, HOWARD G
Sent: Thursday, October 05, 2000 1:42 PM
To: GORE, THOMAS I; RETHERFORD, EDWARD J; CORNE, DAVID P; ROBERTS, MICHAEL H; GRANT, ARLIS W; PODRAZA, JAMES; MAHON, WILLARD R; MUSSO, DONALD J; CAPERINO, PETE; REMETICH, JAMES A; DEAN, CHAD D; CAMPBELL, JOHN A; BROWN, WILLIAM M; MORVANT, KEITH P

Cc: JONES, GERALD W

Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Please see the 2 notes below with regard to metal valve stems on F250-550 trucks. If you have had failures let me know...Glenn

-----Original Message-----
From: Moormann, Thomas (T.) [mailto:tmoorman@ford.com]
Sent: Thursday, October 05, 2000 5:37 AM
To: Glen Guillory (E-mail)
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Glen,

I know you're having some issues with this..... If you have any information regarding the lower note....that would be appreciated. Please forward to me. thanks.

Thomas A. Moormann
North American Fleet Service
Central/South Region Field Manager
901-850-5890

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 12:46 PM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Woitas, Renee (R.H.)

Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)

Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2

piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you
Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Kimmerle, Troy (T.)
Sent: Friday, October 06, 2000 3:03 PM
To: Alcock, Eric (E.W.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

Eric,
Could you please bring me up to speed on this issue. I know from our teleconference yesterday that there may be a TSB or ONP coming up. If there is an existing procedure I would like to go ahead and inform Ryder so we can get a jump on the retrofit. Don't want any additional tire issues considering all the Firestone issues.

Troy Kimmerle
Field Manager
North American Fleet Service
Ford Customer Service Division
(303)694-8626, tkimmerl@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 11:46 AM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatmy, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Assy, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Woitas, Renee (R.H.)
Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Halston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Motola, David (D.M.)
Sent: Friday, October 06, 2000 12:36 PM
To: Alcock, Eric (E.W.)
Cc: Thompson, George (G.C.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

David M. Motola
Field Manager
North American Fleet Service
Ford Customer Service Division
(407) 875-7448 Fax (954) 385-9594
dmotola@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 1:46 PM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opabny, Catherine (C.); Paeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Gruder, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neil, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Wolfas, Renee (R.H.)
Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Peeler, Tom (T.H.)
Sent: Friday, October 06, 2000 12:23 PM
To: Alcock, Eric (E.W.)
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

Eric . has started changing to the two piece type and have had no known failures. They are using the following hi -pressure stems; Dill VS902, Schrader 3640K2-5, or Myers 21.583.

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 1:46 PM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Mobile, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Soronca, Michael (M.L.); Van Boxtel, Roger (K.); Woltas, Renee (R.H.)
Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Moormann, Thomas (T.)
Sent: Thursday, October 05, 2000 9:00 PM
To: Alcock, Eric (E.W.)
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

FYI....

Thomas A. Moormann
North American Fleet Service
Central/South Region Field Manager
901-850-5890

----Original Message-----
From: GUILLORY, HOWARD G [mailto:HGUILLO@entergy.com]
Sent: Thursday, October 05, 2000 3:32 PM
To: 'Tom Moorman'
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Tom...see the note from Glenn

-----Original Message-----

From: GORE, THOMAS I
Sent: Thursday, October 05, 2000 3:21 PM
To: GUILLORY, HOWARD G
Subject: RE: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Glenn, we are currently replacing the factory valve stems with NAPA part number 90-416. It is a TR16 valve for .453-.625 rim holes. The length of valve is 1 1/4". So far we haven't had any failures using this valve.

The valves OEM valves supplied with trucks did have a number of failures. I am not sure I could go back and tell you the exact number, but the SAB board did investigate failures and the remedial action was to replace with the 2 piece metal stem. So far no failures reported with the 2 piece valve.

-----Original Message-----
From: GUILLORY, HOWARD G
Sent: Thursday, October 05, 2000 1:42 PM

To: GORE, THOMAS I; RETHERFORD, EDWARD J; CORNE, DAVID P; ROBERTS, MICHAEL H; GRANT, ARLIS W; PODRAZA, JAMES; MAHON, WILLARD R; MUSSO, DONALD J; CAPERINO, PETE; REMETICH, JAMES A; DEAN, CHAD D; CAMPBELL, JOHN A; BROWN, WILLIAM M; MORVANT, KEITH P

Cc: JONES, GERALD W

Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Please see the 2 notes below with regard to metal valve stems on F250-550 trucks. If you have had failures let me know...Glenn

-----Original Message-----
From: Moormann, Thomas (T.) [mailto:tmoorman@ford.com]
Sent: Thursday, October 05, 2000 5:37 AM
To: Glen Guillory (E-mail)

Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info re quest

Glen,

I know you're having some issues with this..... If you have any information regarding the lower note....that would be appreciated. Please forward to me. thanks.

Thomas A. Moormann
North American Fleet Service
Central/South Region Field Manager
901-850-5890

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 12:46 PM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatrny, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.);Johnson, Dan (D.W.); Kimmarle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita(D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael(M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Woitas, Renee (R.H.)

Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)

Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
313-33-76741, FAX 313-39-01880
➤ ealcock@ford.com

—Original Message—
From: Leifson, Kirk (K.V.)
Sent: Wednesday, October 04, 2000 1:49 PM
To: Alcock, Eric (E.W.)
Subject: FW: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

Kirk Leifson
Field Support Manager
North American Fleet Service
313-337-3392, fax 313-248-6580
kleifson@ford.com

—Original Message—
From: Alcock, Eric (E.W.)
Sent: Wednesday, October 04, 2000 1:46 PM
To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatmy, Catherine (C.); Peeler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asey, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Gruder, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neil, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Crilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Bodal, Roger (K.); Woltas, Renee (R.H.)
Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Oswalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)
Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
> ealcock@ford.com

-----Original Message-----

From: Alcock, Eric (E.W.)

Sent: Wednesday, October 04, 2000 1:46 PM

To: Caswell, Lyle (D.L.); Daggs, Wayne (W.E.); Motola, David (D.M.); Opatmy, Catherine (C.); Peeler, Tom (T.H.); Moonmann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Young, Allen (C.A.); Asay, Larry (L.L.); Clark, Scott (S.R.); Franczak, Frank (F.M.); Howe, Brian (B.T.); Johnson, Dan (D.W.); Kimmerle, Troy (T.); O'Keefe, Thomas (T.J.); Dixon, Drew (A.E.); Dreyer, Charles (C.F.); Grozier, Brian (B.D.); Harry, Keith (K.D.); Holloway, Melvin (M.A.); Lynch, Jim (J.M.); McNamara, Drita (D.M.); O'Neill, James (J.P.); Pendleton, Greg (G.L.); Woody, Michael (M.A.); Canal, Ron (R.J.); Chilley, Mark (M.D.); Mason, David (D.M.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.); Van Boxtel, Roger (K.); Woltas, Renee (R.H.)

Cc: Thompson, George (G.C.); Leifson, Kirk (K.V.); Gewalt, Greg (G.G.); Hairston, Debra (D.L.); Hikade, Douglas (D.A.); Bouwkamp, Bruce (B.D.)

Subject: 1999 or 2000 Model Year F-Super Duty Wheel Valve Stem Info request

If you know of a Fleet that has replaced the Ford OEM wheel valve stems on their 1999 or 2000 F250 - F550 Super Duty trucks with a 2 piece metal type valve stem. Please send me an e-mail regarding if the fleet has had any failures or not of the 2 piece metal type valve stem and the part number, if available, of the valve stem they are using.

Thank you

Regards,

Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-78741, FAX 313-39-01880
ealcock@ford.com

---Original Message---
From: Peeler, Tom (T.H.)
Sent: Thursday, September 28, 2000 3:43 PM
To: Alcock, Eric (E.W.)
Subject: FW: Alabama Power Co Valve Stems

FYI

---Original Message---
From: Peeler, Tom (T.H.)
Sent: Tuesday, September 26, 2000 4:23 PM
To: McCleraghan, Dean (D.C.)
Cc: Thompson, George (G.C.)
Subject: Alabama Power Co Valve Stems

Dean, We have a meeting set with . on Oct 11th in Birmingham, Al.
We also have a meeting with on the 10th in the afternoon to review the lug bolts in Montgomery, Al.
I will pick you up at the B'ham Airport on the 10th. I have made hotel reservations at the Courtyard in Hoover, Al. (205-988-5000) for you, Dale and myself.

Would it be worthwhile to invite someone from KTP to attend also?

Tom Peeler
Field Manager
North American Fleet Service
Central South Region
Atlanta, Birmingham and UPS
770-632-1105

-----Original Message-----
From: Peeler, Tom (T.H.)
Sent: Wednesday, September 27, 2000 3:46 PM
To: Alcock, Eric (E.W.); Green, Dale (D.R.); McClenaghan, Dean (D.C.); Wilson, Mark (M.B.)
Cc: Thompson, George (G.C.); Caswell, Lyle (D.L.)
Subject: FW: MAB SOCo.00-10 - Ford Tire Valve Failures & Replacements

Attached is information from Alabama Power of action they have decided to take in reference to the valve stem issue.

-----Original Message-----
From: Miller, Kenneth D. [mailto:KDMILLER@southernco.com]
Sent: Wednesday, September 27, 2000 12:32 PM
To: Anniston Garage A; Anniston Garage B; Bailey, J; Barron, Ted; Bates, James; Bates, Kenneth; Beasley, Justin; Bedsole, Billy; Bonner, James; Bowden, Tommy; Browne, Thomas; Campbell, Margaret; Cleckler, John; Frost, Phillip; Goldman, Charles; Hand, John; Harper, Richard; Heath, Jimmy; Holcomb, Richard; itl@snsnet.net; Knox, Roger; Lacey, Monroe; Laird, Gene; Lee, Francis; Lindsey, H; Martin, James; Martin, Jeffrey; McGowin, Jimmie; McKee, Franklin; Melton, Richard; Metcalf, Anthony; Miller, Kenneth; Morris, Regina; Oden, Charles; Payne, Charles; Petrasek, Frank; Poe, John; Reetz, Roger; Reeves, Phillip; Rowell, James; Scott, Herman; Shoop, Pamela; Thompson, James; Turner, Donald; Turner, Timothy; W2FNPGAR; Waldrop, Rachel; Warren, Charles; Warren, Johnnie; Wheeler, Charles; Askew, Walter; Crocker, Bobery; Jones, Gerald; Miles, Randy; Miller, Diana; Shafer, Kennith; Taylor, Mark; Thompson, Charles; Wesley, Timothy; Chandler, Wendell; George, Bertina; Jones, Willie; Martin, Carrie; Morris, Randal; Williams, Walter
Cc: Nancy Viegut (E-mail); Tom Peeler (E-mail); Rabian M. Martin (E-mail); Michael Day (E-mail)
Subject: MAB SOCo.00-10 - Ford Tire Valve Failures & Replacements

Recently, we have had several units across the service area which have had unexplained flats, tire stem failure, and tire stems which appear to have blown out of the rims. We have met with the manufacturers on these issues, and they are working to resolve the issues with us.

However, in the interest of reliability and safety of the fleet, we feel it is prudent to issue this MAB.

Attached is the Ford Tire Valve MAB and associated photos showing which tire valve we are looking for in the fleet to replace.

This MAB is issued specifically for 1998 and later vehicles. For now, we can not establish that we have had any failures of the valve stems prior to 1998 year models.

<<MAB SOCo.00-10.doc>>

The photo below was staged on a new truck in order that you can see the problem valve.

This valve was bent over sharply and started leaking, requiring replacement.

THIS IS NOT A TEST METHOD!

The valves must be carefully removed from inside the wheel in order to perform a proper inspection of the sealing area.

<<Photo#1.JPG>>

Attachment from Richard Harper regarding new DSO code request for the clamp in stems for 2001 Ford units.

<<Valve Stem DSO>>

Please contact this office if you have any questions... OR ANSWERS!

Ken Miller
Sr. Fleet Specialist
office: 205)664-6343
link: 334)350-9679
radio: 19679

[redacted] [redacted] [redacted]

MAB SOCo_1_.doc MVC-040S.JPG Valve Stem DSO.msg

MANDATORY ACTION BULLETIN

SOCo.MAB 00-10

Ford Tire Valve Replacement

AFFECTED UNITS:

Year models 1998, 1999, 2000 - Ford F-250, F-350, F-450 & F-550, with single & dual rear wheels, and E-250 & E-350 vans.

COMPLAINT:

Tires will not maintain set pressures, and tires going flat without any punctures found in the tire, cut stems at the seal area, and stems blowing out of wheel rims while vehicle is in motion.

CAUSE:

Manufacturer installed valve stem when tires were mounted at Ford KTP, tire valve stems are showing signs of improper seating in the wheel, or perhaps being installed too deep causing the rubber to tear away from the brass center.

CORRECTION:

Replace the Ford installed Dill brand rubber 1 piece valve stems with metal 2 piece screw in valve stems. These clamp in stems are torqued at 19 in.lb. torque.(just compress the grommet) All wheels in stock should have the valves replaced. This should include the wheels delivered with these trucks as spare tires. (See Photo #1)

SPECIAL NOTE:

- All removed valve stems from each vehicle must be kept separate.
- The tire stems must be pushed out backwards so as to save the tire valve stem seal area intact.
- Remove the stems, and put them in a fabric or clear bag with the *work order #*, *unit number* and *VIN* clearly marked on the bag, or on a card inside the bag.

LABOR:

M4- Code **02-SP-A10** (zero two - S P - Alpha one zero) Visit Reason **"W"**
Time required is approximately 1-1/2 hours per truck, for all tires including the spare.

PARTS:

The valve hole in these wheels measures 0.453 inches in diameter. Replacement valves used can be *Schrader 3640K2-5, Dill VS902, Myers 21.583, Tire & Rim WR-416-S* or equivalent.

DO NOT ARBITRARILY SUBSTITUTE FOR THESE PART NUMBERS WITHOUT CONTACTING FLEET SERVICES!

WARRANTY:

Warranty recovery from Ford will be considered on an individual unit basis. Units with defective valve stems should be processed through normal channels.
Contact your warranty administrator for further information if required.

- At this time, warranty will be recovered on the basis of the defective seals we find.
- Forward the stems to Pam Shoop for inspection & processing.

COMPLETION DATE:

This bulletin shall be completed no later than 22-Nov-2000

GENERAL COMMENTS:

The G.P.C. fleet has had several incidents where valves have blown out causing very rapid tire deflation. Alabama has experienced several of these failures as well, throughout the fleet. As a result of these failures, APCo. will change out all the DILL 800 HP stems.

We have had meetings with Accuride Wheel of Canada, Eaton Air Controls(Dill) and Ford Motor Company to attempt to determine what is happening to the stem seals and just how wide-spread this may be.

At this time, no OEM or supplier is in a position to say this concern actually exists, or that it is a covered warranty item. But, APCo. & GPCo. has determined that the problem exists to the extent that this bulletin is being performed to ensure the safety and reliability of our fleet.

Please contact me if you have any questions or comments.

From: Harper, Richard G. [RGHARPER@southernco.com]
Sent: Tuesday, September 26, 2000 10:22 AM
To: Miller, Kenneth D.
Cc: Thompson, James F.; Barron, Ted L.; Lee, Francis M.; Bates, James E.; Shoop, Pamela J.
Subject: Valve Stem DSO

Per Johnny Davis, today, 9/26/00.

Ford has given preliminary approval for the DSO's for the Dill VS902 Clamp in Valve stem for each of the body types in the 2001 F250 to F550 and E250 to E350 specification groups.
Johnny says we can expect actual DSO numbers within 2 to 3 weeks. This will be a different DSO number for each body type(4x2 reg cab F250, 4x4 ext cab F250, 4x2 F350 reg cab SRW, etc).

Two things are affected by this.

1) We already have issued PO's for 32 F350 4x2 and 4x4 LO chassis that are budgeted for 2001, but we need to book before Dec 5, 2000 to make our 2000 & 2001 budgets balance. Jim Skinner has been holding off on ordering these for 2 weeks, waiting on the valve stem DSO.
I told him today, and sent him a letter saying same, to proceed with these 32 chassis with the standard valve stems. These trucks will all be drop shipped to Miller Garage and valve stems can be changed out there.
Hopefully, this will allow us to get these trucks delivered in time. We can't wait any longer.
This means we need to get 160 of the Dill valve stems ordered and to Miller, by Jan or Feb of 2001. We get a little time here, because the LO bodies will not be delivered until Feb or later, 2001.

2) Plans have been to have everything ready for the Divisions and us to order 2001 light vehicles beginning Oct 1, 2000.
Everything will be ready, except for these DSO's. I will send a note to the Fleet Superintendant's that we will need to wait until Oct 15 or so to do the x's after the DSO's have been finalized.

Richard

EA02-018 0111

-----Original Message-----

From: Alcock, Eric (E.W.)
Sent: Friday, October 06, 2000 1:54 PM
To: Logel, Jay (J.D.); McClenaghan, Dean (D.C.); Dewalt, Greg (G.G.); Wilson, Mark (M.B.); Patel, Bharat (B.C.); Edwards, Lynn (L.M.)
Cc: Alcock, Eric (E.W.); Leifson, Kirk (K.V.)
Subject: VIN Summary 1999 & 2000 F-Super Duty Wheel Valve Stem

The file attached to this note is a list of VINs provide by the different fleets regarding the 1999 & 2000 F250 - F550 wheel valve stem concern/failures as of 10/5/2000.

1999 & 2000 Super Duty VIN Sum...

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

Summary of VINs of Fleets Reporting 1999 & 2000 F250 - F550 Super Duty Wheel Valve Stem Concerns as of 10/5/00 Through the NAFS Field Manager to NAFS Technical Liaison.

Listed below is the information provided by the , and if the colum is blank then the information was not provided by the

VIN		Tire Size	Wheel Location	Miles
1FTNX21LXXEA64713				
1FDNF20F9YEB06185	F-250		left rear	10,644
1FDNF20F3XED98673	F-250		left front	12,772
1FDWF36F0XEB75251	F-350		right front	20,896
1FTNW21F5XEB93262	F-250		right front	61,256
1FDXF46F3YEE39591	F-450			
1FDAF56F6YEB94782	F-550			
1FTNX21LXXEA64713				
1FDAF56F1XEE12125		LT22570R		
1FDAF56F3XEE12126		LT22570R		
1FDXF46F0YEC71179		LT22570R19		
1FDXF46F2YEE09904		LT22570R19		
1FDXF46F7YEC05687				
1FDXF46F8YEB36263				
1FDXF46F0YEA45448				
1FDXF46F8XEB06214				
1FTNF20F4XEA51650				
1FDAW56F0YED13314				
1FDXW46F5XED36168				
1FDAW56F7YEB06807				
1FDAW57F7XEC69437				
1FDAW58FXXED74443				
1FDAW56F7XED74464				
1FDAW58FXXEE86491				
1FDAW56F0YEB06809				
1FDXW46F5XED36168				
1FDAW58F9YEB06808				
1FDAW58FXXEE86491				

-----Original Message-----
From: Wilson, Mark (M.B.)
Sent: Friday, October 06, 2000 12:24 PM
To: Alcock, Eric (E.W.)
Subject: RE: 1999 & 2000 F-Super Duty Wheel Valve Stem

Thanks Eric, thats what we were looking for!

Mark Wilson
FCSD PVT Program Manager

-----Original Message-----
From: Alcock, Eric (E.W.)
To: Patel, Bharat (B.C.); Wilson, Mark (M.B.); Logel, Jay (J.D.); McClenaghan, Dean (D.C.); Oswalt, Greg (G.G.); Edwards, Lynn (L.M.)
Cc: Alcock, Eric (E.W.); Leifson, Kirk (K.V.)
Sent: 10/6/00 11:29 AM
Subject: 1999 & 2000 F-Super Duty Wheel Valve Stem

The file attached to this note is a summary of the fleets that have reported 1999 & 2000 F-Super Duty wheel valve stem concerns/failures that I have been informed of as of 10/5/00 from the NAFS Field Managers.

<<1999 & 2000 Super Duty Valve Stem Summary.xls>>

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

---Original Message---

From: Alcock, Eric (E.W.)
Sent: Friday, October 06, 2000 11:30 AM
To: Patel, Bharat (B.C.); Wilson, Mark (M.B.); Logel, Jay (J.D.); McClanaghan, Dean (D.C.); Oswalt, Greg (G.G.); Edwards, Lynn (L.M.)
Cc: Alcock, Eric (E.W.); Leifson, Kirk (K.V.)
Subject: 1999 & 2000 F-Super Duty Wheel Valve Stem

The file attached to this note is a summary of the fleets that have reported 1999 & 2000 F-Super Duty wheel valve stem concerns/failures that I have been informed of as of 10/5/00 from the NAFS Field Managers.

1999 & 2000 Super Duty Valve S...

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

Summary of Fleets Reporting 1999 & 2000 F250 - F550 Super Duty Wheel Valve Stem Concerns as of 10/5/00 Through the NAFS Field Manager to NAFS Technical Liaison.

Fleet Name	State	NAFS Field Manager	Number of Failures	Vehicle Type	Fleet is changing to 2 piece metal type valve stem
	Miss	Tom Moormann	"a number of failures"	N/A	yes
	AL	Tom Peeler	12 between AL & GA Power	99 & 00 F250 - F550	yes
	GA	Tom Peeler	12 between AL & GA Power	99 & 00 F250 - F550	yes
	N/A	Mel Holloway	4	99 & 00 F450 - F550	N/A
	TX	Ron Canal	4	99 F250 - F350 00 F250	N/A
	TX	Tom Russell	"several"	99 & 00 F450 - F550	yes
	TX	Dan Dobbs (FCSD Region)	5	99 F250 & F450 00 F450	N/A
	LA	Barb Papcun (NAFS Hotline)	1	00 F450	N/A
	AZ	Dan Johnson	N/A	N/A	N/A
	AZ	Dan Johnson	"periodic complaints"	F250-F450	yes
t	AZ	Dan Johnson	15	99 & 00 F450 - F550	N/A

* N/A = Not Available

EA02-018 0116

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, September 25, 2000 10:44 AM
To: McClenaghan, Dean (D.C.)
Cc: Holloway, Melvin (M.A.); Alcock, Eric (E.W.)
Subject: FW: Penske Truck Leasing Valve Stem

Dean,

Mel is looking for an alternative valve stem that will handle 100 (or close) PSI. Do we offer a DSO option? (see note below) any suggestions?

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Holloway, Melvin (M.A.)
Sent: Monday, September 25, 2000 10:35 AM
To: Alcock, Eric (E.W.)
Cc: Holloway, Melvin (M.A.); Kikani, Dhaval (D.R.)
Subject: RE: Penske Truck Leasing Valve Stem

Eric, what I need is an alternative valve stem that will handle 100 (or close) PSI. Do we offer a DSO option?

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, September 25, 2000 10:31 AM
To: McClenaghan, Dean (D.C.)
Cc: Holloway, Melvin (M.A.); Alcock, Eric (E.W.)
Subject: FW: Penske Truck Leasing Valve Stem

Dean,

Do you have tire pressure spec? for Mel

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Holloway, Melvin (M.A.)
Sent: Wednesday, September 13, 2000 9:22 AM
To: Alcock, Eric (E.W.)
Cc: Holloway, Melvin (M.A.)
Subject:

Eric, I've been contacted by , regarding a technical issue and am looking for any information/direction you may have.

Listed below are 4 VINs that are affected. Apparently, these trucks are having problems with the valve stems (wheels) coming out and causing flat tires/breakdowns.

What little I know so far, is that these trucks have cranes mounted on them and I suspect the customer may be over-inflating the tires(?).

If you have any info. on this issue (and proper PSI spec. and/or an alternative valve stem available), I would appreciate that information.

VINs	Tires
1FDAF56F1XEE12125	LT22570R
1FDAF56F3XEE12126	LT22570R
1FDXF46F0YEC71179	LT22570R19
1FDXF46F2YEE09904	LT22570R19

Thanks.

Regards,

Mel Holloway (MHOLLOWA)
Field Manager
North American Fleet Service - Northeast Region
(867) 727-3666 FAX: (856) 596-2993
mhollowa@ford.com

-----Original Message-----
From: McClenaghan, Dean (D.C.)
Sent: Monday, September 25, 2000 10:58 AM
To: Alcock, Eric (E.W.)
Subject: RE: Penske Truck Leasing Valve Stem

pressure.jpg

Here ya go you work well under pressure (sorry)

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, September 25, 2000 10:31 AM
To: McClenaghan, Dean (D.C.)
Cc: Holloway, Melvin (M.A.); Alcock, Eric (E.W.)
Subject: FW: Penske Truck Leasing Valve Stem

Dean,

Do you have tire pressure spec? for Mel

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

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From: Holloway, Melvin (M.A.)
Sent: Wednesday, September 13, 2000 9:22 AM
To: Alcock, Eric (E.W.)
Cc: Holloway, Melvin (M.A.)
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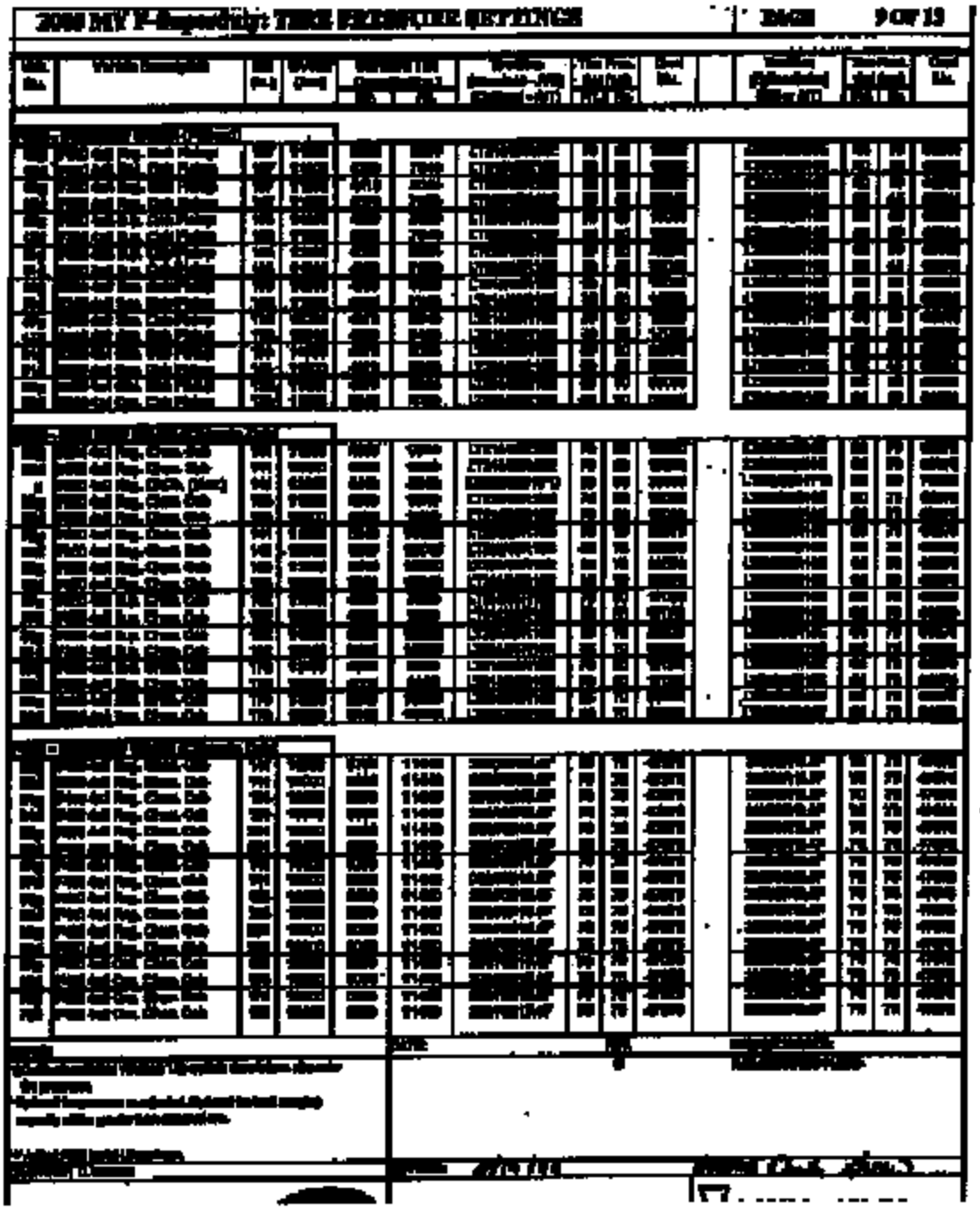
Thanks.
Regards,

Mel Holloway (MHOLLOWA)
Field Manager
North American Fleet Service - Northeast Region
(867) 727-3666 FAX: (856) 596-2993
mhollowa@ford.com



----Original Message----
From: Holloway, Melvin (M.A.)
Sent: Monday, September 25, 2000 10:35 AM
To: Alcock, Eric (E.W.)
Cc: Holloway, Melvin (M.A.); Kikani, Dhaval (D.R.)
Subject: RE:

Eric, what I need is an alternative valve stem that will handle 100 (or close) PSI. Do we offer a DSO option?

----Original Message----
From: Alcock, Eric (E.W.)
Sent: Monday, September 25, 2000 10:31 AM
To: McGleneghan, Dean (D.C.)
Cc: Holloway, Melvin (M.A.); Alcock, Eric (E.W.)
Subject: FW:

Dean,

Do you have tire pressure spec? for Mel

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

----Original Message----
From: Holloway, Melvin (M.A.)
Sent: Wednesday, September 13, 2000 9:22 AM
To: Alcock, Eric (E.W.)
Cc: Holloway, Melvin (M.A.)
Subject:

Eric, I've been contacted by _ regarding a technical issue and am looking for any information/direction you may have.

Listed below are 4 VINs that are affected. Apparently, these trucks are having problems with the valve stems (wheels) coming out and causing flat tires/breakdowns.

What little I know so far, is that these trucks have cranes mounted on them and I suspect the customer may be over-inflating the tires(?).

If you have any info. on this issue (and proper PSI spec. and/or an alternative valve stem available), I would appreciate that information.

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1FDAF56F3XEE12126	LT22570R
1FDXF46F0YEC71179	LT22570R19
1FDXF46F2YEE09904	LT22570R19

Thanks.
Regards,
Mel Holloway (MHOLLOWA)
Field Manager
North American Fleet Service - Northeast Region

(867) 727-3666 FAX: (856) 598-2993
mhollowa@ford.com

—Original Message—
From: Alcock, Eric (E.W.)
Sent: Monday, September 25, 2000 10:31 AM
To: McCleneghan, Dean (D.C.)
Cc: Holloway, Melvin (M.A.); Alcock, Eric (E.W.)
Subject: FW:

Dean,

Do you have tire pressure spec? for Mel

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

—Original Message—
From: Holloway, Melvin (M.A.)
Sent: Wednesday, September 13, 2000 9:22 AM
To: Alcock, Eric (E.W.)
Cc: Holloway, Melvin (M.A.)
Subject:

Eric, I've been contacted by Penske Truck Leasing regarding a technical issue and am looking for any information/direction you may have.

Listed below are 4 VINs that are affected. Apparently, these trucks are having problems with the valve stems (wheels) coming out and causing flat tires/breakdowns.

What little I know so far, is that these trucks have cranes mounted on them and I suspect the customer may be over-inflating the tires(?).

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1FDAF56F3XEE12126	LT22570R
1FDXF46F0YEC71179	LT22570R19
1FDXF46F2YEE09904	LT22570R19

Thanks.

Regards,

Mel Holloway (MHOLLOWA)
Field Manager
North American Fleet Service - Northeast Region
(857) 727-3888 FAX: (856) 596-2993
mhollowa@ford.com

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Friday, September 22, 2000 12:49 PM
To: Alcock, Eric (E.W.)
Cc: Bouwkamp, Bruce (B.D.); Wilson, Mark (M.B.)
Subject: FW: Valve Stems

Eric,

Per our communications, I sent the inspected valves to Mark Wilson at KTP for response to the concern. His verbal response was the installing machine may have been misaligned causing cut and wheel rotation will eventually continue tear, until leak occurs.

Please see the attached note from the fleet. This is the preventive action they have taken to avoid future failures.

Has the installer been corrected?? Will we change to a better quality valve stem for truck tires?

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: claude_t_masters@reliantenergy.com
[mailto:claude_t_masters@reliantenergy.com]
Sent: Friday, September 22, 2000 9:58 AM
To: rcanal@ford.com; rhaering@ford.com
Subject: Valve Stems

This came in through our Safety Dept. - forward to the appropriate individual to help resolve this issue.

---------- Forwarded by Claude T. Masters/HLP/HouInd on

09/22/2000 08:55 AM ----------
Roy E. Vernon
09/22/2000 08:35 AM

To: Claude T. Masters/HLP/HouInd@HouInd, Mark R. McKee/HLP/HouInd@HouInd, Edward C. Sparks/HLP/HouInd@HouInd, Frank W. Morris/HLP/HouInd@HouInd

cc: Bailey W. George/HLP/HouInd@HouInd, Joh Zamora/HLP/HouInd@HouInd
Subject: Valve Stems

FYI.., Roy.

---------- Forwarded by Roy E. Vernon/HLP/HouInd on 09/22/2000 08:33 AM ----------

LEVI DAVENPORT

09/22/2000 08:02 AM

(Embedded image moved to file: pic10808.pcx)

To: Pat Chesser/HLP/HouInd@HouInd, Roy E. Vernon/HLP/HouInd@HouInd

Cc:
Subject: Valve Stems

I received this from TXU yesterday and thought you would want to know.

---------- Forwarded by Levi Davenport/PG/HouInd on 09/22/2000 08:00 AM ----------

"Larry McKee" <LMCKEE1@txu.com> on 09/21/2000 04:34:05 PM

To: Bryan.Phillips@cleco.com, Kenny.Valentine@cleco.com, thompson@csw.com, csteddum@csw.com, ckerr@cps-satx.com, rlneal@cps-satx.com, hsilva1@epelectric.com,rgrubbs@entergy.com, jmccabe@lcra.org, mathewmr@oge.com, rfoss@pnm.com, janiceh@swps.com, T0537@psco.com, dnelson@tnpe.com, danderson@tnpe.com, gquinone@apsc.com, garry.durante@austinenergy.com

cc:
Subject: Valve Stems

you may already know about this but i thought i'd pass it on anyway. We've(TXU)had a couple of recent incidents where the tires blew out.....use this info as you see fit...seems the valve stem is slightly larger than the hole in the rim. This memo was issued by our transportation dept.

Subject: Valve Stems
Subject: Valve Stems

Recently there have been several incidents relating to valve stem failure on Ford F450 & F550 Super-Duty vehicles, therefore we along with Safety recommend replacement of rubber stems with metal truck stems. Ford has acknowledged failures and we have documentation on such incidents, however they have not proposed a nationwide recall. Due to the limited number of affected units in the system we recommend immediate replacement of factory stems. In order to have a complete record of these expenses, and a historical record of the occurrence we strongly encourage you to instruct your vendor to utilize GE to authorize and pay for these modifications. Once we have these associated costs captured we will plead our case for total reimbursement from Ford. If you have any questions or need assistance please contact your Maintenance Representative to help coordinate the effort or answer questions.

Thanks

pic10808.pcx

MP....

-----Original Message-----
From: Moormann, Thomas (T.)
Sent: Friday, September 22, 2000 10:45 AM
To: Alcock, Eric (E.W.)
Subject: FW: Valve Stems

FYI...

Is anything new on this situation ?

Thomas A. Moormann
North American Fleet Service
Central/South Region Field Manager
901-850-5890

-----Original Message-----
From: GUILLORY, HOWARD G [mailto:HGUILLO@entergy.com]
Sent: Friday, September 22, 2000 8:52 AM
To: 'Tom Moorman'
Subject: FW: Valve Stems

FYI...Glenn

-----Original Message-----
From: BOWEN, JOE R
Sent: Friday, September 22, 2000 7:56 AM
To: GRUBBS, RAYFORD L; ARMSTRONG, ALLAN S; BEATY, SUSAN Y; BENTON, JAMES; CLARK, ROBERT L; COPELAND, WILLIAM C; CRAWFORD, GEORGE L; DOMINO, JOSEPH F; ENLOE, KENNETH A; GRANGER, BONITA G; HARVEY, ANTONETTE R; HILLIN, NESTER M; INGLEHART, KIEFER D; IRVINE, JERRY G; IVY, CHARLES R; KNIPPA, JOHN D; KOPP, CHARLES W; MARSHALL, LARRY D; MCMANUS, LAURA S; MORRISON, ARTHUR C; MURPHY, JAMES P; MYRICK, DONALD G; NUGENT, CLYDE H; OLIVER, JOHN M; PLAUCHE, THOMAS C; POLK, LARRY D; WALKER, MICHAEL B; WHITE, THOMAS P; WILLIAMS, CYNDEE M; BARRAS, CARY P; CHAPMAN, STEPHEN W; CLEVELAND, THOMAS C; GERAN, DAVID R; HADDOCK, R G; JAMES, DANE A; KIMES, WILLIE; MARTIN, WARREN H; MOORE, JOHN RICHARD; MORGAN, GERALD F; RAMER, GARY RAY; RUSSO, LAURENCE J; SLAVEN, JESSE O; WILLIAMS, EARNEST E; HECNEL, SCOTT D; BIEHN, JOHN H; CASH, ROBERT G; CORKRAN, SHAWN B; COWART, MILTON E; ELLIS, CHERYL R; GALASSI, FRANK G; GRIFFITH, RODNEY W; HOFFART, WILLIE J; LEASURE, HERMAN D; NANCE, FRANK W; NEWTON, JOHN W; PIERCE, HUGH VERNON; RICHARD, DAVID A; SINGLETARY, ROBERT A; STEPTOE, RONALD L; TODD, KYLE E; BURZYNSKI, RICHARD J; DANIELS, STEPHANIE A; DILLON, TRACY S; ELLIS, WENDY L; FALCON, LYNN A; GAIN, JOHN S; HARRINGTON, AL J; LEBLANC, KEITH; NOLEN, THOMAS E; POWELL, STEPHEN; RIDDLE, JASON; ROGERS, RONDEL D; SCHANDORFF, CLELAND H; SHANNON, FRANCIS X; SMITH, THOMAS D; STEVENS, SHELIA M; THOMPSON, GEORGE E; THOMPSON, MARK P; WILLIAMS,

MILTON R; WILLIAMS, SIDNEY A; BROWN, GIRVAN W; COTE,TIMOTHY A; SAVARINO, SALVADOR

Cc: 'Ron.Britton@altec.com'; 'Scott.Bruce@altec.com'; GUILLORY, HOWARD G; JONES, GERALD W

Subject: RE: Valve Stems

We have had one failure on a 550 super duty.....

Thanks,
Joe Bowen
Internal 8-622-2043
External (409) 525-2043
Pager 800-264-2535 id 5590

-----Original Message-----
From: GRUBBS, RAYFORD L
Sent: Friday, September 22, 2000 6:49 AM
To: ARMSTRONG, ALLAN; BEATY, SUSAN; BENTON, JAMES; CLARK, ROBERT; COPELAND, WILLIAM; CRAWFORD, GEORGE; DOMINO, JOSEPH; ENLOE, KENNETH; GRANGER, BONITA; HARVEY, ANTONETTE; HILLIN, NESTER; INGLEHART, KIEFER; IRVINE, JERRY; IVY, CHARLES; KNIPPA, JOHN; KOPP, CHARLES; MARSHALL, LARRY; MCMANUS, LAURA; MORRISON, ARTHUR; MURPHY, JAMES; MYRICK, DONALD; NUGENT, CLYDE; OLIVER, JOHN; PLAUCHE, THOMAS; POLK, LARRY; WALKER, MICHAEL; WHITE, THOMAS; WILLIAMS, CYNDEE; BARRAS, CARY; CHAPMAN, STEPHEN; CLEVELAND, THOMAS; GERAN, DAVID; HADDOCK, R; JAMES, DANE; KIMES, WILLIE; MARTIN, WARREN; MOORE, JOHN RICHARD; MORGAN, GERALD; RAMER, GARY RAY; RUSSO, LAURENCE; SLAVEN, JESSE; WILLIAMS, EARNEST; BECNEL, SCOTT; BIEHN, JOHN; BOWEN, JOE; CASH, ROBERT; CORKRAN, SHAWN; COWART, MILTON; ELLIS, CHERYL; GALASSI, FRANK; GRIFFITH, RODNEY; HOFFART, WILLIE; LEASURE, HERMAN; NANCE, FRANK; NEWTON, JOHN; PIERCE, HUGH VERNON; RICHARD, DAVID; SINGLETARY, ROBERT; STEPTOE, RONALD; TODD,KYLE; BURZYNSKI, RICHARD; DANIELS, STEPHANIE; DILLON, TRACY; ELLIS, WENDY; FALCON, LYNN; GAIN, JOHN; HARRINGTON, AL; LEBLANC, KEITH; NOLEN, THOMAS; POWELL, STEPHEN; RIDDLE, JASON; ROGERS, RONDEL; SCHANDORFF, CLELAND; SHANNON, FRANCIS; SMITH, THOMAS; STEVENS, SHELIA; THOMPSON,GEORGE; THOMPSON, MARK; WILLIAMS, MILTON; WILLIAMS, SIDNEY; BROWN, GIRVAN; COTE, TIMOTHY; SAVARINO, SALVADOR

Subject: FW: Valve Stems

Ladies and Gentlemen - I received the warning (last message below) from a safety person at Please read message below. - RL

-----Original Message-----
From: RETHERFORD, EDWARD J
Sent: Thursday, September 21, 2000 5:44 PM
To: GRUBBS, RAYFORD L
Cc: PODRAZA, JAMES; DEAN, CHAD; MAHON, WILLARD; MUSSO, DONALD
Subject: RE: Valve Stems

R.L.

Locally we have had only one tire stem failure. We have had a few tire stem problem with the F550 across the system. None with the F450 that I am aware of, although I'm sure somewhere across the system we have probably had one just due to the number of trucks we operate in this range. Ford doesn't believe there is a tire stem problem, but I'm not sure. It probable would be a good idea to go ahead and send the message out so we can replace the stems and eliminate the rubber stem as a potential problem. I pasted in an email response from Ford.

Ed

****
****
****
-----Original Message-----
From: Moormann, Thomas (T.) [mailto:tmoorman@ford.com]
Sent: Monday, August 28, 2000 1:28 PM
To: 'GUILLORY, HOWARD G'
Subject: RE: F550 tire failures

Glen.....Engineering is gathering information on this problem. Are you working with any dealers on submitting an EDSR-Electronic Dealer Service Report?

Engineering did pass this on to me:

TO SERVICE, INSPECT WHEELS FOR BURRS AROUND THE VALVE STEM HOLE. IF NO BURRS ARE NOTED AND THE VALVE STEM ITSELF IS SUSPECTED AS THE CAUSE OF THE FAILURE, REPLACE THE RUBBER TYPE VALVE STEM WITH A METAL TYPE VALVE STEM. PLEASE DOCUMENT FINDINGS AND AIR PRESSURES OF THE TIRES AND SUBMIT IN AN EDSR.

****

-----Original Message-----
From: GRUBBS, RAYFORD L
Sent: Thursday, September 21, 2000 4:39 PM
To: RETHERFORD, EDWARD J
Subject: FW: Valve Stems

-----Original Message-----

From: Larry McKee [mailto:LMCKEE1@txu.com]

Bullet - I received this message from one of the Safety Professionals in TXU. Have we had any problems with the tires below? Let me know if you think i need to send this to the rest of the system. - RL

Sent: Thursday, September 21, 2000 4:34 PM

We've (TXU)had a couple of recent incidents where the tires blew out.....use this info as you see fit...seems the valve stem is slightly larger than the hole in the rim. This memo was issued by our transportation dept.

Subject: Valve Stems

Recently there have been several incidents relating to valve stem failure on Ford F450 & F550 Super-Duty vehicles, therefore we along with Safety recommend replacement of rubber stems with metal truck stems. Ford has acknowledged failures and we have documentation on such incidents, however they have not proposed a nationwide recall. Due to the limited number of affected units in the system we recommend immediate replacement of factory stems. In order to have a complete record of these expenses, and a historical record of the occurrence we strongly encourage you to instruct your vendor to utilize GE to authorize and pay for these modifications. Once we have these associated costs captured we will plead our case for total reimbursement from Ford. If you have any questions or need assistance please contact your Maintenance Representative to help coordinate the effort or answer questions.

Thanks

MP....

-----Original Message-----
From: Dobbs, Dan (K.D.)
Sent: Friday, September 22, 2000 9:40 AM
To: Alcock, Eric (E.W.)
Subject: FW: Valve Stem Braking on Superduty

-----Original Message-----
From: Chris Faircloth [mailto:chris.faircloth@metrotruckford.com]
Sent: Thursday, August 24, 2000 5:29 PM
To: Dobbs, Dan (K.D.)
Subject: Valve Stem Braking on Superduty

I have a customer that has ten Superduty trucks and out of the ten five have had the valve stems brake off and the tire goes flat. The vin numbers for the units are
1FDXF46F7YEC05687
1FDXF46FSYEB36263
1FDXF46F0YEA45448
1FDXF46F8XEB08214
1FTNF20F4XEA51650
I ran Oasis by symptom code but there was nothing. The customer has a concern that he will have a blowout on the front axle drive tire.I want the customer to bring in one of the trucks that has not had the valve stems replaced. We will replace the valve stems and have you are someone from Ford look at them.What do you think?

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Thursday, September 21, 2000 3:43 PM
To: Russell, Thomas (T.M.)
Subject: RE: Tire air pressure loss-F-550

Tom,

I left you a voice message on the latest info I have on this.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Russell, Thomas (T.M.)
Sent: Tuesday, September 19, 2000 6:15 PM
To: Alcock, Eric (E.W.)
Cc: Wolka, Renee (R.H.)
Subject: FW: Tire air pressure loss-F-550

Eric:

The following is an email I recently got from Texas Utilities on this issue and a second one which is a response to my email asking for details of their current problems. Is there anything new on this issue from Ford's perspective?

Recently there have been several incidents relating to valve stem failure on Ford F450 & F550 Super-Duty vehicles, therefore we along with Safety recommend replacement of rubber stems with metal truck stems. Ford has acknowledged failures and we have documentation on such incidents, however they have not proposed a nationwide recall. Due to the limited number of affected units in the system we recommend immediate replacement of factory stems. In order to have a complete record of these expenses, and a historical record of the occurrence we strongly encourage you to instruct your vendor to utilize GE to authorize and pay for these modifications. Once we have these associated costs captured we will plead our case for total reimbursement from Ford. If you have any questions or need assistance please contact your Maintenance Representative to help coordinate the effort or answer questions.

Thanks
MP....

The issue has grown into a safety hazard, these tires are losing the valve stem while traveling. With the way we use our vehicles in loaded conditions, it is difficult to control much like a blowout, not

to mention the fact of ruining the tires. I am aware of the conversation we had regarding Ford's willingness to pay for failures, however this has become such an issue we feel we need to be concerned about safety first, and $ second. Once I have more details I will let you know.

This is one of those issues that is difficult to gather on from Ford's viewpoint, most all of these repairs are handled outside of the dealer network, therefore there is little data for you to analyze. This is a real problem, and Ford should really look at the valve stem being used and move toward a different style!

Thanks for your help, I'll be in touch!

"Russell, Thomas (T.M.)" <trussel9@ford.com> on 09/18/2000 05:56:53 PM

To: Mark Payne/Texas Utilities@TU
cc: "Morman, Jeffrey (J.L.)" <jmorman@ford.com>
Subject: RE: Valve Stems

Mark,

I would be interested in getting copies of any documentation you are speaking about. The last we spoke at the NAFA meeting, I again requested any details, because the only issue we were aware of pointed to burr's on the valve stems that resulted in the loss of tire pressure. This is not your concern as I understand it.

I will gladly forward any data you can provide to my support contacts in Detroit for their evaluation and recommendations.

Thanks,

Tom Russell
Dallas/Ft. Worth Field Manager
Ford North American Fleet Service (NAFS)
(972) 618-0909; email: trussel9@ford.com

Tom Russell
Dallas/Ft. Worth Field Manager
Ford North American Fleet Service (NAFS)
(972) 618-0909; email: trussel9@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, August 14, 2000 8:27 AM
To: Russell, Thomas (T.M.); Woltas, Renee (R.H.)
Subject: FW: Tire air pressure loss-F-550

Tom & Renee,

You had a question back in May regarding this type of a concern. Here is the latest info (see Internal Service Message below). This is an ISM and you can NOT give a copy to the fleet.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, August 14, 2000 9:18 AM
To: Johnson, Dan (D.W.)
Cc: Alcock, Eric (E.W.); Rung, Ron (R.J.); Wagner, Richard (R.R.)
Subject: RE: Tire air pressure loss-F-550

Dan,
Here is an Internal Service Message (ISM) regarding this concern. You can NOT give the fleet a copy of this ISM, but you can tell them this information and have the fleet record the VIN, Mileage, air pressure and submit and EDSR or sent the info to me. I will enter the EDSR into CQIS.

Article #: ISM 00-08-008 Date: 08/01/2000
Symptom: 3 06 CHASS. TIRES/WHEELS
Year Vt Fm Vl Mdl Trans Engine Calib Axle
Criteria: 1999 T FH

CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM
19.5 INCH WHEEL VALVE STEMS LEAK AIR
SOME 1999-2000 F450-F550, MOTORHOME EQUIPPED WITH 19.5 INCH WHEELS MAY LEAK
AIR FROM THE VALVE STEM. TO SERVICE, INSPECT WHEELS FOR BURRS AROUND THE VALVE
STEM HOLE. IF NO BURRS ARE NOTED AND THE VALVE STEM ITSELF IS SUSPECTED AS THE
CAUSE OF THE FAILURE, REPLACE THE RUBBER TYPE VALVE STEM WITH A METAL TYPE
VALVE STEM. PLEASE DOCUMENT FINDINGS AND AIR PRESSURES OF THE TIRES AND SUBMIT
IN AN EDSR.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison

FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

—Original Message—
From: Johnson, Dan (D.W.)
Sent: Friday, August 11, 2000 5:20 PM
To: Alcock, Eric (E.W.)
Cc: Johnson, Dan (D.W.)
Subject: Tire air pressure loss-F-550

Eric,

I am starting to run into an issue out here with the plastic valve stems we install in F-550 wheels. It seems they expand and leak in hot weather. The result is usually a shredded dual tire. One customer has switched to steel and solved his problems.

Two questions.

1. Have you heard of this?

2. Do we approve of switching to a steel valve stem?

Dan Johnson
Field Manager-North American Fleet Service
Western Region
Phone: 480/964-4592 Fax: 480/964-4668
PROFS: DJOHNS19 e-mail: djohns19@ford.com

---Original Message---
From: Leifson, Kirk (K.V.)
Sent: Wednesday, September 20, 2000 1:21 PM
To: Hairston, Debra (D.L.)
Cc: Johnson, Dan (D.W.); Alcock, Eric (E.W.)
Subject: RE: Heads Up: F Super Duty Tire Failures

If you have specific VINs please forward them to Eric. There is an open CCRG case open on this issue and we are awaiting a response on a course of action.

Thanks.....

Kirk Leifson
Field Support Manager
North American Fleet Service
313-337-3392, fax 313-248-6580
kleifson@ford.com

---Original Message---
From: Hairston, Debra (D.L.)
Sent: Wednesday, September 20, 2000 10:48 AM
To: Leifson, Kirk (K.V.)
Cc: Johnson, Dan (D.W.)
Subject: FW: Heads Up: F Super Duty Tire Failures

Kirk,

FYI.....some interesting info from Dan.

Debra Hairston
Western Region Manager
North American Fleet Service
Phone: (925)904-5785 Fax (925)904-5800
Email: dhairsto@ford.com

---Original Message---
From: Johnson, Dan (D.W.)
Sent: Tuesday, September 19, 2000 8:14 PM
To: Hairston, Debra (D.L.)
Cc: Johnson, Dan (D.W.)
Subject: Heads Up: F Super Duty Tire Failures

Debra,

Before we distribute this to the team I thought you might want to see it. With the fever pitch of tire issues encircling us, I thought we may want to run it by Tom or Kirk.

This issue appeared about two months ago in Arizona. Probably related to heat. However after talking to a couple of my FM counterparts, it seems it is beginning to surface elsewhere.

Vehicles Affected: 1999-2000 F-Super Duty 250-550

Issue: Tires may lose tire pressure unexpectedly resulting in tire tread separation. This condition is **usually** found on
the inside dual of dual rear wheel equipped vehicles.

Cause: The rims on these vehicles now incorporate rubber/plastic valve stems as opposed to steel.

Because of this change, there may be some sealing concerns between the valve stem and the wheel.
Wheel thickness (particularly on 550) may have some bearing. However the issue is surfacing on lighter
duty vehicles (250-450).

The condition is aggravated by customers that infrequently check tire pressure, particularly the inside dual.
Also, tire fill extensions, added to facilitate inner wheel tire inflation, tend to set up vibrations that tend to "work" the rubber valve stem, thus
resulting in an air pressure leak.

Solution:

1. Customers should be advised to frequently check tire pressure, particularly on inner duals.

2. Customers can switch to a steel type valve stem when tire service is needed.

There was an SSM released earlier this year applying to 550 only. I have found this issue surfacing on lighter versions of the Super Duty line.

Teamwork Works!

Dan Johnson-Field Manager
North American Fleet Service
Ford Customer Service Division
Phone: 480-964-4592
Fax: 480-964-4668

---Original Message---

From: Russell, Thomas (T.M.)
Sent: Tuesday, September 19, 2000 6:15 PM
To: Alcock, Eric (E.W.)
Cc: Woltas, Renee (R.H.)
Subject: FW: Tire air pressure loss-F-550

Eric:

The following is an email I recently got from ' s on this issue and a second one which is a response to my email asking for details of their current problems. Is there anything new on this issue from Ford's perspective?

Recently there have been several incidents relating to valve stem failure on Ford F450 & F550 Super-Duty vehicles, therefore we along with Safety recommend replacement of rubber stems with metal truck stems. Ford has acknowledged failures and we have documentation on such incidents, however they have not proposed a nationwide recall. Due to the limited number of affected units in the system we recommend immediate replacement of factory stems. In order to have a complete record of these expenses, and a historical record of the occurrence we strongly encourage you to instruct your vendor to utilize to authorize and pay for these modifications. Once we have these associated costs captured we will plead our case for total reimbursement from Ford. If you have any questions or need assistance please contact your Maintenance Representative to help coordinate the effort or answer questions.

Thanks
MP....

The issue has grown into a safety hazard, these tires are losing the valve stem while traveling. With the way we use our vehicles in loaded conditions, it is difficult to control much like a blowout, not to mention the fact of ruining the tires. I am aware of the conversation we had regarding Ford's willingness to pay for failures, however this has become such an issue we feel we need to be concerned about safety first, and $ second. Once I have more details I will let you know.

This is one of those issues that is difficult to gather on from Ford's viewpoint, most all of these repairs are handled outside of the dealer network, therefore there is little data for you to analyze. This is a real problem, and Ford should really look at the valve stem being used and move toward a different style!

Thanks for your help, I'll be in touch!

"Russell, Thomas (T.M.)" <trussel98ford.com> on 09/18/2000 05:56:53 PM

To: Mark Payne/
cc: "Morman, Jeffrey (J.L.)" <jmorman@ford.com>
Subject: RE: Valve Stems

Mark,

I would be interested in getting copies of any documentation you are speaking about. The last we spoke at the NAFA meeting, I again requested any details, because the only issue we were aware of pointed to burr's on the valve stems that resulted in the loss of tire pressure. This is not your concern as I understand it.

I will gladly forward any data you can provide to my support contacts in Detroit for their evaluation and recommendations.

Thanks,

Tom Russell
Dallas/Ft. Worth Field Manager
Ford North American Fleet Service (NAFS)
(972) 618-0909; email: trussel9@ford.com

Tom Russell
Dallas/Ft. Worth Field Manager
Ford North American Fleet Service (NAFS)
(972) 618-0909; email: trussel9@ford.com

—Original Message—
From: Alcock, Eric (E.W.)
Sent: Monday, August 14, 2000 8:27 AM
To: Russell, Thomas (T.M.); Woltas, Renee (R.H.)
Subject: FW: Tire air pressure loss-F-550

Tom & Renee,

You had a question back in May regarding this type of a concern. Here is the latest info (see Internal Service Message below). This is an ISM and you can NOT give a copy to the fleet.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

—Original Message—
From: Alcock, Eric (E.W.)
Sent: Monday, August 14, 2000 9:18 AM
To: Johnson, Dan (D.W.)
Cc: Alcock, Eric (E.W.); Pung, Ron (R.J.); Wagner, Richard (R.R.)
Subject: RE: Tire air pressure loss-F-550

Dan,
Here is an Internal Service Message (ISM) regarding this concern. You can NOT give the fleet a copy of this ISM, but you can tell them this information and have the fleet record the VIN, Mileage, air pressure and submit and EDSR or sent the info to me. I will enter the EDSR into CQIS.

Article #: ISM 00-08-008 Date: 08/01/2000
Symptom: 3 06 CHASS. TIRES/WHEELS
Year Vt Fm Vl Mdl Trans Engine Calib Axle
Criteria: 1999 T FH

CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM
19.5 INCH WHEEL VALVE STEMS LEAK AIR
SOME 1999-2000 F450-F550, MOTORHOME EQUIPPED WITH 19.5 INCH WHEELS MAY LEAK
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CAUSE OF THE FAILURE, REPLACE THE RUBBER TYPE VALVE STEM WITH A METAL TYPE
VALVE STEM. PLEASE DOCUMENT FINDINGS AND AIR PRESSURES OF THE TIRES AND SUBMIT
IN AN EDSR.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

—Original Message—
From: Johnson, Dan (D.W.)
Sent: Friday, August 11, 2000 5:20 PM
To: Alcock, Eric (E.W.)
Cc: Johnson, Dan (D.W.)
Subject: Tire air pressure loss-F-550

Eric,

I am starting to run into an issue out here with the plastic valve stems we install in F-550 wheels. It seems they expand and leak in hot weather. The result is usually a shredded dual tire. One customer has switched to steel and solved his problems.

Two questions.

1. Have you heard of this?

2. Do we approve of switching to a steel valve stem?

Dan Johnson

Field Manager-North American Fleet Service
Western Region
Phone: 480/964-4592 Fax: 480/984-4588
PROFS: DJOHNS19 e-mail: djohns19@ford.com

---Original Message---
From: Alcock, Eric (E.W.)
Sent: Monday, August 14, 2000 9:18 AM
To: Johnson, Dan (D.W.)
Cc: Alcock, Eric (E.W.); Pung, Ron (R.J.); Wagner, Richard (R.R.)
Subject: RE: Tire air pressure loss-F-550

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Here is an Internal Service Message (ISM) regarding this concern. You can NOT give the fleet a copy of this ISM, but you can tell them this information and have the fleet record the VIN, Mileage, air pressure and submit and EDSR or sent the info to me. I will enter the EDSR into CQIS.

Article #: ISM 00-08-008 Date: 08/01/2000
Symptom: 3 06 CHASS. TIRES/WHEELS
Year Vt Fm Vl Mdl Trans Engine Calib Axle
Criteria: 1999 T FH

CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM
19.5 INCH WHEEL VALVE STEMS LEAK AIR
SOME 1999-2000 F450-F550, MOTORHOME EQUIPPED WITH 19.5 INCH WHEELS MAY LEAK AIR FROM THE VALVE STEM. TO SERVICE, INSPECT WHEELS FOR BURRS AROUND THE VALVE STEM HOLE. IF NO BURRS ARE NOTED AND THE VALVE STEM ITSELF IS SUSPECTED AS THE CAUSE OF THE FAILURE, REPLACE THE RUBBER TYPE VALVE STEM WITH A METAL TYPE VALVE STEM. PLEASE DOCUMENT FINDINGS AND AIR PRESSURES OF THE TIRES AND SUBMIT IN AN EDSR.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

---Original Message---
From: Johnson, Dan (D.W.)
Sent: Friday, August 11, 2000 5:20 PM
To: Alcock, Eric (E.W.)
Cc: Johnson, Dan (D.W.)
Subject: Tire air pressure loss-F-550

Eric,

I am starting to run into an issue out here with the plastic valve stems we install in F-550 wheels. It seems they expand and leak in hot weather. The result is usually a shredded dual tire. One customer has switched to steel and solved his problems.

Two questions.

1. Have you heard of this?

2. Do we approve of switching to a steel valve stem?

Dan Johnson
Field Manager-North American Fleet Service
Western Region
Phone: 480/984-4592 Fax: 480/964-4568
➢ PROFS: DJOHNS19 e-mail: djohns19@ford.com

----Original Message----

From: Johnson, Dan (D.W.)
Sent: Friday, August 11, 2000 5:20 PM
To: Alcock, Eric (E.W.)
Cc: Johnson, Dan (D.W.)
Subject: Tire air pressure loss-F-550

Eric,

I am starting to run into an issue out here with the plastic valve stems we install in F-550 wheels. It seems they expand and leak in hot weather. The result is usually a shredded dual tire. One customer has switched to steel and solved his problems.

Two questions.

1. Have you heard of this?

2. Do we approve of switching to a steel valve stem?

Dan Johnson
Field Manager-North American Fleet Service
Western Region
Phone: 480/964-4592 Fax: 480/964-4568
➢ PROFS: DJOHNS19 e-mail: djohns19@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Wednesday, May 10, 2000 9:08 AM
To: Russell, Thomas (T.M.)
Cc: Alcock, Eric (E.W.)
Subject: RE: F550 Super Duty valve stem concerns

Tom,

Ford does not revise the recommended tire pressure for modified vehicles.

The recommended tire pressure found on the safety compliance certification label is the correct tire pressure up to the GVWR of the vehicle.

If you need me to do a deeper dive into this concern then I have some questions(listed below).

Tire pressure before failure? Does the customer or vehicle modifier add a valve stem extender(A valve stem extender would effect the operation of the valve stem)? How many valve stem failures has the customer had? At what mileage? VIN of the vehicle? Wheel type? Front or rear? Vehicle weigh at time of valve stem failure? Has the tire been replace? Any failed parts? Where was the vehicle at time of failure or type of driving(paved road, potholes, etc.)?

Regards,
Eric Alcock, FCSD-North American Fleet Service,
Parts/Technical Liaison
FCD/WB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Russell, Thomas (T.M.)
Sent: Tuesday, May 09, 2000 6:27 PM
To: Alcock, Eric (E.W.)
Subject: FW: F550 Super Duty valve stem concerns

-----Original Message-----
From: Russell, Thomas (T.M.)
Sent: Tuesday, May 09, 2000 4:46 PM
To: Alcock, Eric (E.)
Subject: FW: F550 Super Duty valve stem concerns

Eric, Before I get into any discussions with this "sensitive" account, I'd like to have as many facts as possible. Most of

bigger trucks such as these have undergone some body modification that adds significant amounts of weight to the vehicle. Do we at Ford revise and publish changes to the recommended tire pressures for vehicles that have been modified? If so, where can it be found?

Thanks,

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Monday, May 08, 2000 1:35 PM
To: Russell, Thomas (T.M.)
Cc: Steve Smith (E-mail)
Subject: FW: F550 Super Duty valve stem concerns

Here's more inf. on the valve stem questions

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, May 08, 2000 9:19 AM
To: Woitas, Renee (R.H.)
Cc: Alcock, Eric (E.W.); Russell, Thomas (T.M.)
Subject: FW: F550 Super Duty valve stem concerns

Renee,

I checked around and checked CQIS and can NOT find any concern with F550 valve stems.

I would suggest that the tire pressure be checked. The recommended tire pressure settings can be found on the safety compliance certification label in the driver's front door jam.

Regards,
Eric Alcock, FCSD-North American Fleet Service,
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Moreau, Jerimy (J.C.)
Sent: Monday, May 01, 2000 1:49 PM
To: Alcock, Eric (E.W.)
Subject: FW: F550 Super Duty valve stem concerns

No I have not. I wonder if these tires are being over inflated then when there is a load on the truck and hitting bumps they are then

blowing out. Is there a way to verify these tires are at the proper inflation? I wonder if they have any documentation to support what type of air presure the tires are inflated with?

Regards,
Jerimy Moreau
FCSD, Service Engineering
F250-550 SD, F650-750, Econoline & Excursion
PH (313) 845-9459, Fax (313) 337-8337
jmoreau@mail.ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, May 01, 2000 9:20 AM
To: Moreau, Jerimy (J.C.)
Subject: FW: F550 Super Duty valve stem concerns

Jerimy,

Have you heard of a concern with F550 tire valve stems?

Texas Utilities, mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning.

Regards,
Eric Alcock, FCSD-North American Fleet Service,
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Fritschen, Steven (S.E.)
Sent: Monday, May 01, 2000 7:45 AM
To: Alcock, Eric (E.W.)
Cc: Fritschen, Steven (S.E.)
Subject: FW: F550 Super Duty valve stem concerns

Mr. Alcock

A question for you!

Thanks!
Steve Fritschen
Tech Liaison, North American Fleet Service, FCSD
Phone# 313-845-7337, Fax# 313-390-1880
1665 Fairlane Circle, Allen Park, MI (FBP5)

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Tuesday, April 25, 2000 6:10 PM
To: Steven Fritschen; Steve Smith (E-mail)
Cc: Renee Woitas; Thomas Russell
Subject: FW: F550 Super Duty valve stem concerns

Steve,

Following is a question on a Fleet down in the Dallas area. Have you seen any problems on the F550's and their valve stems? I can't say I've run into it before. Thanks a lot.....

-----Original Message-----
From: Smith, Steve A (CAP, FLEET)
[mailto:SteveA.Smith@fleet.gecapital.com]
Sent: Thursday, April 20, 2000 4:51 PM
To: 'rwoitas@ford.com'
Subject: F550 Super Duty valve stem concerns

A customer, [illegible], mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning. It sounds as if there is a solid rubber one with a interference fit from the factory and repair shops are replacing with a metal and rubber combination that is secured by a jamb nut.

Can you nose around a bit and see if this is a known problem at all. Let me know if you need specifics and I will attempt to get them.

-----Original Message-----
From: Russell, Thomas (T.M.)
Sent: Tuesday, May 09, 2000 6:27 PM
To: Alcock, Eric (E.W.)
Subject: FW: F550 Super Duty valve stem concerns

-----Original Message-----
From: Russell, Thomas (T.M.)
Sent: Tuesday, May 09, 2000 4:46 PM
To: Alcock, Eric (E.)
Subject: FW: F550 Super Duty valve stem concerns

Eric, Before I get into any discussions with this "sensitive" account, I'd like to have as many facts as possible. Most of TXU's bigger trucks such as these have undergone some body modification that adds significant amounts of weight to the vehicle. Do we at Ford revise and publish changes to the recommended tire pressures for vehicles that have been modified? If so, where can it be found?

Thanks,

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Monday, May 08, 2000 1:35 PM
To: Russell, Thomas (T.M.)
Cc: Steve Smith (E-mail)
Subject: FW: F550 Super Duty valve stem concerns

Here's more inf. on the valve stem questions

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, May 08, 2000 9:19 AM
To: Woitas, Renee (R.H.)
Cc: Alcock, Eric (E.W.); Russell, Thomas (T.M.)
Subject: FW: F550 Super Duty valve stem concerns

Renee,

I checked around and checked CQIS and can NOT find any concern with F550 valve stems.

I would suggest that the tire pressure be checked. The recommended tire pressure settings can be found on the safety compliance certification label in the driver's front door jam.

Regards,
Eric Alcock, FCSD-North American Fleet Service,

Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Moreau, Jerimy (J.C.)
Sent: Monday, May 01, 2000 1:49 PM
To: Alcock, Eric (E.W.)
Subject: FW: F550 Super Duty valve stem concerns

No I have not. I wonder if these tires are being over inflated then when there is a load on the truck and hitting bumps they are then blowing out. Is there a way to verify these tires are at the proper inflation? I wonder if they have any documentation to support what type of air presure the tires are inflated with?

Regards,
Jerimy Moreau
FCSD, Service Engineering
F250-550 SD, F650-750, Econoline & Excursion
PH (313) 845-9459, Fax (313) 337-8337
jmoreau@mail.ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, May 01, 2000 9:20 AM
To: Moreau, Jerimy (J.C.)
Subject: FW: F550 Super Duty valve stem concerns

Jerimy,

Have you heard of a concern with F550 tire valve stems?

Texas Utilities, mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning.

Regards,
Eric Alcock, FCSD-North American Fleet Service,
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Fritschen, Steven (S.E.)
Sent: Monday, May 01, 2000 7:45 AM
To: Alcock, Eric (E.W.)
Cc: Fritschen, Steven (S.E.)
Subject: FW: F550 Super Duty valve stem concerns

Mr. Alcock

A question for you!

Thanks!
Steve Fritschen
Tech Liaison, North American Fleet Service, FCSD
Phone# 313-845-7337, Fax# 313-390-1880
1665 Fairlane Circle, Allen Park, MI (FBP6)

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Tuesday, April 25, 2000 6:10 PM
To: Steven Fritschen; Steve Smith (E-mail)
Cc: Renee Woitas; Thomas Russell
Subject: FW: F550 Super Duty valve stem concerns

Steve,

Following is a question on a Fleet down in the Dallas area. Have you seen any problems on the F550's and their valve stems? I can't say I've run into it before. Thanks a lot.....

-----Original Message-----
From: Smith, Steve A (CAP, FLEET)
[mailto:SteveA.Smith@fleet.gecapital.com]
Sent: Thursday, April 20, 2000 4:51 PM
To: 'rwoitas@ford.com'
Subject: F550 Super Duty valve stem concerns

A customer, mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning. It sounds as if there is a solid rubber one with a interference fit from the factory and repair shops are replacing with a metal and rubber combination that is secured by a jamb nut.

Can you nose around a bit and see if this is a known problem at all. Let me know if you need specifics and I will attempt to get them.

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, May 08, 2000 10:19 AM
To: Woitas, Renee (R.H.)
Cc: Alcock, Eric (E.W.); Russell, Thomas (T.M.)
Subject: FW: F550 Super Duty valve stem concerns

Renee,

I checked around and checked CQIS and can NOT find any concern with F550 valve stems.

I would suggest that the tire pressure be checked. The recommended tire pressure settings can be found on the safety compliance certification label in the driver's front door jam.

Regards,
Eric Alcock, FCSD-North American Fleet Service,
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Moreau, Jerimy (J.C.)
Sent: Monday, May 01, 2000 1:49 PM
To: Alcock, Eric (E.W.)
Subject: FW: F550 Super Duty valve stem concerns

No I have not. I wonder if these tires are being over inflated then when there is a load on the truck and hitting bumps they are then blowing out. Is there a way to verify these tires are at the proper inflation? I wonder if they have any documentation to support what type of air presure the tires are inflated with?

Regards,
Jerimy Moreau
FCSD, Service Engineering
F250-550 SD, F650-750, Econoline & Excursion
PH (313) 845-9459, Fax (313) 337-8337
jmoreau@mail.ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, May 01, 2000 9:20 AM
To: Moreau, Jerimy (J.C.)
Subject: FW: F550 Super Duty valve stem concerns

Jerimy,

Have you heard of a concern with F550 tire valve stems?

mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning.

Regards,
Eric Alcock, FCSD-North American Fleet Service,
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Fritschen, Steven (S.E.)
Sent: Monday, May 01, 2000 7:45 AM
To: Alcock, Eric (E.W.)
Cc: Fritschen, Steven (S.E.)
Subject: FW: F550 Super Duty valve stem concerns

Mr. Alcock

A question for you!

Thanks!
Steve Fritschen
Tech Liaison, North American Fleet Service, FCSD
Phone# 313-845-7337, Fax# 313-390-1880
1665 Fairlane Circle, Allen Park, MI (FBP6)

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Tuesday, April 25, 2000 6:10 PM
To: Steven Fritschen; Steve Smith (E-mail)
Cc: Renee Woitas; Thomas Russell
Subject: FW: F550 Super Duty valve stem concerns

Steve,

Following is a question on a Fleet down in the Dallas area. Have you seen any problems on the F550's and their valve stems? I can't say I've run into it before. Thanks a lot.....

-----Original Message-----
From: Smith, Steve A (CAP, FLEET)
[mailto:SteveA.Smith@fleet.gecapital.com]

Sent: Thursday, April 20, 2000 4:51 PM
To: 'rwoitas@ford.com'
Subject: F550 Super Duty valve stem concerns

A customer, mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning. It sounds as if there is a solid rubber one with a interference fit from the factory and repair shops are replacing with a metal and rubber combination that is secured by a jamb nut.

Can you nose around a bit and see if this is a known problem at all. Let me know if you need specifics and I will attempt to get them.

-----Original Message-----
From: Holloway, Melvin (M.A.)
Sent: Wednesday, September 13, 2000 9:22 AM
To: Alcock, Eric (E.W.)
Cc: Holloway, Melvin (M.A.)
Subject:

Eric, I've been contacted by regarding a technical issue and am looking for any information/direction you may have.

Listed below are 4 VINs that are affected. Apparently, these trucks are having problems with the valve stems (wheels) coming out and causing flat tires/breakdowns.

What little I know so far, is that these trucks have cranes mounted on them and I suspect the customer may be over-inflating the tires(?).

If you have any info. on this issue (and proper PSI spec. and/or an alternative valve stem available), I would appreciate that information.

VINs	Tires
1FDAF56F1XEE12125	LT22570R
1FDAF56F3XEE12126	LT22570R
1FDXF46F0YEC71179	LT22570R19
1FDXF46F2YEE09904	LT22570R19

Thanks.

Regards,

Mel Holloway (MHOLLOWA)
Field Manager
North American Fleet Service - Northeast Region
(867) 727-3666 FAX: (856) 596-2993
mhollowa@ford.com

-----Original Message-----
From: Moreau, Jerimy (J.C.)
Sent: Monday, May 01, 2000 1:49 PM
To: Alcock, Eric (E.W.)
Subject: FW: F550 Super Duty valve stem concerns

No I have not. I wonder if these tires are being over inflated then when there is a load on the truck and hitting bumps they are then blowing out. Is there a way to verify these tires are at the proper inflation? I wonder if they have any documentation to support what type of air presure the tires are inflated with?

Regards,
Jerimy Moreau
FCSD, Service Engineering
F250-550 SD, F650-750, Econoline & Excursion
PH (313) 845-9459, Fax (313) 337-8337
jmoreau@mail.ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, May 01, 2000 9:20 AM
To: Moreau, Jerimy (J.C.)
Subject: FW: F550 Super Duty valve stem concerns

Jerimy,

Have you heard of a concern with F550 tire valve stems?

mentioned a concern with a number (7) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning.

Regards,
Eric Alcock, FCSD-North American Fleet Service,
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345,
PH-313-33-76741, FAX-313-39-01880,
ealcock@ford.com

-----Original Message-----
From: Fritschen, Steven (S.E.)
Sent: Monday, May 01, 2000 7:45 AM
To: Alcock, Eric (E.W.)
Cc: Fritschen, Steven (S.E.)
Subject: FW: F550 Super Duty valve stem concerns

Mr. Alcock

A question for you!

Thanks!
Steve Fritschen
Tech Liaison, North American Fleet Service, FCSD
Phone# 313-845-7337, Fax# 313-390-1880
1665 Fairlane Circle, Allen Park, MI (FBP6)

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Tuesday, April 25, 2000 6:10 PM
To: Steven Fritschen; Steve Smith (E-mail)
Cc: Renee Woitas; Thomas Russell
Subject: FW: F550 Super Duty valve stem concerns

Steve,

Following is a question on a Fleet down in the Dallas area. Have you seen any problems on the F550's and their valve stems? I can't say I've run into it before. Thanks a lot.....

-----Original Message-----
From: Smith, Steve A (CAP, FLEET)
[mailto:SteveA.Smith@fleet.gecapital.com]
Sent: Thursday, April 20, 2000 4:51 PM
To: 'rwoitas@ford.com'
Subject: F550 Super Duty valve stem concerns

A customer, mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning. It sounds as if there is a solid rubber one with a interference fit from the factory and repair shops are replacing with a metal and rubber combination that is secured by a jamb nut.

Can you nose around a bit and see if this is a known problem at all. Let me know if you need specifics and I will attempt to get them.

-----Original Message-----
From: Fritschen, Steven (S.E.)
Sent: Monday, May 01, 2000 7:45 AM
To: Alcock, Eric (E.W.)
Cc: Fritschen, Steven (S.E.)
Subject: FW: F550 Super Duty valve stem concerns

Mr. Alcock

A question for you!

Thanks!
Steve Fritschen
Tech Liaison, North American Fleet Service, FCSD
Phone# 313-845-7337, Fax# 313-390-1880
1665 Fairlane Circle, Allen Park, MI (FBP6)

-----Original Message-----
From: Woitas, Renee (R.H.)
Sent: Tuesday, April 25, 2000 6:10 PM
To: Steven Fritschen; Steve Smith (E-mail)
Cc: Renee Woitas; Thomas Russell
Subject: FW: F550 Super Duty valve stem concerns

Steve,

Following is a question on a Fleet down in the Dallas area. Have you seen any problems on the F550's and their valve stems? I can't say I've run into it before. Thanks a lot.....

-----Original Message-----
From: Smith, Steve A (CAP, FLEET)
[mailto:SteveA.Smith@fleet.gecapital.com]
Sent: Thursday, April 20, 2000 4:51 PM
To: 'rwoitas@ford.com'
Subject: F550 Super Duty valve stem concerns

A customer, , mentioned a concern with a number (?) of ' 99 and ' 00 vehicles that the valve stem for the tires has "blown" out of the wheel without warning. It sounds as if there is a solid rubber one with a interference fit from the factory and repair shops are replacing with a metal and rubber combination that is secured by a jamb nut.

Can you nose around a bit and see if this is a known problem at all. Let me know if you need specifics and I will attempt to get them.

—Original Message—
From: Peeler, Tom (T.H.)
Sent: Thursday, September 07, 2000 9:59 PM
To: Green, Dale (D.R.); Reed, Bill (B.P.); Alcock, Eric (E.W.)
Cc: Roldan, Jorge (J.); Rotweder, David (D.S.); Beuckelaere, Philip (P.R.); Thompson, George (G.C.)
Subject: Alabama Power F Super Duty Valve Stem Problem

Issue and Concern:

and have experienced twelve known tire failures on 1999 and 2000 model F-250 thru F-550's. The drivers reported that while driving down the interstate highway at 70 mph they had a very quick loss of air pressure in a tire. When the vehicles were inspected eleven of the tires were reported not to have any sign of a valve stem and one had a stem that was torn in half. Eight flats were on the steer axle. Vehicles involved had either 16 or 19.5 inch wheels and equipped with a Dill TR-600-HP valve stem.

Findings:

On September 6th units at
/ Mike Day (QA/Tech Service Representative with Accuride), Rabian Martin (Project Engineer with Eaton Corporation, Air Controls Division) and myself. We inspected a new F-450 (1FDXF46F3YEE39591) with 37 miles with a built date of 7/00 and a new F-550 (1FDAF56F6YEB94782) with 292 miles with build date of 12/99. We inspected and removed stems from three wheels on the first unit and seven wheels on the second. The stems were pushed back into the wheel in an effort not to damage the stems while removing them. We found that all ten valve stems seemed to have been over extended when they were installed in the wheel. Each stem was cut at the base, distorted out of shape and the base was concaved across the bottom. Each stem showed signs where the stem had not been inserted straight into the wheel. On two of the wheels we pushed the stem over and touched the top of the stem to the wheel and the stems popped part of the way out of the wheel causing the air to come out of the tire. We replaced the valve stem with new ones the had been furnished by Dill that were hand installed so as to not over extended the stem. We performed the same test and the stem did not leak. Rabian Martin took some of the stems back with him to test the rubber and perform centrifugal test. He is to advise of the results. Mike Day took two stems back with him to give to Dale Green.
I have two stems that were taken from a third unit on August 30th (1FTNX21LXXEA64713 with 68,000 miles) that looks the same. I will send one of these to Dale Green and one to Bill Reed.
is going to break down seven new vehicles and remove the stems and send some to the Dale, Bill and Rabian Martin.

History:

had its first known failure in mid July 2000 on a very hot day when the vehicle was traveling at 70 mph. This failure was on the steer axle. They had nine more failures, seven of which were on the front axle. They made a company decision and put out an internal service bulletin to their entire fleet telling all of their facilities to replace all the Dill TR 600 HP valve stems in the fleet got a copy of this service message and called me to see if this was a known concern and I advised them that we had not seen this problem. They decide to wait and see if they had any reports within their fleet. About two weeks ago they had their first report of a tire failure. After inspecting the flat they reported that the wheel was missing the valve stem. On September 6th they had their second failure and the stem was torn in half but

was still in the wheel. [redacted] is very concerned about this issue and is going to wait till early next week and if we have not been able to give them any more guidance they are planning to issue a service bulletin and direct all their facilities to replace all the Dill valve stems in the entire fleet.

Tom Peeler
Field Manager
North American Fleet Service
Central South Region
Atlanta, Birmingham and UPS
770-632-1105

-----Original Message-----

From: Papcun, Barbara (B.)
Sent: Thursday, September 07, 2000 4:33 PM
To: Andrea Cavatalo; Barbara Papcun; Dan Faremouth; Dwight Finley; Eric Alcock; Eva Carmona; Ferdinand Talan; John Adamczak; Keith Burns; Laeaunji Colston; Lynn Black; Marisa Manns; Michael Terry; Patricia Holmes; Paul Cowan; Ron Pung; Tracy Lampkin; William Reese
Subject: valve stem update

Everyone,
Eric Alcock is currently working with engineering investigating the valve stem concern. Apparently he has also seen this
cropping up from time to time on the F Series. Again, vehicles in warranty are to be warranted for the valve stem repairs/replacements and treat awa situations as any other after warranty repair case by case. Thanks. Note that some dealers are
replacing with rubber stems rather than metal which is considered acceptable.

BARBARA A. PAPCUN
North American Fleet Service

—Original Message—
From: Green, Dale (D.R.)
Sent: Thursday, August 31, 2000 10:42 AM
To: Peeler, Tom (T.H.)
Cc: Alcock, Eric (E.W.)
Subject: RE: Alabama Power Co Valve Stem Problem

Tom: I left a phone message with the Eaton rep. , Joe Hebert (pronounced A-bear), his phone number is 248.437.9527.
I've asked Joe to contact you directly.

—Original Message—
From: Peeler, Tom (T.H.)
Sent: Wednesday, August 30, 2000 5:50 PM
To: Green, Dale (D.R.)
Cc: Alcock, Eric (E.W.)
Subject: RE: Alabama Power Co Valve Stem Problem

Dale, We have a meeting set on Sept. 6th with Mike Day of Accuride wheels and I think it would be great to have someone from Dill at the meeting. The customer is feeling more and more like the problem is with the valve stem. Can you get someone from Dill involved and meet with us in Alabama on the 6th?

Tom Peeler
Field Manager
North American Fleet Service
Central South Region
Atlanta, Birmingham and UPS
770-632-1105

—Original Message—
From: Green, Dale (D.R.)
Sent: Monday, August 28, 2000 9:48 AM
To: Roth, Frank (F.E.); 'jorr@accuridecorp.com'
Cc: Radaker, Bruce (B.E.); Wilson, Mark (M.B.); Peeler, Tom (T.H.); Beuckelaere, Philip (P.R.); Reed, Bill (B.P.)
Subject: RE: Alabama Power Co Valve Stem Problem

Frank/Bill: The Dill TR-600 HP is a robust tire valve if correctly installed. However, lets review our process and supplier quality.

Supplier Quality:

1) I've called Accuride to get involved to review their wheels being supplied. To ensure the valve hole size is correct and no burrs around the valve hole. I've asked them to work with Frank Roth. Also, I would like to get the suspect wheel back for review.

2) Frank Roth is going to contact Eaton Air Control, they represent the Dill brand.

Process Check:

1) Review automatic valve stemmer: Check plunger, if Valve stem is over extended – it can be torn.

2) If any hand installation exist, review installation process. Make sure correct tools are being used.

Field Check:

1) the field needs to check the following, verify that no valve extenders/connectors are being used that connect

the inner and out rear dual wheels. Some this a common practice to ease installation of the rear-inner dual wheel.

The added weight or length of the extender, can work the valve stem loose.

However, if valve connectors or extenders are being used, they must use a **bolt in valve stem.**

If any questions, please call me. 313.322.3433 Thanks.

As mentioned above, this valve stem is very robust. However, if the valve stem is over extended it can develop a tear. From past history, I seen an installed valve stem with a severe cut. This valve maintained tire pressure in the static state (vehicle - sitting in a parking lot), when the vehicle was driven (60 mph) the valve stem starting to bend over (from the centrifugal acceleration) and air started to leak out. When, the vehicle was again stopped, their was no air loss.

—Original Message—
From: Roth, Frank (F.E.)
Sent: Friday, August 25, 2000 5:55 PM
To: Green, Dale (D.R.)
Subject: FW:

Dale - do you know anything about this? Please call me.

Frank E. Roth, KTPPVT Chassis
Steering & Handling, 502-429-2448
froth@ford.com

—Original Message—
From: Reed, Bill (B.P.)
Sent: Friday, August 25, 2000 8:40 AM
To: Green, Dale (D.R.); Roth Frank (E-mail)
Cc:
Subject: FW:

Frank, can you answer the questions on valve stems? Get Dale involved if you need his help. Please respond directly to Tom.

Regards,
Bill Reed (breed1@ford.com)
KTP PVT Chassis Engineering Supervisor
Phone (502) 429-2001 Fax (502) 429-2941 Page (502) 336-6294
Text page at: 5023366294@airtouchpaging.com

—Original Message—
From: Peeler, Tom (T.H.)
Sent: Thursday, August 24, 2000 10:01 AM
To: Reed, Bill (B.P.)
Cc: Alcock, Eric (E.W.); Radaker, Bruce (B.E.)
Subject:

Bill, I was asked by to look at some of their F-Super Duty trucks as they have had a tire failure on one of their trucks. They described it as a rapid loss of air pressure as they were traveling down the Inter state. By the time they got the truck stopped and off the road the tire was torn to shreds. After they inspected the remains of the tire they noted that there was no valve stem in the wheel. They also said they had three other reports of the same type from their sister company f
We looked at a lot of their trucks and found one (1FTNX21LXXEA64713) that the valve stem seemed to be cut and one other that was leaking. We broke the tire down and found the area where the stem went thru the wheel was chafed and cut. These were Dill TR-600-HP stems. This unit had 68000 miles and was on its second set of tires and the valve stem had not been changed when the tires were replaced. I kept two of these stems and if you need to see them I can send them to you.
The customer is very concerned about this issue and has asked me to get Ford involved. Have we seen any problem with these stems? Do we have any recommendations on this issue?
is thinking about changing out all these Dill stems and asked me to find out what other types of stems Ford uses? They have F-250 thru F-550's with 16 inch and 19.5 inch wheels. Can you get me a list of stems that we use RPO and DSO by make and model so they can review. They think this may be a revision that they add to their truck specs next year. If possible could you get me a stem of each type for them to look at as they make a decision?

They are very anxious to get this list. We need this list of stems so if they do add a specific stem to their specs for next year, their choice would be one that we are offering.

Tom Peeler
Field Manager
North American Fleet Service
Central South Region
Atlanta, Birmingham and UPS

—Original Message—
From: Peeler, Tom (T.H.)
Sent: Wednesday, August 30, 2000 5:50 PM
To: Green, Dale (D.R.)
Cc: Alcock, Eric (E.W.)
Subject: RF

Dale, We have a meeting set on Sept. 6th with Mike Day of Accuride wheels and I think it would be great to have someone from Dill at the meeting. The customer is feeling more and more like the problem is with the valve stem. Can you get someone from Dill involved and meet with us in Alabama on the 6th?

Tom Peeler
Field Manager
North American Fleet Service
Central South Region
Atlanta, Birmingham and UPS
770-632-1105

—Original Message—
From: Green, Dale (D.R.)
Sent: Monday, August 28, 2000 9:48 AM
To: Roth, Frank (F.E.); 'jon@accuridecorp.com'
Cc: Radaker, Bruce (B.E.); Wilson, Mark (M.B.); Peeler, Tom (T.H.); Beuckelaere, Philip (P.R.); Reed, Bill (B.P.)
Subject: RF

Frank/Bill: The Dill TR-600 HP is a robust tire valve if correctly installed. However, lets review our process and supplier quality.

Supplier Quality:

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1) Review automatic valve stemmer: Check plunger, If Valve stem is over extended – it can be torn.

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Field Check:

1) the field needs to check the following, verify that no valve extenders/connectors are being used that connect the inner and out rear dual wheels. Some this a common practice to ease installation of the rear-inner dual wheel.

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However, if valve connectors or extenders are being used, they must use a **bolt in valve stem**.

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From: Roth, Frank (F.E.)
Sent: Friday, August 25, 2000 5:55 PM
To: Green, Dale (D.R.)
Subject: FW:

Dale - do you know anything about this? Please call me.

Frank E. Roth, KTPPVT Chassis
Steering & Handling, 502-429-2448
froth@ford.com

—Original Message—
From: Reed, Bill (B.P.)
Sent: Friday, August 25, 2000 8:40 AM
To: Green, Dale (D.R.); Roth Frank (E-mail)
Cc:
Subject: FW:

Frank, can you answer the questions on valve stems? Get Dale involved if you need his help. Please respond directly to Tom.

Regards,
Bill Reed (breed1@ford.com)
KTP PVT Chassis Engineering Supervisor
Phone (502) 429-2001 Fax (502) 429-2941 Page (502) 336-6294
Text page at: 5023366294@airtouchpaging.com

—Original Message—
From: Peeler, Tom (T.H.)
Sent: Thursday, August 24, 2000 10:01 AM
To: Reed, Bill (B.P.)
Cc: Alcock, Eric (E.W.); Radaker, Bruce (B.E.)
Subject:

Bill, I was asked by ook at some of their F-Super Duty trucks as they have had a tire failure on one of their trucks. They described it as a rapid loss of air pressure as they were traveling down the inter state. By the time they got the truck stopped and off the road the tire was torn to shreds. After they inspected the remains of the tire they noted that there was no valve stem in the wheel. They also said they had three other reports of the same type from their sister company
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They are very anxious to get this list. We need this list of stems so if they do add a specific stem to their specs for next year, their choice would be one that we are offering.

Tom Peeler
Field Manager
North American Fleet Service
Central South Region
Atlanta, Birmingham and UPS

-----Original Message-----
From: Johnson, Dan (D.W.)
Sent: Wednesday, August 30, 2000 4:00 PM
To: 'Ron Tompkins'
Cc: Johnson, Dan (D.W.)
Subject: RE: Valve Stems

Ron,

With the information you have provided, this issue is being investigated. If you have any failed parts (valves) along with vehicle information (VIN #, miles at failure), that information would be of great help.

At this time, there are no planned service actions. It is recommended that the tire valves be replaced, at time of tire service, with an appropriate type of valve for the application.

I will keep you advised as to the progression of the investigation.

-----Original Message-----
From: Ron Tompkins [mailto:RTompkins@sunstateequip.com]
Sent: Tuesday, August 29, 2000 6:14 PM
To: 'djohns19@ford.com'
Subject: Valve Stems
Importance: High

Hello Dan,

With the information from is Ford going to issue a service bulletin or recall for this safety hazard?

Thank you
Ron Tompkins
Product Support
Sunstate Equipment Co.

-----Original Message-----
From: Wilson, Mark (M.B.)
Sent: Monday, August 28, 2000 12:11 PM
To: Alcock, Eric (E.W.)
Cc: Canal, Ron (R.J.); Green, Dale (D.R.)
Subject: RE: Valve Stem Failures

Ron,

Could you please send the failed valve stem to the following address:

KTP
3001 Chamberlain Lane
Louisville, KY 40245
Attention: Mark Wilson - PVT

Thanks!

Mark Wilson
PVT & Field Liaison
F-Super Duty, Excursion
502-429-2546 voice, 502-339-5252 fax
E-mail: MWILSON7@FORD.COM

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, August 28, 2000 3:44 PM
To: Wilson, Mark (M.B.)
Cc: Alcock, Eric (E.W.); Canal, Ron (R.J.); Green, Dale (D.R.)
Subject: FW: Valve Stem Failures

Mark,

Here is some more information regarding another fleet with concerns of valve stem failures on F250 & F350 with lower mileage.

Ron Canal has the valve stems from the pictures.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Monday, August 28, 2000 10:28 AM
To: Alcock, Eric (E.W.)
Cc: Bouwkamp, Bruce (B.D.); CLAUDE MASTERS (Business Fax)
Subject: Valve Stem Failures

Eric,

, I requested I inspect son vehicle for premature valve stem failures.
Appears to tear at installation, eventually, with vibration, begin leaking.

unit #	vin#	MODEL	location	mileage

2201	1FDNF20F9YEB06165	F-250	left rear	10,644
2598	1FDNF20F3XED98873	F-250	left front	12,772
2568	1FDWF36F0XEB75251	F-350	right front	20,896
6427	1FTNW21F5XEB03262	F-250	right front	61,258

See attached picture of parts available upon request.
NOTE: The valve on right was still holding air. We removed it by pushing it in spitting was occurring .
These valves came off Unit 6427.

<< File: HL&P VALVES.jpg >>
Please advise,

Ron Canal - Field Mgr.
North American Fleet Service
Central Region | Houston Market Area
Phone: 281-290-8362 | FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Monday, August 28, 2000 11:44 AM
To: Wilson, Mark (M.B.)
Cc: Alcock, Eric (E.W.); Canal, Ron (R.J.); Green, Dale (D.R.)
Subject: FW: Valve Stem Failures

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2536	1FDNF20F3XED98673	F-250	left front	12,772
2568	1FDWF36F0XEB75261	F-350	right front	20,896
6427	1FTNW21F5XEB93262	F-250	right front	61,256

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FLAT VALVES.jpg

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2568	1FDWF36F0XEB76251	F-350	right front	20,896
8427	1FTNW21F6XEB93262	F-250	right front	61,258

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HEAP VALVES.jpg

Please advise,

Ron Canal - Field Mgr.
North American Fleet Service
Central Region | Houston Market Area
Phone: 281-290-5362 | FAX: 281-290-5361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Friday, August 25, 2000 9:32 AM
To: Moormann, Thomas (T.)
Cc: Alcock, Eric (E.W.)
Subject: FW: F550 tire failures

Tom,
Here is an Internal Service Message (ISM) regarding this concern. You can NOT give the fleet a copy of this ISM, but you can tell them this information and have the fleet record the VIN, Mileage, air pressure and submit an EDSR.

Article #: ISM 00-08-008 Date: 08/01/2000

Symptom:	3 06	CHASS. TIRES/WHEELS						
	Year	Vt	Fm	Vl	Mdl	Trans	Engine	Calib	Axle
Criteria:	1999	T	FH						

CK FOR BURRS AT VALVE STEM HOLE, INSTALL METAL VLV STEM
19.5 INCH WHEEL VALVE STEMS LEAK AIR
SOME 1999-2000 F450-F550, MOTORHOME EQUIPPED WITH 19.5 INCH WHEELS MAY LEAK AIR FROM THE VALVE STEM. TO SERVICE, INSPECT WHEELS FOR BURRS AROUND THE VALVE STEM HOLE. IF NO BURRS ARE NOTED AND THE VALVE STEM ITSELF IS SUSPECTED AS THE CAUSE OF THE FAILURE, REPLACE THE RUBBER TYPE VALVE STEM WITH A METAL TYPE VALVE STEM. PLEASE DOCUMENT FINDINGS AND AIR PRESSURES OF THE TIRES AND SUBMIT IN AN EDSR.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: GUILLORY, HOWARD G [mailto:HGUILLO@entergy.com]
Sent: Thursday, August 24, 2000 4:09 PM
To: 'Tom Moorman'; 'Eric Alcock'
Cc: ROBERTS, MICHAEL H
Subject: FW: F550 tire failures

FYI...Glenn

-----Original Message-----
From: ROBERTS, MICHAEL H
Sent: Thursday, August 24, 2000 3:06 PM
To: GUILLORY, HOWARD G
Subject: RE: F550 tire failures

Glenn:

The F550 we have on the yard has all rubber valve stems that seem to be very flexible. I spoke with Jim Looney who indicated that he thought the all rubber valve stems were typically only rated at 45-55 psi. He said they always used metal valve stems on the 19.5" wheels similar to what are typically used on most truck tire rims. I haven't looked at an F450, but I suspect they have the same valve stem setup. I did look at some 19.5 wheels on some of the 3500HD chassis, and they all have metal valve stems. I don't know if the extra weight on the front ends of the F550's with L37's would make these any more prone to failure or not. It is possible that the flimsy rubber stems are susceptible to damage when running off road or in mud, and this could be a cause of the failures we have experienced.

Mike

-----Original Message-----
From: GUILLORY, HOWARD G
Sent: Thursday, August 24, 2000 2:00 PM
To: GORE, THOMAS I; ROBERTS, MICHAEL H
Subject: FW: F550 tire failures

-----Original Message-----
From: Moormann, Thomas (T.) [mailto:tmoorman@ford.com]
Sent: Thursday, August 24, 2000 1:55 PM
To: 'GUILLORY, HOWARD G '
Subject: RE: F550 tire failures

Glen...I'll see what I can find out... I'll follow up with you.

-----Original Message-----
From: GUILLORY, HOWARD G
To: 'Jennings Hackney'; 'Paul Hinson'; 'Ron Britton'; 'Scott Bruce'
Cc: 'Tom Moorman'
Sent: 8/24/00 9:04 AM
Subject: FW: F550 tire failures

> -----Original Message-----
> From: GORE, THOMAS I
> Sent: Thursday, August 24, 2000 6:19 AM
> To: ROBERTS, MICHAEL H; CORNE, DAVID P; RETHERFORD, EDWARD J; GRANT,
> ARLIS W; PODRAZA, JAMES
> Cc: GUILLORY, HOWARD G; SLAVEN, JESSE O

Subject: RE: F550 tire failures

Yes we have---We have presented to SAB in Mississippi and Jesse Slaven is sending out system wide alert. We are installing metal valve stems in the trucks we have received and are installing in the new ones before we send out to field. We are also experiencing tire problems on front tires and are replacing within 10K miles. The wear characteristics of this tire are terrible and don't hold up on the front.
> Ivy
>
> -----Original Message-----
From: ROBERTS, MICHAEL H
Sent: Wednesday, August 23, 2000 6:01 PM
To: GORE, THOMAS I; CORNE, DAVID P; RETHERFORD, EDWARD J; GRANT, ARLIS W; PODRAZA, JAMES

Cc: GUILLORY, HOWARD G
Subject: F550 tire failures

I had a report today regarding two 19.5" tire failures on one of our new L37M material handlers on an F550. In each of these two instances, the valve stem failed and caused the tire to go flat. One failure involved a front tire and one a rear tire. Both failures were on the same truck, but occurred at different times. The truck in question has been in service only a few months.

Have any of you experienced or heard of similar tire failures on the F550 or F450 trucks with 19.5" tires?

Thanks
Mike

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Friday, August 25, 2000 9:32 AM
To: Moormann, Thomas (T.)
Cc: Alcock, Eric (E.W.)
Subject: FW: F550 tire failures

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Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: GUILLORY, HOWARD G [mailto:HGUILLO@entergy.com]
Sent: Thursday, August 24, 2000 4:09 PM
To: 'Tom Moorman'; 'Eric Alcock'
Cc: ROBERTS, MICHAEL H
Subject: FW: F550 tire failures

FYI...Glenn

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From: ROBERTS, MICHAEL H
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Mike

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Sent: Thursday, August 24, 2000 2:00 PM
To: GORE, THOMAS I; ROBERTS, MICHAEL H
Subject: FW: F550 tire failures

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From: Moormann, Thomas (T.) [mailto:tmoorman@ford.com]
Sent: Thursday, August 24, 2000 1:55 PM
To: 'GUILLORY, HOWARD G '
Subject: RE: F550 tire failures

Glen...I'll see what I can find out... I'll follow up with you.

-----Original Message-----
From: GUILLORY, HOWARD G
To: 'Jennings Hackney'; 'Paul Hinson'; 'Ron Britton'; 'Scott Bruce'
Cc: 'Tom Moorman'
Sent: 8/24/00 9:04 AM
Subject: FW: F550 tire failures

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> From: GORE, THOMAS I
> Sent: Thursday, August 24, 2000 6:19 AM
> To: ROBERTS, MICHAEL H; CORNE, DAVID P; RETHERFORD, EDWARD J; GRANT,
> ARLIS W; PODRAZA, JAMES
> Cc: GUILLORY, HOWARD G; SLAVEN, JESSE O

> Subject: RE: F550 tire failures
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Have any of you experienced or heard of similar tire failures on the F550 or F450 trucks with 19.5" tires?

Thanks
Mike

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Friday, August 25, 2000 8:43 AM
To: Wilson, Mark (M.B.)
Cc: Alcock, Eric (E.W.)
Subject: FW: F550 tire failures

Mark,

See note below regarding the concern with the valve stems.

The fleets are now changing the valve stems to a metal type valve stem as so as they receive the trucks.

Can you pass along to the correct person at the PVT?

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: GUILLORY, HOWARD G [mailto:HGUILLO@entergy.com]
Sent: Thursday, August 24, 2000 9:06 AM
To: 'Eric Alcock'
Subject: FW: F550 tire failures

FYI

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Cc: GUILLORY, HOWARD G; SLAVEN, JESSE O
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Have any of you experienced or heard of similar tire failures on the F550 or F450 trucks with 19.5" tires?

Thanks
Mike

-----Original Message-----
From: Wilson, Mark (M.B.)
Sent: Friday, August 25, 2000 9:20 AM
To: Alcock, Eric (E.W.)
Subject: RE:

Somebody may want to advise this fleet that it is maditory to replace the valve stems every time the tires are changed. I have never heard of anyone leaving the valve stems alone.

I have already made a CQIS folder on this and engineering is looking into it. I have only seen 450/550's exhibit this issue. I have a feeling that they may be causing the problem by leaving the valve stems on so long.

Mark Wilson
PVT & Field Liaison
F-Super Duty, Excursion
502-429-2546 voice, 502-339-5252 fax
E-mail: MWILSON7@FORD.COM

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Friday, August 25, 2000 1:15 PM
To: Wilson, Mark (M.B.)
Subject: FW:

Mark,

FYI

Here is another fleet with a valve stem concern.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Parts/Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

-----Original Message-----
From: Peeler, Tom (T.H.)
Sent: Thursday, August 24, 2000 10:01 AM
To: Reed, Bill (B.P.)
Cc: Alcock, Eric (E.W.); Radaker, Bruce (B.E.)
Subject:

Bill, I was asked by [illegible] look at some of their F-Super Duty trucks as they have had a tire failure on one of their trucks. They described it as a rapid loss of air pressure as they were traveling down the inter state. By the time they got the truck stopped and off the road the tire was torn to shreds. After they inspected the remains of the tire they noted that there was no valve stem in the wheel. They also said they had three other reports of the same type from their sister company (
We looked at a lot of their trucks and found one (1FTNX21LXXEA64713) that the valve stem seamed to be cut and one other that was leaking. We broke the tire down and found the area where the stem went thru the wheel was chaffed and cut. These were Dill TR-600-HP stems. This unit had 66000 miles and was on its second set of tires and the valve stem had not been

changed when the tires were replaced. I kept two of these stems and if you need to see them I can send them to you.
The customer is very concerned about this issue and has asked me to get Ford involved. Have we seen any problem with these stems? Do we have any recommendations on this issue?
is thinking about changing out all these Dill stems and asked me to find out what other types of stems Ford uses? They have F-250 thru F-550's with 16 inch and 19.5 inch wheels. Can you get me a list of stems that we use RPO and DSO by make and model so they can review. They think this may be a revision that they add to their truck specs next year. If possible could you get me a stem of each type for them to look at as they make a decision? They are very anxious to get this list. We need this list of stems so if they do add a specific stem to their specs for next year, their choice would be one that we are offering.

Tom Peeler
Field Manager
North American Fleet Service
Central South Region

- Atlanta, Birmingham and UPS

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From: GUILLORY, HOWARD G [mailto:HGUILLO@entergy.com]
Sent: Thursday, August 24, 2000 4:09 PM
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Subject: FW: F550 tire failures

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Thanks
Mike

SFCHNAMA Add Action 07/29/02 11:18:19

==>

VIN: 1FDAW56F1YED70668 Year: 2000 Model: F-SERIES SUPER DUTY
Name:
Trmt:
Case: 631843461
Issue Type: 07 LEGAL
Issue Status: C ACKNOWLEDG
Comm Type: ML MAIL
Odometer Reading: 1
Dealer: 00225 LONG-LEWIS FORD
Odometer Type: MI
Symptom Desc: TIRES/WHEELS APPEARANCE DAMAGE
Document Number:
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Legal Issue Type:
Origin Desc: CONSUMER AFFAIRS - LITIGATION
CAN Court Code:
Action Desc: FINAL CASE DISPOSITION
CAN Award Code:
Comments: CASE CLOSED ON 7/29/02. LPA HAS NOT RECEIVED REQUESTED INFORMATION FOR REIMBURSEMENT.

F1=Help F2=ActionList F5=Add F6=DealerInfo
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=DealerList
UPDATE SUCCESSFUL LPREL10

EA02-018 0102

SFCHADMA Action Detail 06/18/02 09:11:44

==>

VIN: 1FDAW56F1YED70668 Year: 2000 Model: F-SERIES SUPER DUTY
Owner Status: ORIGINAL WSD: 06/16/00
Name: Hm Ph:
Trmt: Case: 631843461 Day Ph:
Symptom Desc: TIRES/WHEELS APPEARANCE DAMAGED
Reason Desc: LEGAL - OTHER ATTORNEY DEMAND
Dealer: LONG-LEWIS FORD
Issue Type: 07 LEGAL Issue Status: K ACKNOWLEDG
Comm Type: ML MAIL Odometer Reading: 1 MI
Analyst: MKELSEY2 MOLLY KELSEY Document Number:
Action Date: 06/13/02 Action Data: Y Action Time: 15:06:05 EST
Origin Desc: CONSUMER AFFAIRS - LITIGATION PREVENTION
Action Desc: OPEN LEGAL CONTACT - ATTORNEY DEMAND
Comments: **********ATTORNEY DEMAND LETTER**********
REC'D 06/13/02
ATTORNEY ALLEGES DEFECTIVE VEHICLE.

ATTRONEY ALLEGES HIS CLIENT'S FRONT TIRES ARE DEFECTIVE.

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=ActionData
F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP
MORE COMMENTS AVAILABLE LPREL10

ER02-018 8193

SFCHESMA Esp Information 06/18/02 09:11:51

==>

VIN: 1FDAW56F1YED70668 Year: Model:
Contract: of Status:

----------Purchase Details----------

Purchaser:
Expiration Date:
Expiration Miles:
Plan Type:
Plan Year:
Selling Dealer:
Rental:
Deductible:
Towing Allowance:
Purchase Type:
Options:

----------Cancellation Details----------

Cancel Date: Process Date:
Refund Percent: Dealer Received Date:
Dealer Credited:

F1=Help F9=PrevContract F10=NextContract F11=Menu F12=Return

NO ESP DATA FOUND LPREL10

SFCHSCMA Customer List 06/18/02 09:12:18

==> _____ _____

VIN: _____ CASE: 0631843461 HOME PHONE: _____

LAST NAME: _____ ZIP/POSTAL: _____ CTRY: ___

A C	CUSTOMER NAME/ City	Address/ St/Prov	Zip/Postal	Address/ Ctry	Home Phone
	ON SITE SYSTEMS INC MONTEVALLO	PO BOX 329 AL	35115 0329	USA	205 620 0503

F1=Help F2=VehicleList F4=UpdCustInfo F5=AddCustIssue

F7=Prev F8=Next F11=Menu F12=Return

NO MORE RECORDS AVAILABLE LPREL10

EA02-018 0195

SFCHSVMA Vehicle List 06/18/02 09:12:26

==>

Name:
Address:
Address:
City: MONTEVALLO
Zip/Postal:

Home Phone:
Day Phone:
State/Prov: AL
Country: USA

A C	VIN/ Owner Status	Year	Model/ Previous Owner	Sale Type/ Open Issues
	1FTWX32F01EB45391 ORIGINAL	2001	F-SERIES SUPER DUTY	Independent Lse
	1FDAW56F1YED70668 ORIGINAL	2000	F-SERIES SUPER DUTY	Independent Lse Y

F1=Help F2=IssueList F5=AddIssue F7=Prev F8=Next F9=ESP
F10=WarrHistory F11=Menu F12=Return F13=Recall/ONP F14=SpecialCoverage
NO MORE RECORDS AVAILABLE LPREL10

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 08-AUG-2002
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
[illegible]	F7	T/F7	*	T/BD	T/BD	T/E	A1	T/D8	T/DS	04-04-00	15-04-00	124002	USA	7	T03	1F03	B7A	8287	B	S11	V44	L65	42
AWS Claim Key:	4000219	Doc #:	13797801		Trx Code:		2	Labor Hrs:		.3	Labor Cost:		16.19	Material Cost:		.94	Total Cost:			17.13			
Dir Cd-Sub Cd:	01087-*	Name:	WAYNESVILLE				Ph:			St: NC	Ctry Cd:	USA	Reg Cd:		NA	Repr Date:	17-OCT-2000			DIST (Mile):	3316		
Cust Comments:	CUST STATES COOLANT LEAK AT BOTTOM OF RADIATOR																						
Tech Comments:	FAULTY BOTTOM HOSE CLAMP																						
[illegible]	F7	T/F7	*	T/BD	T/BD	T/E	A1	T/D8	T/DS	04-04-00	15-04-00	124002	USA	19		*	*	*	*	SXX	V00	*	*
AWS Claim Key:	12160698	Doc #:	14891801		Trx Code:		01S24	Labor Hrs:		.8	Labor Cost:		44.5	Material Cost:		7.88	Total Cost:			57.94			
Dir Cd-Sub Cd:	01087-*	Name:	TAYLOR MOTOR CO OF WAYNESVILLE				Ph:	828-4525111		St: NC	Ctry Cd:	USA	Reg Cd:		NA	Repr Date:	11-OCT-2001			DIST (Mile):	7440		
Cust Comments:	RECALL #1S24																						
Tech Comments:	COMPLETED RECALL																						

Any comments? You can contact

webmaster

EA02-018 0197

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VIN:	1FTNX21FXYED32588	Veh Line:	T/F7 - F250HD/350/450/550 [99-03]	Eng Serial No:	1324787F
Model Year:	2000	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/E - 4 WHL L/H PART TIME DRIVE	Engine:	T/DS - NAVISTAR 7.3L OHV DI TC V8 DSL
Inv. Dealer:	04903	Body Cab Style:	T/BD - SUPER SINGLE CAB (SUPER CAB)	Transmission:	T/DS - 4 SP AUTO 4R100 (DIESEL APPLI)
		Version/Series:	T/BD - 250 SERIES		

BUILD INFORMATION:

Region: NA - ########## Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - ########## Prod Date: 04-APR-2000

SALE INFORMATION:

Region: NA - ########## Selling Dealer: 124002 - *
Country: USA - ########## Selling Dlr St/Prov: FL
Buyer St/Prov: FL

Arrival Date: 13-APR-2000 Red Carpet Lease: *
Sale Date: 15-APR-2000 Fleet/Retail/Co. Lease: R
Warranty Start Date: 15-APR-2000 Modified Vehicle: *
Orig Warranty Date: 15-APR-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

```
---------1---------2---------3---------4---------5---------6---------7---------8---------9---------0

X21YED325881423  1 1M1 0309096      SM BK 39C1235 2NXE2 29R    SM B  24A002891  UD    B4BS 4 B    F1

FTNX01        608A 9F9FL     M                          2
```


EA02-018 8186

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	8E	GVW Class Code:	N
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAJB - 3.73 FINAL DRIVE RATIO	Mirror(Driver Side):	BE - DRV ELECTRCHRMC POWER HEAT MIR
Axle Type:	EGJAC - LIMITED SLIP REAR AXLE	Mirror(Psngr Side):	* - [N/A]
Battery Amp Rating:	BA	Paint:	PNUAC - EBONY WB C/C-W/B
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	*	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	* - [N/A]
Color(Trim):	000HF -	Tire Manufacturer:	CF -
Delivery Type:	0	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	D3JUC - LT235/85R-16E BSW A-S
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	AJ - DIESEL FUEL CAPABILITY	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF:	*	RF:	*
LR:	*	RR:	*
LI:	*	RI:	*
SPARE:	*	DOT Plant Manufacturer:	* - *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	*
ESP Coverage(Time):	*	Emission Decal Suffix:	*
ESP Plan Year:	*	Engine Family:	*
ESP Signature Date:			

Any comments? You can contact

webmaster

EA02-015 0199

Ford Motor Company
Executive Offices
16800 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48126

Ford Motor Company

Facsimile Transmittal

To:	Ann Day Lawrence	From:	Gennifer Pace
Fax:	205-592-2815	Pages:	3
Phone:		Date:	8/19/02
Re:	2000 Ford F-Series VIN: 1FDAW56F1YED70668		

☐ Urgent X For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

[redacted]

** TX STATUS REPORT **

AS OF AUG 19 2002 14:11 PAGE.01

CONSUMER AFFAIRS

	DATE	TIME		TO/FROM	MODE	MIN/SEC	PGS	CMD#	STATUS
18	08/19	14:10	205	592 2815	EC--9	00'53"	004	041	OK

Ford Motor Company
Executive Offices
16800 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48126

Ford Motor Company

Facsimile Transmittal

To:	Ann Day Lawrence	From:	Gennifer Pace
Fax:	205-592-2815	Pages:	#3
Phone:		Date:	8/19/02
Re:	2000 Ford F-Series VIN: 1FDAW56F1YED70668		

☐ Urgent X For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

[redacted]

EA02-018 0201

Ford

Vehicle Inspection Report

Customer Name: _ _ _ _

Date of Inspection: 07/12/02

Dealership: Ernest McCarty Ford

VIN# 1FDAW56F1YED70668

City & State: Alabaster AL

Vehicle Year/Type: F550

Inspection By: Jerry W. Abston

Mileage: 39122

DSB Case #:

Customer's Concerns: (List all on customer's application)

front tires failed

Inspection/Test Performed/Results: (List all customer concern's separately)

SAFETY RECALL 01S05 Not properly performed. Valve stems were replaced, but tires were not. See page 2 of 30 of the recall note. (Included)

Repairs Performed: (Per concern)

None

Conclusion:

Customer needs to be compensated for front tires and rear tires need to be reinspected per recall

Name Jerry W. Abston
Title FSE
Region (21) Atlanta

WHEN REPLYING VIA E MAIL, PLEASE USE THE "FORWARD" OPTION, NOT "REPLY"

EA02-018 0202

SERVICE ACTION

On all affected vehicles brought to the dealer or in dealer stock, the dealer must inspect each valve stem and, if necessary, replace the valve stem and tire for the affected wheel.

> **NOTE:**
> **The tire MUST be replaced in combination with a leaking valve stem since continued use of a 19.5-inch steel cord sidewall tire in a under inflated condition could cause permanent damage to the steel cords, which is not 100% detectable by visual inspection.**

In addition, the dealer will adjust the inflation pressure in the remaining tires to the proper specification using the attached recommended fill procedure (Attachment III).

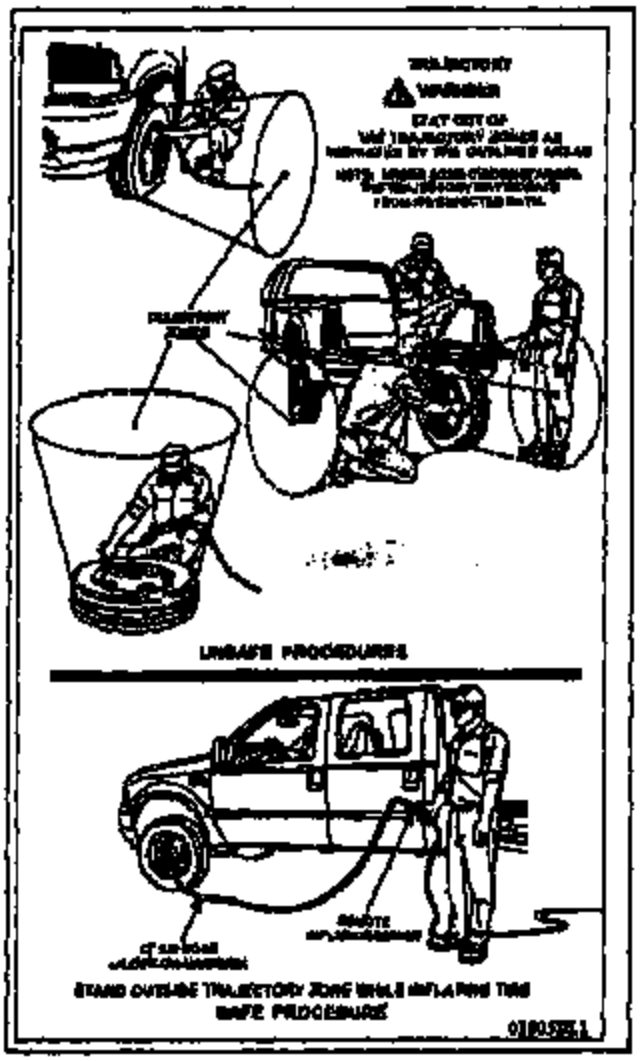


Figure 1 Illustrates unsafe (upper section), and safe (lower section) inflation techniques

SHOP FACILITY REQUIREMENTS FOR DEALER TO PERFORM SAFETY RECALL 01S05

Your dealer must have the following equipment in order to perform this safety recall:

Ford

PLEASE ROUTE THIS FAX TO

Jennifer Page

From: Jerry Abston
Field Service Engineer

Fax# (206) 674-3884

Total pages including cover 3

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673

Ford Motor Company

March 2001

www.ownerconnection.com

Your Vehicle Identification Number: 1234567890

01L02
Kit BB

Mr. John Sample:

As part of our emphasis on tire maintenance and safety, Ford Motor Company is providing additional important information regarding the proper servicing and maintenance of the original equipment 19.5-inch commercial truck tires with steel cord sidewalls installed on your vehicle.

Important Safety Information

The 19.5-inch steel cord sidewall tires equipped on your truck are made of an **all steel** radial construction, which operate at inflation pressures of up to 95 psi. As such, they are NOT light truck tires and must be serviced with the same safety considerations that are used with other medium/heavy truck all-steel radial tires. Personnel trained, supervised, and equipped according to OSHA Standard 29 CFR –1910.177, must perform tire service, including adjusting tire pressure. For example, during any procedure involving tire inflation, a technician or individual must use a remote inflation device, and keep all persons clear of the trajectory area.

What Ford Motor Company is asking you to do...

In order to provide you with this information we have included a total of three (3) labels to install on your vehicle. The labels are intended to increase your awareness of the unique safety and maintenance requirements specific to steel cord sidewall tires. We are asking that you install the enclosed labels using the illustrated instructions shown on the last page of this letter. The following labels are included:

- **Inflation Warning Label** – label describes the importance of maintaining inflation pressures on steel cord sidewall tires
- **Inflation Procedure Label** - illustrates the proper way to adjust tire inflation pressure on a steel cord sidewall tire
- **Owner's Guide Supplement Label** - provides a description of safety and maintenance information specific to the steel cord sidewall tires used on your vehicle

What Ford Motor Company and your dealer will do...

If you wish to have your dealer install the labels (free of charge); contact your dealer and ask for a service date to have Special Field Action 01L02 completed on your vehicle. Please bring this letter and the enclosed labels with you on your service date. If you misplace the labels before your service date, please contact your dealer in advance so they can order replacement labels for your vehicle.

If you've changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If you have concerns...

EAE2-018 0285

If you have questions or need assistance, please contact the Ford Motor Company North American Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: 8am - 11pm (Monday-Friday) ET
9am - 6pm (Saturday) ET

OR

You may contact us through the Internet at:
www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

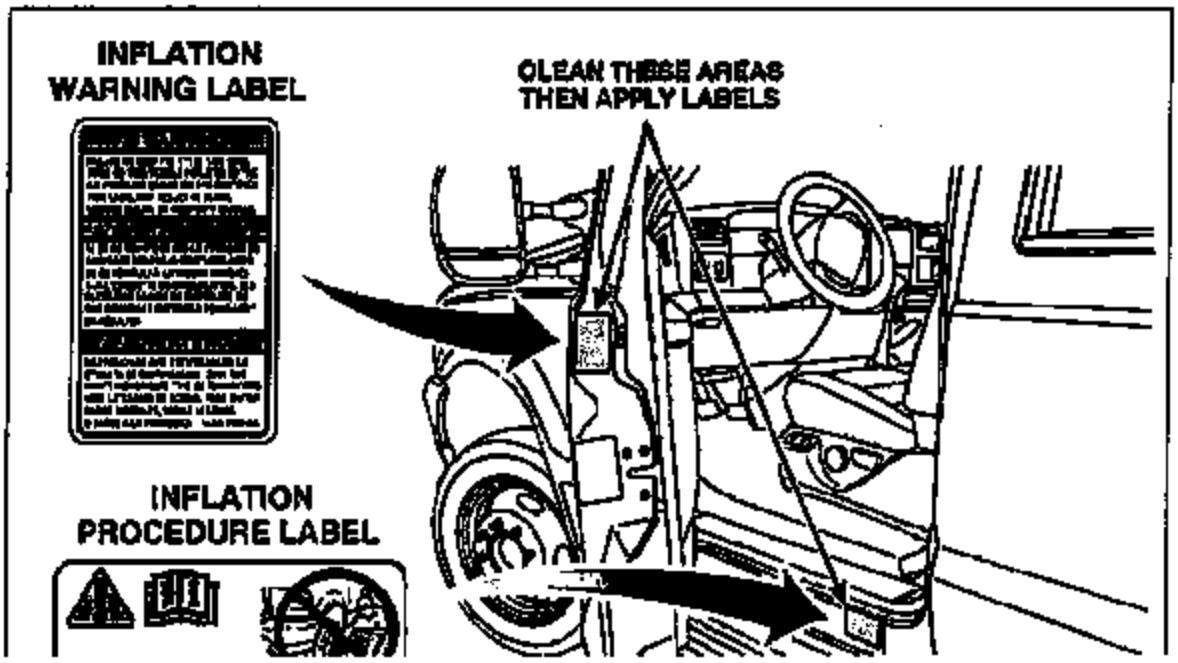
Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this notification, we stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

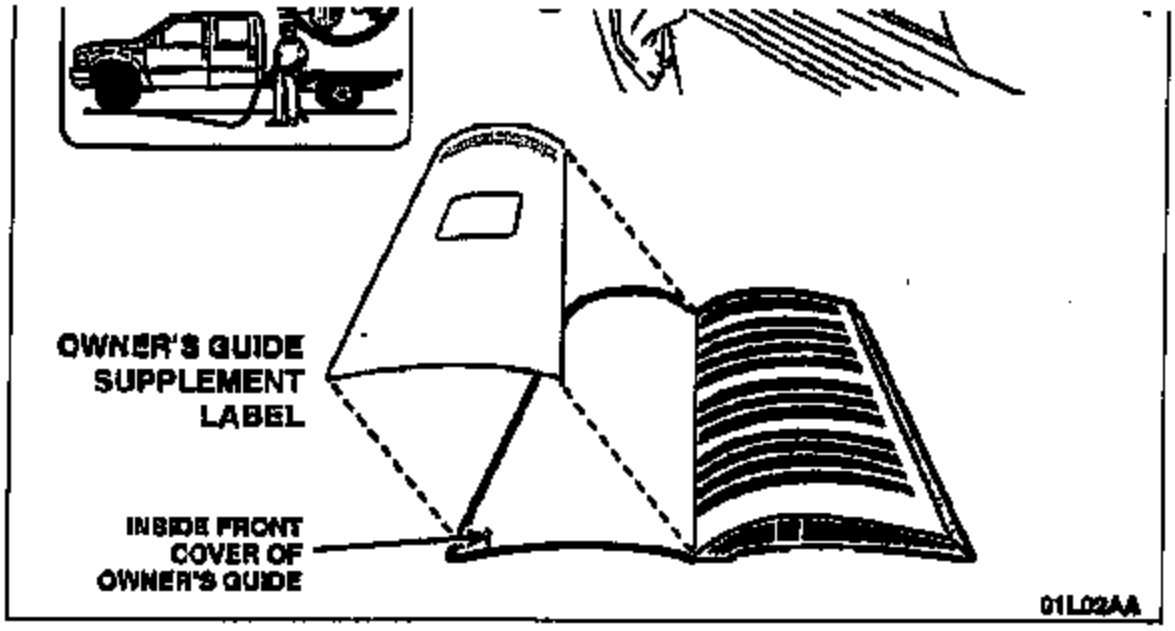
We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

TIRE SERVICE WARNING LABEL INSTALLATION

NOTE:
The illustration shown here represents F-450 and F-550 model vehicles. Due to the wide variety of body styles produced by different body manufacturers on the F-Super Duty Stripped Chassis frame, your vehicle may not be equipped with a driver side door as illustrated. On these vehicles, install the enclosed labels so they are visible at the vehicle point of entry.



ER02-018 0206



Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

SPECIAL FIELD ACTION
01L02

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
1-800-392-3673
www.ownerconnection.com

Ford Motor Company

February 2001

01S05

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.

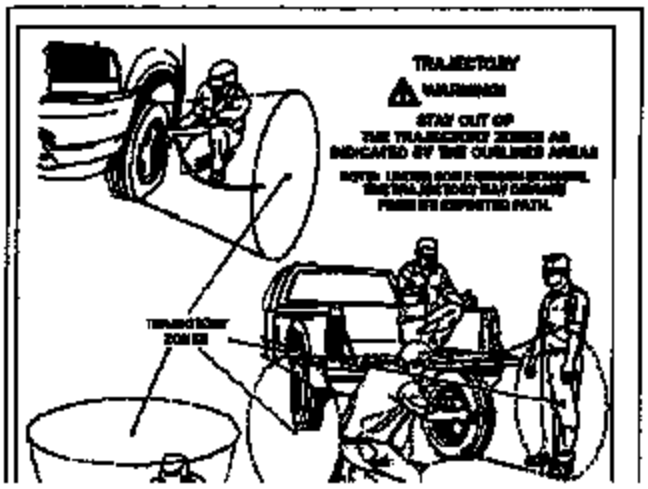
Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 - 2001 model year F-450 Super Duty and F-550 Super Duty vehicles equipped with 19.5-inch commercial truck tires with steel cord sidewalls.

What the safety issue is ...

Affected vehicles may have been built with a wheel assembly, which could contain a valve stem that was damaged during the automated installation process used at the assembly plant. A damaged valve stem could result in a loss of air pressure and continued use of a steel cord sidewall tire in an under inflated condition could cause permanent damage. Servicing or inflating tires with damaged steel cords could cause a sidewall zipper rupture, resulting in a rapid loss of air pressure that could injure a person(s) near the tire when it happens.

Important safety information regarding your vehicle's tires...

The 19.5-inch steel cord sidewall tires equipped on F-450 and F-550 Super Duty vehicles are made of an all steel radial construction, which operate at inflation pressures up to 95 psi. As such, they are NOT light truck tires and must be serviced with the same safety considerations that are used with other medium/heavy truck all steel radial tires. Personnel trained, supervised, and equipped according to Occupation Safety and Health Administration (OSHA) Standard 29 CFR-1910.177, must perform tire service, including adjusting tire pressure. For example, during any procedure involving tire inflation, a technician or individual must utilize a remote inflation device, and insure that all persons are clear of the trajectory area (See Figure 1).



EA02-018 0208

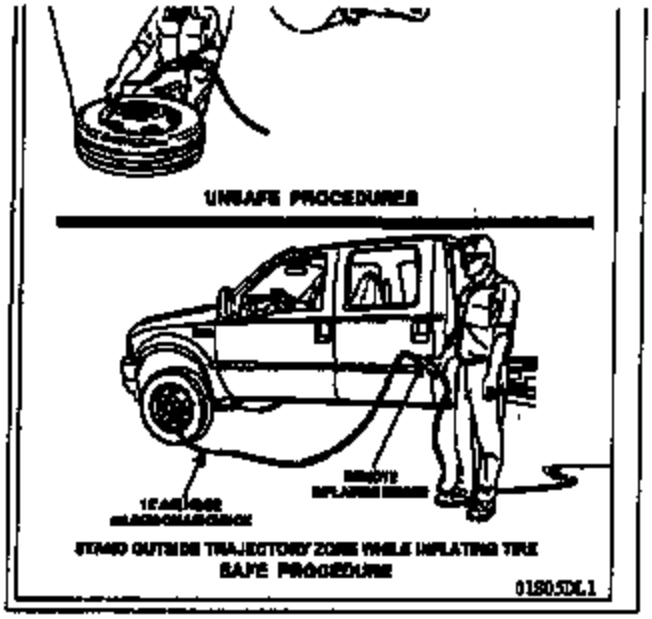


Figure 1 Illustrates unsafe (upper section), and safe (lower section) inflation techniques

What Ford Motor Company and your dealer will do ...

Ford Motor Company will repair your vehicle free of charge (parts and labor). Owners who are affected by this recall are requested to return their vehicle to their dealer. Your dealer will inspect each valve stem on your vehicle and, if necessary, replace the valve stem and tire of the affected wheel. In addition, your dealer will check and adjust your tire pressure to the proper specification.

Checking torque on lug nuts after the repair...

If your dealer determines that a valve stem is leaking, the repair will require the lug nuts of the affected wheel to be removed, reinstalled, and torqued to specification. Ford Motor Company recommends that the lug nut torque be rechecked at 100 miles (161 km) and again at 500 miles (800 km) after the repair. Follow the procedure outlined in your Owner's Guide, or return your vehicle to the dealer, to have the lug nut torque checked.

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 we are asking you to do ...

Call your dealer without delay. Ask for a service date for Safety Recall 01S05. When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you've already paid for this service ...

Ford Motor Company will only refund owner-paid valve stem repairs made before the date of this letter (or after the date of the this letter if an emergency repair was made away from the servicing dealer). Tire replacement that resulted from a leaking valve stem is also refundable. For the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

EA02-018 0259

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager. If you still need assistance, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: (800) 392-3673
(800) 232-5952 (TDD for the Hearing Impaired)

Office Hours: (Eastern Standard Time)
Monday-Friday: 8am - 11pm
Saturday: 9am - 6pm

or you may contact us through the Internet at:
www.ownerconnection.com

Our current response time to internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-888-327-4236 or 1-800-424-9393 (Washington, D. C. area residents may call 1-202-366-0123).

Quality Care service is there for you all year round.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,

Ann O'Neill
Director
Vehicle Service and Programs

SAFETY RECALL
01S05

SFCHREMA Recall/ONP Information 06/18/02 09:13:21

==> _____ _____

VIN: 1FDAW56F1YED70668 Year: 2000 Model: F-SERIES SUPER DUTY
WSD: 06/16/00 Build Date: 05/21/00

A C	Campaign Number	Type	Description	Status	Status Date	Dealer Code
	01L02	L	TIRE INF LBL	FORCED COMPLETION	11/21/01	AUTOC
	01S05	S	VALVE STEM	COMPLETE	05/03/01	00262
	01S24	S	WINDSHD WIP	COMPLETE	11/05/01	00225

F1=Help F7=Prev F8=Next F11=Menu F12=Return
MORE RECORDS AVAILABLE LPREL10

Pending
Request Tires
from Attorneys
Smithson

EA02-018 8211

ANN DAY LAWRENCE
ATTORNEY AT LAW

Post Office Box 321184
Birmingham, Alabama 35232-1184

Phone: (205) 591-7599
Email: addlaw@sprintmail.com

August 10, 2002

Gennifer Pace
Consumer Affairs
Ford Motor Company, Inc.
P.O. Box 6248
MD-3NE-B
Dearborn, MI 48121

RE:

2000 Ford F-Series
VIN: 1FDAW56F1YED70668

Dear Ms. Pace:

Enclosed you will find:

1. A breakdown of cost of materials, amount invoiced and gross profit for the installation of an on-site septic system, typically, completed in one day.
2. Copies of bills for materials.
3. Copy of On-Site's bill to customer.
4. Copy of invoice for tires bought to replace ruptured tires that are the subject of the recall.

Lost earnings alone total $2252.00 for the 2 days lost due to ruptured tires. , in no way, attempting to profit by a demand of $1000.00 to compensate them, in part, for the earnings lost due to the ruptured tires that we know should have been replaced by Ford in May of 2001, as well as, the tires themselves and attorney's fees.

I look forward to your reply.

Yours truly,

Ann Day Lawrence
Attorney at Law

cc: Mr. Sid Smotherman, President
Mr. Eddie Smotherman, Vice-President
On-Site Systems, Inc.

1000 gal tank - 450 ln. ft. field lines

Typical costs of 1 day Job.

Gravel - 248.51

Tank - 355.00

Pipe - 500 ft. x .25 $/ft = 125.00

Tees - 15 @ 3.00 ea. = 45.00

Total - $773.51

Amount invoiced - $1900.00

Gross Profit - $1126.49

CRUSHED STONE **RIP RA**

Birmingham, Alabama

MT —10. I hereby certify that this shipment of aggregate is from approved source no. 0911 and meets the specifications for this project and the weight shown is true and accurate.

ENGINEER/AUTHORIZED SIGNATURE

SITE PROJECT NUMBER

CUSTOMER

MAILING ADDRESS

SHIP TO:

TRUCKER

DRIVER

TRUCK #

ITEMS		PRICE
TAX		
TOTAL		

Damage to Pavement: Customer acknowledges that SRM, Inc. shall not be liable for any damages to pavem curbing or driving surfaces resulting from its trucks serving an agreed area.
I (we) hereby acknowledge receipt of delivery to me (us) of the materials described above from Southern Re Mix, Inc. for which I (we) agree to pay. I (we) understand that the charges for this material will be computed billed to me (us) later. In the event that I (we) default in the payment of these charges or any other cha outstanding and it it becomes necessary to place this account with an attorney for collection, I (we) do hee agree to pay a reasonable attorney's fee and I (we) do hereby waive my (our) rights to personal prop exemption under the constitution and law of the State of Alabama or any other state as to this indebtedne

MATERIAL REF

UNLOAD SITE

CUSTOMER HAS READ AND AGREES TO ALL PRINTED PROVISIONS ON THE REVERSE SIDE OF THIS TICKET.

FILE COPY

INTERNAL USE ONLY ▶ 94745

42028

SAGINAW, ALABAMA

THIS TRANSACTION CONSTITUTES ENTIRE AGREEMENT BETWEEN BUYER AND SELLER AND SIGNATURE OF BUYER IS ACKNOWLEDGEMENT OF SAME. FAILURE TO MAKE PAYMENT WHEN AGREED IS BASIS FOR LEGAL ACTION TO BE TAKEN, AND BUYER AGREES TO PAY ALL COURT COST AND REASONABLE ATTORNEY FEES, AND HEREBY WAIVES ALL RIGHTS OF EXEMPTION, UNDER THE LAWS OF THE STATE OF ALABAMA OR ANY OTHER STATE.

A SERVICE CHARGE 1 1/2% PER MONTH (18% PER ANNUM) WILL BE CHARGED ON ALL ACCOUNTS PAST DUE.

CUSTOMER'S ORDER NO. _____ DATE _____

NAME _____

ADDRESS _____

CASH	C.O.D.	CHARGE	PREVIOUS ACCOUNT BALANCE ⇨ _____
	X		

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL

REC'D BY

CUSTOMER'S ORDER NO.	PHONE	DATE

NAME

ADDRESS

	CHARGE	ON ACCT	MDSE. RETD	PAID OUT

QTY.	DESCRIPTION	PRICE	AMOUNT
1	Install 1000 gallon [illegible] $50 Linear [illegible]		
	Pd ck# 1138 8/1/02		
	[illegible]	TAX	
		TOTAL	

4294

All claims and returned goods MUST be accompanied by this bill

Thank You

Customer Signature

For value received I (we) personally agree to pay Am-Pac Tire Dist., Inc. the outstanding balance of this account within terms stated. Upon default thereof, to pay all cost of collection, including a reasonable attorney's fee. I (we) waive all rights of exemption of personal property and real property under the Constitution and Laws of this state. I (we) agree to pay the maximum rate of interest allowed by law per month on any past due balance. All goods herein remain the property of Am-Pac Tire Dist., Inc.

MICHELIN BRIDGESTONE BFGoodrich Firestone DAYTON GENERAL

Customer Signature

For value received I (we) personally agree to pay Ara-Pac Tire Dist., Inc. the outstanding balance of this account within terms stated. Upon default thereof, to pay all cost of collections, including a reasonable attorney's fee. I (we) waive all rights of exemption of personal property and real property under the Constitution and Laws of this state. I (we) agree to pay the maximum rate of interest allowed by law per month on any past due balance. All goods herein remain the property of Ara-Pac Tire Dist., Inc.

MICHELIN BFGoodrich Firestone DAYTON GENERAL

ERB2-918 0218

ANN DAY LAWRENCE
ATTORNEY AT LAW

Post Office Box 321184
Birmingham, Alabama 35232-1184

Phone: (205) 591-7599
Email: andlaw@sprintmail.com

August 10, 2002

2 AUG 16 AM 9:5

CONSUMER AFFAIRS SECTION

Gennifer Pace
Consumer Affairs
Ford Motor Company, Inc.
P.O. Box 6248
MD-3NE-B
Dearbo:

RE:

Dear Ms. Pace:

Enclosed you will find:

1. A breakdown of cost of materials, amount invoiced and gross profit for the installation of an on-site septic system, typically, completed in one day.
2. Copies of bills for materials.
3. Copy of On-Site's bill to customer.
4. Copy of invoice for tires bought to replace ruptured tires that are the subject of the recall.

Lost earnings alone total $2252.00 for the 2 days lost due to ruptured tires. [illegible] a, in no way, attempting to profit by a demand of $1000.00 to compensate them, in part, for the earnings lost due to the ruptured tires that we know should have been replaced by Ford in May of 2001, as well as, the tires themselves and attorney's fees.

I look forward to your reply.

Yours truly,

Ann Day Lawrence
Attorney at Law

cc: Mr. Sid Smotherman, President
Mr. Eddie Smotherman, Vice-President
On-Site Systems, Inc.

EA02-016 0219

:RUSHED STONE **RIP RA**

MT —10. I hereby certify that this shipment of ggregate is from approved source no. 0911 and eets the specifications for this project and the eight shown is true and accurate.

IGHMASTER/AUTHORIZED SIGNATURE

XIS PROJECT NUMBER

JSTOMER

LLING ADDRESS:

IP TO:

TONS		PRICE
TAX		
TOTAL		

Damage to Pavement: Customer acknowledges that SRM, Inc. shall not be liable for any damages to pavem curbing or driving surfaces resulting from its trucks serving an agreed area.
I (we) hereby acknowledge receipt of delivery to me (us) of the materials described above from Southern Re Mix, Inc. for which I (we) agree to pay. I (we) understand that the charges for this material will be computed billed to me (us) later. In the event that I (we) default in the payment of these charges or any other char outstanding and if it becomes necessary to place this account with an attorney for collection, I (we) do her agree to pay a reasonable attorney's fee and I (we) do hereby waive my (our) rights to personal prop exemption under the constitution and law of the State of Alabama or any other state as to this indebtedne

TRUCKER

DRIVER

TRUCK #

MATERIAL RECEI
UNLOAD SITE
CUSTOMER HAS READ AND AGREES TO ALL PRINTED PROVISIONS ON THE REVERSE SIDE OF THIS TICKET.

FILE COPY

INTERNAL USE ONLY ▶ 947490

EA82-616 8228

THIS TRANSACTION CONSTITUTES ENTIRE AGREEMENT BETWEEN BUYER AND SELLER AND SIGNATURE OF BUYER IS ACKNOWLEDGEMENT OF SAME. FAILURE TO MAKE PAYMENT WHEN AGREED IS BASIS FOR LEGAL ACTION TO BE TAKEN, AND BUYER AGREES TO PAY ALL COURT COST AND REASONABLE ATTORNEY FEES, AND HEREBY WAIVES ALL RIGHTS OF EXEMPTION, UNDER THE LAWS OF THE STATE OF ALABAMA OR ANY OTHER STATE.

A SERVICE CHARGE 1 ½% PER MONTH (18% PER ANNUM) WILL BE CHARGED ON ALL ACCOUNTS PAST DUE.

CUSTOMER'S ORDER NO. _____ DATE [illegible]

NAME [illegible]

ADDRESS _____

CASH	C.O.D.	CHARGE	PREVIOUS ACCOUNT BALANCE ⇨ _____
	X		

[illegible]	[illegible]			
[illegible]	[illegible]		[illegible]	[illegible]
[illegible]	[illegible]		[illegible]	[illegible]
[illegible]	[illegible]		[illegible]	[illegible]
			[illegible]	
	[illegible]			

ALL CLAIMS AND RETURNED GC

REC

EA02-018 8221

CUSTOMER'S ORDER NO.	PHONE	DATE
Lot 3 [illegible]		[illegible]

NAME: [illegible]

ADDRESS:

[illegible]	[illegible]	MODEL RETD.	RMD OUT

QTY.	DESCRIPTION	PRICE	AMOUNT
1	[illegible] 1000 gallon [illegible]		[illegible]
	[illegible] Linear feet of [illegible]		
		TAX	
		TOTAL	[illegible]

Pd ck# 1138
8/1/02

[illegible] goods MUST be accompanied by this bill

[illegible] To Remover
[illegible]

Thank You

ER02-018 0222

ANN DAY LAWRENCE
ATTORNEY AT LAW

Post Office Box 321184
Birmingham, Alabama 35232

Phone number 205-591-3318
Fax number 205-592-2815

Send to: Ford Motor Company	
Attention: Gennifer Pace	
Date: August 10, 2002	
Fax Number: 313-845-5555	Phone Number: 313-845-6287

- ☐ Urgent
- X Reply ASAP
- ☐ Please comment
- ☐ Please review
- ☐ For your information

Total pages, including cover: 7 pages

Comments:

Hard copies to follow by U.S. Mail.

ANN DAY LAWRENCE
ATTORNEY AT LAW

CONSUMER AFFAIRS SECTION

Post Office Box 321184
Birmingham, Alabama 35232-1184

Phone: (205) 591-3318
Fax: (205) 592-2815
Email: adlaw@sprintmail.com

2 AUG -1 AM 10:43

July 26, 2002

Gennifer Pace
Consumer Affairs
Ford Motor Company, Inc.
P.O. Box 6248
MD-3NE-B
Dearborn, MI 48121

RE:

Safety Recall 01S05
2000 Ford F-Series
VIN: 1FDAW56F1YED70668

Dear Ms. Pace:

I met with and explained to them that you are only authorized to reimburse them for the replacement tires that were ruptured. We find that amount unacceptable for the following reasons:

, Inc. first answered the safety recall concerning the defective valves in May of 2001. **My Clients asked but Ford refused** to replace the two front tires under the terms of the safety recall although Ford was told the tires had been driven in an under inflated condition due to the defective valves. My Clients, prudently due to concerns for their own safety and others, moved the tires, **they knew should have been replaced**, to the rear of the vehicle. The first tire ruptured in May 2001 while the truck was carrying a heavy load on the interstate. **Due to my Clients' cautiousness**, no one was injured. In December 2001, the second tire ruptured. Once more, the truck was traveling at highway speeds with a heavy load and no one was injured.

The then **returned** to Earnest McCarty Ford in December 2001. They showed the ruptured tires to a D # 2499) **and for the second time asked for replacement tires** told them that the "recall" was over.

My clients were left with no recourse but to hire an attorney to deal with with Ford Motor Company. Seven months later with two more days lost to taking the tires and the truck back and forth to Earnest McCary Ford, Mr. Jerry Abston, Field Service Engineer for Ford, **confirmed what th had maintained for over a year**. The tires had, in fact, been damaged due to the defective valves, ruptured as a result and **should have been replaced in May of 2001.**

It does not take a genius to realize that if had listened to Ford's agents and not their own good sense regarding the road-worthiness of these tires, the odds are quite high that injuries and possibly death would have resulted from either one of those ruptures. In that case, Ford would be facing a much more serious suit, higher damages, a more costly settlement and possibly punitive damages if it went to court.

. have insisted for over a year that the tires fell under Ford's recall. They have jumped through every hoop Ford has required. We maintain that no less than $1000.00 (one thousand dollars) will compensate . for the cost of the replacement tires, earnings lost due to two avoidable breakdowns and repeated trips to Earnest McCarty Ford, as well as, attorney fees paid in order to get Ford to endorse the terms of their own safety recall.

I look forward to your reply.

Respectfully,

Ann Day Lawrence
Attorney at Law

cc:

copy

Sent via U.S. Mail

July 29, 2002

Ann Day Lawrence
Attorney at Law
P.O. Box 321184
Birmingham, AL 35232

Re:

2000 Ford F-Series
VIN: 1FDAW56F1YED70668

Dear Ms. Lawrence:

Thank you for contacting us regarding your client's 2000 Ford F-Series.

Customer satisfaction is one of the primary objectives of Ford Motor Company and we try to make every attempt to ensure that our owners are satisfied. However, I have not received payment receipts for the purchase of new tires for the above-mentioned vehicle as requested. Therefore, we assume your client does not wish to pursue this matter any further.

Should you have any questions please contact me at (313)845-6287 or via fax at (313)845-5555. Thank you for contacting Ford Motor Company.

Respectfully yours,

Gennifer Pace
Consumer Affairs

EA02-018 0228

Copy

Sent Via U.S. Mail

July 15, 2002

Ann Lawrence
Attorney at Lawrence
P.O. Box 321184
Birmingham, AL 35232-1184

RE:

VIN: 1FDAW56F1YED70668

Dear Ms. Lawrence:

I have been unable to contact you by phone to obtain additional information to follow up on your contact with Ford Motor Company. Please contact me at (313)845-6287 as soon as possible between the hours of 7:30a.m. and 4:00p.m. Eastern Standard Time.

If we do not hear from you **within 5 business days** of the date of this letter, we will assume that you no longer wish to pursue this matter and our file will be closed.

Respectfully yours,

Gennifer Pace
Consumer Affairs

E002-818 0227

C63184 3461

ANN DAY LAWRENCE
ATTORNEY AT LAW

CONSUMER AFFAIRS SECTION

Post Office Box 321184
Birmingham, Alabama 35232-1184

Phone: (205) 591-7599
Email: andlaw@sprintmail.com

2 JUN 13 AM 1:19

June 8, 2002

Ford Motor Company, Inc.
Consumer Affairs
P.O. Box 6248
MD-3NE-B
Dearborn, MI 48121

Re: VIN: 1FDAW56F1YED70668 and Safety Recall 01S05

Dear Consumer Affairs Representative:

I am representing in an effort to recover the losses my client has suffered as a result of Earnest McCarty Ford, Inc. of Alabaster, Alabama failing to replace tires that contained valves which were recalled under Safety Recall 01S05.

Shortly after my clients leased a 2000 model F550 Super Duty Vehicle (VIN number above) in June of 2000, they found it necessary to add air frequently to the two front tires in order to maintain the recommended PSI.

In April of 2001, my clients received a letter from Ford Motor Company informing them that their vehicle fell under "Safety Recall 01S05" for defective tire valves. On May 3, 2001, On-Site Systems took the vehicle to Earnest McCarty Ford. The shop foreman was shown the letter describing the recall. When the vehicle was picked up, my clients found that the valves in the front tires had been replaced but the tires themselves had not. Upon inquiring why the tires were not replaced, they were told that tires were only replaced under the terms of the recall when it could be shown that the tires had been used "in an under inflated condition that could cause permanent damage to the steel cords". They were also told that the "soapy water test" done on the old valves had shown that the valves were not leaking at that time. My clients described their persistent difficulty in keeping the tires fully inflated to Earnest McCarty Ford's representative but the tires were still not replaced.

In the same month of May 2001, after the valves were replaced, a front tire blew out rupturing at the sidewall. In December of 2001, the other front tire blew out, also rupturing at the sidewall.

Both of the ruptures are of the type consistent with the "sidewall zipper rupture" described under "Safety Concern" in the document, "Safety Recall 01S05". Evidence that the vehicle was driven "in an under inflated condition which could cause permanent damage" is maintained by the fact

that, shortly after acquiring the vehicle in June of 2000, it became necessary to frequently add air to the tires in order to maintain the proper PSI.

Earnest McCarty Ford, acting as your agent, failed to perform their duty when they did not replace the tires along with the valve stems under the conditions described in the recall. Their failure to perform that duty resulted in my client's economic loss when an essential company vehicle was broken down on two separate occasions due to the tires rupturing. This resulted in two days lost earnings, the cost of replacement of each of the two front tires and engagement of an attorney to assist them in settling this matter.

. is asking for One Thousand Five Hundred Dollars ($1500.00) as reasonable compensation that would place the company in the position it would have been in had Earnest McCarty Ford, Inc. properly preformed their duty as Ford Motor Company's agent.

I am looking forward to your reply.

Yours truly,

Ann Lawrence

Ann Day Lawrence
Attorney at Law

cc:

Dealer Information

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
21-ATLANTA	21-ATLANTA	C	A3	00282	F21017

Dealer Name: ERNEST MCCARTY FORD INC

Dealer Main Phone: 205-663-3831 **Dealer Service Phone:** 205-663-3831

Position	Employee Name
DEALER/PARTNER	DAVID E MCCARTY
PARTS MANAGER	MICHAEL W ATKINSON
SALES MANAGER	JEFFERY K WEAVER
SERVICE MANAGER	MICHAEL C ASHE

Service Hours 07:00 AM-10:00 PM M-F: SAT 07:00 - 04:00

Directions

Trained Y

Additional Information LSG ENROLLED TOWING: 205-663-0364 24 HOURS

Michael Ashe Srvc. Mgr.

Jerry Abston
(205) 394-2685
205 674-6656 h
205-266-0969 cell.
July 12th A.M.
9:00

EA02-018 0230

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 18-JUN-2002
Note: All Costs are in US Dollars

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FDAW56F1YED70668	F7	T/F7	*	T/BC	T/EB	T/B	A1	T/VF	T/DS	21-05-00	16-06-00	121015	USA	11		*	*	*	*	SXX	V00	*	*
AWS Claim Key:	8094760	Doc #:	10146701		Trx Code:		01S05	Labor Hrs:		1	Labor Cost:		55.97	Material Cost:		6.22	Total Cost:		67.78				
Dlr Cd-Sub Cd:	00262-*	Name:					Ph:			St: AL	City Cd:	USA	Reg Cd:		NA	Repr Date:03-MAY-2001				DIST (Mile):26519			
Cust Comments:	COMPLETE RECALL 01S05.																						
Tech Comments:	COMPLETED RECALL																						

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FDAW56F1YED70668	F7	T/F7	*	T/BC	T/EB	T/B	A1	T/VF	T/DS	21-05-00	16-06-00	121015	USA	17	T13	4B01	F81Z	7548	AC	S11	V47	P24	41
AWS Claim Key:	12523291	Doc #:	23699801		Trx Code:		B84	Labor Hrs:		3.6	Labor Cost:		224.98	Material Cost:		379.79	Total Cost:		604.77				
Dlr Cd-Sub Cd:	00225-*	Name:	LONG-LEWIS FORD				Ph:	205-9993673		St: AL	City Cd:	USA	Reg Cd:		NA	Repr Date:05-NOV-2001				DIST (Mile):34211			
Cust Comments:	HEAVY TRUCK CHK AND ADVISE CLUTCH MAY BE THROW OUT BEARING CLUTCH WONT DISENGAGE																						
Tech Comments:	CHECKED CLUTH DPP,REMOVED TRANS REPLACED CLUTCH,PRESSURE PLA TE PILOT AND THROWOUT BEARINGS,MT TO FIXTURE,RESURFACED FLYW EEL,TEST DRIVE OK EQUIPTED WITH PTO. 9833																						

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUFF	VRT	VFG	CCC	CD
1FDAW56F1YED70668	F7	T/F7	*	T/BC	T/EB	T/B	A1	T/VF	T/DS	21-05-00	16-06-00	121015	USA	17		*	*	*	*	SXX	V00	*	*
AWS Claim Key:	12523290	Doc #:	23699802		Trx Code:		01S24	Labor Hrs:		.8	Labor Cost:		49.99	Material Cost:		7.88	Total Cost:		64.12				
Dlr Cd-Sub Cd:	00225-*	Name:	LONG-LEWIS FORD				Ph:	205-9993673		St: AL	City Cd:	USA	Reg Cd:		NA	Repr Date:05-NOV-2001				DIST (Mile):34211			
Cust Comments:	A99 RECALL 01S24 W MOTOR GEAR COVER																						
Tech Comments:	PERFORMED RECALL 01S24D 0.8 9833 1																						

Any comments? You can contact

webmaster

E002-018 0231

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2000; Claim Key = 8094760

Vehicle Information

Model Year: 2000
Market Derived: * - [N/A]
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/EB-550 SERIES
Drive Type: T/B-2 WHL LGH REAR DRIVE
Vehicle Line: T/F7-F250HD/350/450/550 [99-03]
Warranty Start Date: 16-JUN-2000
Production Date: 21-MAY-2000
VIN: 1FDAW56F1YED70668

Claim Information

Document Number: 10146701
Repair Date: 03-MAY-2001
Distance: 26519
TIS: 11

Dealer Information:

Dealer Name ERNEST MCCARTY FORD INC
Dealer Code: 00262 - *
Address: 1471 HIGHWAY 31 SOUTH
City: ALABASTER
State: AL Zip Code: 35007
Country: USA Region Code: NA
Phone: (205)663-3831

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 55.97
Misc. Expense Amount: 5.59
Part Markup Amount: 1.78
Material Cost: 6.22
Total Cost Gross: 67.78

Cust. Concern Code: * -
Condition Code: * - [N/A]
Technician Comment: COMPLETED RECALL
Customer Comment: COMPLETE RECALL 01S05.

EH02-018 0232

Labor Op Code	Labor Op Description	Labor Op Cost
01S05B		22.39
01S05D		33.58

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	FOVY	1700	A	VALVE & CAP ASY	040401	2	6.22

DTC Sections: **MIL. Light ON = ***

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Any comments? You can contact

webmaster

EN02-018 0223

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2000; Claim Key = 8094760

Vehicle Information

Model Year: 2000
Market Derived: * - [N/A]
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/EB-550 SERIES
Drive Type: T/B-2 WHL L-H REAR DRIVE
Vehicle Line: T/F7-F250HD/350/450/550 [99-03]
Warranty Start Date: 16-JUN-2000
Production Date: 21-MAY-2000
VIN: 1FDAW56F1YED70668

Claim Information

Document Number: 10146701
Repair Date: 03-MAY-2001
Distance: 26519
TIS: 11

Dealer Information:

Dealer Name: ERNEST MCCARTY FORD INC
Dealer Code: 00262 - *
Address: 1471 HIGHWAY 31 SOUTH
City: ALABASTER
State: AL Zip Code: 35007
Country: USA Region Code: NA
Phone: (205)663-3831

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 55.97
Misc. Expense Amount: 5.59
Part Markup Amount: 1.78
Material Cost: 6.22
Total Cost Gross: 67.78

Cust. Concern Code: * -
Condition Code: * - [N/A]
Technician Comment: COMPLETED RECALL
Customer Comment: COMPLETE RECALL 01S05.

E882-018 0234

Labor Op Code	Labor Op Description	Labor Op Cost
01S05B		22.39
01S05D		33.58

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	FOVY	1700	A	VALVE & CAP ASY	040401	2	6.22

DTC Sections: **MIL. Light ON = ***

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Any comments? You can contact

webmaster

http://www.quality.ford.com/aws/cgi-bin/jlu/detailclm20.pl?srvr=eccdb2x&modelyr=2000&clmkey=8094760

6/18/02

Claim Detail Report

Note: All costs are in US dollars
Model Year = 2000; Claim Key = 12523290

Vehicle Information

Model Year: 2000
Market Derived: * - [N/A]
Body/Cab Type: T/BC - DOUBLE CAB (CREW CAB)
Version/Series: T/EB-550 SERIES
Drive Type: T/B-2 WHL L/H REAR DRIVE
Vehicle Line: T/F7-F250HD/350/450/550 [99-03]
Warranty Start Date: 16-JUN-2000
Production Date: 21-MAY-2000
VIN: 1FDAW56F1YED70668

Claim Information

Document Number: 23699802
Repair Date: 05-NOV-2001
Distance: 34211
TIS: 17

Dealer Information:

Dealer Name LONG-LEWIS FORD
Dealer Code: 00225 - *
Address: 2551 HIGHWAY 150
City: HOOVER
State: AL Zip Code:35244
Country: USA Region Code: NA
Phone: (205)989-3673

Expense Information

Customer Paid Amount: 0
Deductible Amount: 0
Dealer Paid Amount: 0
Labor Cost: 49.99
Misc. Expense Amount: 6.25
Part Markup Amount: 2.25
Material Cost: 7.88
Total Cost Gross: 64.12

Cust. Concern Code: * -
Condition Code: * - [N/A]
Technician Comment: PERFORMED RECALL 01S24D 0.8 9833 1
Customer Comment: A99 RECALL 01S24 W MOTOR GEAR COVER

Labor Op Code	Labor Op Description	Labor Op Cost
01S24D		49.99

E002-018 0238

Causal Flag	Full Part Number PREF	BASE	SUFF	Part Description	CPSC	Part Quantity	Extended Amount
N	1F2Z	17D532	CA	COVER-WIPER MOTOR GEAR	011605	1	7.88

DTC Sections: **MIL. Light ON = ***

Flag	Test Type	Malfunction Cd	Malfunction Cd Description	Monitor Cd	Monitor Cd Description

Any comments? You can contact

webmaster

EM2-018 0237

Vehicle Information Report

GENERAL VEHICLE INFORMATION: (Related Claims)

VIN:	1FDAW56F1YED70668	Veh Line:	T/F7 - F250HD/350/450/550 [99-03]	Eng Serial No:	137#200F
Model Year:	2000	Market Derived:	* - [N/A]	Body Shell:	*
Veh Type:	T	Drive Code:	T/B - 2 WHL L/H REAR DRIVE	*Engine:	T/DS - NAVISTAR 7.3L OHV DI TC V8 DSL
Inv. Dealer:	00225	Body Cab Style:	T/BC - DOUBLE CAB (CREW CAB)	Transmission:	T/VF - 6 SPD MAN TRANS Z/F M6HD-C
		Version/Series:	T/EB - 550 SERIES		

BUILD INFORMATION:

Region: NA - ########## Plant: A1 - KENTUCKY TRUCK PLANT BUILD
Country: USA - ########## Prod Date: 21-MAY-2000

SALE INFORMATION:

Region: NA - ########## Selling Dealer: 121015 - *
Country: USA - ########## Selling Dlr St/Prov: AL
Buyer St/Prov: AL

Arrival Date: 02-JUN-2000 Red Carpet Lease: *
Sale Date: 16-JUN-2000 Fleet/Retail/Co. Lease: R
Warranty Start Date: 16-JUN-2000 Modified Vehicle: *
Orig Warranty Date: 16-JUN-2000 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

```
---------1---------2---------3---------4---------5---------6---------7---------8---------9---------0

M56YED7066817636   8 2 01E2892      FC ZH  698291 2PTD  292E R FX B  21C015 41  x1     N2        F1

FDA1 5 W      660A 8FEAL     M                          2
```

EB02-018 0238

INSTALLED OPTION INFORMATION:

Air Conditioning:	T/B - MANUAL AIR CONDITIONER	GVW Code:	* - [N/A]
Alternator Amp Rating:	8E	GVW Class Code:	A
Audio Disk:	* - [N/A]	Instrumentation:	* - [N/A]
Axle Ratio:	EGAML - 4.88 FINAL DRIVE RATIO	Mirror(Driver Side):	* - [N/A]
Axle Type:	BGJAB - NON-LIMITED SLIP REAR AXLE	Mirror(Passgr Side):	* - [N/A]
Battery Amp Rating:	BA	Paint:	PNYW5 - OXFORD WHITE WB C/C-W/H
Brake Code:	FEAAB - 4 WHL ANTI-LOCK BRAKES	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	AG - ELETR AM/FM/STRO/CSTE/CLOCK
Calibration Code:	*	Sound System:	* - [N/A]
Color(Accent):	* - [N/A]	Suspn Tandem Axle:	* - [N/A]
Color(Trim):	000ZV -	Tire Manufacturer:	AD -
Delivery Type:	6	Tire Brand:	* -
Driveshaft Code:	D	Tire Size:	D3IAB - 225/70R-19.5 F BSW ALL SEASON
Front Seat:	* - [N/A]	Traction Control:	* - [N/A]
Fuel Type:	AJ - DIESEL FUEL CAPABILITY	Wheel Base:	* - [N/A]

TIRE DOT INFORMATION:

LF:	* RF:	*	
LR:	* RR:	*	
LI:	* RI:	*	
SPARE:	* DOT Plant Manufacturer:	* - *	

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	*	Emission Code:	T/B - T/B
ESP Coverage(Miles):	*	Emission Cert Type:	*
ESP Coverage(Time):	*	Emission Decal Suffix:	*
ESP Plan Year:	*	Engine Family:	*
ESP Signature Date:			

Any comments? You can contact

webmaster

WORKSHOP MANUAL DIAGNOSIS/TESTING SECTION SYMPTOM CHARTS FOR MORE INFORMATION.

THERE ARE NO TSBS FOR SYMPTOM ENTERED

END OF OASIS REPORT FOR 1FDAW56F1YED70668

ER82-018 8246

1000 gal tank - 450 ln. ft. field lines

Typical costs of 1 day Job.

Gravel - 248.51

Tank - 355.00

Pipe - 500 ft. x .25 $/ft = 125.00

Tees - 15 @ 3.00 ea. = 45.00

Total - $773.51

Amount invoiced - $1900.00

Gross Profit - $1126.49

Copy

***Sent Via U.S. Mail**

June 14, 2002

Ann Day Lawrence
Attorney at Law
P.O. Box 321184
Birmingham, AL 35232-1184

RE:
2000 Ford F-Series
VIN: 1FDAW56F1YED70668

Dear Ms. Lawrence:

I am in receipt of your letter dated June 8, 2002. A review of your client's claim has been initiated and I will update you with the findings from our investigation as soon as possible.

If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-6287 or by fax at (313) 845-5555.

Respectfully yours,

Gennifer Pace
Consumer Affairs

ER02-018 0242

ANN DAY LAWRENCE
ATTORNEY AT LAW

Post Office Box 321184
Birmingham, Alabama 35232-1184

Phone: (205) 591-7599
Email: addlaw@sprintmail.com

CONSUMER AFFAIRS SECTION

2 JL 22 P1 58

July 15, 2002

Gennifer Pace
Ford Motor Company, Inc.
Consumer Affairs
P.O. Box 6248
MD-3NE-B
Dearborn, MI 48121

RE:
2000 Ford F-Series
VIN: 1FDAW56F1YED70668

Dear Ms. Pace:

This is to verify that [illegible] and I met Mr. Jerry Abston, Field Service Engineer for Ford in Alabama, at Earnest McCarty Ford on Friday morning, July 12 2002. Mr. Abston inspected the ruptured tires and Ford vehicle.

I am looking forward to your reply.

Yours truly,

Ann Day Lawrence

Ann Day Lawrence
Attorney at Law

cc:

EA02-015 0243

----Original Message-----
From: Canal, Ron (R.J.)
Sent: Wednesday, October 18, 2000 5:35 PM
To: McClenaghan, Dean (D.C.)
Cc: Meier, Kenneth (K.W.); Bouwkamp, Bruce (B.D.)
Subject: FW: tires

Dean

As per our conversation this morning -

Attached are the tire photos I received from

Mustang Caterpillar Inc.
F-450 2000
VIN 1FDXF46F4YEC79429
6,480 miles (left inside tire)

Please review and respond back your conclusion .

If you require additional information please contact me.

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Steve Fleming [mailto:sfleming@mustangcat.com]
Sent: Wednesday, October 18, 2000 9:12 AM
To: rcanal@ford.com
Subject: tires

Ron

here are some pictures of a general tire that blew out on the side wall(See attached file: Mvc-001s.jpg)(See attached file: Mvc-002s.jpg)(See attached file: Mvc-003s.jpg)(See attached file: Mvc-004s.jpg)

let me know Steve

Mvc-003s.jpg

Mvc-004s.jpg

Mvc-002s.jpg

Mvc-001s.jpg

EA02-018 0245

—Original Message—

From: Alcock, Eric (E.W.)
Sent: Thursday, October 19, 2000 8:58 AM
To: Pesler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Canel, Ron (R.J.); Powell, Daryl (D.R.); Russell, Thomas (T.H.); Scronce, Michael (M.L.)
Cc: Wilson, Mark (M.B.); Alcock, Eric (E.W.); Meier, Kenneth (K.W.)
Subject: FW: F-450-550 sidewall failure (follow up to voice mail message)

I left the group a voice mail message regarding this request from Mark Wilson for tire sidewall failures on any F450 - F550, any model year. Mark is looking for model year and vin of vehicle, where the vehicle operates, type of sidewall failure, tire brand, if OEM or replacement, approx date & mileage at time of failure.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01880
ealcock@ford.com

—Original Message—

From: Wilson, Mark (M.B.)
Sent: Thursday, October 19, 2000 8:34 AM
To: Alcock, Eric (E.W.)
Subject: F-450-550 sidewall failure info

Eric,

We are looking into an issue pertaining to sidewall failures on any F-450-550's regardless of year. What were are interested in is the year and vin of the vehicle, where the vehicle operates, type of sidewall failure (blow-up, zipper failure, puncture, etc), brand, whether the tire was the original tire or replacement, and approx date and mileage at which failure occurred. We need the info today if possible (I just got the assignment last night at 6:00PM) so time is of the essence.

Any assistance you can provide would be appreciated.

Mark Wilson
FCSD PVT Program Manager
F-Super Duty, Excursion
502-429-2546 voice, 502-339-5252 fax
E-mail: MWILSON7@FORD.COM

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Friday, January 19, 2001 9:33 AM
To: Meier, Kenneth (K.W.)
Subject: FW: tires

Ken

Remember before the holidays the General Tire wanted to see some failed tires at (we sent pictures of sidewall blowouts). Would you follow up , as indicated by fleet they have the tires for them to inspect.

Please advise

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Steve Fleming [mailto:sfleming@mustangcat.com]
Sent: Monday, January 08, 2001 4:14 PM
To: rcanal@ford.com
Subject: tires

Ron

Any word on the General tire problem. I was able to get several tires back.

Thanks Steve

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Friday, January 19, 2001 10:15 AM
To: Dobbs, Dan (K.D.)
Subject: FW: tires

Dan,

I have a fleet with some 19.5 inch tires with sidewall zipper failures. Are you looking to get some more of these tires in for evaluation? Please advise? Also, do you know if General Tire is wanting to look at these? Thanks for taking the time to reply.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Friday, January 19, 2001 9:33 AM
To: Meier, Kenneth (K.W.)
Subject: FW: tires

Ken

Remember before the holidays the General Tire wanted to see some failed tires at we sent pictures of sidewall blowouts). Would you follow up , as indicated by fleet they have the tires for them to inspect.

Please advise

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Steve Fleming [mailto:sfleming@mustangcat.com]
Sent: Monday, January 08, 2001 4:14 PM
To: rcanal@ford.com
Subject: tires

Ron

Any word on the General tire problem. I was able to get several tires back.

Thanks Steve

-----Original Message-----
From: Dobbs, Dan (K.D.)
Sent: Tuesday, January 23, 2001 3:26 PM
To: Meier, Kenneth (K.W.)
Subject: RE: tires

Kenneth, Please have the dealer send the tire to the following address.

Continental General Tire Inc.
11525 N IL HWY 142
Mt. Vernon, IL 62864
Attention: Jackie Revelle

General will evaluate the tire.

Did your group provide any "goodwill" adjustment in this case?

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Monday, January 22, 2001 7:54 AM
To: Dobbs, Dan (K.D.)
Subject: RE: tires

Dan,

Yes, the fleet still has the tires in question.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Dobbs, Dan (K.D.)
Sent: Monday, January 22, 2001 6:59 AM
To: Meier, Kenneth (K.W.)
Subject: RE: tires

Kenneth, Does this fleet still have the tire?

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Friday, January 19, 2001 1:12 PM
To: Dobbs, Dan (K.D.)
Subject: FW: tires

Dan,

Here are the attached photos from

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Wednesday, October 18, 2000 5:35 PM
To: McClanaghan, Dean (D.C.)
Cc: Meier, Kenneth (K.W.); Bouwkamp, Bruce (B.D.)
Subject: FW: tires

Dean

As per our conversation this morning Attached are the tire photos I received from

F-450 2000
VIN 1FDXF46F4YEC79429
6,480 miles (left inside tire)

Please review and respond back your conclusion . If you require additional information please contact me.

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361

E-Mail: rcanal@ford.com

--Original Message-----
From: Steve Fleming [mailto:sfleming@mustangcat.com]
Sent: Wednesday, October 18, 2000 9:12 AM
To: rcanal@ford.com
Subject: tires

Ron

here are some pictures of a general tire that blew out on the side wall(See

attached file: Mvc-001s.jpg)(See attached file: Mvc-002s.jpg)(See attached file:

Mvc-003s.jpg)(See attached file: Mvc-004s.jpg)

let me know Steve

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Tuesday, September 04, 2001 7:39 AM
To: Pendleton, Greg (G.L.)
Cc: Meier, Kenneth (K.W.)
Subject: RE: Tire stem recall

Greg,

I would say that most dealership are not familiar with this procedure. So far the reports of this concern is rare. Engineering & the Recall group are aware of this and are reviewing. I would say that you may have be involved on the rare occasion that a tire fails after the recall.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-24-86580
ealcock@ford.com

-----Original Message-----
From: Pendleton, Greg (G.L.)
Sent: Friday, August 31, 2001 5:09 PM
To: Alcock, Eric (E.W.)
Subject: FW: Tire stem recall

Eric?

Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
cell: (201) 960-8418
email: gpendlet@ford.com

-----Original Message-----
From: Pendleton, Greg (G.L.)
Sent: Friday, August 31, 2001 5:08 PM
To: Meier, Kenneth (K.W.)
Subject: RE: Tire stem recall

Are all dealers familiar with this procedure? I would assume not since I'm being asked to help. I'm concerned that this will

become a manual procedure in that I may have to contact every dealer that uses to explain what they need to do. I suspect it won't be as simple as telling to go back to the dealer. What do you think?

Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
cell: (201) 960-8418
email: gpendlet@ford.com

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Friday, August 31, 2001 4:26 PM
To: Pendleton, Greg (G.L.)
Cc: Alcock, Eric (E.W.)
Subject: RE: Tire stem recall

Greg,

I would suggest that your customer go back to the dealership, and have them recontact the recall hot-line. From my understanding of this issue, The Recall Group, has been reinstating the Recall # on the truck, and having the recall performed again with replacement of the valve stems. This has been happening on units that come into the dealership, and have been inspected and valve stems found to be ok, and tires re-inflated to the prescribed air pressure level. Some of these have been failing after inspection, and these are the ones that Recall have been reworking again.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Pendleton, Greg (G.L.)

Sent: Friday, August 31, 2001 3:40 PM
To: Meier, Kenneth (K.W.); Alcock, Eric (E.W.)
Subject: FW: Tire stem recall

Ken/Eric - has been experiencing this problem almost since the onset of this recall. I've covered some claims w/ AWA. Are we doing anything about this? Thanks.

Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
cell: (201) 960-8418
email: gpendlet@ford.com

-----Original Message-----
From:
Sent: Friday, August 31, 2001 3:40 PM
To: gpendlet@ford.com
Cc:
Subject: Tire stem recall

Greg,

Will you respond to this.

peter
----- Forwarded by Peter Pochapsky/HRR/PRK/Hertz on 08/31/2001 03:36 PM

Earl Schultz
Western Region Maintenance Manager
08/31/2001 10:50 AM

To: F
cc:
bcc:
Subject: Tire stem recall

Peter,

What do you think?
Earl

---------- Forwarded by Earl Schultz/HER/Hertz on 09/01/2001 07:58 AM ----------

(Embedded image moved to file: pic24464.pcx)

Branch Manager
08/27/2001 10:58 AM
Rental

Tucson, AZ

To:
cc:

Subject: Tire stem recall

You may be aware of this, but we are experiencing some troubling issues with the Ford valve stem recall.

More than once we have taken a truck into Ford and the valve stems have checked out OK. Soon thereafter the stems have failed which resulted in (so far) two tire blowouts and one flat. Each on separate vehicles.

According to my shop, the only sure way to fix this problem to replace the rubber stems with the steel variety. Can we get Ford to pay for this? If we continue to have this problem, it won't be long before someone loses control and gets hurt or killed in one of our previously inspected vehicles.

I would recommend that we force the issue on this and get Ford to commit to
paying for steel valve stems on all our effected vehicles. This could be
another lawsuit in the making. Let me know what you think.
Thanks.

Mvc-002s.jpg)(See attached file: Mvc-003s.jpg)(See attached file: Mvc-004s.jpg)

let me know Steve

Sent: Tuesday, October 31, 2000 9:01 AM
To: Meier, Kenneth (K.W.)
Cc: Bouwkamp, Bruce (B.D.)
Subject: FW: tires

Ken

nas supplied the attached pictures from a 2000 Model F450 Service truck VIN 1FDXF46F4YEC79429 @ 6,480 miles. inside tire on the dual rear wheel. This failure is one of several they have experienced. I previously forwarded these pictures to Dean McClenaghan (Critical Concerns Group) His response was low tire pressure and suspect vehicle overload. I responded back to the fleet with this information. The fleet assured me the tire pressure has been maintained and their vehicles are not overloaded. They are replacing with Michelin or Goodyear tires and not experiencing the failures. Do we need to look for more failures to get engineer support? Should we get a General rep to visit the fleet? They are not satisfied with the response from Critical Concerns. Dean would only respond verbal and would not put anything in writing

Please respond as to a course of action we may take to continue to pursue answers for the fleet.

Regards,

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Steve Fleming [mailto:sfleming@mustangcat.com]
Sent: Wednesday, October 18, 2000 9:12 AM
To: Canal, Ron (R.J.)
Subject: tires

Ron

here are some pictures of a general tire that blew out on the side wall(See attached file: Mvc-001s.jpg)(See attached file:

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Tuesday, November 07, 2000 7:49 AM
To: Meier, Kenneth (K.W.)
Subject: RE: tires

Ken,

The fleet has been running 90 PSI and the vehicles I checked had 90 PSI in the tires

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Meier, Kenneth (K.W.
Sent: Monday, November 06, 2000 9:10 AM
To: Canal, Ron (R.J.)
Subject: RE: tires

Ron,

I have forwarded your information onto Mark Wilson for him to review. Realizing the Fleet is not happy with the response, this issue is still being investigated by engineering. I am not able to provide any additional information for you at this time. At what tire pressure are they maintaining? General Tire recommends tire pressure at 90. If they are running with less pressure than that it may very well be a contributing factor for the sidewall splitting out.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Canal, Ron (R.J.)

—Original Message—

From: Alcock, Eric (E.W.)
Sent: Thursday, October 19, 2000 8:58 AM
To: Pesler, Tom (T.H.); Moormann, Thomas (T.); Selby, Larry (L.L.); Thompson, Bob (R.H.); Carsi, Ron (R.J.); Powell, Daryl (D.R.); Russell, Thomas (T.M.); Scronce, Michael (M.L.)
Cc: Wilson, Mark (M.B.); Alcock, Eric (E.W.); Meier, Kenneth (K.W.)
Subject: FW: F-450-550 sidewall failure (follow up to voice mail message)

I left the group a voice mail message regarding this request from Mark Wilson for the sidewall failures on any F450 - F550, any model year. Mark is looking for model year and vin of vehicle, where the vehicle operates, type of sidewall failure, tire brand, if OEM or replacement, approx date & mileage at time of failure.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-39-01660
ealcock@ford.com

—Original Message—

From: Wilson, Mark (M.B.)
Sent: Thursday, October 19, 2000 8:34 AM
To: Alcock, Eric (E.W.)
Subject: F-450-550 sidewall failure info

Eric,

We are looking into an issue pertaining to sidewall failures on any F-450-550's regardless of year. What were are interested in is the year and vin of the vehicle, where the vehicle operates, type of sidewall failure (blow-up, zipper failure, puncture, etc), brand, whether the tire was the original tire or replacement, and approx date and mileage at which failure occurred. We need the info today if possible (I just got the assignment last night at 6:00PM) so time is of the essence.

Any assistance you can provide would be appreciated.

Mark Wilson

FCSD PVT Program Manager
F-Super Duty, Excursion
502-429-2546 voice, 502-339-5252 fax
E-mail: MWILSON7@FORD.COM

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Monday, November 06, 2000 9:05 AM
To: Wilson, Mark (M.B.)
Subject: FW: tires

Mark,

Following are pictures forwarded from Ron Canal regarding F450/F550 General Tire failures due to sidewall splitting out. These are being sent at your request. However, now that your up in Dearborn, please advised or forward onto your replacement.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Tuesday, October 31, 2000 9:01 AM
To: Meier, Kenneth (K.W.)
Cc: Bouwkamp, Bruce (B.D.)
Subject: FW: tires

Ken

has supplied the attached pictures from a 2000 Model F450 Service truck VIN 1FDXF46F4YEC79429 @ 6,480 miles. inside tire on the dual rear wheel. This failure is one of several they have experienced. I previously forwarded these pictures to Dean McClenaghan (Critical Concerns Group) His response was low tire pressure and suspect vehicle overload. I responded back to the fleet with this information. The fleet assured me the tire pressure has been maintained and their vehicles are not overloaded. They are replacing with Michelin or Goodyear tires and not experiencing the failures. Do we need to look for more failures to get engineer support? Should we get a General rep to visit the fleet? They are not satisfied with the response from Critical Concerns. Dean would only respond verbal and would not put anything in writing

Please respond as to a course of action we may take to continue to pursue answers for the fleet.

Regards,

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Steve Fleming [mailto:sfleming@mustangcat.com]
Sent: Wednesday, October 18, 2000 9:12 AM
To: Canal, Ron (R.J.)
Subject: tires

Ron

here are some pictures of a general tire that blew out on the side wall(See attached file: Mvc-001s.jpg)(See attached file: Mvc-002s.jpg)(See attached file: Mvc-003s.jpg)(See attached file: Mvc-004s.jpg)

let me know Steve

Mvc-004s.jpg Mvc-002s.jpg Mvc-002s.jpg Mvc-001s.jpg

[redacted]

E002-018 8287

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Friday, January 19, 2001 10:15 AM
To: Dobbs, Dan (K.D.)
Subject: FW: tires

Dan,

I have a fleet with some 19.5 inch tires with sidewall zipper failures. Are you looking to get some more of these tires in for evaluation? Please advise? Also, do you know if General Tire is wanting to look at these? Thanks for taking the time to reply.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Canal, Ron (R.J.)
Sent: Friday, January 19, 2001 9:33 AM
To: Meier, Kenneth (K.W.)
Subject: FW: tires

Ken

Remember before the holidays the General Tire wanted to see some failed tires at (we sent pictures of sidewall blowouts). Would you follow up , as indicated by fleet they have the tires for them to inspect.

Please advise

Ron Canal - Field Mgr.
North American Fleet Service
Central Region / Houston Market Area
Phone: 281-290-8362 / FAX: 281-290-8361
E-Mail: rcanal@ford.com

-----Original Message-----
From: Steve Fleming [mailto:sfleming@mustangcat.com]
Sent: Monday, January 08, 2001 4:14 PM
To: rcanal@ford.com
Subject: tires

Ron

Any word on the General tire problem. I was able to get several tires back.

Thanks Steve

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Wednesday, January 31, 2001 8:53 AM
To: Franczak, Frank (F.M.)
Cc: Meier, Kenneth (K.W.)
Subject: RE: F550 Tires

Frank,

There are no reports to provide. At this point the General Tire failure concern is still under investigation, and still on the Critical Concern Review Group with a matrix of having tech review and/or closing within 90 days. It is already passed the 90 days. I would advise your Fleet to retain receipts of tire replacement as well as the failed tire itself just in case something comes from the C.C.R.G.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Franczak, Frank (F.M.)
Sent: Tuesday, January 30, 2001 9:26 PM
To: Meier, Kenneth (K.W.)
Cc: Yegan, Donald (D.A.); Woitas, Renee (R.H.); Hairston, Debra (D.L.);'rsexton@icee.com'
Subject: FW: F550 Tires

Ken:

Please see below from drivers have reported several "questionable" General Tire failures. has reported the situation to , their current service provider; however, is requesting any reports we may have received.

Please advise.

Thank You

Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

-----Original Message-----
From:
Sent: Tuesday, January 30, 2001 6:42 PM
To: 'ffrancza@ford.com'
Subject: FW: F550 Tires

-----Original Message-----

From: Ruud, Tim
Sent: Wednesday, January 24, 2001 9:33 AM
To:
Subject: RE: F550 Tires

This is additional information that was sent to you by Ken Dettloff on 12/13. The current tire had only 21,928 1/23 which is the second General tire to fail on this vehicle. First one was at 18,000 miles reported on Ken's info sent to you 12/13. This vehicle has weekly checks and pressure was not low. Vehicle is for delivery only and was way under load capabilities. Driver was following rules of the road and was at or under posted limit. Weather has been normal for winter in Raleigh NC. was notified. Were being told that these tires are blowing because of loss of air due to punctures. That's pretty sensitive tire if it can't handle going flat. Driver never felt the tire being low by change in driving characteristic.

-----Original Message-----
From:
Sent: Wednesday, January 24, 2001 09:58 AM
To: Ruud, Tim
Cc: Fiorentino, Lou; Dettloff, Ken
Subject: RE: F550 Tires

How many have blown out? Need some more details: Mileage on the tire (are these original factory tires?), pressure we carry, brand of tire/model, driving circumstances (speed / weather etc). Has been notified?

-----Original Message-----
From: Ruud, Tim
Sent: Wednesday, January 24, 2001 5:18 AM
To:
Cc: Fiorentino, Lou; Dettloff, Ken
Subject: F550 Tires

Still having problems with new F550 tires blowing out. Another on blew out in Raleigh. No damage to the vehicle other than the rim and the guys shorts! Is going to do anything about it? Per rating on tire we are not over weighted.

-----Original Message-----
From: Franczak, Frank (F.M.)
Sent: Wednesday, January 31, 2001 11:23 AM
To:
Cc: Meier, Kenneth (K.W.); Yegan, Donald (D.A.); Woitas, Renee (R.H.); Hairston, Debra (D.L.)
Subject: FW: F550 Tires

Please see message request from Ken Meier, Dearborn, Mi., for information on the general tire situation. Ken's e-mail is kmeier@ford.com and phone # is 313-845-7337.

Please provide:

.Vin # of unit

.Tire Location on the Vehicle for the second blow-out(What side, front or rear..we always assume you are sitting in the driver's seat when describing locations).

.Was the second blow-out on the same wheel

In addition, you may want to make you aware that North American Fleet is providing you with follow-up.

Ken:

Thank you.

Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

-----Original Message-----
From: Meier, Kenneth (K.W.
Sent: Wednesday, January 31, 2001 9:08 AM
To: Franczak, Frank (F.M.)
Subject: RE: F550 Tires

Frank,

If possible get me the Vin# of this truck, and the tire location on the vehicle when blew out for the 2nd time. Was this a zipper rip on the sidewall? Also, was the 2nd blow on the same wheel. It appears to be that way according to his note. I at least want to logge this in CQIS. Information I need:

Name of Fleet:
Name of Contact:
Phone Number:
Vin # of Truck
Mileage at tire failure - which I have already from you note.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----
From: Franczak, Frank (F.M.)
Sent: Tuesday, January 30, 2001 9:26 PM
To: Meier, Kenneth (K.W.)
Cc: Yegan, Donald (D.A.); Woitas, Renee (R.H.); Hairston, Debra (D.L.)
Subject: FW: F550 Tires

Ken:

Please see below from drivers have reported several "questionable" General Tire failures. Rod has reported the situation to their current service provider; however, Rod is requesting any reports we may have received.

Please advise.

Thank You

Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

-----Original Message-----
From:
Sent: Tuesday, January 30, 2001 6:42 PM
To: 'ffrancza@ford.com'
Subject: FW: F550 Tires

-----Original Message-----
From: Ruud, Tim
Sent: Wednesday, January 24, 2001 9:33 AM
To:
Subject: RE: F550 Tires

This is additional information that was sent to you by Ken Dettloff on 12/13. The current tire had only 21,928 1/23 which is the second General tire to fail on this vehicle. First one was at 18,000 miles reported on Ken's info sent to you 12/13. This vehicle has weekly checks and pressure was not low. Vehicle is for delivery only and was way under load capabilities. Driver was following rules of the road and was at or under posted limit. Weather has been normal for winter in Raleigh NC. was notified. Were being told that these tires are blowing because of loss of air due to punctures. That's pretty sensitive tire if it can't handle going flat. Driver never felt the tire being low by change in driving characteristic.

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Sent: Wednesday, January 24, 2001 09:58 AM
To: Ruud, Tim
Cc: Fiorentino, Lou; Dettloff, Ken
Subject: RE: F550 Tires

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From: Ruud, Tim
Sent: Wednesday, January 24, 2001 5:18 AM
To: Sexton, Rod
Cc: Fiorentino, Lou; Dettloff, Ken
Subject: F550 Tires

Still having problems with new F550 tires blowing out. Another on blew out in Raleigh. No damage to the vehicle other them the rim and the guys shorts! Is going to do anything about it? Per rating on tire we are not over weighted.

-----Original Message-----
From: Franczak, Frank (F.M.)
Sent: Wednesday, February 14, 2001 1:23 PM
To: Alcock, Eric (E.W.); Meier, Kenneth (K.W.)
Cc: ; Yegan, Donald (D.A.)
Subject: FW: F550 Tires

Eric/Ken:

Below f-y-i on my account, re concerns.

Please advise if more info is required.

Thanx

Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

-----Original Message-----
From:
Sent: Wednesday, February 14, 2001 12:53 PM
To: 'Franczak, Frank (F.M.)'; Sexton, Rod
Cc: Meier, Kenneth (K.W.); Yegan, Donald (D.A.)
Subject: RE: F550 Tires

Here's the information:

From: Robert Carmon [mailto:rcarmon@earthlink.net]
Sent: Tuesday, February 13, 2001 01:00 AM
To: Ruud, Tim; KEN DETTLOFF
Subject: RE: FW: F550 Tires

TIM;

FYI HERE IS THE INFORMATION YOU ASKED FOR PERTAINING TO THE F-550 THAT HAD TIRE PROBLEMS. THE TIRE WITH THE ZIPPER BLOWOUT IN THE SIDEWALL WAS LOCATED ON THE INSIDE REAR DRIVERS SIDE. THE NEXT BLOWOUT WAS ON THE DRIVERS SIDE FRONT.

THE VEHICLE INFO IS AS FOLLOWS.
UNIT#200080
VIN# 1FDAF56S1YED94336
YEAR 2000
MAKE FORD
MODEL F-550

THANKS BOBBY CARMON
FIELD OPERATIONS
RALEIGH, NORTH CAROLINA

-----Original Message-----
From: Franczak, Frank (F.M.) [mailto:ffrancza@ford.com]
Sent: Monday, February 05, 2001 2:09 PM
To:
Cc: Meier, Kenneth (K.W.); Yegan, Donald (D.A.)
Subject: FW: F550 Tires

Rod:

Please see note below. If you could please supply the information on the F550 to Ken, we can open a "case" on your vehicle and do some checking..

Thanx

Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

-----Original Message-----
From: Meier, Kenneth (K.W.
Sent: Monday, February 05, 2001 4:37 PM
to: Franczak, Frank (F.M.)
Subject: RE: F550 Tires

Frank,

I have not heard or received anything back from your fleet.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880

E-mail address: kmeier@ford.com

-----Original Message-----
From: Franczak, Frank (F.M.)
Sent: Monday, February 05, 2001 4:25 PM
To: Meier, Kenneth (K.W.)
Cc: Yegan, Donald (D.A.)
Subject: RE: F550 Tires

Ken:

Anything on the tires ?

Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

-----Original Message-----
From: Meier, Kenneth (K.W.
Sent: Wednesday, January 31, 2001 9:08 AM
To: Franczak, Frank (F.M.)
Subject: RE: F550 Tires

Frank,

If possible get me the Vin# of this truck, and the tire location on the vehicle when blew out for the 2nd time. Was this a zipper rip on the sidewall? Also, was the 2nd blow on the same wheel. It appears to be that way according to his note. I at least want to logge this in CQIS.

Information I need:

Name of Fleet
Name of Contact
Phone Number
Vin # of Truck
Mileage at tire failure - which I have already from you note.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD

1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

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Sent: Tuesday, January 30, 2001 9:26 PM
To: Meier, Kenneth (K.W.)
Cc: Vegan, Donald (D.A.); Woitas, Renee (R.H.); Hairston, Debra (D.L.)

Subject: FW: F550 Tires

Ken:

Please see below from drivers have reported several "questionable" General Tire failures. Rod has reported the situation to their current service provider; however, Rod is requesting any reports we may have received.
Please advise.

Thank You
Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

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To: 'ffrancza@ford.com'
Subject: FW: F550 Tires

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Cc: Fiorentino, Lou; Dettloff, Ken
Subject: RE: F550 Tires

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Sent: Wednesday, January 24, 2001 5:18 AM
To:
Cc: Fiorentino, Lou; Dettloff, Ken
Subject: F550 Tires

Still having problems with new F550 tires blowing out. Another on blew out in Raleigh. No damage to the vehicle other then the rim and the guys shorts! Is going to do anything about it? Per rating on tire we are not over weighted.

----Original Message----

From: Meier, Kenneth (K.W.)
Sent: Monday, June 11, 2001 12:02 PM
To: Allen Young; Andrew Macolt; Bernie Perri; Bob Stawiecki; Bob Thompson; Bob Westcot II; Brian Grozier; Bruce Bouwkamp; Bruce Hawell; Charles Galusha; Craig Aeschbacher; Cristi Brown; Dan Johnson; Daryl Powell; David Motola; Dennis Boyle; Dennis Lank; Douglas Hikade; Douglas Salmon; Drew Dixon; Drita McNamara; Eric Cowan; Frank Franczak; Gary Stern; James Johnson; James O'Neill; Jim Lynch; Jim Treat Jr.; John Cheyne; Joseph Unklewicz; Kara Jones; Keith Harry; Larry Asay; Larry Selby; Lyle Caswell; Mark Crilley; Mark Smith; Melvin Holloway; Michael Scronce; Michael Woody; Renee Woltas; Richard Wagner; Robert Hartman; Roger Van Boxtel; Ron Canel; Scott Clark; Stephanie Kozie; Thomas Moormann; Thomas O'Keefe; Thomas Russell; Tom Larkin; Tom Peeler; Troy Kimmerle; Vincent Jones; Wayne Diggs
Subject: Enhance Concern Identification Request

Team,

The Enhanced Concern Identification Group is requesting NAFS assistance in providing future tire failure information from our fleets. From this date forward June 11, 2001, any fleet tire failure related issues, except road hazard, please to channel through ECI. It is important to keep in mind when sending issues to ECI that the following information be provided:

- **Air pressure being maintained at the time of failure**
- **Driving conditions at the time of failure**
- **Description of the failed occurrence taking place**
- **Vin # of vehicle, and mileage at the time of failure**
- **Fleet address, phone number, and contact**
- **Digital pictures of the failed tire or tires**

ECI would also like to have some failed tires shipped to them. Have your Fleet ship tires to the following address:

Tom King
Ford Motor Company
500 Town Center Drive, Suite 300
Dearborn, Michigan 48121

I would ask that you continue to keep me in the loop of information provided. I would like to maintain CQIS reports as well. Thank you for your cooperation.

Thanks!

Kenneth W. Meier

Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880

E-mail address: jmaier@ford.com

-----Original Message-----
From: Alcock, Eric (E.W.)
Sent: Tuesday, September 04, 2001 7:39 AM
To: Pendleton, Greg (G.L.)
Cc: Meier, Kenneth (K.W.)
Subject: RE: Tire stem recall

Greg,

I would say that most dealership are not familiar with this procedure. So far the reports of this concern is rare. Engineering & the Recall group are aware of this and are reviewing. I would say that you may have be involved on the rare occasion that a tire fails after the recall.

Regards,
Eric Alcock, FCSD-North American Fleet Service
Technical Liaison
FCDTWB, Suite 950-C, Rm-345
PH 313-33-76741, FAX 313-24-86580
ealcock@ford.com

-----Original Message-----
From: Pendleton, Greg (G.L.)
Sent: Friday, August 31, 2001 5:09 PM
To: Alcock, Eric (E.W.)
Subject: FW: Tire stem recall

Eric?

Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
cell: (201) 960-8418
email: gpendlet@ford.com

-----Original Message-----
From: Pendleton, Greg (G.L.)
Sent: Friday, August 31, 2001 5:08 PM
To: Meier, Kenneth (K.W.)
Subject: RE: Tire stem recall

Are all dealers familiar with this procedure? I would assume not since I'm being asked to help. I'm concerned that this will

become a manual procedure in that I may have to contact every dealer that uses to explain what they need to do. I suspect it won't be as simple as telling to go back to the dealer. What do you think?

Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
cell: (201) 960-8418
email: gpendlet@ford.com

-----Original Message-----
From: Meier, Kenneth (K.W.)
Sent: Friday, August 31, 2001 4:26 PM
To: Pendleton, Greg (G.L.)
Cc: Alcock, Eric (E.W.)
Subject: RE: Tire stem recall

Greg,

I would suggest that your customer go back to the dealership, and have them recontact the recall hot-line. From my understanding of this issue, The Recall Group, has been reinstating the Recall # on the truck, and having the recall performed again with replacement of the valve stems. This has been happening on units that come into the dealership, and have been inspected and valve stems found to be ok, and tires re-inflated to the prescribed air pressure level. Some of these have been failing after inspection, and these are the ones that Recall have been reworking again.

Thanks!

Kenneth W. Meier
Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

-----Original Message-----

From: Pendleton, Greg (G.L.)
Sent: Friday, August 31, 2001 3:40 PM
To: Meier, Kenneth (K.W.); Alcock, Eric (E.W.)
Subject: FW: Tire stem recall

Ken/Eric - has been experiencing this problem almost since the onset of this recall. I've covered some claims w/ AWA. Are we doing anything about this? Thanks.

Greg Pendleton
National Account Manager
North American Fleet Service
tel: (201) 307-2135
fax: (201) 307-2917
audix: (201) 529-7294
cell: (201) 960-8418
email: gpendlet@ford.com

-----Original Message-----
From:
Sent: Friday, August 31, 2001 3:40 PM
To: gpendlet@ford.com
Cc: RParker@hertz.com; ESchultz@hertz.com
Subject: Tire stem recall

Greg,

Will you respond to this.

peter
----- Forwarded by Pete on 08/31/2001
03:36 PM -----

Earl Schultz
Western Region Maintenance
Manager
08/31/2001 10:50 AM

To:
cc:
bcc:
Subject: Tire stem recall

Peter,

What do you think?

Earl

09/01/2001 07:58 AM ----------

(Embedded image

moved to

file: pic24464.pcx)

08/27/2001 10:58 AM
Rental

Tucson, AZ
Phone:
Fax:

To:
cc:

Subject: Tire stem recall

You may be aware of this, but we are experiencing some troubling issues with the Ford valve stem recall.

More than once we have taken a truck into Ford and the valve stems have checked out OK. Soon thereafter the stems have failed which resulted in (so far) two tire blowouts and one flat. Each on separate vehicles.

According to my shop, the only sure way to fix this problem to replace the rubber stems with the steel variety. Can we get Ford to pay for this? If we continue to have this problem, it won't be long before someone loses control and gets hurt or killed in one of our previously inspected vehicles.

I would recommend that we force the issue on this and get Ford to commit to paying for steel valve stems on all our effected vehicles. This could be another lawsuit in the making. Let me know what you think. Thanks.

-----Original Message-----
From: Sexton, Rod [mailto:RSexton@icee.com]
Sent: Wednesday, February 14, 2001 12:53 PM
To: 'Franczak, Frank (F.M.)''
Cc: Meier, Kenneth (K.W.); Yegan, Donald (D.A.)
Subject: RE: F550 Tires

Here's the information:

From: Robert Carmon [mailto:rcarmon@earthlink.net]
Sent: Tuesday, February 13, 2001 01:00 AM
To: Ruud, Tim; KEN DETTLOFF
Subject: RE: FW: F550 Tires

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FYI HERE IS THE INFORMATION YOU ASKED FOR PERTAINING TO THE F-550 THAT HAD TIRE PROBLEMS. THE TIRE WITH THE ZIPPER BLOWOUT IN THE SIDEWALL WAS LOCATED ON THE INSIDE REAR DRIVERS SIDE. THE NEXT BLOWOUT WAS ON THE DRIVERS SIDE FRONT. THE VEHICLE INFO IS AS FOLLOWS.
UNIT#200080
VIN# 1FDAF56S1YED94336
YEAR 2000
MAKE FORD
MODEL F-550

THANKS BOBBY CARMON
FIELD OPERATIONS
RALEIGH, NORTH CAROLINA

-----Original Message-----
From: Franczak, Frank (F.M.) [mailto:ffrancza@ford.com]
Sent: Monday, February 05, 2001 2:09 PM
To: 'rsexton@iceeusa.com'
Cc: Meier, Kenneth (K.W.); Yegan, Donald (D.A.)
Subject: FW: F550 Tires

Rod:

Please see note below. If you could please supply the information on the F550 to Ken, we can open a "case" on your vehicle and do some checking..

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Ford Motor Company
Fleet Service
714-939-3624

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Ford Motor Company
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Technical Liaison
North American Fleet Service, FCSD
1655 Fairlane Circle, Suite 950-C, Room 341
Allen Park, MI 48101
Telephone Number: 313-845-7337
Fax Number: 313-390-1880
E-mail address: kmeier@ford.com

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Cc: Yegan, Donald (D.A.); Noitas, Renee (R.H.); Hairston, Debra (D.L.)

Subject: FW: F550 Tires

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Frank M. Franczak
Ford Motor Company
Fleet Service
714-939-3624

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----Original Message----
From: Kikani, Dhaval (D.R.)
Sent: Thursday, September 19, 2002 8:11 AM
To: Dains, Stephen (S.I.); Pung, Ron (R.I.); Ocobock, Robert (R.W.); Snyder, Daniel (D.J.)
Cc: Krunfus, Ed (E.D.); Morton, Dave (D.)
Subject: Some back ground & DSO Info. Valve Stem Extenders

Hello All.

If I may share the history of the DSO "Four Hand Hole" & RPO (Design Center Styled) eight hole wheel ; & commercial fleets dislike for the RPO design.

First, way back, while VN-58, the MY 1992 E-350 DRW wheel were shown to us, we at DSO brought up the issue of "Not able to reach" the "Inner Dual Rear wheel Valve Stem".

Then RPO engineers basically ignored our objection. We developed a 16X6 DRW wheel at Accuride with "Four" hand hole for our fleet usage; (At that time the needed wheel capacity was 2300 LB).

"Four" Hand hole wheel facilitates two things:

a) Able to Air inner dual wheel without needing a special "Air Chuck" (Our rental fleet customer & remote rental locations do not always have access to special "Air Chucks".

b) It is lot easier to attach "Snow Chains" where they are needed, the small eight hole RPO, DRW wheel makes this task impossible!

all insist (Condition of sale) on what is known as " **two piece Metallic Valve stem** ". These valve stems are longer than the "Push ON" valve stems.

wants "Flow Through" Valve cap, that also functions as Valve Extenders, to some degree. wants "Steel" Valve Caps. Since Lorain cannot accommodate more than one Same Color DSO wheel, based on fleet orders we here at DSO release the most desired (White, with Metallic Valve Stem & Steel Flow Through Cap) wheel. For MY 2003 since submitted a large order (Yet not scheduled for build), we released the 16X6 DRW white wheel with steel valve caps.

As I see it, we need to address the root cause, "Small Eight Hole 16X6 DRW Wheel". I know Mr. Bob Ocobock agrees with this but the current cost penalty of the DSO wheel is one of the issue holding him back. There ,also, is an issue with the wheel capacity, and that issue will require a little more world.

As additional information, has over 25,000 E-350 (DRW wheel) vehicle with Metallic Valve stem & Steel flow through valve caps. All these vehicles have accumulated over ONE BILLION Miles (78,000 Plus average vehicle, this according to fleet maintenance manager) without any issue with the Steel Flow Though Valve Cap.

The F-SD Chassis Cab vehicles with DRW wheels do use Two Piece Metallic Valve Stem, E-Series needs to incorporate that style part for the DRW applications (Again E-550 is already there).

Hope above information helps.

Dheval Kikani

---Original Message---
From: Dains, Stephen (S.I.)
Sent: Wednesday, September 18, 2002 4:02 PM
To: Pung, Ron (R.J.)
Cc: Kikani, Dheval (D.R.)
Subject: FW: Valve Stem Extenders

I just asked the E-Series wheel guy (Bob Ocobock) if we ever offered, tested, etc. any extenders on an E350/450. He replied I am the first guy to ever ask him about it and that it has never been tested. He did suggest I ask the DSO people if they ever did it. (I will tomorrow, if the right guy is in)

Thanks!

Steve

Stephen I. Dains
Ford Motor Company
20901 Oakwood Blvd.
PDC Mail Drop 410 2D-D34
Dearborn, MI 48101
313-337-3224 Phone (Ford 73224)
313-337-2754 Fax (Ford 72754)

---Original Message---
From: Dains, Stephen (S.I.)
Sent: Wednesday, September 18, 2002 3:32 PM
To: Pung, Ron (R.J.)
Subject: RE: Valve Stem Extenders

When you say "nor do we recommend this component", are you saying "we recommend you do not use this component"? Or do we really say nothing at all?

Thanks!

Steve

Stephen I. Dains
Ford Motor Company
20901 Oakwood Blvd.
PDC Mail Drop 410 2D-D34
Dearborn, MI 48101
313-337-3224 Phone (Ford 73224)
313-337-2754 Fax (Ford 72754)

---Original Message---
From: Pung, Ron (R.J.)
Sent: Wednesday, September 18, 2002 2:54 PM
To: Snyder, Daniel (D.J.); Dains, Stephen (S.I.)
Subject: RE: Valve Stem Extenders

Valve stem extenders commonly leak and cause tire failures for this reason we have never offered nor do we recommend this component. When tested in the past none of the valve stem extenders were able to pass our durability testing.

—Original Message—

From:	Snyder, Daniel (D.J.)
Sent:	Wednesday, September 18, 2002 2:17 PM
To:	Dains, Stephen (S.I.)
Cc:	Pung, Ron (R.J.)
Subject:	RE: Valve Stem Extenders

Steve, This is all new to me! I don't remember talking to anyone about QVM and valve stem extenders! As long as they don't loose air pressure, I think valve extenders are a great idea and you're right, we should provide them or encourage builders to install them. Maybe he had me mixed up with someone else!

Dan Snyder
Special Vehicle Engineering
Quality Programs, Section Supervisor
Product Development Center
Phone: 313 248-2658
Fax: 313 337-2754
Cube 2D-C28
dsnyder@ford.com

—Original Message—

From:	Dains, Stephen (S.I.)
Sent:	Wednesday, September 18, 2002 1:10 PM
To:	Pung, Ron (R.J.)
Cc:	Snyder, Daniel (D.J.)
Subject:	Valve Stem Extenders

I got a call from Tom DelVeccio of , I think) who supplies wheel simulators to our builders. He asked about QVM policy towards valve stem extenders. He also mentioned your name and indicated you reported we "don't recommend" using extenders. Our QVM guidebook and bulletins do not mention valve stem extenders I can recall. Therefore, technically, we do not recommend using or not using them. I.e., we have no position, so normal warranty policy applies.

What is your take on the issue? Do you have problems with tire valve extenders? I personally think we ought to be supplying them ourselves because of the difficulty in checking the air pressure in our tires!

Thanks!

Steve

Stephen I. Dains
Ford Motor Company
20901 Oakwood Blvd.
PDC Mail Drop 410 2D-D34
Dearborn, MI 48101
313-337-3224 Phone (Ford 73224)
313-337-2754 Fax (Ford 72754)

FAX

DATE	09-09-02
COMPANY:	FORD MOTOR FLEET
DELIVER TO:	MR. RON PUNG
FAX NUMBER:	ON FILE
TRANSMITTED BY:	Mark R. Zimmerly
NUMBER OF PAGES INCLUDING COVER PAGE:	8

RE: GUATEMALA TIRE ISSUE

Mr. Pung,

Here is the end user contact information regarding the ambulance tire issue in Guatemala, which was sold by
in Conroe, Tx. (NORAMCO).

I am sending you this information as per
and Product Development.

, is out of town on business until, Thr. 09-12-02.

Should you require further, please feel free to contact Jim or myself, at our Ohio Manufacturing Facility.

Please Note: If all pages are not received, please notify the sender immediately. PH:

Wel

E962-616 6295

Jorge Guiloff

From: Jorge Guiloff [jorgeg@noramcousa.com]
Sent: Wednesday, September 04, 2002 12:48 PM
To: 'braunind@bright.net'

Att: Mr. Jim Bidenhaim:
Please find below the name, title, and phone number of the person to contact in Guatemala in order to coordinate the replacement of the tires.

Should you need any additional information, please let me know.
Sincerely,
J. Guiloff

Jorge Guiloff

Braun Industries, Inc.

Memo

File in Truck
File # 3472

To: Jorge Gulloff

From: Jim Biedenham

CC: Mark Zimmerly, Fred Schimmel

Date: 8/5/02

Re:

Jorge

We have been in contact with Ron Pung at Ford Fleet regarding the tire issue on the ambulance in Guatemala. Since the customer is outside of the U.S., it needs to be processed through Ford Fleet Export. They have asked for the customer name, a contact person, phone number and address in order to follow-up directly with the customer. Please provide this information and we will forward it on to the Ford people involved. Once the Ford Export people have a chance to investigate, the proper course of action will be determined.

Thanks for your help.

Attn: Tony

July 26, 2002

Ron Pure - Ford

Ford VIN 1FDWE35F72HA26928

Part of Jamo Sales

Dear Sirs:

Per our previous telephone conversations, we explained to you that the above referenced vehicle had blow outs in the four rear tires, with the unit nearly rolling over and causing some damage to the exterior of the same.

We received two (of the four) Firestone Steeltex Radials R4S back for examination, which we took on 7/10/02 to the Firestone dealer for inspection (Firestone, , Conroe, Texas 77301, where they were found not to have any damage to the treads due to road hazards, as the units are practically new.

Upon contacting the Firestone Assistance Hotline (1-800-356-4644), we were informed by the technician that a possible cause for the blow out could be that rubber , instead of steel stemed air valves were being used, which would cause small air leaks, which in turn would cause the tires to overheat and blow out.

Based on this information from the tire manufacturer, we assume this is a specification or design flaw either from you or your chasis vendor, thus we request that you immediately provide us with the properly specified wheels, as well as a full set of replacement tires for the above referanced vehicle.

Conroe, Texas

ER02-818 0298

Attached you will find a quote corresponding to the type of tires Firestone recommends for this vehicle. In order to avoid litigation with the end user, I suggest you either provide us with the proper equipment, or authorize us to purchase the same and reimburse us accordingly.

I urge you to take immediate action on this matter, since it has been over two week since we asked for a resolution to this serious and potentially deadly accident, and we have yet to receive a satisfactory resolution.

Looking forward to your reply via fax or e mail, I remain

Sincerely,

309015
07/10/2002

1100 W DAVIS
CONROE, TX. 77301

01 KIM
936.539.4481

NO CUSTOMER

LIC #
IN 01/01/70 12:00AM

VIN #
EST. MILEAGE 0

Store # 679306

QUOTE

Description	Article Number	Tf	Qty	Part	Labor	Extended Price	Job Total
BRIDGESTONE TIRES							1,018.22
263717 R187 METRO RADIAL LT225/75R16 TL8L ST E	293717		6	167.99		1,007.94	
TIRE EXCISE TAX	7024570		6	1.88		11.28	

Firestone

Kim St. Pangist
Managing Partner

1100 West Davis
Conroe, TX 77301
Phone: (936) 539-4481
Fax: (936) 539-4427

Prices valid for 30 days.

Summary

Page 1 of 1

See reverse side for Warranty Information

ER02-018 0300

ISSUE #01-1004-01

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

FILE #:→	5K01	Opened: Opened:	October 4, 2001 January 24, 2002	Closed: Closed:	January 17, 2002
VLD→ (Lead)		Assisting Activities: WHEELS & TIRES		FIELD ACTION: FIELD ACTION:	NONE
Contacts: →	Pete Bandoske – 72791	Rob Camilleri – 81150		Greg Oswalt – 01160 Joe Rascuf – 31603	

MODELS:	1999-2001 F250/350/450/550
Input Source: Input Source:	FCSD – CQIS FOLDERS 00006605 & 00009818 ECI report ASO – NHTSA INQUIRY RQ02-002 (Jan 24, 2002)
Concern Description:	Valve stem Field Action 01S05 related issues

Mtg #/Date: **CONCERN INVESTIGATION DATA**

1937/Oct 4 2001 Walk-In by 999-2001 F450/550 valve stems.
ECI report and CQIS FOLDERS 00006605 & 00009818 attached.
FCSD:
CQIS FOLDER 00006605:

- 64 reports (62 VIN's) on post recall 1999-2001 F450/550's with valve stem/recall related issues.

CQIS FOLDER 00009818:

- 48 reports (now 89 reports, 83 VIN's) of valve stem related issues on 1999-2001 F250/350's.

ECI Report:
Alleged tire failure due to valve stem after completion of 01S05.

- Of the 62 VIN's, 16 reported a concern after 01S05 was announced.
- 8 of the 16 were previously repaired under 01S05 and indicated a subsequent failure
- Of the remaining 8, all had 01S05 open at the time the CQIS report was written/entered. 2 VIN's have subsequently had 01S05 completed.
- 01S05 is 35% complete at this time.
- 4 VOQ's since 01S05 announced.
- No zipper failures reported.

CCRG:

- Engineering to review 01S05 inspection procedure if robust or possibly causing issue as alleged.
- Engineering to determine/confirm whether any zipper failures.
- When initially brought to CCRG (September 28, 2000), the issue included all F-Superdutys. 01S05 covered only F450/550.

1944/Nov 1 WHEELS & TIRES: Exemplar wheel brought in for demonstration.

- Changed stems. Tried to break by hand, could not.
- *EATON* run tests to see what it takes to damage, tear, break. Photos attached. Stem had gone through 4 million cycles, did not fail, no apparent damage to stem.
- KTP PVT did not do soap bubble tests (not supposed to) but if torn would be obvious and would continue to tear.
- On the rear wheels, the face of the outboard wheel is inboard and very difficult to see/rotate the 30 degrees specified or see bubbles.
- From the data, 13 units that required tires. Trying to understand why.

Due November 15, 2001

ISSUE #01-1004-01

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

FILE #:→	5K01	Opened: Opened:	October 4, 2001 January 24, 2002	Closed: Closed:	January 17, 2002
VLD→ (Lead)		Assisting Activities: WHEELS & TIRES		FIELD ACTION: FIELD ACTION:	NONE
Contacts: →	Pete Bandoske – 72791		Rob Camilleri – 81150		Greg Oswalt – 01160 Joe Renouf – 31603

MODELS:	1999-2001 F250/350/450/550
Input Source: Input Source:	FCSD – CQIS FOLDERS 00006605 & 00006618 ECI report ASO – NHTSA INQUIRY RQ02-002 (January 24, 2002)
Concern Description:	Valve stem Field Action 01S05 related issues

Mtg #/Date: **CONCERN INVESTIGATION DATA**

1960/Jan 17 2002

WHEELS & TIRES closure attached:

- Due to lack of physical tires to analyze, tire failure mode could not be confirmed as a tire sidewall zipper cut failures.
- Rapid loss of air. Vehicle directional control can be maintained and driver can maneuver vehicle to a stop.
- Lack of tire availability exhibiting alleged zipper cut sidewall failure after 01S05.
- No reported accidents/injuries related to tire experiencing zipper sidewall failures after being inspected under 01S05.

Closed.

1962/Jan 24 2002

Re-Opened.
Walk-In by Lynn Edwards.
ASO has received NHTSA's ODI RESUME RQ02-002 (attached) regarding the opening of the following investigation.
SUBJECT: *Tire valve stem failure. Prompted by Ford Recall #01S05, consumer complaints.*
MODELS: *1999-2001 F-Series and E-Series vehicles over 8,500 lbs GVWR.*
PROBLEM DESCRIPTION:

- *Consumers allege tire valve stem failure while driving at highway speeds*

SUMMARY: (excerpts)

- *ODI is aware of 22 complaints on subject Ford vehicles for valve stem rupture. Reports allege the rubber portion of the valve stem fails allowing the valve to pop out of the rim while driving.....Some reports of valve stem failure allege the vehicles were inspected by Ford dealers prior to the failure as part of Ford recall #01S05.....These reports indicate that even though the vehicle was involved in the recall, the Ford dealer did not find the valve stems to be leaking at the time of the inspection, and as per the recall, were not replaced and subsequently failed.*

ASO will schedule a kick-off meeting upon receipt of the actual Inquiry
Put under "C – GOVERNMENT INQUIRIES.

ISSUE #01-1004-01

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

FILE #:→	5K01	Opened: Opened:	October 4, 2001 January 24, 2002	Closed: Closed:	January 17, 2002
VLD→ (Lead)		Assisting Activities: WHEELS & TIRES		FIELD ACTION: FIELD ACTION:	NONE
Contacts: →	Pete Bandoske – 72791		Rob Camilleri – 81150		Greg Oswalt – 01160 Joe Renauf – 31603

MODELS:	1999-2001 F250/350/450/550
Input Source: Input Source:	FCSD – CQIS FOLDERS 00006605 & 00009818 ECI report ASO – NHTSA INQUIRY RQ02-002 (Jan 24, 2002)
Concern Description:	Valve stem Field Action 01S06 related issues

Mtg #/Date: **CONCERN INVESTIGATION DATA**

2013/Aug 15 Walk-in by

ASO has received NHTSA's ODI RESUME EA02-018 (attached) regarding the upgrade of this investigation to an Engineering Analysis

SUBJECT: *Tire valve stem failure.*

MODELS: *1999-2001 F-Series and E-Series vehicles over 8,500 lbs GVWR.*

PROBLEM DESCRIPTION:

- *Valve stem may pop out while driving causing the tire to deflate rapidly and the driver to lose control of the vehicle.*

SUMMARY: (excerpts)

- *ODI is upgrading this investigation for two reasons. (1) to obtain information from the valve stem manufacturer and certain conversion manufactures and (2) because the risk to motorists when a tire rapidly deflates could be significant. Upgrade the investigation to an Engineering Analysis.*

ASO will schedule a kick-off meeting upon receipt of the actual Inquiry

Put under "C – GOVERNMENT INQUIRIES.

Camilleri, Robert (R.H.)

From: Anderson, Roy L. [Roy.Anderson@alcoa.com]
Sent: Thursday, March 14, 2002 3:13 PM
To: 'Camilleri, Robert (R.H.)'
Cc: Anderson, Roy L.
Subject: RE: Wheel Valve Stem Hole

Rob,

These are the correct dims for our wheels.

Roy L. Anderson
Alcoa Wheel Products Int'l
Phone: 734-542-5812
Fax: 734-542-5917
Email: roy.anderson@alcoa.com

-----Original Message-----
From: Camilleri, Robert (R.H.) [mailto:rcamille@ford.com]
Sent: Thursday, March 14, 2002 10:54 AM
To: Jayne Orr (E-mail); Roy Anderson (E-mail); 'jwolf@hayes-lemmerz.com'
Subject: Wheel Valve Stem Hole
Importance: High

Please have the appropriate people review the valve stem hole and material thickness information for the wheels identified on the attached file. Please fill in for the dimensions and tolerances that are missing. I need this information by 2pm tomorrow. Contact me, if you have any questions. Thanks

<<Hole Diameters.xls>>

> Regards,
> Robert H. Camilleri
> Super Duty/Excursion OPD
> Tire/Wheel Engineer
> Tel. (313) 24-01150, Fax. (313) 317-2349
> Pager (313) 796-7531
>
>
>

EA02-018 0307

Camilleri, Robert (R.H.)

From: jwolf [jwolf@hayes-lemmerz.com]
Sent: Thursday, March 14, 2002 11:52 AM
To: Camilleri, Robert (R.H.)
Cc: Jayne Orr (E-mail); Roy Anderson (E-mail)
Subject: Re: Wheel Valve Stem Hole

Hole Diameters.xls

"Camilleri, Robert (R.H.)" wrote:

> Please have the appropriate people review the valve stem hole and material thickness information for the wheels identified on the attached file. Please fill in for the dimensions and tolerances that are missing. I need this information by 2pm tomorrow. Contact me, if you have any questions. Thanks
>
> <<Hole Diameters.xls>>
>
> > Regards,
> > Robert H. Camilleri
> > Super Duty/Excursion OPD
> > Tire/Wheel Engineer
> > Tél. (313) 24-81150, Fax: (313) 317-2349
> > Pager (313) 796-7531
> >
> >
> >
>
> ----------
> Name: Hole Diameters.xls
> Hole Diameters.xls Type: Microsoft Excel Worksheet (application/vnd.ms-excel)
> Encoding: base64

EA02-818 0306

Wheel PN	Valve PN	Valve Hole Diameter	Mat'l Thickness @ Valve Hole
1C34-1015-DA 19.5 X 6.0	2C34-1700-CA	11.51 +/- 0.20	5.16 / 5.46
YC35-1007-SA 19.5 X 6.0	TR-543C	9.86 +/- 0.08	6.35 +/-0.51
2C34-1007-BA 16 X 6	2C34-1700-BA	11.51 +/-0.13	4.7 +/- 0.38
2C34-1015-CB 16 X 6	2C34-1700-AA	11.51+/-0.20	6.35 Nom.
1C34-1015-BE 16X7	F4TA-1700-EA	11.5 +/- 0.20	5.06 / 4.70
F81A-1015-AA 16X7	F4TA-1700-EA	11.51+/- 0.13	5.92 / 5.51
2C34-1007-AA 16 X 7	F4TA-1700-EA	11.51 +/- 0.13	4.7 +/- 0.38
2C34-1007-MA 16 X 7	F4TA-1700-EA	11.51 +/- 0.13	4.7 +/- 0.38

Camilleri, Robert (R.H.)

From: Martin, Rabian M [RabianMMartin@eaton.com]
Sent: Monday, March 25, 2002 5:02 PM
To: Camilleri, Robert (R.H.)
Cc: Cash, Melvin; Thomas, Dean D
Subject: TR 600HP Redesign

Hi Rob,
Progress on the pull-in values with this design project.
I have two design concepts I am reviewing and will decide which one, if not both, I will pursue.
One design permits extensive flexing. The other is more rigid in design. I must finalize my dimensional modifications and perform extensive flex tests at room temperature and hot and cold testing to verify the design.
I will update you as information is gathered.

Regards,

Rabian Martin
Project Engineer
Eaton Corporation
Ph: 336-503-6535
Fx: 336-503-6425

Camilleri, Robert (R.H.)

From: Martin, Rabian M [RabianMMartin@eaton.com]
Sent: Wednesday, March 06, 2002 10:05 AM
To: Camilleri, Robert (R.H.)
Cc: Cash, Melvin; Thomas, Dean D
Subject: TR 600HP Redesign

Rob,
The redesign is not giving me the pull-through values required.
I will request more trial material with a higher durometer for the next test.
The reason for low pull-throughs is that I have shortened the brass insert to allow more flexing of the valve.
The pull-in values are within specification, but with low pull-throughs, I stopped testing.
I am giving this project high priority and will keep you informed of initial results and action plans.

Regards,

Rabian Martin
Project Engineer
Eaton Corporation
Ph: 336-503-6535
Fx: 336-503-6425

Camilleri, Robert (R.H.)

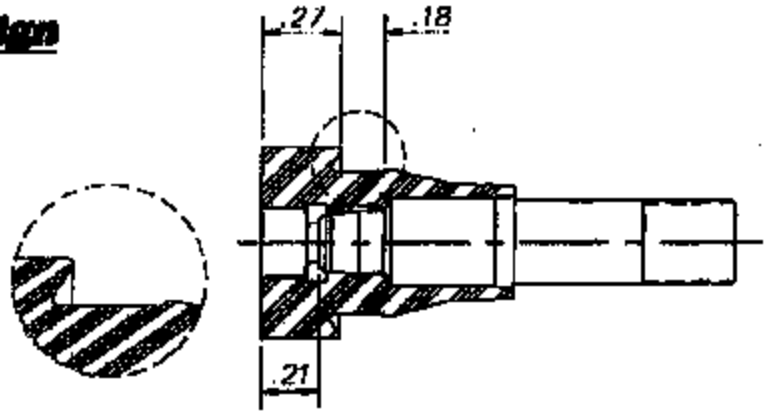
From: Martin, Rabian M [RabianMMartin@eaton.com]
Sent: Monday, February 25, 2002 8:09 AM
To: 'rcamille@ford.com'
Subject: FW: E-600

High Pressure Snap-In.jpg

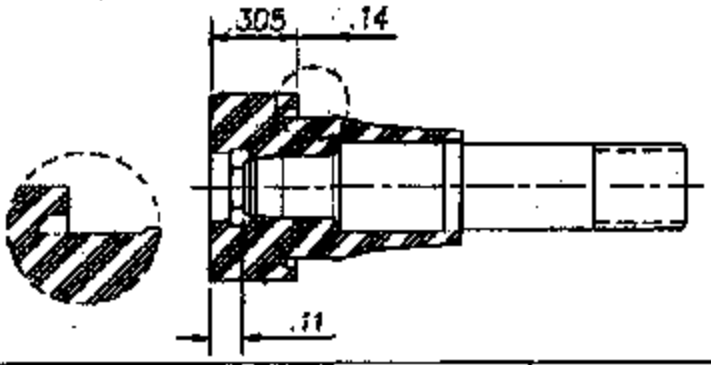
Rob,
As requested.

> -----Original Message-----
> From: Blythe, Jeff
> Sent: Monday, January 21, 2002 4:05 PM
> To: Martin, Rabian M
> Subject: E-600
>
> See attached.
>
> Jeff Blythe
> Engineering Technician
> Eaton Corporation
> 2564 Durham Road
> Roxboro, NC 27573
> 336-503-6461
> 336-503-6425 Fax
> JeffBlythe@eaton.com
>
> <<High Prssure Snap-In.jpg>>

Proposed Design



Existing Design



				MATERIAL		CODE	
				TOLERANCES UNLESS NOTED	IN.	DRAWN WJB 1/21/02	SCALE 2:1
				ANGLES			
				SPEC. DESIGNATING SPC			
				BREAK SHARP EDGES & CORNERS			
				MACHINE SURFACE ROUGHNESS			
				CONDENSATION TEMP ___ °F		ENGR.	APVD.
LTR	SCN	REVISION	APVD				

Eaton Corporation Air Control Products Rosboro, N. C. 27573	ACAD NO. 32655L
TITLE HIGH PRESSURE TUBELESS SNAP-IN VALVE	DRAWING NO. X-32655 LAYOUT

EA02-018 0314

Crack Valve Stem

enclosed copy of claim/basis

EA02-018 0436

coordinated to send the entire
tire assy to PD. Parts will
ship via UPS.

Tom:

Thanks!

12/12/07

Dionisi, Anthony (A.J.)

From: Lovelace, Maria (M.E.)
Sent: Tuesday, December 04, 2001 10:57 AM
To: Christoff II, Donald (D.A.); Colarossi, Anthony (A.); Cox, David (D.M.); Dionisi, Anthony (A.J.); Domka, John (J.J.); Hammack, Dan (D.W.); Hayduk, Mark (M.S.); Hecker, Thomas (T.P.); Howe, Brian (B.T.); Ireland, Harry K.; Kaltz, Gordie (G.); Myers, Dan (D.P.); Peeler, Tom (T.H.); Sorensen, Lynn (R.L.); Trower, Ron (R.D.)
Subject: FW: Post Valve Stem Recall 01s05

-----Original Message-----
From: Bersuder, Lee (L.C.)
Sent: Tuesday, December 04, 2001 10:38 AM
To: Lovelace, Maria (M.E.)
Subject: FW: Post Valve Stem Recall 01s05

Did you forward to the FQEs?

Lee Bersuder

Field Engineering Supervisor
Enhanced Concern Identification
500 Town Center, Suite 300 Office #26
500 Town Center Drive
Dearborn, Michigan 48126
Tel 313-845-0881 Fax 313-337-5670
E-Mail: lbersude@ford.com

-----Original Message-----
From: McCarthy, Bob (R.M.)
Sent: Monday, December 03, 2001 8:15 AM
To: Bersuder, Lee (L.C.); Lovelace, Maria (M.E.)
Cc: Leffert, Kyle (K.R.); Camilleri, Robert (R.H.)
Subject: FW: Post Valve Stem Recall 01s05

Lee / Maria:

Please communicate to the FQE's during this mornings meeting. [illegible] request for tires, related specifically to susequent failures post completion of the 01S05 Safety Recall (copy attached). He has provided a "ship to" address for the forwarding of affected tires.

The usual fine cooperation and support of the FQE Team is greatly appreciated!

Thank you!

01S05.PDF

-----Original Message-----
From: [illegible]
Sent: Friday, November 30, 2001 4:32 PM
To: McCarthy, Bob (R.M.)
Cc: McGlaughlin, Dean (D.C.)
Subject: RE: Post Valve Stem Recall 01s05

Bob, I am interested in obtaining General 225/70R19.5F tires off F450/550 vehicles that were processed for the 01s05 recall. I am interested only in those tires that experienced problems after the vehicle was serviced for the recall. Please have any tires that may be found to the address below.

Product Development Center
20901 Oakwood Blvd.
Receiving "C"
Building B
Dearborn, Michigan
48121
Att; Dean McClenaghan
Rm: GCA64

----Original Message----

From:	McCarthy, Bob (R.H.)
Sent:	Friday, November 30, 2001 8:01 AM
To:	Camilleri, Robert (R.H.)
Cc:	Leffert, Kyle (K.R.); Berauder, Lee (L.C.); King, Tom (T.P.)
Subject:	RE: Post Valve Stem Recall 01s05

Rob,

We have a team of Field Quality Engineers (FQE's) within the ECI organization that are extremely responsive to these types of requests.

Of the many functions they perform, obtaining parts to support early identification is one of their primary responsibilities. We currently have standing requests for specific tires with our FQE's; if you are looking for something specific, we will make the request on your behalf to obtain tires.

Please provide a ship to: address and I will forward to the FQE Supervisor.

Thanks!

----Original Message----

From:	Camilleri, Robert (R.H.)
Sent:	Friday, November 30, 2001 7:36 AM
To:	McCarthy, Bob (R.H.); Leffert, Kyle (K.R.)
Cc:	McClenaghan, Dean (D.C.); Dabkowski, Greg (G.)
Subject:	Post Valve Stem Recall 01s05

Kyle, Bob, I have been trying to get my hands on F450/550 225/70R19.5 tires that have been involved with the post valve stem incidents. We have contacted several of the dealers identified on the CQIS file provide by Tom King, with no luck. Can your organization assist me in this matter? We need the tires to understand whether or not we still have zipper sidewall failures occurring after our customers have had the recall performed on their vehicles. This was the question that the CCRG posed at our last meeting with them. Please advise, thanks.

Regards,
Robert H. Camilleri
Super Duty/Excursion OPD
Tire/Wheel Engineer
Tel. (313) 24-81150, Pager (313) 796-7531

LIGHTTRUCK
WHEELS

ACCURIDE

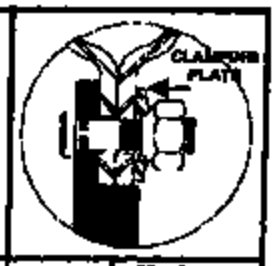
ER82-018 8440

LIGHT TRUCK WHEELS

[redacted]

Hub-Piloted Dual-Mounting
Use Clamping Plate W/90° Cone Nuts

10-Hole, 7 1/4 " Bolt Circle, 5.25" Bore
(P-300 Chevrolet or GMC Typical)



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	19.5 x 6.00	15° Tbls	27775	5	5.00"	.296"	.625"	TR 500	48	2760 – 95
2	19.5 x 6.00	15° Tbls	29867	5	5.06"	.375"	.625"	TR 500	48	3000 – 95

[redacted]

Hub-Piloted Dual-Mounting
Use Clamping Plate W/90° Cone Nuts

8-Hole, 6 1/2 " Bolt Circle, 4.56" Bore
(3/4 , 1 Ton, Chevrolet or GMC Typical)

Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
3	16 x 6K	6° DC	29587	4	5.00"	.308"	.453"	TR 600 HP	35	2440 – 80
4	17 x 6K	5° DC	29606	4	5.00"	.350"	.533"	TR 501	46	2600 – 80
5	19.5 x 6.00	15° Tbls.	29016	4	5.00"	.296"	.625"	TR 573	46	2640 – 80

Clamping Plate Table

Wheel Size	Wheel P/N	Replaces P/N	Clamping Plate General Motors P/N
16 x 6K	29587	27756, 27994, 28177, 28374, 28603[1], 29623[1] 29334	472536
17 x 6K	29606	29356	472536
19.5 x 6.00	29016	27774	472536
19.5 x 6.00	27775		349071
19.5 x 6.00	29867	29207	349071

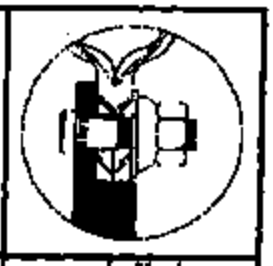
[1] This wheel has a .453" valve hole and requires an HP600 series valve. 27756, 27994, 28177, and 28374 have a .625" valve hole and require a different valve.

ER02-018 0441

LIGHT TRUCK WHEELS

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [1]

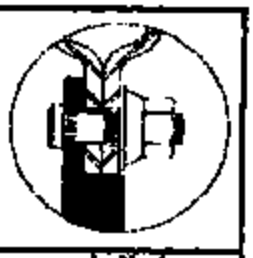
8 Hole, 6 ½" Bolt Circle, 4.88" Bore
(Ford 3/4 & 1 Ton Typical)



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	16 x 6K	5" DC	29577	4	5.00"	.258"	.453"	TR 602 HP	34	2200 – 65
2	16 x 6K	5" DC	29576	4	5.35"	.308"	.453"	TR 602 HP	37	2500 – 65
3	16 x 6K	5" DC	29579	8	5.16"	.308"	.453"	TR 600 HP	36	2500 – 80
4	16 x 6K	5" DC	29580[2]	4	5.15"	.308"	.453"	VS-635	35	2300 – 65
5	17 x 6K	5" DC	28305	4	5.00"	.330"	.625"	TR 501	43	2600 - 80

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [3]

8 Hole, 170 mm Bolt Circle, 125.10 mm Bore
(Ford F-Super Duty Typical)



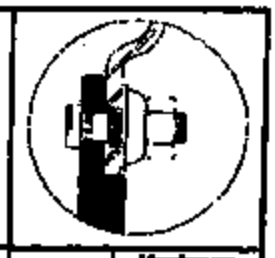
Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
6	16 x 6K	5" DC	29583	4	5.35"	.330"	.453"	TR600HP	37	2600 - 80
7	17 x 6K	5" DC	29586	4	5.00"	.330"	.625"	TR 500	43	2600 - 80

[1] The Ford P/N for the 9/16-18 swiveling lug nut is 381223. This type of nut is also called a two-piece flange nut or a cone locking nut.
[2] Available only while E-coat. Contact Accuride for availability and minimum quantities.
[3] The Ford P/N for the 9/16-18 swiveling lug nut is N811566. This type of nut is also called a two-piece flange nut or a cone locking nut.

LIGHT TRUCK WHEELS

Hub-Piloted Single-Mounting
Use Only Ford Swiveling Lug Nut [1]

8-Hole, 170 mm Bolt Circle, 125.18 mm Bore



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	16 x 7K	5° DC	29582	8	0.25"	.225"	.453"	TR600HP	35	9415 – 80

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [2]

10 Hole, 7¼ " Bolt Circle, 5.46" Bore
(Ford F-Super Duty Typical)

Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
2	16 x 6K	5° DC	29581	4	5.35"	.312"	.453"	TR 602 HP	39	3045 – 80

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [1]

8 Hole, 225 mm Bolt Circle, 170.10 mm Bore
(Ford F-Super Duty Typical)

Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
3	19.5 x 5.00RW[3]	15° Tbls	29584	5	5.35"	.375"	.453"	TR 600 HP	51	3750 - 115
4	19.5 x 6.75RW[3]	15° Tbls	29586	8	6.50"	.375"	.625"	TR500	59	3750 - 115

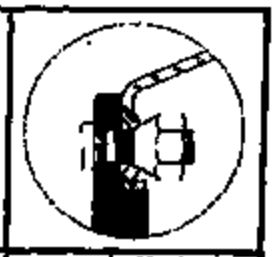
[1] The Ford P/N for the 8/16-18 swiveling lug nut is N811699. This type of nut is also called a two-piece flange nut or a cone locking nut.
[2] The Ford P/N for the 8/16-18 swiveling lug nut is 381223. This type of nut is also called a two-piece flange nut or a cone locking nut.
[3] "RW" denotes revised wall for increased brake clearance.

EA02-018 0443

LIGHT TRUCK WHEELS

Stud-Piloted Single-Mounting
60° Cone Nuts

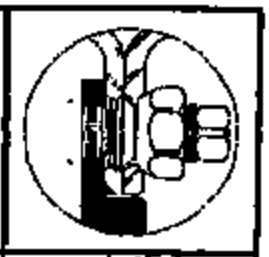
8-Hole, 6½" Bolt Circle, 4.88" Bore
(Ford ¾ Ton Typical)



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	16 x 6K	6° DC	29575	-	.500"	.201"	.625"	TR 500	34	3045 - 80
2	16 x 7K	6° DC	29576	-	.250"	.201"	.453"	TR 600 HP	34	3045 - 80

Stud-Piloted Dual-Mounting[1]
Japanese Double Cap Nuts

8 Hole, 222.25mm Bolt Circle, 164mm Bore



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
3	16 x 6K	6° DC	29580[1]	8	5.00"	.375"	.362"	V3 1229 R	38	2680 – 80
4	19.5 x 6.00RW[2]	15° Tbls	29508	8	5.00"	.375"	.362"	V3-20-1	50	3640 – 110

(1) Nuts & bolt hole chamfers have a 22 mm spherical radius.
(2) "RW" denotes revised wall for increased brake clearance.

LIGHT TRUCK WHEELS

Cross-reference from NWRA Part Numbers

Use ACCURIDE Part Number	NWRA Part Number	Use ACCURIDE Part Number	NWRA Part Number	Use ACCURIDE Part Number	NWRA Part Number
29306	X-45455	29578	X-45459	29584	X-45464
29371	X-45456	29579	X-45460	29585	X-45465
29505	X-45457	29580	X-45461	29587	X-45467
29575	X-45452	29581	X-45462	29586	X-45466
29576	X-45453	29582	X-45454		
29577	X-45458	29583	X-45463		

APPLICATION CHART - LIGHT TRUCK WHEELS

Application Chart - Light Truck Wheels

Model Year	Model & Series	Wheel Size	Holes & Bolt Circle	Wheel Offset	Maximum Load & Infl. (lbs) - (psi)	Use ACCURIDE Part Number
	CHEVROLET/GM					
[redacted]						
1976-00	C/K, P, Dual	16 x 6K	8H, 6 1/2"	5.00"	2540 - 80	29587(1)
1989-00	C/K, P, G Dual	16 x 6K	8H, 6 1/2"	5.00"	2540 - 80	29587
1996	C/K 3500 Mexico	17 x 6K	8H, 6 1/2"	5.00"	2600 - 80	29505
	FORD					
[redacted]						
1967-91	F250/350 Single	16 x 6K	8H, 6 1/2"	0.50" (2)	3045 - 80	29575
1985-91	F350 4 x 4 Dual	16 x 6K	8H, 6 1/2"	5.35"	2500 - 65	29578(1)(7)
1985-00	E350 Dual	16 x 6K	8H, 6 1/2"	5.00"	2200 - 65	29577(1)
1986-91	F-Super Duty Dual	16 x 6K	10H, 7 1/4"	5.35"	3045 - 80	29581(1)
1992-97	F350 4 x 4 Dual	16 x 6K	8H, 6 1/2"	5.35"	2500 - 65	29578(4)
1992-97	E250/350 Single	16 x 7K	8H, 6 1/2"	0.25" (3)	3045 - 80	29579(4)
1992-00	E350 Dual	16 x 6K	8H, 6 1/2"	5.16"	2300 - 65	29580(8)
1998-00	F250/350 Single F250/350 Single	16 x 7K 16 x 7K	8H, 170 mm 8H, 170 mm	0.25" 0.25"	3415 - 80 Rear 3000 - 80 Front	29582 29582
1998-00	F-Super Duty Dual & Motorhome	19.5 x 6.00	8H, 225mm	5.35"	3750 - 115	29584
1998-00	F350 Dual Mexico	17 x 6K	8H, 170 mm	5.00"	2600 - 80	29585

(1) This wheel has a .453" valve hole. Wheels supplied on original vehicle have a .625" valve hole.
(2) This is a single wheel with .50" inset.
(3) This is a single wheel with 0.25" inset.
(4) Wheel has a .453" valve hole.
(5) Vehicles built before 1/1/64.
(6) Vehicles built after 1/1/64.
(7) 4-wheel drive applications only.
(8) 4 hand hole wheel available only in white E-coat. Contact Accuride for availability and minimum quantities.
(9) 8 Vent Holes.

LIGHT TRUCK
WHEELS

ACCURIDE

LIGHT TRUCK WHEELS

Hub-Piloted Dual-Mounting
Use Clamping Plate W/90° Cone Nuts

10-Hole, 7 1/4 " Bolt Circle, 5.25" Bore
(F-300 Chevrolet or GMC Typical)

Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	19.5 x 6.00	16° Tbls	27775	6	5.00"	.296"	.625"	TR 500	48	2780 – 95
2	19.5 x 6.00	16° Tbls	29687	5	5.06"	.376"	.625"	TR 500	48	3000 – 95

Hub-Piloted Dual-Mounting
Use Clamping Plate W/90° Cone Nuts

8-Hole, 6 1/2 " Bolt Circle, 4.55" Bore
(3/4 , 1 Ton, Chevrolet or GMC Typical)

Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
3	16 x 6K	5° DC	29587	4	5.00"	.308"	.463"	TR 600 HP	35	2440 – 80
4	17 x 6K	5° DC	29505	4	5.00"	.330"	.633"	TR 501	46	2600 – 80
5	19.5 x 6.00	16° Tbls.	29015	4	5.00"	.296"	.625"	TR 573	46	2540 – 80

Clamping Plate Table

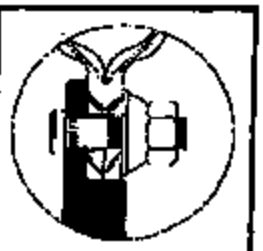
Wheel Size	Wheel P/N	Replaces P/N	Clamping Plate General Motors P/N
16 x 6K	29587	27756, 27994, 28177, 28374, 28603[1], 28623[1] 29334	472538
17 x 6K	29505	29356	472538
19.5 x 6.00	29015	27774	472538
19.5 x 6.00	27775		349071
19.5 x 6.00	29687	29207	349071

(1) This wheel has a .463" valve hole and requires an HP600 series valve. 27756, 27994, 28177, and 28374 have a .625" valve hole and require a different valve.

LIGHT TRUCK WHEELS

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [1]

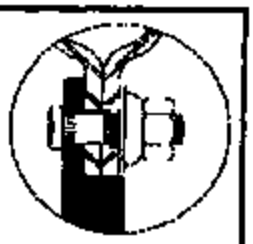
8 Hole, 6 ½" Bolt Circle, 4.88" Bore
(Ford 3/4 & 1 Ton Typical)



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	16 x 6K	5° DC	29577	4	5.00"	.255"	.453"	TR 602 HP	34	2200 – 65
2	16 x 6K	5° DC	29578	4	5.35"	.306"	.453"	TR 602 HP	37	2500 – 65
3	16 x 6K	5° DC	29579	6	5.15"	.306"	.453"	TR 600 HP	36	2500 – 80
4	16 x 6K	5° DC	29580[2]	4	5.15"	.306"	.453"	VS-938	35	2300 – 65
5	17 x 6K	5° DC	29306	4	5.00"	.330"	.625"	TR 501	43	2600 - 80

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [3]

8 Hole, 170 mm Bolt Circle, 125.10 mm Bore
(Ford F-Super Duty Typical)



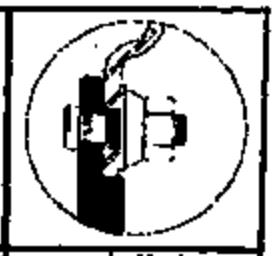
Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
6	16 x 6K	5° DC	29583	4	5.35"	.330"	.453"	TR600HP	37	2600 - 80
7	17 x 6K	5° DC	29588	4	5.00"	.330"	.625"	TR 500	43	2600 - 80

(1) The Ford P/N for the 8/16-18 swiveling lug nut is 381223. This type of nut is also called a two-piece flange nut or a cone locking nut.
(2) Available only while E-coat. Contact Accuride for availability and minimum quantities.
(3) The Ford P/N for the 8/16-18 swiveling lug nut is N811698. This type of nut is also called a two-piece flange nut or a cone locking nut.

LIGHT TRUCK WHEELS

Hub-Piloted Single-Mounting
Use Only Ford Swiveling Lug Nut [1]

8-Hole, 170 mm Bolt Circle, 125.10 mm Bore



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	18 x 7K	5° DC	29582	8	0.25"	.225"	.453"	TR600HP	35	3415 – 80

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [2]

10 Hole, 7¼ " Bolt Circle, 5.48" Bore
(Ford F-Super Duty Typical)

Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
2	18 x 6K	5° DC	29581	4	5.35"	.312"	.453"	TR 602 HP	39	3045 – 80

Hub-Piloted Dual-Mounting
Use Only Ford Swiveling Lug Nut [1]

8 Hole, 225 mm Bolt Circle, 170.10 mm Bore
(Ford F-Super Duty Typical)

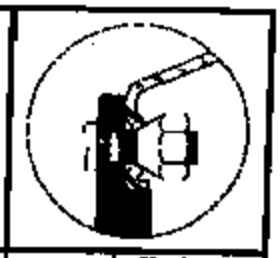
Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
3	19.5 x 6.00RW[3]	15° Tbls	29584	6	5.35"	.375"	.453"	TR 600 HP	51	3750 - 115
4	19.5 x 6.75RW[3]	15° Tbls	29585	6	5.50"	.375"	.625"	TR500	59	3750 - 115

[1] The Ford P/N for the 9/16-18 swiveling lug nut is N611569. This type of nut is also called a two-piece flange nut or a cone locking nut.
[2] The Ford P/N for the 9/16-18 swiveling lug nut is 381223. This type of nut is also called a two-piece flange nut or a cone locking nut.
[3] "RW" denotes revised well for increased brake clearance.

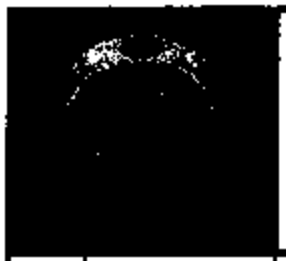
LIGHT TRUCK WHEELS

Stud-Piloted Single-Mounting
60° Cone Nuts

8-Hole, 6½" Bolt Circle, 4.86" Bore
(Ford ¾ Ton Typical)

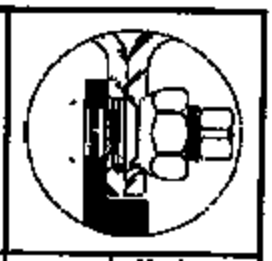


Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
1	16 x 6K	5° DC	29575	-	.500"	.201"	.625"	TR 600	34	3045 - 80
2	16 x 7K	5° DC	29576	-	.250"	.201"	.453"	TR 600 HP	34	3045 - 80



Stud-Piloted Dual-Mounting[1]
Japanese Double Cap Nuts

6 Hole, 222.25mm Bolt Circle, 184mm Bore



Item	Wheel Size	Rim Type	Part Number	Hand Holes	Wheel Offset	Disc	Valve Hole Dia.	Recommended Valve	Approx. Wt(lbs)	Maximum Load & Infl. (lbs) - (psi)
3	16 x 6K	5° DC	29660[1]	8	6.00"	.375"	.362"	VS 1229 R	38	2680 – 80
4	19.5 x 6.00RW[2]	15° Tbs	29506	6	5.00"	.375"	.362"	V3-20-1	60	3640 – 110

(1) Nuts & bolt hole chamfers have a 22 mm spherical radius.
(2) "RW" denotes revised wall for increased brake clearance.

LIGHT TRUCK WHEELS

Cross-reference from NWRA Part Numbers

Use ACCURIDE Part Number	NWRA Part Number	Use ACCURIDE Part Number	NWRA Part Number	Use ACCURIDE Part Number	NWRA Part Number
29306	X-45455	29578	X-45459	29584	X-45464
29371	X-45456	29579	X-45460	29585	X-45465
29505	X-45457	29580	X-45461	29587	X-45467
29575	X-45452	29581	X-45462	29586	X-45466
29576	X-45453	29582	X-45454		
29577	X-45458	29583	X-45463		

APPLICATION CHART - LIGHT TRUCK WHEELS

Application Chart - Light Truck Wheels

Model Year	Model & Series	Wheel Size	Holes & Bolt Circle	Wheel Offset	Maximum Load & Infl. (lbs) - (psi)	Use ACCURIDE Part Number
	CHEVROLET/GM					
1979-00	C/K, P, Dual	16 x 6K	8H, 6 1/2"	5.00"	2540 - 80	29587(1)
1989-00	C/K, P, G Dual	16 x 6K	8H, 6 1/2"	5.00"	2540 - 80	29587
1996	C/K 3500 Mexico	17 x 6K	8H, 6 1/2"	5.00"	2600 - 80	29586
	FORD					
1967-81	F250/350 Single	16 x 6K	8H, 6 1/2"	0.50" (2)	3045 - 80	29576
1988-91	F350 4 x 4 Dual	16 x 6K	8H, 6 1/2"	5.35"	2500 - 65	29578(1)(7)
1985-00	E350 Dual	16 x 6K	8H, 6 1/2"	5.00"	2200 - 65	29577(1)
1988-91	F-Super Duty Dual	16 x 6K	10H, 7 1/4"	5.35"	3045 - 80	29581(1)
1992-97	F350 4 x 4 Dual	16 x 6K	8H, 6 1/2"	5.35"	2500 - 65	29578(4)
1992-97	E250/350 Single	16 x 7K	8H, 6 1/2"	0.25" (3)	3045 - 80	29576(4)
1992-00	E350 Dual	16 x 6K	8H, 6 1/2"	5.15"	2300 - 65	29580(8)
1998-00	F250/350 Single F250/350 Single	16 x 7K 16 x 7K	8H, 170 mm 8H, 170 mm	0.25" 0.25"	3415 - 80 Rear 3000 - 80 Front	29582 29582
1998-00	F-Super Duty Dual & Motorhome	19.5 x 6.00	8H, 225mm	5.35"	3750 - 115	29584
1998-00	F350 Dual Mexico	17 x 6K	8H, 170 mm	5.00"	2600 - 80	29586

(1) This wheel has a .453" valve hole. Wheels supplied on original vehicle have a .625" valve hole.
(2) This is a single wheel with .50" inset.
(3) This is a single wheel with 0.25" inset.
(4) Wheel has a .453" valve hole.
(5) Vehicles built before 1/1/84.
(6) Vehicles built after 1/1/84.
(7) 4-wheel drive applications only.
(8) 4 hand hole wheel available only in white E-coat. Contact Accuride for availability and minimum quantities.
(9) 8 Vent Holes.

Hen Tion

6

No. 8-3
Date 8/3/00
Replaces
Back Section Valves
Attachments

PRODUCT

SUBJECT: TR600HP VALVES - CAUTION (#24120, #24121)

We receive periodic complaints that the TR600HP series valve fails in service.

Many of these failures have been traced to a misapplication of the valve.

This high pressure snap-in valve is designed for use in rims no thicker than .205" (just over 3/16").

A recent application on a Ford F350 was in a rim with a thickness of .248 (1/4"). The difference in thickness causes the valve to leak, causing a tire failure.

Light truck wheel applications over .205" rim thickness require a metal clamp-in valve such as the #21583 (TR416).

We have heard "stories" that Ford shipped a number of F250, F350 and F450 trucks with standard snap-in valves and that these valves are being replaced in the field. Stress to the dealer that the rim thickness must be verified before using a snap-in valve.

Caution – do not use metal extensions on the TR600HP valves. The extra weight causes the valve to move, breaking the seal.

Please contact on this matter

Thanks

NJP

NJP/df

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From:
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EA02-018 0452

Tention

No. 8-3
Date 8/3/00
Replaces
Back Section Valves
Attachments

PRODUCT

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We have heard "stories" that Ford shipped a number of F250, F350 and F450 trucks with standard snap-in valves and that these valves are being replaced in the field. Stress to the dealer that the rim thickness must be verified before using a snap-in valve.

Caution – do not use metal extensions on the TR600HP valves. The extra weight causes the valve to move, breaking the seal.

Norman J. Prinzo
Marketing Manager

NJP/df

Thanks

QUICK FAX Officetrack

Rpt#: 1E3AA895 CACVOC --or-- C1 00001661739M Rpt: 05/30/2001 Odom: 12,000 M
Rvwd: File: _ Folder: 01008827 2 Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 2000 F450 4X4 SD,REG CAB,CHASCAB 1FDXF47F5YEA30832 Bld: 08/10/1999
Engine: 7.3L DI Calb: Trans: ZF M6HD-6 Axle: A/C: YES
Dealer Id: 04547 BAYOU CITY FORD TRUCK SLS INC Ph#: (713) 222-6521
State: Texas City: Houston Orig/Caller:
Symptom: 3 06 1 00 CHASS.,TIRES/WHEELS,TIRE WEAR,OTHER-CODE NA
Addl Sym: St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:
Cust: Home Phone: (000) 000 - 0000
Work Phone: (000) 000 - 0000 Region: 52 Southwest - 52
Case Status: Date: 00 / 00 / 0000 Vehicle Paint: SILVER MET WATERBORN
OWNREL CUSTOMER SAYS: VALVE STEM == RECALL == 01S05 == VALVE DID NOT STAY == BLEW OUT == CUST SAYS THAT MICHELIN SYAS THE PRESSURE SHOULD BE 125 NOT 95 FORD HAS WRONG VALVE STEM IN THE WHEEL == HE WILL BE HAVING THE WORK DONE THERE AND THEN PROCESS A RE-IMBURSEMENT THROUGH BAYOU FORD == RICHARD PER CUSTOMER, DEALER SAYS: OBC TO BRATTON ==SRV MGR == CUST CAN PROCESS REFUND FOR 01S05 RECALL CAC ADVISED: - ORIGINAL RECEIPTS ARE REQUIRED TO PROCESS A REIMBURSEMENT INFERENCE

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG44

==>

Next/Previous Article (N/P): _ Article #: SSM 12531 Date: 03/09/1999

Symptom: 3 06 CHASS. TIRES/WHEELS

	Year	Vt	Fm	Vl	Mdl	Trans	Engine	Calib	Axle
Criteria:	1999	T	FH	S1					

MUST SET TIRE PRESSURE AS SPECIFIED ON CERT. LABEL
FOR ALL VEHICLES, CHECKING AND ADJUSTING TIRE PRESSURE TO RECOMMENDED LEVEL IS AN IMPORTANT AND A REQUIRED OPERATION DURING THE PRE-DELIVERY INSPECTION. TIRE PRESSURE MAY AFFECT RIDE, HANDLING, LOAD CAPACITY AND TIRE WEAR. FROM RECENT STUDIES ENGINEERING HAS DETERMINED THAT TIRE INFLATION PRESSURES ARE OFTEN NOT SET PROPERLY, PER THE VEHICLE SAFETY CERTIFICATION LABEL, LOCATED ON THE VEHICLE 'B' PILLAR. THIS CONCERN WAS FOUND TO BE MOST EVIDENT ON SUPER DUTY AND ECONOLINE EQUIPPED WITH DUAL REAR WHEELS, WHERE A LARGE DIFFERENCE IN TIRE PRESSURE BETWEEN THE INNER AND OUTER REAR TIRES CAN LEAD TO SIGNIFICANT TIRE WEAR. IT IS AN ABSOLUTE NECESSITY THAT TIRE PRESSURES BE SET TO RECOMMENDED LEVELS, PER THE VEHICLE SAFETY CERTIFICATION LABEL. PLEASE PROVIDE A COPY OF THIS MESSAGE TO THE PRE-DELIVERY INSPECTION TEAM AT YOUR DEALERSHIP.

F1 Help F3 Exit F7 Backward F8 Forward F12 Return
I0018-BOTTOM OF DATA LPENG442

Rpt#: XBCAB284 EDSR --or-- Q 250581-99 Rpt: 02/05/1999 Odom: 12,287 M
Rvwd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 1999 F550 4X4 SD,REG CAB,CHASCAB 1FDAF57F3XEA59238 Bld: 04/14/1998
Engine: 7.3L DI Calb: Trans: ZF M6HD-6 Axle: 13K F4.88C A/C: YES
Dealer Id: B6022 Ducharme Motors Ltd Ph#: (780) 826-3278
Province Alberta City: Bonnyville Orig/Caller: 1FMZU LOGOZAR
Symptom: 3 06 1 00 CHASS.,TIRES/WHEELS,TIRE WEAR,OTHER-CODE NA
Add1 Sym: St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Y Caus. Comp: TIRE -- RPL Condition Code:

Region Code: 06 Region Name: 06 FCSD REGION-CANADA

CONCER THE SIDEWALL OF THE TIRE BLEW OUT UNDER NORMAL DRIVING CONDITIONS.
REPAIR THE PROBLEM MAY BE CAUSED BY SHORT SIDEWALLS OR LACK OF INFLATION. ON UNITS TESTED COMING OFF THE CARRIER, THE TIRES ARE ONLY INFLATED TO 45 PSI. IT MAY BE POSSIBLE THAT THE TIRES ARE DAMAGED ON NEW UNITS BEFORE THESE UNITS ARE PURCHASED, WHICH CAUSES THIS TYPE OF TIRE FAILURE.
AUDIT 02/05/1999 02:53PM DATA ENTRY5 MSS - FCSD - QSFS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 1 00 BY NBAKER6

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0159-REPORT EXISTS IN FOLDER(S) (01009225 00004983 00004992) LPENG441

Rpt#: WHUAS001 VOFQE Rpt: 08/21/1998 Odom: 29 M
Rvwd: File: _ Folder: _____ Images: 0 Print Smy/Disp Detail(P/D): _
Vehicle: 1999 F350 4X4,CRWCAB ,PICKUP 1FTWW33F8XEB53880 Bld: 07/30/1998
Engine: 7.3L DI Calb: Trans: 4R100 Axle: 8250F4.10L A/C: YES
Dealer Id: 04947 WALKER FORD CO INC Ph#: (727) 535-3673
State: Florida City: Clearwater Orig/Caller: AXEL MEISTER
Symptom: 3 06 7 05 CHASS.,TIRES/WHEELS,APPEARANCE,DAMAGED
Addl Sym: St: CCRG/EPRC: _ Rvwd: Dt:
Fix: Caus. Comp: -- Condition Code:

Region Code: 24 Region Name: Orlando - 24

OWNER RIGHT REAR TIRE SIDE DAMAGE AS RECEIVED AT DEALER. THIS ONE PHOTO REPRESENTS TWO MORE VEHICLES WITH SAME CONDITION: 1FTWW32FXXEB53879, 29 MILES AND 1FTWW33F7XEB58214, 30 MILES. THIS CONCERN HAS BEEN NOTED

DIAG/C AS VEHICLES ARE UNLOADED FROM RAIL CARS BY 'AUTU-COM, INC.' COPY OF PHOTO BEING FORWARDED TO KELLY PREWITT, QUALITY MANAGER, SHELBYVILLE MIXING CENTER.

F1 Help F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0159-REPORT EXISTS IN FOLDER(S) (00004983 00004991) LPENG441

==>
Next/Previous Article (N/P): Article #: SSM 15240 Date: 09/14/2001
Symptom: 3 06 CHASS. TIRES/WHEELS

	Year	Vt	Fm	Vl	Mdl	Trans	Engine	Calib	Axle
Criteria:	2002	T	FH						

ANGLED BRASS VALVE STEMS, NOT AVAIL, CALL 336-503-6413
SOME 2002 F350 DRW EQUIPPED WITH ANGLED BRASS VALVE STEMS MAY EXHIBIT A VALVE CORE THAT STICKS OPEN WHEN ACTUATED. THESE VALVE STEMS ARE EQUIPPED WITH FLOW THROUGH CAPS WHICH PROVIDE A FULLY PRESSURE CAPABLE REDUNDANT SEAL. THE TIRE PRESSURE CAN BE SET AND CHECKED WITHOUT REMOVING THE CAP. REPLACEMENT ANGLED BRASS VALVE STEMS ARE NOT YET AVAILABLE THROUGH NORMAL SOURCES (DILL CATALOG). REPLACEMENT STEMS CAN BE OBTAINED BY CALLING

King, Tom (T.F.)

From: McCarthy, Bob (R.M.)
Sent: Wednesday, September 19, 2001 1:07 PM
To: King, Tom (T.F.)
Cc: Leffert, Kyle (K.R.); Bandoske, Pete (P.F.); Andrepont, Paul (P.E.)
Subject: Re: Valve Stem Issue - CCRG Preliminary Investigation - Failures Post Safety Recall (01S05) Completion

Tom,

I have attached the file that was presented to the CCRG three weeks ago. The Committee requested that the post-campaign completion failures be specifically identified for those VINS listed on the attached chart.

Please update the chart to include the requested CCRG information; place an "X" in the appropriate column. If additional columns need to be added due to a particular type of failure mode, then please accomodate on the chart.

If you have identified *additional VINS* which meet the *post-campaign* failure criteria (VIN with completed 01S05 campaign and subsequent tire / valve stem failure), please add to the list and complete the necessary information.

This information is specific to F450 / 550 Series vehicles affected by the 01S05 Safety Recall.

Return the completed / updated chart to me via e-mail this afternoon before you leave, so that it can be reviewed and forwarded to Greg Oswalt / Pete B. for tomorrow's meeting.

Valve Stem
Reports_TKING1.xls

Regards,

Bob McCarthy
Tire Supervisor
Enhanced Concern Identification Team
313.248-5822 - Office
313.248-6278 - Fax

EA02-018 0459

Symptom	VIN	Engine	Trans	Vehicle Mileage	Date of CQIS Report	Was Recall 01B05 Completed Prior to Date of CQIS Report?	Completion Date of 01B05	Was Failure / CQIS Report Post Recall Completion Date?	Post Campaign Failure Mode - Valve Stem Blow Out	Post Campaign Failure Mode - Tire Sidewall Blow Out	Post Campaign Failure Mode - Flat Tire	Post Campaign Failure Mode - Other
306200	1FDAF56FXYED79188	7.3L DI	ZF M6HD-6	1	08/14/01	Y	07/30/01	Y			1	
306200	1FDAW56F4XED55810	7.3L DI	4R100	[illegible]	08/14/01	Y	07/30/01	Y	1			
306200	1FDAW56F7YEB23060	7.3L DI	4R100 D	[illegible]	08/14/01	Y	08/01/01	Y				
306200	1FDAF56F1YED04234	7.3L DI	4R100 D	[illegible]	[illegible]	Y	04/25/01	Y			1	VS Leaked
306200	1FDAF56F2YEE44678	7.3L DI	4R100 D	[illegible]	[illegible]	Y	08/10/01	Y			1	VS Torn
306500	1FDXF46F2XEB88117	7.3L DI	4R100D	[illegible]	8/16/01	Y	[illegible]	Y	2			
306200	1FDXF46F6XEE56927	7.3L DI	4R100D	[illegible]	8/28/01	Y	[illegible]	Y	Y			VS Leak
306200	1FDAW56F1XEC66653	7.3L DI	4R100D	[illegible]	8/21/01	Y	[illegible]	Y			Y	
306700	1FDAF56F3XED61246	7.3L DI	4R100D	[illegible]	[illegible]	Y	[illegible]	Y	Y			
3061000	1FDXF46F6YED65608	7.3L DI	4R100D	[illegible]	8/13/01	Y	[illegible]	Y	Y			
306200	1FDXF46F8YEC63013	7.3L DI	4R100D	[illegible]	8/13/01	Y	[illegible]	Y				Unk.
306100	1FDAF56FYEE35490	7.3L DI	4R100D	[illegible]	8/12/01	Y	[illegible]	Y			2	
306100	1FDAF571YEC36967	7.3L DI	ZF M6HD-6	[illegible]	8/11/01	Y	[illegible]	Y			2	
306100	1FDAF56F8YED59635	7.3L DI	4R100D	[illegible]	8/11/01	Y	[illegible]	Y	2			
306200	1FDXF46SXYEE56975	6.8L	4R100	[illegible]	[illegible]	Y	07/12/01	Y		Y		Multiple
306200	1FDAF56F6YEE22247	7.3L DI	4R100D	[illegible]	[illegible]	Y	04/30/01	Y	2			
306200	1FDXF46F8YED67474	7.3L DI	ZF M6HD-6	[illegible]	[illegible]	Y	[illegible]	Y				VS/Tire Leaks
306200	1FDXF47FXYEB39059	7.3L DI	ZF M6HD-6	[illegible]	[illegible]	Y	07/07/01	Y	2			
306705	1FDAF56F8YEA16190	7.3L DI	ZF M6HD-6	[illegible]	[illegible]	Y	06/20/01	Y	1			
306500	1FDXF46F8YED35063	7.3L DI	4R100D	[illegible]	[illegible]	Y	08/11/01	Y	1			
306200	1FDAF56F6YEB97403	7.3L DI	ZF M6HD-6	[illegible]	[illegible]	Y	[illegible]	Y				7 Repairs
306200	1FDXW46F4YEA24152	7.3L DI	ZF M6HD-6	[illegible]	8/30/01	Y	05/12/01	Y		1		
306200	1FDXF46F3YEB18366	7.3L DI	ZF M6HD-6	[illegible]	[illegible]	Y	[illegible]	Y		1		Accident alleged
306200	1FDAF56F8YEC42772	7.3L DI	ZF M6HD-6	[illegible]	8/29/01	Y	[illegible]	Y				VS Leak
306200	1FDXW46F0YEB34629	7.3L DI	ZF M6HD-6	[illegible]	8/24/01	Y	[illegible]	Y				VS Leak
306200	1FDXW47F7YED76624	7.3L DI	4R100D	[illegible]	8/24/01	Y	[illegible]	Y	7			
306200	1FDXF46E2YED22212	6.8L	ZF M6HD-6	[illegible]	8/24/01	Y	[illegible]	Y			2	
306500	1FDAF56F3YEC76033	7.3L DI	ZF M6HD-6	[illegible]	8/23/01	Y	[illegible]	Y			1	
306299	1FDXF46F0YEC41504	7.3L DI	ZF M6HD-6	[illegible]	8/28/01	Y	[illegible]	Y	2			
306000	1FDXF46F2YEC15700	7.3L DI	ZF M6HD-6	[illegible]	8/21/01	Y	[illegible]	Y	1			
306200	1FDAW57F6YED79651	7.3L DI	ZF M6HD-6	[illegible]	8/21/01	Y	[illegible]	Y				VS Leak
306100	1FDAF56F6YEE02618	7.3L DI	4R100D	[illegible]	8/21/01	Y	[illegible]	Y	2			
306200	1FDXW47F9YEB21552	7.3L DI	4R100D	[illegible]	8/21/01	Y	[illegible]	Y	2			
									Y			

Symptom	VIN	Engine	Trans	Vehicle Mileage	Date of CQIS Report	Was Recall 01B05 Completed Prior to Date of CQIS Report?	Completion Date of 01B05	Was Failure / CQIS Report Post Recall Completion Date?	Post Campaign Failure Mode - Valve Stem Blow Out	Post Campaign Failure Mode - Tire Sidewall Blow Out	Post Campaign Failure Mode - Flat Tire	Post Campaign Failure Mode - Other
306200	1FDAF56FXYED79188	7.3L DI	ZF M6HD-6	1	08/14/01	Y	07/30/01	Y			1	
306200	1FDAW56F4XED66810	7.3L DI	4R100	30000	08/14/01	Y	07/30/01	Y	1			
306200	1FDAW56F7YEB28960	7.3L DI	4R100 D	27000	08/14/01	Y	06/01/01	Y				
306200	1FDAF56F1YED04234	7.3L DI	4R100 D	31070	08/15/01	Y	04/20/01	Y			1	VS Leaked
306200	1FDAF56F2YEB44078	7.3L DI	4R100 D	12000	08/16/01	Y	06/10/01	Y			1	VS Torn
306900	1FDXF46F2XEB38117	7.3L DI	4R100D	33000	8/16/01	Y	07/23/01	Y	2			
306200	1FDXF46F8XEE38827	7.3L DI	4R100D	28022	8/22/01	Y	06/21/01	Y	Y			VS Leak
306200	1FDAW56F1XEC86583	7.3L DI	4R100D	12000	8/21/01	Y	06/10/01	Y			Y	
306700	1FDAF56F3XED61248	7.3L DI	4R100D	37452	8/8/01	Y	05/22/01	Y	Y			
3061000	1FDXF46F6YEB86808	7.3L DI	4R100D	33002	8/13/01	Y	04/20/01	Y	Y			
306200	1FDXF46F6YEC58013	7.3L DI	4R100D	30000	8/13/01	Y	04/20/01	Y				Unk.
306100	1FDAF56FYEE38490	7.3L DI	4R100D	15022	8/12/01	Y	08/11/01	Y			2	
306100	1FDAF571YEC36987	7.3L DI	ZF M6HD-6	41000	8/11/01	Y	08/01/01	Y			2	
306100	1FDAF56F8YED59985	7.3L DI	4R100D	11000	8/11/01	Y	07/12/01	Y	2			
306200	1FDXF46SXYEE30976	6.8L	4R100	10102	8/7/01	Y	04/30/01	Y		Y		Multiple
306200	1FDAF56F6YEE28247	7.3L DI	4R100D	11000	8/6/01	Y	05/03/01	Y	2			
306200	1FDXF46F8YED57474	7.3L DI	ZF M6HD-6	40000	8/6/01	Y	07/07/01	Y				VS/Tire Leaks
306200	1FDXF47FXYEB39089	7.3L DI	ZF M6HD-6	38500	8/4/01	Y	06/20/01	Y	2			
306705	1FDAF56F6YEA15190	7.3L DI	ZF M6HD-6	9500	8/5/01	Y	05/11/01	Y	1			
306200	1FDXF46F0YED50883	7.3L DI	4R100D	30000	8/7/01	Y	06/05/01	Y	1			
306200	1FDAF56F6YEB37409	7.3L DI	ZF M6HD-6	15422	8/28/01	Y	03/13/01	Y				7 Repairs
306200	1FDXW46F4YEA24182	7.3L DI	ZF M6HD-6	36440	8/30/01	Y	06/07/01	Y		1		
306200	1FDXF46F3YEB16356	7.3L DI	ZF M6HD-6	27004	8/29/01	Y	04/26/02	Y		1		Accident alleged
306200	1FDAF56F8YEC42772	7.3L DI	ZF M6HD-6	59040	8/29/01	Y	04/20/01	Y				VS Leak
306200	1FDXW46F0YEB34639	7.3L DI	ZF M6HD-6	52000	8/24/01	Y	06/15/01	Y				VS Leak
306200	1FDXW47F7YED76824	7.3L DI	4R100D	15000	8/24/01	Y	04/22/01	Y	7			
306200	1FDXF46S2YED22212	6.8L	ZF M6HD-6	24000	8/24/01	Y	06/13/01	Y			3	
306800	1FDAF56F3YEC78038	7.3L DI	ZF M6HD-6	46000	8/23/01	Y	04/04/01	Y			1	
306299	1FDXF46F0YEC41604	7.3L DI	ZF M6HD-6	19540	8/20/01	Y	06/02/01	Y	2			
306000	1FDXF46F2YEC16700	7.3L DI	ZF M6HD-6	27002	8/21/01	Y	05/21/01	Y	1			
306200	1FDAW57F0YED79651	7.3L DI	ZF M6HD-6	32000	8/21/01	Y	07/21/01	Y				VS Leak
306100	1FDAF56F5YEE02918	7.3L DI	4R100D	22000	8/21/01	Y	06/15/01	Y	2			
306200	1FDXW47F0YED21652	7.3L DI	4R100D	00000	8/21/01	Y	04/04/01	Y	2			
									Y			

Next/Previous Article (N/P): _ Article #: SSM 12531 Date: 03/09/1999
Symptom: 3 06 CHASS. TIRES/WHEELS
Criteria: Year Vt Fm Vl Mdl Trans Engine Calib Axle
1999 T FH

MUST SET TIRE PRESSURE AS SPECIFIED ON CERT. LABEL
FOR ALL VEHICLES, CHECKING AND ADJUSTING TIRE PRESSURE TO RECOMMENDED LEVEL IS AN IMPORTANT AND A REQUIRED OPERATION DURING THE PRE-DELIVERY INSPECTION. TIRE PRESSURE MAY AFFECT RIDE, HANDLING, LOAD CAPACITY AND TIRE WEAR. FROM RECENT STUDIES ENGINEERING HAS DETERMINED THAT TIRE INFLATION PRESSURES ARE OFTEN NOT SET PROPERLY, PER THE VEHICLE SAFETY CERTIFICATION LABEL, LOCATED ON THE VEHICLE 'B' PILLAR. THIS CONCERN WAS FOUND TO BE MOST EVIDENT ON SUPER DUTY AND ECONOLINE EQUIPPED WITH DUAL REAR WHEELS, WHERE A LARGE DIFFERENCE IN TIRE PRESSURE BETWEEN THE INNER AND OUTER REAR TIRES CAN LEAD TO SIGNIFICANT TIRE WEAR. IT IS AN ABSOLUTE NECESSITY THAT TIRE PRESSURES BE SET TO RECOMMENDED LEVELS, PER THE VEHICLE SAFETY CERTIFICATION LABEL. PLEASE PROVIDE A COPY OF THIS MESSAGE TO THE PRE-DELIVERY INSPECTION TEAM AT YOUR DEALERSHIP.

F1 Help F3 Exit F7 Backward F8 Forward F12 Return
I0018-BOTTOM OF DATA LPENG44

King, Tom (T.F.)

From: Hayduk, Mark (M.S.)
Sent: Tuesday, June 13, 2000 7:05 AM
To: King, Tom (T.F.)
Subject: RE: Tire Sidewall Issues

Thanks.

----Original Message----
From: King, Tom (T.F.)
Sent: Monday, June 12, 2000 6:24 PM
To: Hayduk, Mark (M.S.)
Subject: RE: Tire Sidewall Issues

I know they were aware of the reports from Puerto Rico. I don't think they knew of the volume of US reports. There was some allegation that the PR stuff was related to shipping. I've got to pull about 1200 more reports for a quick scan tomorrow. You can look at the folders I've put together, primarily in 004991 and 92.

----Original Message----
From: Hayduk, Mark (M.S.)
Sent: Monday, June 12, 2000 6:18 PM
To: King, Tom (T.F.)
Subject: RE: Tire Sidewall Issues

I tried to check with KTP but I have not received a call back.

Do you know if the tire folks or KTP is aware of this concern?

----Original Message----
From: King, Tom (T.F.)
Sent: Monday, June 12, 2000 6:17 PM
To: Hayduk, Mark (M.S.)
Subject: RE: Tire Sidewall Issues

I've done more digging today and have limited the issue to the LT235/85R16 and the 7.5x20-10 TT which also seems to be listed as the 225/70R-19.5. Something doesn't seem right with the rim size with the two on the F-450/550. I haven't looked earlier than the 99. I found a number in the customer database and the CQIS wouldn't let me put reports into my own folders, so I slowed down a lot after reading the first 1200 reports. I know we've called the PuertoRico reports to their attention before.

----Original Message----
From: Hayduk, Mark (M.S.)
Sent: Monday, June 12, 2000 5:30 PM
To: King, Tom (T.F.)
Subject: RE: Tire Sidewall Issues

Thank you Mr. King.

I shipped out two tires today. They should be in Andy's cube Tues. am and will not be hard to find.

----Original Message----
From: King, Tom (T.F.)
Sent: Monday, June 12, 2000 2:14 PM
To: Hayduk, Mark (M.S.); Dionisi, Anthony (A.J.)
Cc: Berauder, Lee (L.C.); Shih, Wei-Zen (W.Z.); King, Tom (T.F.); Danuloff, Andrew (A.)
Subject: Tire Sidewall Issues

I went thru about 1200 wheel and tire reports for 1999 and 2000. Almost all are Generals, but they range over a wide area for sizes and vehicles, from F-250 thru the F-550.. Not so with those for MY 2000. All six are for the LT235/85R16 with load range E. The only differences I can see are AT or AS tires. All, of course, are black side wall. Only the F250/350 vehicles appear on the model 2000 list I've grouped them and referred

them to Wei-Zen for possible relay to CCRG. The model 2000's are in folder 004983.

Tom King
Quality Engineer
Rapid Concern Definition-NVH Section
DSC II, Cube 525 (TKING1)
1800 Fairlane Dr., Allen Park, MI 48101
Phone 313-845-5233
Fax 313-390-0581

ER02-018 0464

King, Tom (T.F.)

From: Hayduk, Mark (M.S.)
Sent: Tuesday, June 13, 2000 7:41 AM
To: King, Tom (T.F.)
Subject: RE: Tire Sidewall Issues

I looked at your folders. I saw four or five different folders. Seem to be a fair amount of reports.

-----Original Message-----
From: King, Tom (T.F.)
Sent: Monday, June 12, 2000 6:17 PM
To: Hayduk, Mark (M.S.)
Subject: RE: Tire Sidewall Issues

I've done more digging today and have limited the issue to the LT235/85R16 and the 7.5x20-10 TT which also seems to be listed as the 225/70R-19.5. Something doesn't seem right with the rim size with the two on the F-450/550. I haven't looked earlier than the 99. I found a number in the customer database and the CQIS wouldn't let me put reports into my own folders, so I slowed down a lot after reading the first 1200 reports. I know we've called the PuertoRico reports to their attention before.

-----Original Message-----
From: Hayduk, Mark (M.S.)
Sent: Monday, June 12, 2000 5:30 PM
To: King, Tom (T.F.)
Subject: RE: Tire Sidewall Issues

Thank you Mr. King.

I shipped out two tires today. They should be in Andy's cube Tues. am and will not be hard to find.

-----Original Message-----
From: King, Tom (T.F.)
Sent: Monday, June 12, 2000 2:14 PM
To: Hayduk, Mark (M.S.); Dionisi, Anthony (A.J.)
Cc: Bensuder, Lee (L.C.); Shih, Wei-Zen (W.Z.); King, Tom (T.F.); Danuloff, Andrew (A.)
Subject: Tire Sidewall Issues

I went thru about 1200 wheel and tire reports for 1999 and 2000. Almost all are Generals, but they range over a wide area for sizes and vehicles, from F-250 thru the F-550.. Not so with those for MY 2000. All six are for the LT235/85R16 with load range E. The only differences I can see are AT or AS tires. All, of course, are black side wall. Only the F250/350 vehicles appear on the model 2000 list I've grouped them and referred them to Wei-Zen for possible relay to CCRG. The model 2000's are in folder 004983.

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Appendix C

Provided electronically on the enclosed CD.