



Michael A. Berardi
 Director
 Service Engineering Operations
 Ford Customer Service Division

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

April 24, 2009

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

SUBJECT: **Literature Program 09L03:**
 Certain 2007-2008 Vehicle Lines
 Tire Valve Stem Inspection and Maintenance Reminder

REF: Awareness Communication - Upcoming Literature Program 09L03 dated April 8, 2009
 Certain 2007-2008 Vehicle Lines
 Tire Valve Stem Inspection and Maintenance Reminder

REASON FOR THIS ACTION

A recent Ford Motor Company and National Highway Traffic Safety Administration (NHTSA) investigation into reports of valve stem cracks and air leaks has prompted Ford to develop a "Tire Valve Stem Inspection and Maintenance Reminder" letter that will be mailed to owners of certain 2007 and 2008 model year vehicles. This letter reminds owners of proper tire maintenance and provides instructions that will enable them to perform valve stem inspections on their own vehicles. We expect most owners will be able to perform this inspection; however, some will return to the dealership for assistance.

AFFECTED VEHICLES

Vehicles	Model Years	Assembly Plant	Build Date Range	Vehicles	Model Years	Assembly Plant	Build Date Range
Escape	2007-2008*	Kansas City	11/01/06-5/31/07	Mark LT	2007-2008*	Dearborn	11/01/06-5/31/07
Mariner				Edge			
Focus	2007-2008*	Wayne		MKX			
F150	2007-2008*	Dearborn		Mustang	2007-2008*	Flatrock	
F150	2007	Norfolk		Crown Victoria	2007-2008*	St. Thomas	
F150	2007-2008*	Kansas City		Grand Marquis			
Montego and Sable	2007-2008*	Chicago		Ranger	2007-2008*	Twin Cities	
Five Hundred and Taurus				Explorer	2007-2008*	Louisville	
Fusion	2007-2008*	Hermosillo		Mountaineer			
MKZ				Sport Trac			
Milan				Freestar			
Navigator	2007-2008*	Michigan		Freestyle	2007	Chicago	
Expedition			Taurus X	2008*			

* Only a small percentage of early built 2008 model year vehicles are affected.

Affected vehicles are identified in OASIS. In addition, for a list of stock vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available by April 24, 2009.

SERVICE ACTION

Upon request of the owner, dealers are to demonstrate the valve stem inspection procedure to the owner and inspect the valve stem on all four tires. Inspection of the spare tire valve stem is not required. This service must be performed on affected vehicles at no charge to the vehicle owner. If the inspection finds any cracked valve stems, they may be eligible for replacement under the provisions of new vehicle limited warranty coverage.

PROGRAM TERMS

This Literature Program provides one free demonstration and inspection of the tire valve stems if requested by an owner of an affected vehicle. The free demonstration and inspection coverage will last through June 30, 2010.

OWNER NOTIFICATION MAILING SCHEDULE

It is anticipated that customer notification will begin in June 2009, when required name and address information has been obtained. If an owner requests the valve stems on their vehicle be inspected, dealers should check OASIS to determine if the vehicle is affected. If the vehicle is affected, demonstrate and perform the one time valve stem inspection whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Dealer Q & A
- Owner Notification Letter – Vehicles with Tire Pressure Monitoring System (TPMS)
- Owner Notification Letter – Vehicles without TPMS
- Owner Letter for Stock Vehicles - Vehicles with TPMS
- Owner Letter for Stock Vehicles - Vehicles without TPMS

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

Literature Program 09L03
Certain 2007-2008 Vehicle Lines
Tire Valve Stem Inspection and Maintenance Reminder

OASIS ACTIVATED?

Yes, OASIS will be activated on April 24, 2009.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> by April 24, 2009 for stock vehicles only.

STOCK VEHICLES

For the benefit of future owners, two letters (TPMS and non TPMS) have been developed specifically for new vehicle inventory. These letters are posted with this bulletin. Dealers are required to print the appropriate letter and insert a copy in the Owner Guide of all affected units in their new vehicle inventory before delivery.

SOLD VEHICLES

If an owner requests the valve stems on their vehicle be inspected, dealers should check OASIS to determine if the vehicle is affected. If the vehicle is affected, demonstrate and perform the one time valve stem inspection whether or not the customer has received a letter.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Labor Operation 09L03A (Valve stem demonstration and inspection) will close this program. Valve stem demonstration and inspection can only be claimed once under this program.
- Labor Operation 09L03E (Inserting copy of letter in the Owner Guide) will NOT close this program.

NOTE: Claims for valve stem replacement cannot be submitted under this program. This program only covers the cost to demonstrate and perform the valve stem inspection procedure. If the inspection finds any cracked valve stems, they may be eligible for replacement under the provisions of new vehicle limited warranty coverage.

Literature Program 09L03
Certain 2007-2008 Vehicle Lines
Tire Valve Stem Inspection and Maintenance Reminder

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
SOLD VEHICLES: Upon request of the owner, demonstrate and inspect four (4) valve stems. Inspection of the spare tire valve stem is not required.	09L03A	0.2 Hour
STOCK VEHICLES: Print "Owner Letter for Stock Vehicles." Fold the letter and place it inside the Owner Guide.	09L03E	0.2 Hour

NOTES:

1. Labor operation 09L03A will close this program. Valve stem demonstration and inspection can only be claimed once under this program.
2. Labor operation 09L03E will NOT close this program. When the vehicle is sold, the valve stem demonstration and inspection must be provided free of charge upon request of the new owner.

PARTS REQUIREMENTS

Parts are not required for this program.

Literature Program 09L03
Certain 2007-2008 Vehicle Lines
Tire Valve Stem Inspection and Maintenance Reminder

DEALER Q & A

- Q1. Why doesn't the valve stem inspection procedure include the use of soap and water to check for air leaks?**
- A. Soap and water is not necessary for this inspection. The purpose of the inspection procedure is to identify surface cracks on the valve stems. Valve stems with any cracks should be replaced, whether or not the cracks have developed into a slow air leak. Soap and water is not effective in the absence of an air leak.
- Q2. What should be done if the inspection finds any cracked valve stems?**
- A. 1. First, submit a claim for the field service action valve stem demonstration and inspection.
2. Determine if the valve stems are eligible for replacement under the provisions of the new vehicle limited warranty coverage or if the owner will be responsible for the replacement cost.
3. Complete the repair.
4. Submit warranty claim if appropriate.
- Q3. Why are we not inspecting the valve stem on the spare tire?**
- A. Tire valve stems flex while the vehicle is being driven. This flexing condition is what may eventually lead to a cracked valve stem.
- Q4. What about owners past the new vehicle limited warranty coverage?**
- A. If the vehicle is past its limited warranty coverage, the cost for valve stem replacement is the responsibility of the owner.