

417142338

Pickett, Sylvia (S.J.)

From: Hull, Michelle (M.K.)
Sent: Wednesday, August 20, 2008 8:57 AM
To: Pickett, Sylvia (S.J.); Taylor, Alma (A.)
Cc: 'patwynne@fugateford.com'
Subject: FW: Dealer Request For Consumer Affairs Review

Alma
417/42338

Please open and assign to Alma. Thanks

From: dcpform@ford.com [mailto:dcpform@ford.com]
Sent: Tuesday, August 19, 2008 5:53 PM
To: Ordcalp, F (F.)
Subject: Dealer Request For Consumer Affairs Review

Dealer Request For Consumer Affairs Review - All Regions

Dealership Name: Jim Fugate Ford
Requesting Dealer: Jim Fugate Ford
Contact Person: Pat Wynne
Telephone: 3608257731
Email Address: patwynne@fugateford.com
PA Code: 08553
Region: Seattle
City: Enumclaw
Dealer State: WA
Fax Number: 360-825-1043
WSD: 03/23/2007
Vehicle Year: 2006
Vehicle Model: Mustang
Vehicle VIN: 1ZVFT85H865 [REDACTED]
Mileage: 11899
Customer Name: [REDACTED]
Street Address: [REDACTED]
City: Puyallup
State: Washington
Zip Code: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Region: W5 - Seattle
Incident Involves: Accident
Date of Incident: 08/19/2008
County in which incident occurred: Unknown
Is Alleging Defect: Yes
Alleging defect detail: Valve stem on wheel failed causing 2 tires to blow out
Police Report Filed: No
Insurance Company Contacted: N
Coach Builder State: AK - Alaska

8/20/2008

PE08-060 002LP

Resolution Sought Detail: Replace damaged tire, reimbursement for tire she already paid for as well as shipping to get the tire, repair damage to wheels caused when tires blew out, body damage caused by tire blow out, and hotel bill waiting for tire to be shipped.

Comments: Customer had valve stem on right front wheel replaced 6/17/2008 due to leak from cracking, while traveling back to Seattle from Montana left front tire blew out customer had to order tire and stay in hotel no notes of valve stem cracking or damage. After tire was replaced customer went a few hundred more miles and right rear tire blew out and damaged body. Customer went to an aftermarket Les Schwab tire dealer they said valve stem was cracked and caused failure of tire. They inspected all other tires and found left rear valve stem was cracked and replaced also installed spare tire on right rear. I inspected damaged right rear tire and the valve stem is cracked. Contacted hotline advised no known concerns and advised us to perform consumer affairs request. At this point 3 of the 4 tires were determined to have cracked valve stems and it is assumed that the 4th tire (one on left front) also had a valve stem failure that ultimately caused tire to fail.

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Witness mark from valve cap contacting wheel.



Witness marks from valve stem and cap contacting wheel.

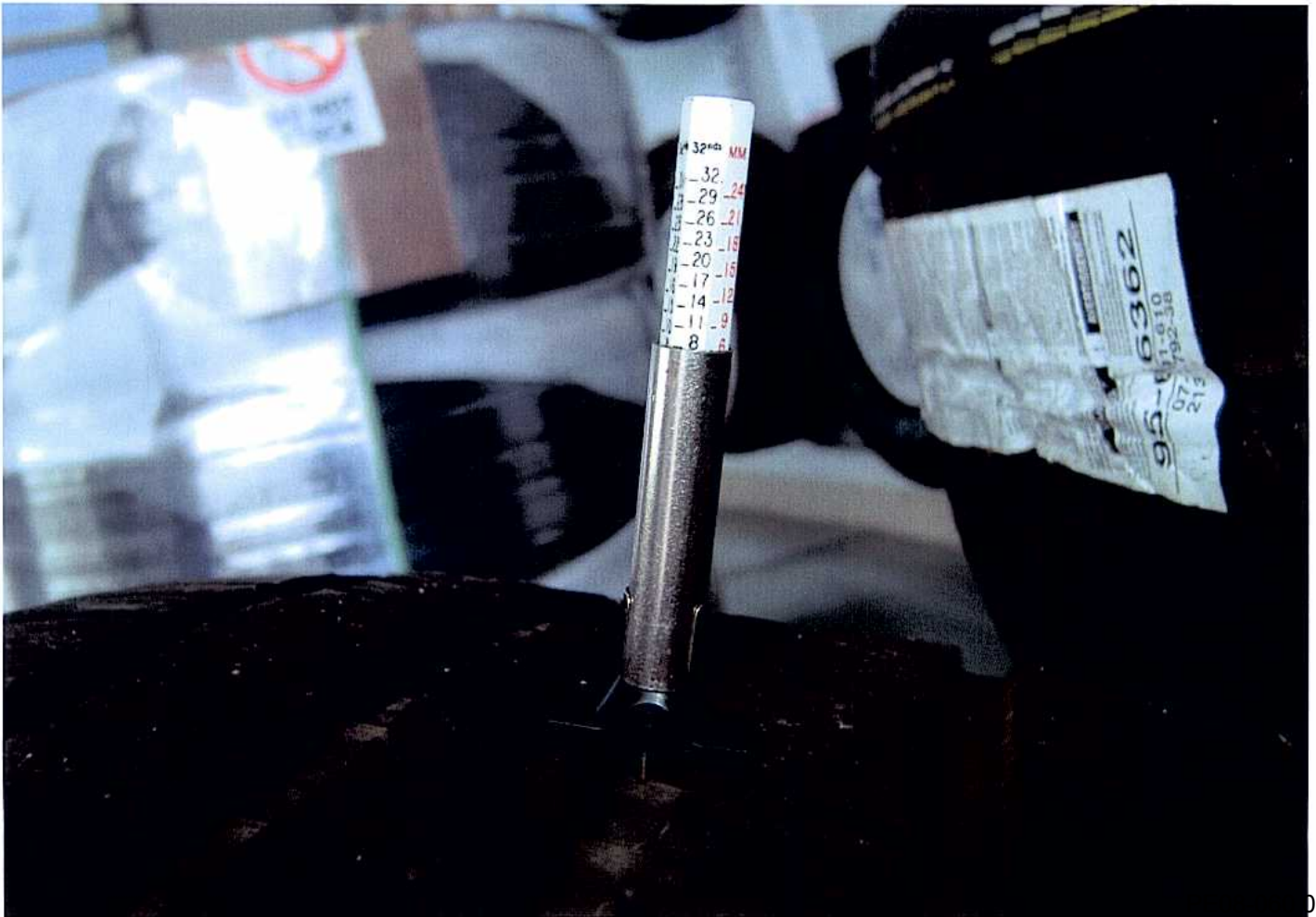




Witness marks from
valve stem and cap
contacting wheel.







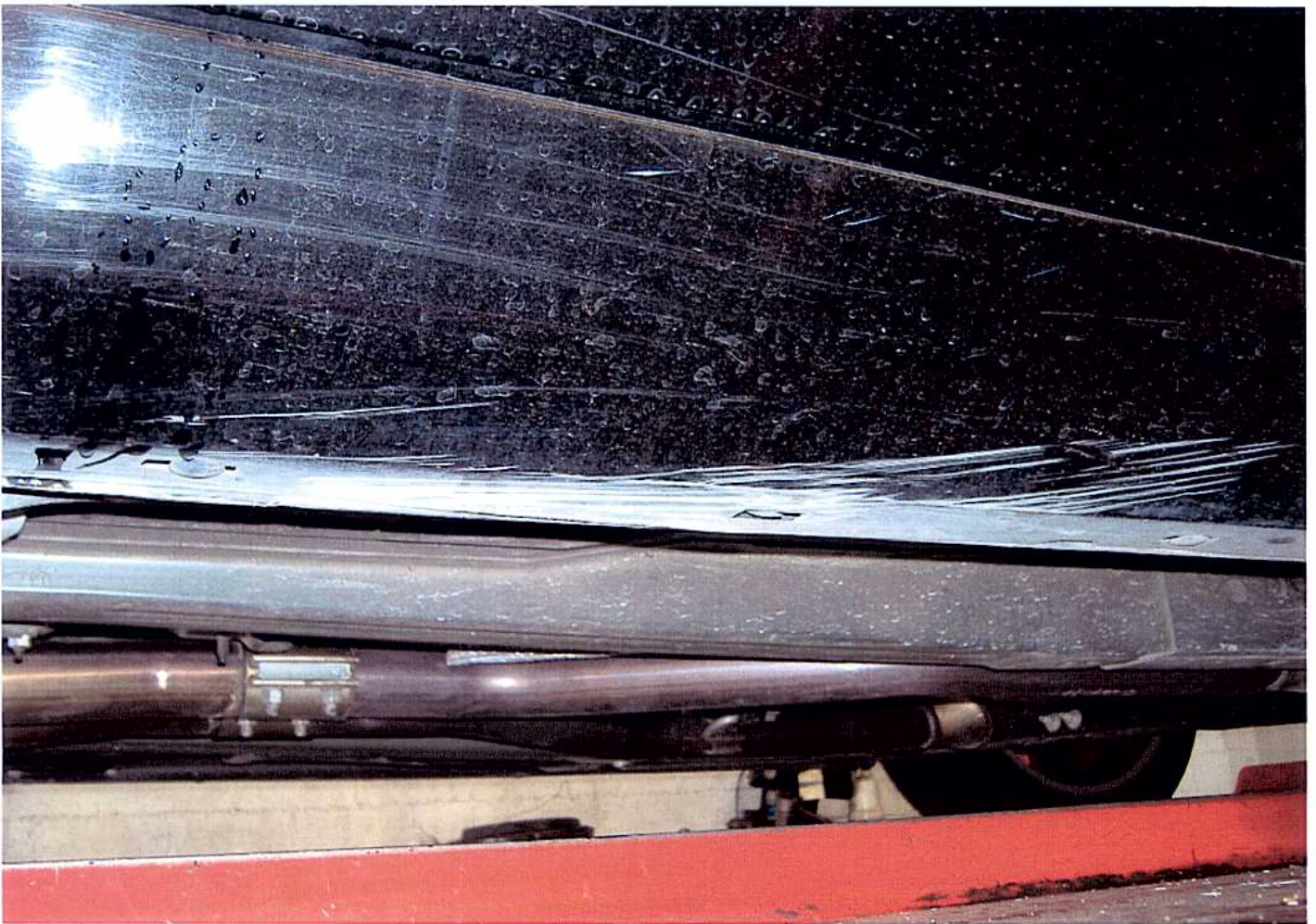


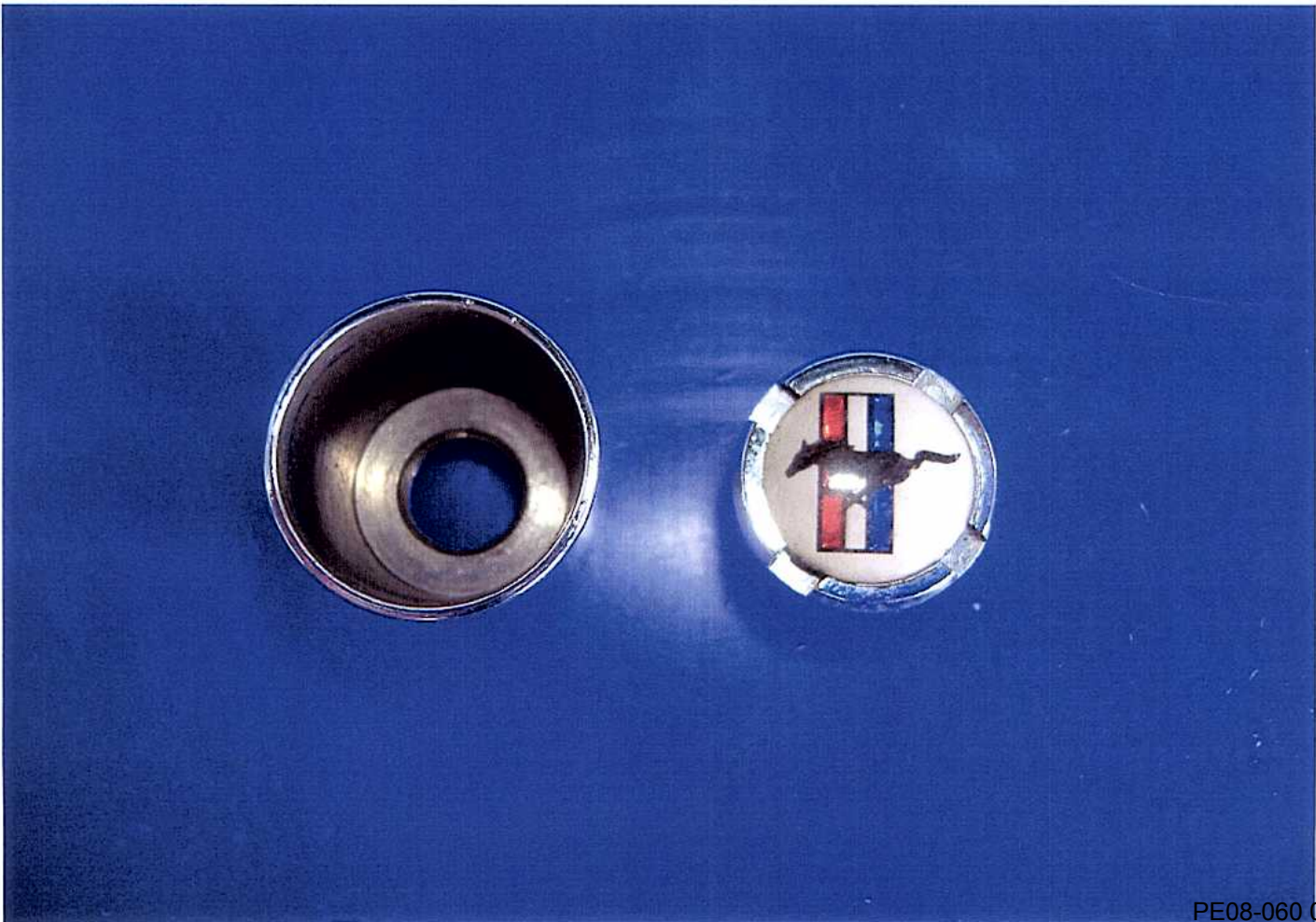
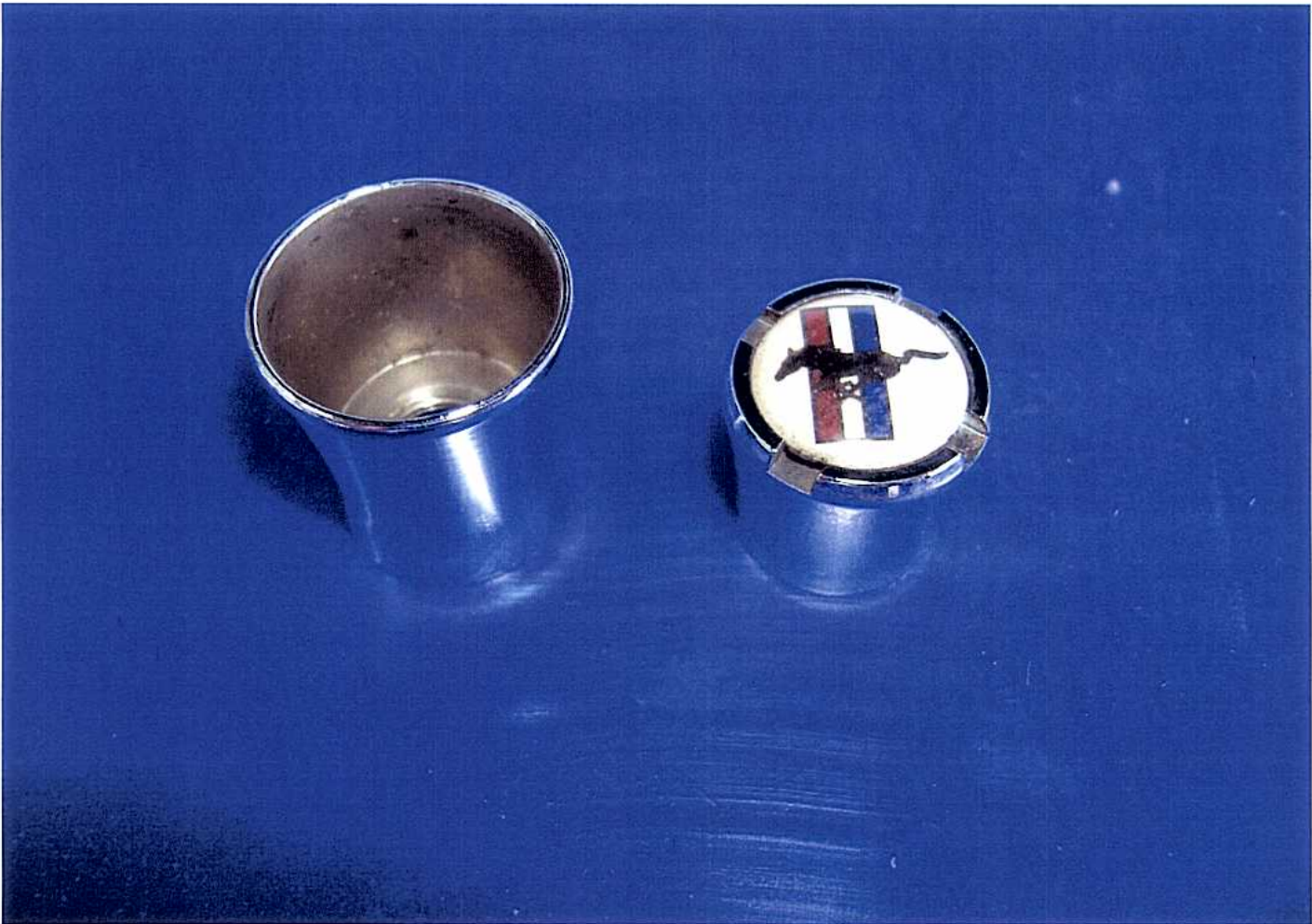


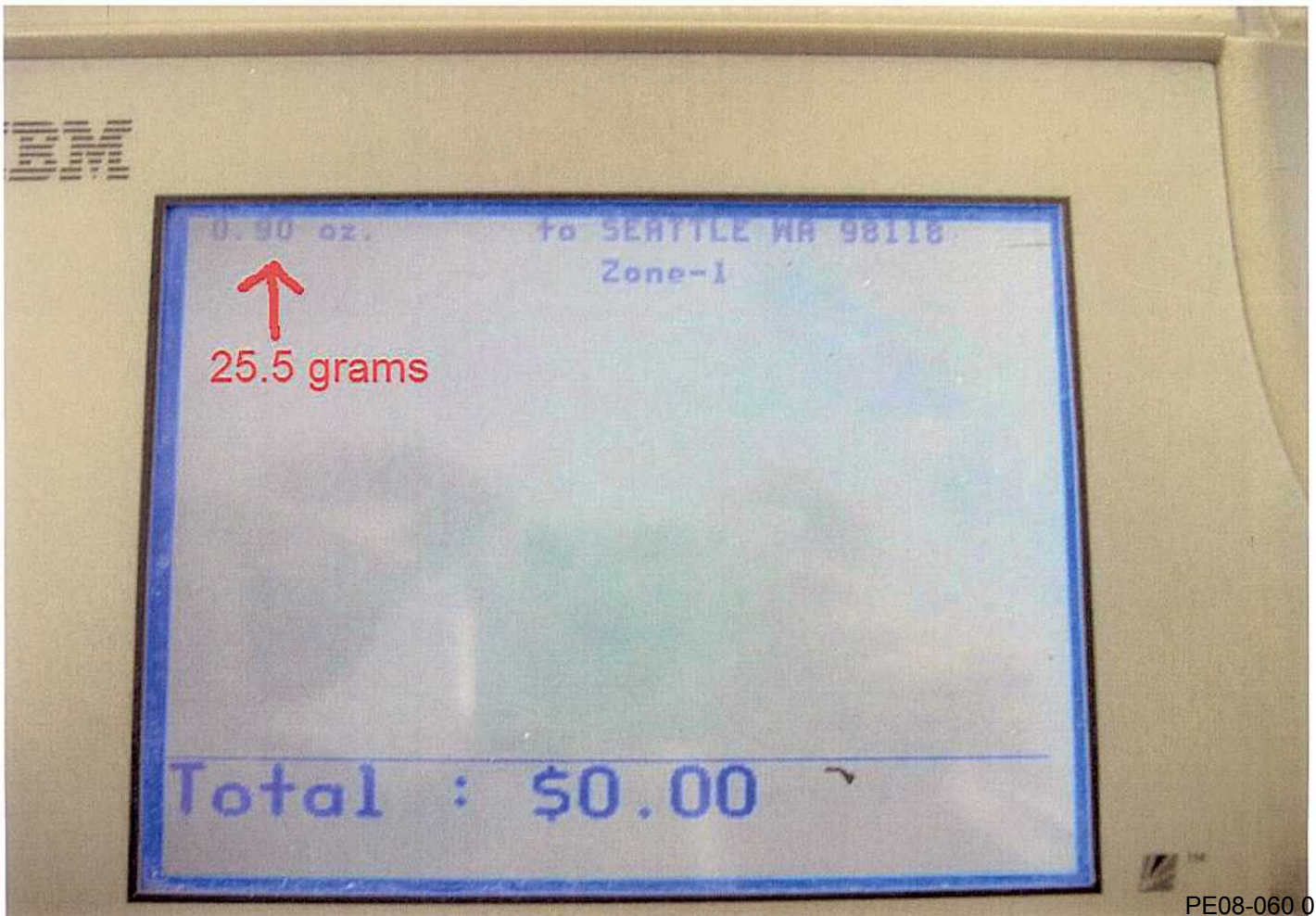
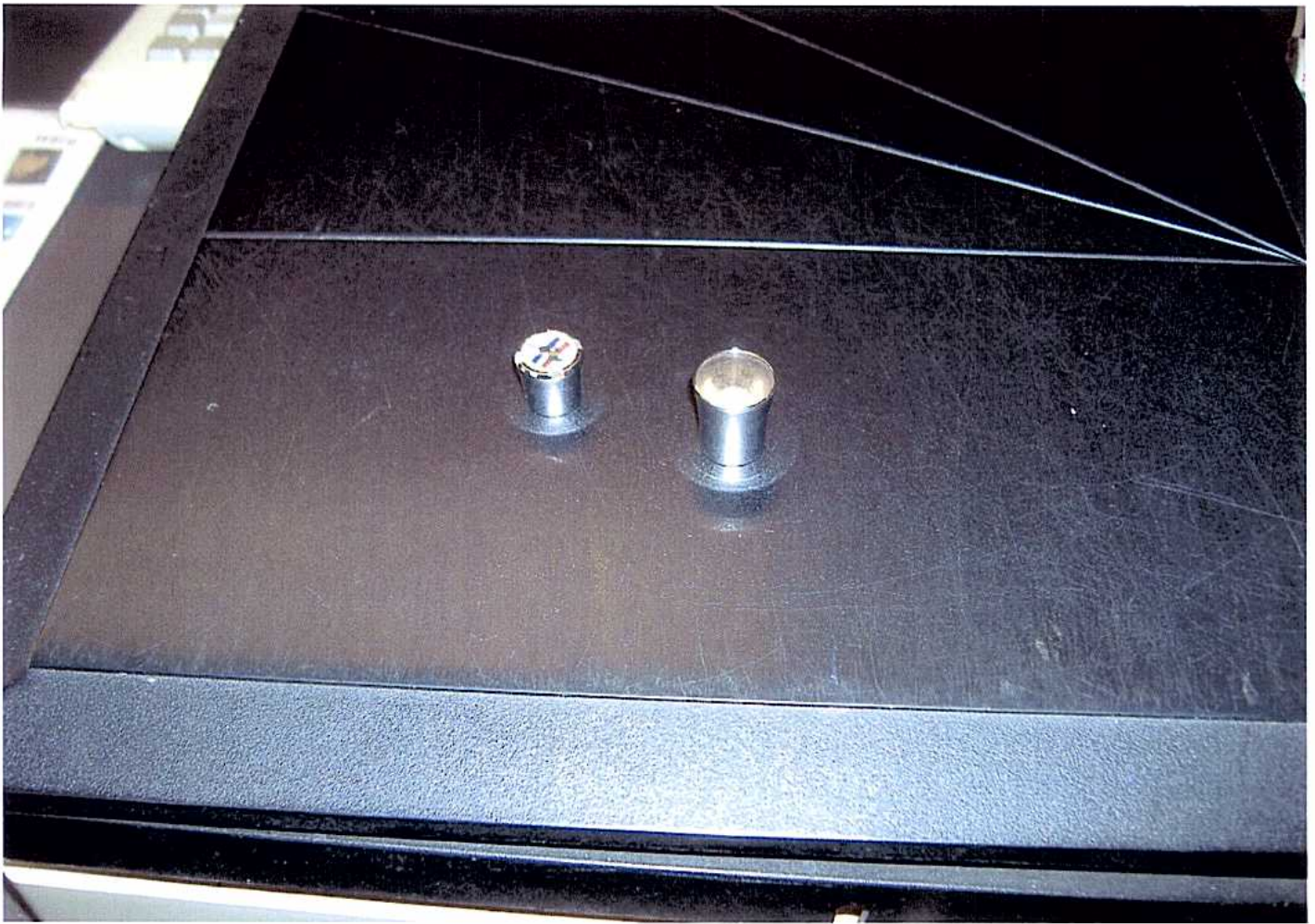
Witness mark from valve stem contacting wheel.











MFD. BY FORD MOTOR CO.

DATE: 05/06 GVWR: 2064KG/4550LB
 FRONT GAWR: 984KG/2170LB REAR GAWR: 1084KG/2390LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
 VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
 IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1ZVFT85H865250044 TYPE: Passenger Car
 MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 317KG/700LB
 OCCUPANTS = 4 TOTAL; 2 FRONT, 2 REAR

TIRE (FR): 235/50ZR18 RIMS (FR): 18 X 8.5J
 (RR): 235/50ZR18 (RR): 18 X 8.5J
 PRESSURE (FR): 220 kPa/ 32 PSI COLD (RR): 220 kPa/ 32 PSI COLD



1ZVFT85H865

TRAILER TOWING - SEE OWNER GUIDE

EXT PNT: UA IRC: 74 DSQ: F0039
 INT TR TP/PS R AXLE TR SPR 6ZF1G ROOT8
 K2 9 CG L DDGG 805
 1200605125068 CMC 5USA-5420472-AA



TIRE AND LOADING INFORMATION

SEATING CAPACITY TOTAL : 4 FRONT: 2 REAR: 2

The combined weight of occupants and cargo should never exceed : 317 kg or 700 lbs.

TIRE	SIZE	COLD TIRE PRESSURE
FRONT	235/50ZR18	220 KPA, 32 PSI
REAR	235/50ZR18	220 KPA, 32 PSI
SPARE	T185/60R17	415 KPA, 60 PSI

**SEE OWNERS
 MANUAL FOR
 ADDITIONAL
 INFORMATION**

5USA-1532-AA (TU)

1ZVFT85H865250044

