

Vehicle Operation News

Safety Recall

Subject: 2003 Ford Crown Victoria Police Interceptor (CVPI) and Commercial heavy Duty (taxi) vehicles with steel road wheels.

From: Ken Collings
GSA Fleet Operations Division
(703) 308-4673
Kenneth.collings@gsa.gov

Please see that all Field Service Representatives are informed of this news so that our customers may be notified.

Ford Motor Company has decided that a defect which relates to safety exists in certain 2003 CVPI and Commercial Heavy Duty vehicles built with steel road wheels.

Issue: the steel wheels may develop a crack in the rim near the weld line that connects the rim to the disk. ***Wheels manufactured from August 18, 2001 through September 22, 2002*** are affected.

This crack may lead to rapid air loss and possible separation of the rim from the wheel center section. Cracks resulting in rapid air loss could affect vehicle control, possibly resulting in a crash without warning. Rim separation could lead to total loss of control.

Symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering (steering wheel shake)
- Difficulty in balancing the tire & wheel assembly
- Rapid air loss

Ford Dealers will: repair your vehicle free of charge (parts and labor). Your dealer will inspect the wheel manufacture date codes on your vehicle (including spare) and replace steel wheels manufactured from ***August 18, 2001 through September 22, 2002.***

If you have paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, MI 48121.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

A self check to see if you have the wheels in question:

1. Remove the hub caps or full wheel covers.
2. Inspect the “engineering part number suffix on all wheels **including the spare**.

Note: The “engineering part number” is located on a raised surface on the outside face of the wheel between two lug bolt holds. The suffix is the **last two letters** of the part number. Any wheel with either a “CC” or “CD” suffix is subject to further inspection. Wheels with any other suffix are not included in the program.

Note: We (GSA Fleet Operations) feel, and we are sure you agree, this is of a serious nature and we need to inspect our CVPI and any Crown Vic HD vehicles that are of 2003 model year immediately.