



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

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

INFORMATION ONLY

December 17, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Awareness Communication – Upcoming Customer Satisfaction Program 13B15** Certain 2010 through 2013 Model Year E-Series Vehicles with Michelin LT 225/75R16 Tires – Michelin Tire Inspection

REASON FOR THIS COMMUNICATION

To inform you that Michelin North America, Inc. has notified the National Highway Traffic Safety Administration (NHTSA) of a safety recall involving tires on the affected vehicles. Ford Motor Company will assist Michelin North America through Customer Satisfaction Program 13B15 by allowing Ford and Lincoln dealers to administer and expedite tire replacement for Ford E-Series owners. Since NHTSA made this information public, there is a possibility that you may be contacted by customers about the recall. This notice will help you answer customer questions.

REASON FOR THIS CUSTOMER SATISFACTION PROGRAM

According to Michelin North America, an increasing number of tires are experiencing tread loss and/or rapid air loss. This condition may increase the risk of tire failure and a vehicle crash. Michelin North America has initiated a voluntary safety recall to replace the affected tires. Ford Motor Company has assigned Customer Satisfaction Program 13B15 for administrative purposes. This "B" program will allow Ford and Lincoln dealers to assist Michelin North America in the replacement of the affected tires that were installed as original equipment on Ford Motor Company vehicles.

AFFECTED VEHICLES

Certain 2010 through 2013 model year E-Series vehicles (E-150 Wagons and Vans; E-250 Cutaway; E-350 Wagon, Cutaway and Stripped Chassis; and E-450 Cutaway and Stripped Chassis) with Michelin LT 225/75R16 tires built at the Ohio Assembly Plant from January 28, 2010 through August 7, 2012.

CUSTOMER NOTIFICATION

Owners of affected vehicles will receive a notification letter from Michelin North America.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN lists will be activated once the full dealer bulletin has been posted.

SERVICE ACTION

Michelin tire retailers have been provided with complete information to perform tire inspection and replacement for owners of affected vehicles. It is anticipated that a bulletin providing detailed information to allow Ford and Lincoln dealers to complete this recall service will be available in early January, 2014. In the meantime, owners of affected vehicles with questions or that request service should contact Michelin using the information below.

Michelin Website (USA) www.michelinman.com/safetyrecall
Michelin Website (Mexico) www.michelin.com.mx/llamadoarevisionedeproducto
Michelin Consumer Care (USA) 1-800-231-5893
Michelin Consumer Care (Mexico) 01-800-062-0628

QUESTIONS?

Ford Tire Program Headquarters (Dealer Assistance Only) 1-888-353-3251

Sincerely,



Michael A. Berardi