

All Action Details for Issue

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VIN: 2MEFM75V97X [REDACTED] **Year:** 2007 **Model:** GRAND MARQUIS **Case:** 356002488
Name: MR [REDACTED] **Owner Status:** Subsequent **WSD:** 2007-03-28
Symptom Desc: TIRES/WHEELS TIRE WEAR **Primary Phone:** [REDACTED]
Reason Desc: MISC INQUIRY - GENERAL/OTHER **Secondary Phone:**
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: PAST VEHICLE CONCERN (REPAIR COMPLETED)**Dealer:****Origin Desc:** MANUAL - PHONE CSR**Odometer:** 22000 MI**Comm Type:** PHONE**Analyst Name:** KELSEY FRYE (KFRYE2)**Analyst:** KFRYE2**Action Date:** 09/04/2008**Action Time:** 09.53.19.417**Action Data:** No

Comments CUSTOMER SAID: 1. VALVE STEM-CUST STATED THAT IN THE BEGINNING OF AUGUST HE HAS HAD TO REPLACE 3 VALVE STEMS ON HIS VEH-CUST STATED ON THE RIDE SIDE OF THE VEH THE FRONT TIRE VALVE STEM HAD TO BE REPLACED TWICE AND THE RIGHT REAR VALVE STEM HAD TO BE REPLACED ONE-CUST WIFE WAS WATCHING ABC NEWS WHEN THEY MENTIONED THAT THERE IS SOMETHING WRONG WITH VALVE STEMS, APPARENTLY 30 MILLION VALVE STEMS ARE COMING FROM CHINA AND FMC IS USING THE SAME VALVE STEMS COMING FROM CHINA-CUST WENT ON THE NHTSA WEBSITE AND FOUND THAT THIS IS A KNOWN CONCERN-CUST TRIED TO BRING HIS VEH TO SUNNYSIDE FORD BUT THEY DID NOT LOOK AT THE VEH, ALL THEY TOLD THE CUST WAS THAT THEY ARE NOT AWARE OF ANY CONCERNS WITH VALVE STEMS-CUST HAD THE VALVE STEMS REPLACED AT A BODY SHOP-CUST FEELS THAT FORD IS LYING ABOUT THIS ISSUE WITH THE VALVE STEMS-CUST WANTS TO KNOW WHY HE WAS NOT NOTIFIED OF THIS INFORMATION AND HE ALSO WANTS ANSWERS TO WHY FORD IS USING VALVE STEMS FROM CHINA DEALER SAID: SUNNYSIDE MOTOR CO., INC. 944 S MAIN ST HOLDEN, MA 01520 TEL: (508) 829-4333-S/A AND S/MCRC ADVISED: NOTE TO CSR: PLEASE ENSURE YOU CAPTURE PAST VEHICLE CONCERNS AND PROCEED THROUGH APPROPRIATE SYMPTOM CODES***CCR ADVISED CUST THAT FMC REVIEWS THESE CONCERNS INTERNALLY, CCR ADVISED CUST AS PER FORD APPROVED WEBSITES (WWW.CUSTOMERSASKFORD.COM, WWW.GENUINESERVICE.COM, WWW.FORD.COM) AND THERE ARE NO OPEN RECALLS AT THIS TIME FOR THIS CONCERN***

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VIN: 3LNHM28T37R [REDACTED] **Year:** 2007 **Model:** MKZ **Case:** 1572732678
Name: MR [REDACTED] **Owner Status:** Original **WSD:** 2007-03-30
Symptom Desc: GENERAL INQUIRIES REQUEST/NON-VEHICLE RELATED **Primary:** [REDACTED]
Reason Desc: AWA - AWA DENIED **Secondary:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: ADVISE CUST VEHICLE IS BEYOND WARRANTY; NO ASSISTANCE
Dealer: 12314 LYNNHAVEN LINCOLN-MERCURY **Origin Desc:** US CONCERN CASE BASE
Odometer: 16000 MI **Comm Type:** PHONE
Analyst Name: RUTH GRANAT (RGRANAT) **Analyst:** RGRANAT
Action Date: 09/23/2008 **Action Time:** 16.17.57.952 **Action Data:** No

Comments CUSTOMER SAID: -VEH IS AT HOME-3 VALVE STEM FAILURES-VALVE STEMS HAVE CRACKED AND CAUSING TIRES TO LEAK-9/23/08 THE REAR PASS SIDE VALVE STEM WAS REPLACED DUE TO BEING CRACKED AND TIRE WAS LEAKING AIR AND WAS FLAT-CUST IS SEEKING THAT THE ONE VALVE STEM BE REPLACED AND IS CRACKEDDEALER SAID: LYNNHAVEN LINCOLN MERCURY2375 VIRGINIA BEACH BLVD VIRGINIA BEACH, VA 23454TEL:(757) 340-0800FAX:(757) 486-4468-S/A MICHAEL STAFFORD-DLR STATED THAT THEY WOULD NOT REPLACE THE 4TH VALVE STEM UNLESS IT WAS CRACKED-DLR HAS REPLACED ALL 3 VALVE STEMS UNDER WARRANTYCRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.-ADVISED CUST THAT IF THE VALVE STEM WAS NOT BROKEN THEN FORD WOULD NOT BE ABLE TO REPLACE WHAT IS NOT BROKEN*****OBC TO DEALER*****-MIKE S/A-9/23/08 RIGHT REAR VALVE STEM LEAKING AND TIRE WAS LOW BUT NOT FLAT-REPLACED VALVE STEM -DLR STATED THE RIGHT FRONT VALVE STEM IS NOT CRACKED AS CUST STATED

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