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September 26, 2008

Daniel Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Street, S.E.  
Washington, DC 20590

RE: Defective Valve Stems / 2007 Ford Models

Dear Dan:

As you know, we have been actively investigating defective rubber snap-in valve stems from manufacturer Shanghai Baolong / Topseal Automotive. We are aware that the agency has been assessing premature cracking of valve stems sold by Dill Air Control Products (PE08036 and EA08022) and seeking information from tire distributors and retailers within these investigations. However, we remain concerned that the OE application of Topseal stems on Ford Motor Company vehicles are plagued by the same defect and request that the agency open a defect investigation to determine the scope and magnitude of the problem.

Our findings indicate that the prematurely cracked TR414 valve stems we have found on 2007 Ford models all contain the Topseal symbol on the base of the stem.

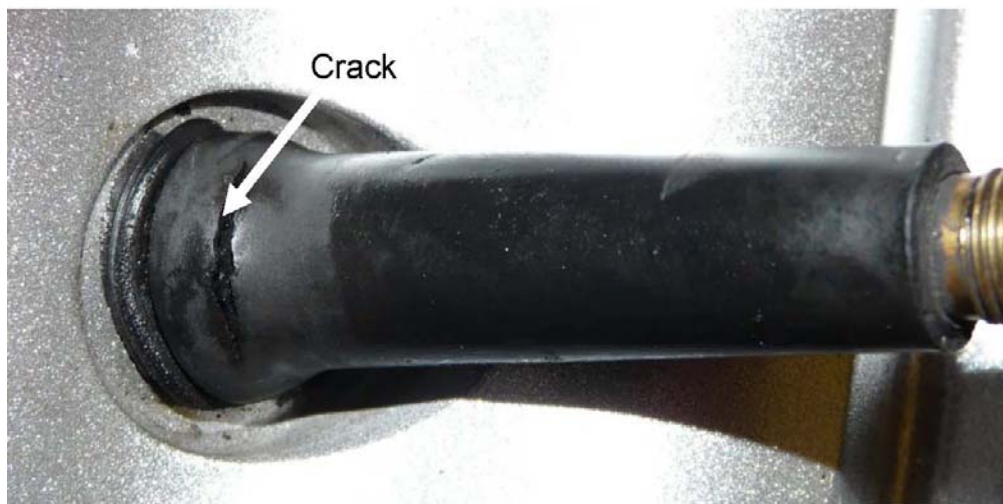


**OE Valve Stem – 2007 Ford Focus**

The failure modes in the Topseal OE Ford valve stems appear to be the same as those identified in the Dill labeled models. Below are photographs of an OE valve stem on a 2007 Ford Crown Victoria (built in March 2007) that we inspected. This Topseal valve stem is cracking in a manner consistent with that depicted in Dill Air Control Products' Inspection Bulletin found on their website. (Cracked valve stems on other Ford vehicles we've seen show similar patterns.) Dill's bulletin is intended to show how to inspect for defective valve stems and what to look for.



**OE Topseal TR414 Valve Stem – 2007 Ford Crown Victoria**



**Image from Dill Air Control Products Inspection Bulletin**

While we have not undertaken a large-scale survey of Ford models, cracked valve stems can be routinely found on 2007 models.

In addition to our field examination of OE valve stems on 2007 Ford models, the agency's complaint records show that Ford is a standout among OE valve stem failure complaints. Attached is a spreadsheet of what appear to be the reported Ford OE valve stem complaints. We have identified 35 unique vehicle reports alleging valve stem failures on 2007 and 2008 Ford vehicles.

Ford vehicle owners are unlikely to return to their Ford dealer with a leaking tire for any reason. These types of problems most often end up at local tire and repair shops. Thus the number warranty claims or repairs documented by Ford shops are likely to be a small fraction of the real number of incidents. Further, tire-related consumer claims presented to vehicle dealers are frequently referred to local tire dealers who sell the subject tire brand and model.

Underreporting valve stem complaints is a significant issue. Even now after media coverage of the issue and the agency's investigation, many tire shops are still unaware of the defect. If a customer presents a tire to a service shop that is leaking and the service professionals determine the leak is from the stem, it is almost always replaced without further inquiry. Because rubber snap-in valve stems are inexpensive commodities that have generally performed well for decades, a potential defect trend is not part of the conversation. We have contacted many tire and service shops around the country and continue to find that the valve stem issue is largely undocumented – even in shops that have seen an increase in valve stem cracking.

Tire failures due to air loss from valve stems are falling between the cracks of the various reporting mechanisms. For example, a catastrophic tire-related crash that may have emanated from air loss on a cracked stem is likely to be viewed as underinflation and the result of owner negligence. The general rule of thumb for attorneys who are examining potential tire claims is that crashes involving tires that show underinflation and / or sidewall failure (which is often due to underinflation), is to turn these cases down. These claims rarely get filed.

The burden of tire failures and crashes that may occur due to defective valve stems is likely to fall on consumers absent intervention.

Even absent crashes and death and injury claims, air loss through a prematurely cracked valve stem represents an unreasonable risk to motor vehicle safety. Manufacturers such as Hyundai Truck have recognized this. In 2002, the manufacturer recalled 1,400 vehicles for potential valve stem leaks absent any crashes (recall 02V315).

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This is precedent for the agency and an example that Ford Motor Company should follow.

Underinflation cannot be determined with a visual inspection until a tire is severely underinflated – this is well documented in the literature. Even diligent consumers who check their inflation pressure once a month as recommended can experience a tire failure from underinflation due to cracked valve stems.

In summary, it is important that NHTSA immediately begin a defect investigation into the defective OE valve stems on Ford Motor Company vehicles. The longer this issue goes unexplored and defective valve stems remain in service, the greater likelihood that a crash will occur and consumers will bear the burden of this defect.

There is ample evidence that Ford Motor Company has fitted defective Topseal valve stems as OE to its vehicles. While the complaint numbers may only represent a small fraction compared to the number of vehicles fitted with these stems, underreporting is a systemic problem associated with this defect.

The Ford / Topseal OE valve stems are failing in the same fashion as those recalled by Tech International and the Dill Air Control Products stems that are being investigated by NHTSA. All of these stems originate in China from the same manufacturer – Shanghai Baolong.

Unexpected air pressure loss in tires presents an unreasonable risk to motor vehicle safety, regardless of whether there are documented crashes. The Hyundai's 2002 recall sets a precedent that Ford would do well to follow.

Sincerely,

Sean E. Kane

Ford Valve Stem Complaints  
2007 - 2008 MY

ODINO	MAKETXT	MODELTX	YEARTXT	CRASH	FAILDATE	CITY	STATE	VIN	MILES	CDESCR
10189087	FORD	FUSION	2007	Y	20070422	TAMPA	FL	3FAHP08147R		WHILE I WAS DRIVING MY VEHICLE THE STEERING WHEEL OF THE CAR STARTED TO SHAKE FROM SIDE TO SIDE AND WHEN I WENT TO SLOW DOWN THE VEHICLE TO PULL OVER TO SEE WHAT WAS THE PROBLEM, THE SHAKING OF THE STEERING WHEEL INCREASED AND I LOST CONTROL CAUSING THE VEHICLE TO GO INTO THE DITCH. THE DEALER INSPECTED THE VEHICLE AND REPLACED A TIRE VALVE. IT HAD AN AIR LEAKAGE BUT NOT THE CONSEQUENCES OF THE FAILURE. *JB
10231067	FORD	EDGE	2007	N	20080612	MALABAR	FL	2FMDK38C17B	15500	ON THE WAY TO WORK IN MY NEW CAR, SIGNAL WENT OFF FOR LOW TIRE PRESSURE. TOOK TO A TIRE PLACE AND THE VALVE STEM WAS LEAKING AIR AT THE POINT OF THE JOIN OT THE TIRE. I HAVE NEVER IN ALL MY YEARS OF DRIVING EXPERIENCED SUCH A THING.
10231308	FORD	F-150	2007	N	20080616	HOUSTON	TX	1FTRF12277K	18670	VALVE STEM ON FORD F150 FAILED RESULTING ON A FLAT TIRE ON THE HIGHWAY. OTHER THREE VALVE STEMS ARE CURRENTLY CRACKING
10231308	HANKOOK	DYNAPRO AS	9999	N	20080616	HOUSTON	TX			VALVE STEM ON FORD F150 FAILED RESULTING ON A FLAT TIRE ON THE HIGHWAY. OTHER THREE VALVE STEMS ARE CURRENTLY CRACKING
10231833	FORD	EXPEDITION	2007	N	20080619	LAKE LEELANAU	MI	1FTPW12514K	183000	TL*THE CONTACT OWNS A 2007 FORD EXPEDITION. THE CONTACT STATED THAT THE VEHICLE'S ALARM SOUNDED, WHICH INDICATED THAT THE TIRE PRESSURE WAS LOW. HE PLACED AIR IN THE TIRES, BUT THE TIRE PRESSURE DID NOT INCREASE. HE TOOK THE VEHICLE TO THE DEALER AND THEY DISCOVERED THAT THE TIRE VALVE STEMS (TR414) WERE ALSO DEFECTIVE. THE VALVE STEMS WERE REPLACED. THE MANUFACTURER STATED THAT THEY WOULD REIMBURSE THE CONTACT FOR THE REPLACEMENT COSTS. THE CURRENT AND FAILURE MILEAGES WERE 183,000.

Ford Valve Stem Complaints  
2007 - 2008 MY

10231996	FORD	F-150	2007	N	20080616	CHESTERFIELD	VA	1FTRX12W97N	12000	I PURCHASED A F 150 ONE YEAR AGO. I WENT INTO A STORE ONLY TO COME OUT TO A FLAT TIRE (MINUTES LATER). I TOOK IT TO MINCZ TIRE, AND THE PROBLEM WAS A FAULTY VALVE STEM. THE SAME THING HAPPENED DAYS LATER. ALL OF THE VALVE STEMS ARE CRACKING AND MUST NOW BE REPLACED. LATER THAT WEEK, I SAW A TELEVISION REPORT ON FAULTY VALVE STEMS, SO I DECIDED TO REPORT.
10232403	MERCURY	GRAND MARQUI	2007	N	20080528	ALICEVILLE	AL	2MEFM75V97X	20000	ON MAY 28, 2007, THE PASSENGER SIDE REAR TIRE WENT FLAT ON MY 2007 MERCURY MARQUIS, THE TIRE REPAIR SHOP SAID THE VALVE STEM WAS BAD. ON JUNE 8, 2008 THE DRIVER SIDE REAR TIRE WENT FLAT AND IT WAS ALSO A BAD VALVE STEM. THE CAR WAS BOUGHT USED WITH APP. 16,000 MILES AND I AM SURE THE TIRES ARE THE ORIGINAL FROM THE FACTORY. AS A PRECAUTION I REPLACED THE TWO REMAINING VALVE STEMS.
10232902	FORD	EXPEDITION	2007	N	20080630	WAKE FOREST	NC	1FMFU18537L	16400	DRIVING MY WIFE NOTICED THE TIRE PRESSURE LIGHT COME ON. ONCE SHE WAS ABLE TO GET OVER SHE NOTICED THAT AIR WAS LEAKING FROM THE TIRE VALVE. UPON FURTHER INSPECTION, WE NOTICED THAT ALL THE VALVES WERE CRACKED AND DEFECTIVE. *TR
10233562	FORD	F-150	2007	N	20080701	ANNISTON	AL	1FTRW12W97K	21100	I OWN A FORD -150 SUPER CREW AND I BOUGHT IT IN MAY OF 2007. TWO MONTHS AGO I HAD A VALVE STEM BLOW OUT. I GOT IT FIXED. THIS PAST TUESDAY. I HAD ANOTHER VALVE STEM BLOW OUT. I TOOK IT TO A TIRE REPAIR SHOP AND THE OTHER TWO VALVE STEMS WE'RE DRY-ROTTED. I HAD THEM REPLACE ALL THREE. I BELIEVE THERE IS A SERIOUS PROBLEM WITH FORD PUTTING ON OLD VALVE STEMS. THERE IS NO WAY FOUR VALVE STEMS SHOULD HAVE DRY ROTTED IN 13 MONTHS.

Ford Valve Stem Complaints  
2007 - 2008 MY

10233562	MICHELIN	UNKNOWN	9999	N	20080701	ANNISTON	AL			I OWN A FORD -150 SUPER CREW AND I BOUGHT IT IN MAY OF 2007. TWO MONTHS AGO I HAD A VALVE STEM BLOW OUT. I GOT IT FIXED. THIS PAST TUESDAY. I HAD ANOTHER VALVE STEM BLOW OUT. I TOOK IT TO A TIRE REPAIR SHOP AND THE OTHER TWO VALVE STEMS WE'RE DRY-ROTTED. I HAD THEM REPLACE ALL THREE. I BELIEVE THERE IS A SERIOUS PROBLEM WITH FORD PUTTING ON OLD VALVE STEMS. THERE IS NO WAY FOUR VALVE STEMS SHOULD HAVE DRY ROTTED IN 13 MONTHS.
10233992	LINCOLN	MKX	2007	N	20080710	SYKESVILLE	MD	2LMDU88C57B	30800	WITHIN THE LAST 3 MONTHS I HAVE HAD 3 FLAT TIRES DUE TO FAULTY VALVE STEMS.
10235453	MERCURY	GRAND MARQUI	2007	N	20080722	SEMINOLE	FL	2MEFM75VX7X	11200	TL*THE CONTACT OWNS A 2007 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THERE WAS A DEFECTIVE VALVE STEM ON THE FRONT PASSENGER SIDE TIRE. THE VALVE STEM CRACKED ON THE TIRE, WHICH CAUSED IT TO DEFLATE WHILE PARKED IN HIS DRIVEWAY. HE CALLED AAA AND THEY CHANGED THE TIRE. AFTER INSPECTING THE VEHICLE, THE CONTACT NOTICED THAT THE VALVE STEM WAS RUPTURED ON THE SIDE. HE THEN TOOK THE VEHICLE TO THE DEALER AND THEY REPLACED ALL FOUR VALVE STEMS UNDER WARRANTY. A MECHANIC STATED THAT THE CHINESE VALVE STEMS WERE AN ISSUE, WHICH WERE REPLACED AT LEAST 4-5 TIMES A WEEK. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 11,200.
10236153	FORD	MUSTANG	2007	N	20080723	MIDDLEBURG	FL			I RECENTLY HAD A VALVE STEM BLOW ON A HUGE BRIDGE IN JACKSONVILLE FLORIDA. MY CAR IS A NEW 2007 FORD MUSTANG., WITH ONLY 6,000 MILES. I HAD TO PURCHASE A NEW TIRE TO DRIVE HOME. *TR I TOOK THE TIRE BACK TO THE DEALERSHIP AND THEY INSPECTED MY TIRES TO FIND ANOTHER VALVE THAT WAS CRACKED AND BAD. WHAT IS BEING DONE? HOW DO I GET RE-IMBURSED FOR THE TIRE THAT I HAD TO PURCHASE. *TR

Ford Valve Stem Complaints  
2007 - 2008 MY

10236153	PIRELLI	UNKNOWN	9999	N	20080723	MIDDLEBURG	FL			I RECENTLY HAD A VALVE STEM BLOW ON A HUGE BRIDGE IN JACKSONVILLE FLORIDA. MY CAR IS A NEW 2007 FORD MUSTANG., WITH ONLY 6,000 MILES. I HAD TO PURCHASE A NEW TIRE TO DRIVE HOME. *TR I TOOK THE TIRE BACK TO THE DEALERSHIP AND THEY INSPECTED MY TIRES TO FIND ANOTHER VALVE THAT WAS CRACKED AND BAD. WHAT IS BEING DONE? HOW DO I GET RE-IMBURSED FOR THE TIRE THAT I HAD TO PURCHASE. *TR
10236762	MERCURY	GRAND MARQUI	2007	N	20080725	CHESAPEAKE	VA			FLAT TIRE CAUSED BY DEFECTIVE VALVE STEM AND REQUIRED REPLACING TIRE AND VALVE STEM. *TR
10236767	FORD	MUSTANG	2007	N	20080608	CARY	NC			I READ AN ARTICLE IN THE SEPTEMBER 2008 CONSUMERS REPORTS MAGAZINE WHICH DESCRIBED A RECALL FOR MANUFACTURER : TECH INTERNATIONAL, NHTSA CAMPAIGN ID NUMBER : 08T018000 , FOR DEFECTIVE TIRE VALVES. I HAD A PROBLEM WITH A DEFECTIVE TIRE VALVE RECENTLY ON MY 2007 FORD MUSTANG, AND NOW WONDER IF FORD ISN'T USING THIS SAME MANUFACTURER OF TIRE VALVES IN THEIR NEW CARS. MORE DETAILS OF MY INCIDENT FOLLOW... 1) I WAS DRIVING AT APPROX. 55 MPH ON TWO LANE ROAD ON A HOT (90+) SUMMER DAY (6/8/08). THE LOW PRESSURE WARNING LIGHT CAME ON, AND I PULLED OVER ASAP TO INVESTIGATE. 2) THE DRIVER SIDE REAR TIRE WAS LOW. I PUMPED AIR INTO THE TIRE, AND NOTICED THE VALVE STEM WAS CRACKED AT THE BASE WHERE IT INSTALLS IN THE ALLOY RIM. IT WOULD NOT HOLD PRESSURE, SO I INSTALLED THE SPARE, AND DROVE TO A NEARBY SEARS TO REPAIR THE VALVE STEM. 3) I PAID \$26 FOR A "FLAT REPAIR" - BASICALLY THEY REPLACED THE TIRE VALVE. I DO NOT HAVE THE OLD PART. THE GOOD NEWS IS THE TIRE PRESSURE SENSOR TECHNOLOGY SAVED ME FROM HAVING A HIGH SPEED FLAT. I EXPECTED TO FIND A NAIL IN MY TIRE, NOT A FAULTY VALVE STEM. I HAVE NOT CONTACTED MY LOCAL FOR



Ford Valve Stem Complaints  
2007 - 2008 MY

10236784	FORD	F-150	2008	N	20080723	JOHNSON CITY	TN		3000	A FAULTY TIRE VALVE STEM CAUSED A FLAT TIRE ON 2008 FORD F150 TRUCK. THE VALVE STEM HAD CRACKS ON BOTH REAR TIRES, WHICH COULD HAVE RESULTED IN AN ACCIDENT. HAD BOTH VALVE STEMS REPLACED. *TR
10237168	FORD	EDGE	2007	N	20080525	SAN FRANCISCO	CA	2FMDK49C87B	16200	I PURCHASED A 2007 FORD EDGE SEL PLUS, AND 6 MONTHS LATER I KEPT GETTING A LOW PRESSURE MESSAGE. I WOULD REFILL THE TIRE AND A DAY LATER IT WAS LOW. I TOOK IT IN TO THE DEALER AND THE VALVE STEM WAS BROKEN, AS WELL AS 3 OTHER CRACKED VALVE STEMS. THEY REPLACED THEM ALL BUT CHARGED ME A DISCOUNTED RATE OF \$65 FOR THE LABOR. FORD REFUSED TO COVER IT, AND I HAD VERY LOW MILES ON THE CAR. THIS WAS FRIGHTENING, KNOWING THIS WAS THE PROBLEM WITH THE EXPLORER IN THE 1990'S. *TR
10237479	FORD	F150	2007	N	20080806	MARYSVILLE	OH			WE'VE HAD TWO VALVE STEM FAILURES ON A 2007 FORD F-150 TRUCK. THE VALVE STEMS HAD MULTIPLE CRACKS AND CAUSED THE TIRE TO DEFLATE. THE FAILURES OCCURRED HAVE OCCURRED ON BOTH FRONT TIRES. *TR
10237479	HANKOOK	DYNAPRO AS	9999	N	20080806	MARYSVILLE	OH			WE'VE HAD TWO VALVE STEM FAILURES ON A 2007 FORD F-150 TRUCK. THE VALVE STEMS HAD MULTIPLE CRACKS AND CAUSED THE TIRE TO DEFLATE. THE FAILURES OCCURRED HAVE OCCURRED ON BOTH FRONT TIRES. *TR
10237523	FORD	ESCAPE	2008	N	20080808	LAWTON	OK	1FMCU49H68K	26819	REPLACED ALL VALVE STEMS ON TIRES. *TR
10237614	FORD	MUSTANG	2007	N	20080808	OCOEE	FL		22000	VALVE STEM FAILURE IN 2007 MUSTANG. ON AUG 3, BROUGHT MUSTANG INTO SEARS AUTOMOTIVE IN OCOEE. UPON INSPECTION OF FAILED TIRE THEY FOUND FOUR VALVE STEAMS FAILED ON THE CAR. *TR
10237700	MERCURY	MILAN	2007	N	20080427	BRADENTON	FL	3MEHM08147R	13000	TL*THE CONTACT OWNS A 2007 MERCURY MILAN. THE VEHICLE HAS MICHELIN P235/55R17 TIRES. ON THREE SEPARATE OCCASIONS, THE TIRES FLATTENED. THE VALVE STEMS WERE REPLACED ON EACH TIRE. THE DOT NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 17,000 AND FAILURE MILEAGE WAS 13,000.

Ford Valve Stem Complaints  
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10238587	FORD	EDGE	2007	N	20080729	VIRGINIA BEACH	VA	2FMDK39C87B	14965	2007 FORD EDGE RIGHT BACK TIRE WENT FLAT. TOOK TO SHOP. "BAD VALVE" TWO WEEKS LATER, FRONT LEFT HAS A BAD VALVE. *TR
10238587	CONTINENTAL	CROSSCONTAC	9999	N	20080729	VIRGINIA BEACH	VA			2007 FORD EDGE RIGHT BACK TIRE WENT FLAT. TOOK TO SHOP. "BAD VALVE" TWO WEEKS LATER, FRONT LEFT HAS A BAD VALVE. *TR
10239114	FORD	FUSION	2007	N	20080816	SECURITY	CO	3FAHP06Z97R	12000	VALVES ON WHEELS DRY ROTTING AND CRACKING ON VEHICLE, 2007 FORD FUSION. TIRE REPAIR SHOPS ARE SAYING A RECALL IS OUT ON THESE VALVES BUT NO RESPONSE FROM FOMOCO. HAVE HAD 2 INCIDENTS OF FLAT TIRES DUE TO THIS PROBLEM. *TR
10239139	MERCURY	GRAND MARQUI	2007	N	20080715	SWEET WATER	TN		16500	TL*THE CONTACT OWNS A 2007 MERCURY GRAND MARQUIS. THE VEHICLE HAS TECH INTERNATIONAL, MODEL TR413 VALVE STEMS. THE CONTACT WAS INFORMED ON SEVERAL OCCASIONS THAT THE TIRES WERE FLAT ON HER VEHICLE. TWO VALVE STEMS WERE REPLACED IN THE ORIGINAL MICHELIN TIRES. THE DEALER THEN REPLACED ALL FOUR TIRES DUE TO THE FLAT TIRES. THE SERIAL NUMBER, PURCHASE DATE, PART NUMBER, AND VIN WERE UNKNOWN. THE CURRENT MILEAGE WAS 16,952 AND FAILURE MILEAGE WAS 16,500.
10239699	FORD	F150	2007	N	20080815	WETUMPKA	AL			I HAVE A 2007 FORD F-150, I HAVE REPLACED TWO VALVE STEMS IN THE LAST 3 MONTHS. I FELT THAT THIS WAS VERY STRANGE. IF I DIDN'T HAVE A WARNING LIGHT I WOULD HAVE PROBABLY WRECK BECAUSE THE TIRE PRESSURE DROPPED QUICKLY. *TR

Ford Valve Stem Complaints  
2007 - 2008 MY

10239881	FORD	EDGE	2007	N	20080826	VIRGINIA BEACH	VA	2FMDK39C87B	15398	MY 2007 SENSOR DETECTED LOW PRESSURE. (PLEASE NOTE: I TOOK MY CAR TO BEACH FORD 757--486-2717 LAST WEEK AND REQUESTED THEY CHANGE OUT ALL OF THE VALVES-----THEY CHANGED OUT ONLY THE FLAT ONE AND ONLY PUT NEW CAPS ON THE OTHERS!!!!) MY CONCERN IS THEY MAY HAVE DONE THIS WITH OTHER CONSUMERS. I DROVE FROM VIRGINIA BEACH TO WASH. DC ON SUNDAY. ON I95 AVERAGING 65-80 MPH. THE INCONVENIENCE OF SPENDING YESTERDAY AT THE DEALERSHIP AGAIN IS NOTHING IN COMPARISON TO THE IMPACT OF LOSING MY LIFE LIKE THE MAN IN FLORIDA DUE TO A FAULTY VALVE. TO DATE: REAR PASSENGER WENT BAD. REPLACED BY NON DEALER (PAUL'S AUTO) FRONT DRIVER'S TIRE LAST WEEK BACK DRIVER'S TIRE YESTERDAY. (I WATCHED YESTERDAY TO ENSURE THEY CHANGED OUT THE REMAINING ONE. *TR
		CONTIPROCONT								MY 2007 SENSOR DETECTED LOW PRESSURE. (PLEASE NOTE: I TOOK MY CAR TO BEACH FORD 757--486-2717 LAST WEEK AND REQUESTED THEY CHANGE OUT ALL OF THE VALVES-----THEY CHANGED OUT ONLY THE FLAT ONE AND ONLY PUT NEW CAPS ON THE OTHERS!!!!) MY CONCERN IS THEY MAY HAVE DONE THIS WITH OTHER CONSUMERS. I DROVE FROM VIRGINIA BEACH TO WASH. DC ON SUNDAY. ON I95 AVERAGING 65-80 MPH. THE INCONVENIENCE OF SPENDING YESTERDAY AT THE DEALERSHIP AGAIN IS NOTHING IN COMPARISON TO THE IMPACT OF LOSING MY LIFE LIKE THE MAN IN FLORIDA DUE TO A FAULTY VALVE. TO DATE: REAR PASSENGER WENT BAD. REPLACED BY NON DEALER (PAUL'S AUTO) FRONT DRIVER'S TIRE LAST WEEK BACK DRIVER'S TIRE YESTERDAY. (I WATCHED YESTERDAY

Ford Valve Stem Complaints  
2007 - 2008 MY

10240297	FORD	MUSTANG	2007	N	20080827	CANYON COUNTRY	CA		7500	TIRE VALVE STEMS CRACKING ON NEW CAR, ONLY 7 MONTHS OLD AND ALL 4 TIRE VALVES WHERE CRACKED. NO ACCIDENT HAPPENED AND FORD REPLACED ALL 4. THESE ARE NOT THE SAME THAT HAVE BEEN RECALLED RECENTLY. THE CAR HAS THE TIRE PRESSURE MONITORING SYSTEM WITH SPECIAL VALVES. *TR
10240339	FORD	FOCUS	2007	N	20080609	BEVERLY HILLS	CA	1FAFP31N37W	14143	THE FIRST INCIDENT OCCURRED WHILE PARKED DURING SHOPPING HOURS; DAYLIGHT. THE LEFT, BACK TIRE LET OUT A HISSING SOUND THAT WAS COMING FROM THE TIRE AREA. THE VALVE STEM WAS LEAKING AIR. THE TIRE WAS GOING FLAT. THIS WAS THE FIRST INCIDENT; 06/09/08; MILEAGE ON THE FORD FOCUS 2007 HATCHBACK WAS 14,143. THE SECOND INCIDENT OCCURRED ON 07/31/08; THE RIGHT FRONT WHEEL, PASSENGER SIDE, ALSO WAS LOSING AIR; AGAIN IT WAS THE VALVE STEM; MILEAGE 14,933; VEHICLE PURCHASED ON 02/16/07. HANKOOK OPTIMO H725 TIRE SIZE P195/60R15 87T HANKOOK USA CORPORATE HEADQUARTERS 1450 VALLEY ROAD WAYNE, NEW JERSEY 07470 WWW.HANKOOKTIREUSA.COM TREADWEAR "620" TRACTION B TEMPERATURE B M + S RADIAL TUBELESS STANDARD LOAD MADE IN CHINA (2) VALVE STEM FAILURES/2 DOOR HATCHBACK----FORD MOTOR COMPANY PLIES: THREAD 2 STEEL + 1 POLYESTER SIDEWALL 1 POLYESTER VIN# *TR

Ford Valve Stem Complaints  
2007 - 2008 MY

10240339	HANKOOK	HANKOOK	9999	N	20080609	BEVERLY HILLS	CA			<p>THE FIRST INCIDENT OCCURRED WHILE PARKED DURING SHOPPING HOURS; DAYLIGHT. THE LEFT, BACK TIRE LET OUT A HISSING SOUND THAT WAS COMING FROM THE TIRE AREA. THE VALVE STEM WAS LEAKING AIR. THE TIRE WAS GOING FLAT. THIS WAS THE FIRST INCIDENT; 06/09/08; MILEAGE ON THE FORD FOCUS 2007 HATCHBACK WAS 14,143. THE SECOND INCIDENT OCCURRED ON 07/31/08; THE RIGHT FRONT WHEEL, PASSENGER SIDE, ALSO WAS LOSING AIR; AGAIN IT WAS THE VALVE STEM; MILEAGE 14,933; VEHICLE PURCHASED ON 02/16/07. HANKOOK OPTIMO H725 TIRE SIZE P195/60R15 87T HANKOOK USA CORPORATE HEADQUARTERS 1450 VALLEY ROAD WAYNE, NEW JERSEY 07470 WWW.HANKOOKTIREUSA.COM TREADWEAR "620" TRACTION B TEMPERATURE B M + S RADIAL TUBELESS STANDARD LOAD MADE IN CHINA (2) VALVE STEM FAILURES/2 DOOR HATCHBACK----FORD MOTOR COMPANY PLIES: THREAD 2 STEEL + 1 POLYESTER SIDEWALL 1 POLYESTER VIN# *TR</p>
10240596	MERCURY	GRAND MARQUI	2007	N	20080801	HOLDEN	MA	2MEFM75V97X	23000	<p>DURING THE MONTH OF AUG 08 I HAD 3 FLAT TIRES. IN EACH CASE THE TIRE WENT FLAT WHILE TRAVELING ON A ROADWAY AT SPEED.EACH FLAT WAS CAUSED BY A VALVE STEM FAILURE (CRACKED AND LEAKED)THE FIRST FAILURE SEEMED LIKE A NORMAL EVENT, THE SECOND SEEMED QUESTIONABLE , THE THIRD WAS ABSOLUTE CONFIRMATION OF A CLEAR PROBLEM WITH THE VALVE STEMS. THE VALVE STEMS WERE REPLACED ON THE 3 TIRES AS WELL AS THE 4TH BEFORE ANOTHER VALVE STEM FAILURE.THE 3 TIRES THAT WENT FLAT SUSTAINED SIDEWALL DAMAGE. THE VALVE STEMS ON THIS VEHICLE WERE CLEARLY DEFECTIVE AND POTENTIALLY VERY DANGEROUS TO THE OPERATION OF THIS VEHICLE (OR ANY VEHICLE WITH THESE TYPE OF VALVE STEMS) BY AN INEXPERIENCED OPERATOR.</p>

Ford Valve Stem Complaints  
2007 - 2008 MY

10240701	MERCURY	GRAND MARQUI	2007	N	20080901	BOCA RATON	FL		9040	I HAVE A 2007 VEHICLE WHICH I PURCHASED NEW IN DECEMBER 2006. THE VEHICLE HAS HAS BEEN DRIVEN JUST OVER 9,000 MILES AND, WITHOUT WARNING, A TIRE VALVE STEM FAILED AND THE TIRE LOST ALL AIR PRESSURE . MY MECHANIC REPLACED THE DEFECTIVE VALVE. THE DAY AFTER THE FAILURE, A FRIEND POINTED OUT A MAGAZINE ARTICLE REGARDING DEFECTIVE TIRE VALVE STEMS.
10240835	FORD	FUSION	2007	N	20080721	LAKESIDE	CA	3FAHP07Z87R		I OWN A 2007 FORD FUSION. PUTTING THIS SHORT I HAD A FLAT TIRE ON DRIVERS FRONT ON JULY 21, 2008 WENT TO GET IT FIXED THE TECHNICIAN TOLD ME IT WAS THE VALVE STEM, HAD TO MISS 3 HOURS OF WORK , I DIDN'T THINK MUCH OF IT AT THE TIME . THEN ON AUGUST 23, 2008 ONLY ONE MONTH LATER I HAD JUST ENTERED THE FREEWAY HEARD MY TIRE BLOW ON THE BACK RIGHT LUCKILY HAD AN EXIT RIGHT THERE SLOWLY DROVE OFF THE FREEWAY FOUND MY TIRE BLOWN, WE WERE FORTUNATE I DIDN'T LOSE CONTROL AND GET INTO A CRASH, HAD TO CALL AAA ROADSIDE SERVICE THE TECHNICIAN AGAIN SAYS IT WAS A CRACKED VALVE STEM, I'M LIKE WHAT AGAIN, NEXT DAY I HAD TO GO PURCHASE A BRAND NEW TIRE WHICH I DIDN'T HAVE MONEY FOR, THEN 2 DAYS LATER AUGUST 27, 2008 GETTING READY FOR WORK IN THE MORNING MY NEIGHBOR COMES TO MY DOOR TELLS ME MY DRIVERS SIDE REAR TIRE WAS FLAT, I'M LIKE WHAT AGAIN, SURE ENOUGH IT WAS FLAT I HAD TO CALL AAA ROADSIDE SERVICE AGAIN, THIS TIME I LOOKED SURE ENOUGH THE VALVE STEM WAS CRACKED AND THE TECHNICIAN VERIFIED THIS. I CALLED MY WORK AND TOLD THEM I'M GOING BACK TO THE DEALER WHERE I PURCHASED THE CAR AND SHOW THEM. I SHOWED ALL DOCU
10241060	FORD	F-150	2007	N	20080901	OCALA	FL			TIRE VALVES ISSUES ON DYNAPRO AS HANKOOK P235 70R17 1085 M+S RADIAL TUBLESS RH 0302953 JNH 2606. LEAKING AIR. I AM CONCERN THAT THE FORD F150 THAT I OWN THAT USES THESE TIRES CAN ROLLOVER AND HURT OR KILL MY FAMILY. *TR

Ford Valve Stem Complaints  
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10241060	HANKOOK	DYNAPRO AS	9999	N	20080901	OCALA	FL			TIRE VALVES ISSUES ON DYNAPRO AS HANKOOK P235 70R17 1085 M+S RADIAL TUBLESS RH 0302953 JNH 2606. LEAKING AIR. I AM CONCERN THAT THE FORD F150 THAT I OWN THAT USES THESE TIRES CAN ROLLOVER AND HURT OR KILL MY FAMILY. *TR
10241266	FORD	EXPLORER SPO	2007	N	20080905	PLAINFIELD	IL	1FMEU33807U	31000	EARLY SPRING OF 08, TIRE VALVE STEM LEAK : REPLACED SEPT 5 OF 08 HAD SPORTRAC VEHICLE IN TO DEALER FOR ( FORD, FAIROAK NAPERVILLE IL. ) MAINTENANCE INCLUDING ROTATION AND BALANCING OF ALL 4 WHEEL SL SHORTLY AFTER LEAVING DEALER LOW TIRE PRESSURE INDICATOR CAME ON. I FOUND LEFT REAR VALVE STEM LEAKING STOP AT DISCOUNT TIRE AND WAS INFORMED THAT I HAD 3 VALVES ON VEHICLE THAT WERE BAD "RECALL" ALL 4 FOUR WERE THEN REPLACED AND I WAS INFORMED OF THE RECALL. WHAT' WITH FORD ? *TR
10241266	MICHELIN	UNKNOWN	9999	N	20080905	PLAINFIELD	IL			EARLY SPRING OF 08, TIRE VALVE STEM LEAK : REPLACED SEPT 5 OF 08 HAD SPORTRAC VEHICLE IN TO DEALER FOR ( FORD, FAIROAK NAPERVILLE IL. ) MAINTENANCE INCLUDING ROTATION AND BALANCING OF ALL 4 WHEEL SL SHORTLY AFTER LEAVING DEALER LOW TIRE PRESSURE INDICATOR CAME ON. I FOUND LEFT REAR VALVE STEM LEAKING STOP AT DISCOUNT TIRE AND WAS INFORMED THAT I HAD 3 VALVES ON VEHICLE THAT WERE BAD "RECALL" ALL 4 FOUR WERE THEN REPLACED AND I WAS INFORMED OF THE RECALL. WHAT' WITH FORD ? *TR
10241281	FORD	EDGE	2007	N	20080906	ARDMORE	OK		30000	WHILE TRAVELING ON I-35 THE LEFT FRONT TIRE SUDDENLY LOST AIR PRESSURE AT HIGHWAY SPEEDS. UPON INSPECTION OF TIRE, NO DAMAGE OTHER THAN WHAT WAS INFLICTED FROM THE EVENT OF TRAVELING AT 70MPH WHILE FLAT WAS FOUND. THE PROBLEM WAS THAT THE VALVE STEM FAILED. IT WAS CRACKED AT THE BASE ALLOWING A SUDDEN LOSS OF TIRE PRESSURE. THE OTHER VALVE STEMS ON THE CAR ARE ALSO CRACKED AT THE BASE BUT NOT COMPLETELY FAILED YET. *TR

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10241947	FORD	FUSION	2007	N	20080906	CEDAR GROVE	IN	3FAHP08157R	29100	ON SATURDAY MORNING SEPTEMBER 6TH 2008 I WAS DRIVING TO WORK IN MY 2007 FORD FUSION AND MY TIRE WENT FLAT. I CHANGED THE TIRE AND ON THE FOLLOWING MONDAY I DROPPED IT OFF AT JIM TRUE FORD IN BROOKVILLE INDIANA WHERE I HAD PURCHASED THE VEHICLE. IT WAS DETERMINED THAT THE TIRE HAD GONE FLAT DUE TO A CRACKED VALVE STEM AND THAT THE TIRE AND VALVE STEM WOULD HAVE TO BE REPLACED . A NEW TIRE HAD TO BE ORDERED AND WAS REPLACED ON THURSDAY SEPTEMBER 11TH 2008. THE COST OF PARTS AND LABOR TO REPLACE THE VALVE STEM AND TIRE WAS \$229.37. *TR
10242226	FORD	EDGE	2007	N	20080716	GOLDEN	CO		17000	TL*THE CONTACT OWNS TECH INTERNATIONAL VALVE STEMS, MODEL TR413. ON JULY 16, 2008, WHILE DRIVING 65 MPH, THE TIRES BLEW OUT. THE CONTACT MOVED TO THE SIDE OF THE ROAD AND REPLACED THE TIRE WITH A SPARE. HE TOOK THE VEHICLE TO DISCOUNT TIRE AND THE MECHANIC INFORMED HIM THAT ALL FOUR OF THE VALVE STEMS WERE DEFECTIVE. THE MECHANIC ALSO STATED THAT THE VALVE STEMS WERE INCLUDED IN A RECALL. TECH INTERNATIONAL STATED THAT THEY WOULD ONLY REIMBURSE THE CONTACT FOR REPAIRING THE TIRES IF THEY HAD BEEN REPLACED INSTEAD OF THE ORIGINALS. THEY ADVISED HIM TO CONTACT FORD. FORD CONFIRMED THAT THEY WERE THE ORIGINAL TIRES AND WOULD BE UNABLE TO REIMBURSE HIM BECAUSE THEY WERE NOT THE MANUFACTURERS OF THE TIRES. THE TIRE MANUFACTURER STATED THAT THEY COULD NOT REIMBURSE HIM BECAUSE THEY WERE NOT THE MANUFACTURERS OF THE VALVE STEM. THE SERIAL AND PART NUMBERS WERE UNKNOWN. THE FAILURE MILEAGE WAS 17,000 AND CURRENT MILEAGE WAS 19,000.





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										<p>WITHIN APPROXIMATELY ONE WEEK IN AUGUST, I'VE HAD TWO FAULTY TIRE VALVE STEMS CAUSE LOW TIRE PRESSURE AND NECESSITATE A TRIP TO THE DEALER FOR REPAIRS. THESE WERE ON THE SAME SIDE OF THE CAR (RIGHT FRONT AND RIGHT REAR). I PARK IN A CARPORT AND THE RIGHT SIDE OF MY CAR IS THE MORE EXPOSED SIDE. THE MECHANIC IDENTIFIED THE PROBLEM BY PRESSING SIDEWAYS ON THE TIRE STEM AND HEARING THE AIR HISS AS IT ESCAPED. THIS SEEMS TO BE THE CRACKING PROBLEM THAT I'VE READ ABOUT IN CONSUMER REPORTS MAGAZINE. I APPROACHED THE DEALER ABOUT FIXING THE OTHERS SO THAT I WOULD NOT HAVE A CRISIS LATER. THEY PULLED UP A REPORT BASED ON THE VIN AND SINCE THERE WERE NO OFFICIAL RECALLS, THEY WOULD NOT FIX THEM. I CALLED FORD CUSTOMER RELATIONS ON SEPTEMBER 10, 2008 TO FILE A COMPLAINT. I SPOKE TO A REPRESENTATIVE WHO IDENTIFIED HERSELF AS JAMIE. HER RESPONSE WAS EVEN MORE FRUSTRATING AS SHE APPEARED TO BE GIVING ME SCRIPTED ANSWERS: NO RECALLS ON MY CAR, WE DON'T FIX THINGS THAT AREN'T BROKE. APPARENTLY SAFETY</p> <p>DEALER WHO SOLD ME THE CAR AND HE FIXED REST OF MY T</p>
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