
* Note printed by CSEILNAC on 28 Jan 1999 at 07:58:34 *

From: GDRAKE --DRBN006 Date and time 01/28/99 12:49:27
To: MGUMZ --DRBN007
cc: CSEILNAC--DRBN007 DMACKINN--DRBN006
MKHAIRAL--DRBN007

FROM: Glenn R. Drake UAE(UTC +04:00)
Subject: RE: Explorer Firestone issue

Melanie,
I just read the Firestone reports on this issue and they are claiming in all cases that this is a repair issue or the customer driving the vehicle in an underinflated situation that causes the tread to separate from the belts.

Regardless of their analysis and conclusions, we have three customers that are not accepting this as "the answer". More importantly, they don't care about Firestone's position because they bought a Ford vehicle and are going to sue the dealer and Ford for the damage caused to their vehicles. Firestone providing a repair procedure for the market will not solve this issue on the basis that this is the repair process throughout the Region and in most parts of the US. What does this say about the durability of their product and why is this not an issue with our other tire lines in the market. Furthermore, I find it rather interesting that we are considering changing the tire currently used in our markets on all Explorers and Mountaineers to a tire that has better high speed durability as used in Europe.

If this was a single case, I would accept Firestone's response as they are the experts in the tire business, case closed. However, we now have three cases and is it possible that Firestone is not telling us the whole story to protect them from a recall or law suit. I feel it is possible, and we owe it to our customers and our shareholders to investigate this for our own piece of mind. I'm recommending that we make our own analysis of the tires from the market to protect ourselves and give our dealers and customers an independent opinion of this issue.

I hope you can understand the Region's and the dealers difficult position we are in because of this unresolved issue.

From: Melanie Gumz
Sent: Wednesday, January 27, 1999 2:08 PM
To: MKHAIRAL
Cc: DMACKINN; GDRAKE; CSEILNAC; JJOHNS21
Subject: RE: Explorer Firestone issue

MG TO MK 10/27/98

FROM: MELANIE GUMZ USAET(UTC -05:00)
Subject: RE: Explorer Firestone issue

MK TO MG 10/27/98

DM TO MG 1/17/99

I talked to John Behr from Firestone, and he is going to supply me with a Firestone recommended procedure on Friday.

John assured me he would be happy to review all the cases you have experienced, but he agrees the information I've requested below has to be supplied in order to have a meaningful discussion. If you can get

MG TO DM 1/22/99
MG TO MK 1/25/99
MK TO MG 1/26/99