

MURIANKA

SQ99-001

<u>DATE</u>	<u>SUBJECT</u>	<u>PAGE NUMBERS</u>
01-12-99	OPENING RESUME (PROMPTED BY TSB #28-23-5)	(2)
02-25-99	Letter to Ford from ODI. Request for information concerning alleged overhead console separation from the ceiling on certain 1998 Ford Windstar.	(3-7)
04-30-99	Letter to ODI from Ford. Response to ODI 2/25/99 letter APPENDIX I, II, III, IV APPENDIX V, VI, VII, VIII APPENDIX IX, APPENDIX X, XI, XII, XIII	(8-23) (24-91) (92-125) (126-297) (298-308)
04-30-99	MEMO TO TIS FROM ODI. ONE VIDEO TAPE	(309-310)
06-27-99	FAX from Ford to ODI.	(311-312)
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ODI Action Number:

SQ99-001

Date: 01-12-99

Subject: **FORD MOTOR CORPORATION
1998-1999 FORD WINDSTAR**

ALLEGED OVERHEAD CONSOLE LOOSE FAILURE

This file contains consumer letters received by the National Highway Traffic Safety Administration which complain of the alleged defect that is the subject of this Service Query. It also contains correspondence between this agency and the manufacturer on the subject. Portions of that correspondence may be withheld where the manufacturer has claimed that they are confidential pursuant to the Freedom of Information Act, 5 U.S.C. § 552(b)(4), which exempts from disclosure confidential commercial and financial information. Additional documents relating to this Service Query may exist, but have not been included in this public file.

If you have any information or concerns you would like to discuss with NHTSA staff, please call the

**toll free AUTO SAFETY HOTLINE
800-424-9393**

(In the Washington, DC metropolitan area, please call 202-366-0123)

Also, if you wish to discuss the investigation with NHTSA staff, the HOTLINE contact representative will have a technical staff member return your telephone call.

00000001



Department
of Transportation
National Highway
Traffic Safety
Administration

ODI RESUME

INVESTIGATION: SQ99-001
SUBJECT: Overhead Console Loose
PROMPTED BY: TSB #28-23-5
PRINCIPAL ENGINEER: Sonny Murianka

DATE OPENED: 01-12-99
DATE CLOSED:

MANUFACTURER: Ford Motor Company
MODEL(S): Windstar
MODEL YEAR(S): 1998
VEHICLE POPULATION: Unknown

PROBLEM DESCRIPTION: Ford issued a service bulletin to address "overhead console loose or hanging down". ODI has one owner complaint alleging the owner was hit in the head while driving by the overhead console when it detached from the ceiling attachment points.

FAILURE REPORT SUMMARY

	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	1	0	1
CRASHES:	0	0	0
INJ CRASHES:	0	0	0
# INJURIES:	0	0	0
FAT CRASHES:	0	0	0
FIRES:	0	0	0
OTHER:	0	0	0

ACTION: This investigation is opened.

ENGINEER: HS/ DIV CHF: HS/ OFC DIR: HS/
DATE DATE DATE

SUMMARY: This investigation is opened to ascertain facts concerning the problem experience, scope, and rationale for issuing a technical service bulletin to correct the problem. Historically, previous safety recalls involving similar type of failure have been filed with the agency.

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Z 426 925 900

US Postal Service

Receipt for Certified Mail

No Insurance Coverage Provided.

Do not use for International Mail (See reverse)

FFR 25 1999

CERTIFIED MAIL
RETURN RECEIPT REQUEST

Mr. L.W. Camp
Automotive Safety Engineering Sta
Ford Motor Company
Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126

PS Form 3800, April 1995

Sent to	
Street & Number	
Post Office, State, & ZIP Code	
Postage	\$
Certified Fee	
Special Delivery Fee	
Restricted Delivery Fee	
Return Receipt Showing to Whom & Date Delivered	
Return Receipt Showing to Whom, Date, & Addressee's Address	
TOTAL Postage & Fees	\$
Postmark or Date	

ISA-111sjm
Q99-001

Dear Mr. Camp:

The Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) reviews technical service bulletins and other communications submitted by manufacturers of motor vehicles and items of motor vehicle equipment for potential safety-related matters. ODI has reviewed technical service bulletin No. 98-23-5, which identifies a problem that can result in the overhead console separating from the ceiling on certain 1998 Ford Windstar vehicles. Although the console is located above and between the driver and passenger seat, ODI has received a complaint in which the owner alleges that when the console detached from the ceiling, it not only deflected off the right temple area of his head, but it came to rest in the middle portion on the windshield partially obstructing his field of vision. A copy of the complaint and the service bulletin are enclosed for your review.

The purpose of this letter is to understand the basis for Ford Motor Company to initiate a service bulletin rather than conducting a safety campaign and to evaluate any safety consequences associated with this type of failure.

In order to perform this analysis and to better understand the basis for Ford's actions, certain additional information is requested. For purposes of this information request, the following terms are defined:

- **Ford:** the Ford Motor Company, and all of its divisions, subsidiaries, and affiliated enterprises, including, but not limited to, any distributors of Ford products. The term also includes all headquarters, regional, zone, or other offices of Ford, or any of its divisions, subsidiaries, and affiliated enterprises, and all officers, employees, agents, contractors, and consultants of Ford or any of its divisions, subsidiaries, or affiliated enterprises.

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- **Service bulletin:** refers to the condition(s) described in service bulletin No. 98-23-5 which the overhead console is loose or hangs down.
- **Subject vehicles:** 1998 Windstar model vehicles and any other vehicles equipped with an overhead console.
- **Overhead console:** shall include all fixture(s) or attachment(s) affixed to the ceiling area above and/or between the driver and passenger seating position, or in the surrounding vicinity of the driver and passenger's head and any securing parts and hardware used on the subject vehicle.
- **Alleged defect:** any condition that would cause the overhead console to separate from the mounting fixture or become detached for the ceiling.

INSTRUCTIONS

In order for my staff to evaluate the performance of this safety recall, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following requests, repeating the request verbatim above each response. Ford is required to respond to each request separately. Some requests require written response, some require the production of documents, and some require both. Where documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the information request (including the subparts). Where documents are produced and the documents would not, standing alone, be self-explanatory, (e.g., that does not identify what is being tested or reference a test methodology) the production of the document(s) shall be supplemented and accompanied by an explanation, with reference(s) to the document(s), so that the document(s) speak for themselves.

The submitted information is to include, but not be limited to, all written reports or documents; transcriptions, notes, or other documentation of oral communications; and information transmitted or contained in electronic or other storage media. The term documents is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter of every kind, nature, and description. Furnish all requested items, whether or not Ford has verified each one, including all papers, letters, correspondence, memoranda, communications, electronic mail messages (existing in hard copy or in electronic storage), faxes, telegrams, telex messages, photographs, film, notes, working papers, and other records pertaining or relating to each item, whether in draft or finalized. Also, any document, record, film, or photograph originally in color must be reproduced in color. In all cases where documents are in a language other than English, Ford must submit a copy of each non-English document and an English translation of the document.

1. Furnish the number of subject vehicles Ford has sold in the United States by model year, make, model.

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2. State the number and provide copies of all the following, from all sources, of which Ford is aware and which relate, or could relate to the alleged defect in the subject vehicles:
 - a. owner complaints;
 - b. field reports;
 - c. crash/incident claims;
 - d. subrogation claims;
 - e. lawsuits; and
 - f. third-party arbitration proceedings (where Ford is a party to the arbitration).

Please list and collate your response for each category ("a" through "f") by date of claim. Please provide for each item in this response the incident date, mileage of vehicle at time of incident (if known), approximate age of vehicle or model year, disposition of matter, and, where a fleet vehicle is involved, the name of the fleet, and the name and telephone number of a contact person at that fleet. For items "a" through "d," please provide all related information and reports whether or not Ford has verified each one. For items "e" and "f," summaries are acceptable. Please identify in the summary the caption, court, docket number, and filing date of each lawsuit if a copy of the complaint initiating the lawsuit is not provided.

3. If Ford has issued any other service or technical bulletins, advisories, or other communications to dealers, zone offices, or field offices pertaining to the alleged defect in the subject vehicles, provide a copy of each such document. If no such documents have been issued, so state.
4. State the number of warranty claims, including extended warranty claims, and requests for "good will," field, or zone adjustments received by Ford that relate to the alleged defect in the subject vehicles, by model, model year, model series code, calendar month, and problem claim code. Each problem claim code must be identified. Also, provide a copy of each report.
5. Identify and provide copies of all documents pertaining to any studies, surveys, and investigations pertaining to the alleged defect that is known to Ford. Include all pertinent documents, regardless of whether they are in interim, draft, or final form.
6. Furnish a chronological summary of events which led to the issuance of service bulletin number 98-23-5.
7. Provide an illustration showing the location of the overhead console relative to the driver and passenger seating area. Also, identify the dimensions and weight of the overhead console and its attached components.
8. Provide a power distribution diagram showing each electrical circuit attached to the overhead console.

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9. Identify and describe each and every modification or change made by, on behalf of, or known to Ford in the design, material composition, supplier, manufacture, testing, quality control, or installation of the overhead console, and all components thereof, originally installed in, or which can be installed in, the subject vehicles. The following information must be included for each modification or change:
- the date, or approximate date on which the modification or change was incorporated into production;
 - a description of the modification or change;
 - the reason for the modification or change;
 - the part number of the modified part;
 - identify the suppliers of the original and the replacement parts;
 - whether the original unmodified component was withdrawn from sale, and if so, when; and
 - whether the modified or changed components can be interchanged with earlier production components.
10. Furnish Ford's opinion of the alleged defect.
11. Identify what action Ford intends to take on this matter.

Ford's response to this letter, in duplicate, must be submitted to this office **April 30, 1999**. Please include in your response the identification codes referenced on page 1 of this letter. If you find that you cannot provide all of the requested information within the time allotted, you must request an extension no later than 5 working days prior to the date on which your response is due. You may telephone me at (202) 366-5226 to request an extension, but must confirm your request in writing. If circumstances prevent you from submitting all information requested by the due date, you must submit by that date whatever information you then have available.

If you consider any portion of your response to be confidential information, submit that material to this office in a separate enclosure marked "Confidential." In addition, 49 CFR Part 512, "Confidential Business Information," requires that manufacturers "submit two copies of the document containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted to the Office of Chief Counsel, National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, SW, Washington, DC 20590. Include the name, address, and telephone number of a knowledgeable company representative for receipt of a response from the Chief Counsel under this part. Ford is required to provide to the Office of the Chief Counsel supporting information for the request for confidential treatment as described in Part 512.

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If you have any questions concerning this matter, please contact Mr. Sonny Murianka of my staff at (202) 366-5196.

Sincerely,



Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation
Safety Assurance

2 Enclosures:
TSB No. 98-23-5
Consumer complaint ODI No. 539945

27:2-9-99
white

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L. W. Camp
Director
Automotive Safety Office
Environmental And Safety Engineering

RECEIVED
99 MAY -14 10 10 AM '99
OFFICE
DEFECTS INVESTIGATION

Ford Motor Company
330 Town Center Drive
Dearborn, Michigan 48126 USA

April 30, 1999

Mr. Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation
Safety Assurance, NHTSA
400 Seventh Street, SW
Washington, DC 20590

Reference: SQ99-001 NSA-111sjm

Dear Mr. White,

Enclosed is our response to the Agency's letter dated February 25, 1999, requesting information to examine the nature of the defect addressed by Ford's Technical Service Bulletin No. 98-23-5, to understand why Ford chose to remedy the defect with a TSB rather than a safety recall, and to evaluate any safety consequences associated with this type of failure. In this response we are providing answers, complete to the best of our ability, to all eleven requests presented in the subject Service Questionnaire.

Based on a re-review of the details of this issue, occasioned by receipt of the Agency's SQ, Ford remains convinced that detachment of the overhead console is not a safety defect. Our belief is based on the following considerations:

- Complete detachment of the console is almost always preceded by a noticeable looseness and gap at the rear of the console, which can be both visible with the vehicle in motion or at rest, and may be audible in the form of a faint rattle with the vehicle in motion. The gap and rattle become more evident as the single attaching screw located in the center of the console wears through the console housing.
- The size of the panel and its location relative to the driver and front seat passenger are such that if it detaches, it will tend to fall downward between them. Static and dynamic tests conducted by Ford confirm this as the likely range of motion of the console in the event of a complete detachment. In fact, Ford tests have shown that the console can remain up in place partially detached with only the two front clips attached to the headliner mounting

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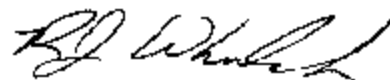
bracket, thus furthering the likelihood that the owner will become aware something is amiss, before the console completely detaches.

- The panel weighs less than five pounds. In the extremely unlikely event a driver or front seat passenger may be leaning toward the center of the vehicle as the console panel detaches, the effect of detachment should be no more than a glancing bump on the head and shoulder. There are no sharp projections on the lower side of the console panel that could cut or injure the driver or front seat passenger. While there may be an element of surprise, detachment should not result in injury, nor should it incapacitate the driver. This belief is also supported by the vehicle tests conducted by Ford.

Ford believes that this set of facts does not constitute an unreasonable risk to motor vehicle safety. However, in its ongoing review of the console attachment issue, Ford is seeing a higher than originally anticipated trend of warranty repairs. We now expect the rate of repairs to be very high for 1998 model year vehicles built after the production change to the attaching console mounting bracket and strap on May 28, 1998. With the adverse effect on customer satisfaction that such a product issue would likely cause, Ford intends to conduct an Owner Notification Program that involves approximately 15,491 vehicles built from May 28, 1998 through the end of the 1998 model year and a small number of 1999 model year vehicles that were also built with the same level parts. Owners will be requested to return their vehicles to a Ford dealership of their choice at their earliest convenience to have the same console rear mounting strap that was the subject of Technical Service Bulletin Article #98-23-5 installed at no cost to them. We expect to launch the Program during May 1999.

If you have any questions concerning this response, please contact me at (313) 845-4320.

Very truly yours,



for L. W. Camp

FORD'S RESPONSE TO SQ99-001

Ford's response to this Safety Questionnaire was prepared pursuant to a diligent and good faith search for the information requested. While we have employed our best good faith efforts to provide responsive information, the breadth of the Agency's request and the requirement that information be provided on an expedited basis makes this a difficult task. We nevertheless have made every effort to provide thorough and accurate information and would be pleased to meet with Agency personnel to discuss any aspect of this inquiry.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry, and reviewing Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer, as more fully set forth elsewhere in this response. To the extent that the Agency's definition of Ford includes suppliers, contractors and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control. Also, Ford has construed this request as pertaining to vehicles manufactured for sale in the United States.

The subject vehicles were redefined to be only those "1998" Windstar model vehicles and any other vehicles equipped with this or the subject overhead console as agreed to during a telecon between Sonny Murianka and Bob Wheelock of my staff on March 8, 1999.

Answers to your specific questions are set forth below. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response.

Request No. 1

Furnish the number of subject vehicles Ford has sold in the United States by model year, make, model.

ANSWER:

Ford records indicate that approximately 264,372 Windstar vehicles equipped with the subject overhead console option were produced for sale in the United States. This total includes 1998 model year vehicles produced from December 9, 1996 (Job #1 '98) to July 3, 1998 (Job Last) and 1999 model year vehicles produced from August 4, 1998 (Job #1 '99) to March 12, 1999. The following is a table showing production volumes by production period and model year. The production period was chosen to coincide with whenever an overhead console component modification or model year changeover occurred.

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Windstar Overhead Console Production Volumes

<u>Production Period</u>	<u>1998 MY</u>	<u>1999 MY</u>	<u>Total</u>
12/9/96 - 5/27/98	199,472	20	199,492
5/28/98 - 7/3/98	15,491	131	15,622
8/4/98 - 9/28/98	0	4,070	4,070
9/29/98 - 3/12/99	0	45,188	45,188
Total	214,963	49,409	264,372

NOTE: The 15,491 1998 model year vehicles built from 5/28/98 through 7/3/98 are the subject of Technical Service Bulletin 98-23-5.

Request No. 2

State the number and provide copies of all the following, from all sources, of which Ford is aware and which relate, or could relate to the alleged defect in the subject vehicles:

- a. owner complaints;
- b. field reports;
- c. crash/incident claims;
- d. subrogation claims;
- e. lawsuits; and
- f. third-party arbitration proceedings (where Ford is a party to the arbitration).

Please list and collate your response for each category ("a" through "f") by date of claim. Please provide for each item in this response the incident date, mileage of vehicle at time of incident (if known), approximate age of vehicle or model year, disposition of matter, and, where a fleet vehicle is involved, the name of the fleet, and the name and telephone number of a contact person at that fleet. For items "a" through "d," please provide all related information and reports whether or not Ford has verified each one. For items "e" and "f," summaries are acceptable. Please identify in the summary the caption, court, docket number, and filing date of each lawsuit if a copy of the complaint initiating the lawsuit is not provided.

ANSWER:

For purposes of identifying reports of incidents potentially involving the alleged defect and any related documents, Ford has gathered "owner reports" and "field reports" maintained by Ford Customer Service Division ("FCSD").

Owner Reports. As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Assistance Center ("CAC") that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CAC handles telephonic, internet, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service process. The contacts are fielded by CAC customer service representatives, who enter a summary of the customer contact into a database known as MORS (Master Owner Relations System). Certain contacts, such as letters from customers, are entered into the MORS database and also are copied to microfilm, or more recently, imaged and stored electronically.

The CAC assigns to each vehicle-related contact report a "symptom code" or category that generally reflects the nature of the customer contact or vehicle concern, as described by the owner. The CAC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although MORS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. The MORS database maintains customer contact information for five years.

In responding to this information request, Ford searched MORS contact reports dated January 1, 1997 through March 12, 1999 for 1998 and 1999 model year Windstar vehicles with symptom code(s) 107000 (Interior Trim General); 107300 (Interior Trim Headliner); 107310 (Interior Trim Headliner Attachment); 107301 (Interior Trim Headliner Appearance); 107500 (Interior Trim Console); 107501 (Interior Trim Console Appearance); 107510 (Interior Trim Console Attachment); 107597 (Interior Trim Console Noise). We also searched MORS contact reports dated January 1, 1997 through March 12, 1999 for 1998 and 1999 model year Windstar vehicles with Inquiry Codes 1420, and 0720 (Injury). Contact reports were reviewed for allegations indicating that the overhead console installed in the subject vehicles detached, hung down, and/or came loose from the mounting fixture. To the extent that the above records reflect reports or allegations indicating that the overhead console installed in the subject vehicles detached, hung down, and/or came loose, they are contained in Appendix I.

Ford has also included owner reports which are ambiguous as to whether they meet the alleged defect criteria. Most of these ambiguous reports describe some type overhead console noise or rattle, but such noise has not been diagnosed at a Ford dealership. We have provided these reports in Appendix II as "non-specific allegations" for your review because of the broad scope of the request. Based on our engineering judgment, the information in these reports is insufficient to support a determination that they pertain to the alleged defect.

In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the microfilm or electronic images related to these contacts because of the largely duplicative nature of the information contained in the microfilm and images, as well as the

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time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the MORS system. To the extent that those documents exist, they are reflected in the "Micro Nbr:" field of the MORS contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

Field Reports. Within FCSI, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System ("CQIS"). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern. The CQIS database maintains information for five years.

In responding to this information request, Ford searched CQIS reports dated through January 1, 1997 through March 12, 1999 for 1998 and 1999 model year Windstar vehicles with the symptom code(s): 107000 (Interior Trim General); 107300 (Interior Trim Interior Trim Headliner); 107301 (Interior Trim Headliner Appearance); 107310 (Interior Trim Headliner Attachment); 107500 (Interior Trim Console General); 107501 (Interior Trim Console Appearance); and 107510 (Interior Trim Attachment) using the following words: overhead console, hang, hung, injury, rattle, noise, fall, falling, fell, or 98-23-5. Reports were reviewed for allegations indicating that the overhead console installed in the subject vehicles detached, hung down, and/or came loose. To the extent that the above records reflect reports or allegations that the overhead console installed in the subject vehicles detached, hung down, and/or came loose, they are contained in Appendix III.

Ford has also included field reports which are ambiguous as to whether they fully meet the alleged defect criteria. We have included these reports in Appendix IV as "non-specific allegations" for your review because of the broad scope of the request. Based on our engineering judgment, the information in these reports is insufficient to support a determination that they pertain to the alleged defect.

Lawsuits and Claims. Ford's Office of the General Counsel ("OGC") is responsible for handling product liability lawsuits and claims and consumer breach of warranty lawsuits against the Company.

After conducting a reasonable and diligent search, Ford has not located any lawsuits, claims, or consumer breach of warranty lawsuits related to the alleged defect in the subject vehicles.

This information request had an attachment which included one or more Vehicle Owner's Questionnaires ("VOQ's"). To the extent the VOQ's included Vehicle Identification Numbers ("VINs") for the vehicles that were the subject of each questionnaire, Ford made

inquiries of its MORIS database, for customer and legal contacts, and its CQIS database for comments regarding each vehicle. As a result of that search, Ford has found a CQIS report containing information pertaining to the alleged defect. This report is provided in Appendix III and is the first one listed.

Request No. 3

If Ford has issued any other service or technical bulletins, advisories, or other communications to dealers, zone offices, or field offices pertaining to the alleged defect in the subject vehicles, provide a copy of each such document. If no such documents have been issued, so state.

ANSWER:

Ford has located one service-related message to dealers SSM 12065 and the subject service bulletin TSB No. 98-23-5 related to the overhead console detachment in the subject vehicles, which are included in Appendix V. We assume this request does not seek information related to electronic communications between Ford and its dealers regarding the order, delivery, or payment for replacement parts, so we do not include this information in our answer.

Request No. 4

State the number of warranty claims, including extended warranty claims, and requests for "good will," field, or zone adjustments received by Ford that relate to the alleged defect in the subject vehicles, by model, model year, model series code, calendar month, and problem claim code. Each problem claim code must be identified. Also, provide a copy of each report.

ANSWER:

Ford has endeavored to go well beyond the requirements of this Request, both in scope of vehicle build dates included and in level of detail provided, in order to provide the agency with as complete a picture of the Windstar overhead console attachment method and components as possible. To accomplish the response, Ford's Analytic Warranty System was searched for all claims meeting the following criteria:

- All 1998 and 1999 Windstar vehicles built from Job #1, 1998 through February 28, 1999 (the date the claim database was last updated at the time the warranty files were accessed on March 12, 1999).
- Base part numbers - 16519A70 - Overhead Console Assembly
17519B06 - Console Mounting Strap
1651916 - Headliner
- All Warranty Claim Codes

The search was conducted for all claims involving replacement of any of the above three base part numbers, not just those where they were identified on the claim as the causal part number. Using this strategy, and including all Warranty Codes, provides the broadest possible technique for locating responsive claims.

Results of this search located 2,146 claims for the 1998 model year and 95 claims for the 1999 model year that met the above search criteria.

Ford then reviewed the resultant claims for specific relevance to this request. In so doing, Ford chose not only to analyze each claim for relevance, but also to provide the agency with a determination of the degree of the attachment issue each represented, using the following criteria:

Detached (Code D) - Evidence in the comments fields that the console has fallen down, fell off, or is hanging down from the roof panel. The repair may have included replacement of the console, mounting bracket and/or strap, or the push clips.

Loose (Code L) - Wording in the comments fields that indicates looseness, but not that the console detached; or in the absence of comments, Customer Concern Codes (CCC's) that refer to looseness.

Rattle (Code R) - Wording in the comments fields that indicates rattles, but not that the console detached; or in the absence of comments, CCC's that refer to rattles.

Potentially Responsive (Code X) - Wording in the comments fields that suggests a pending or possible issue with attachment, such as console broken or cracked (particularly around the center screw attachment), not necessarily supported by appropriate CCC's. Also included here were console replacements absent comments that suggest the console was replaced because one of the sub components, such as the mirror or garage opener compartment door, was broken.

Not Responsive (Code Z) - Wording in the comments field that the repair had nothing to do with overhead console attachment to the roof panel. Those words included repairs to individual elements of the console, repairs to electrical elements of the console, replacement of the console for cosmetic reasons, correction of misbuilds (wrong console installed at Oakville Assembly Plant), or repairs that clearly involved only the headliner.

Headliner repairs (as evidenced by the 1651916 causal part number) that had no comments, were categorized as Not Responsive.

Results of this level of the analysis were as follows:

<u>Condition</u>	<u>1998 MY</u>	<u>1999 MY</u>
Detached	267 claims	4 claims
Loose	257	8
Potentially Responsive (including rattles)	<u>397</u>	<u>11</u>
Subtotal	921	23
Not Responsive	<u>1,225</u>	72
Total	2,146	95

These various categorizations have been inserted onto the warranty claims lists in the D/R/I/X column, and the lists are sorted by those codes.

Copies of the responsive and potentially responsive individual claims are provided in Appendix VI for the 1998 model year, and Appendix VII for the 1999 model year. They are organized by VIN, vehicle build date, reported base part number, Condition Code, D/R/I/X categorization, repair technician comments and customer comments.

Copies of the "Not Responsive" claim information have not been provided, but could be, should the agency wish to confirm the appropriateness of the categorization.

An accounting of the Condition Codes that resulted from the search is provided in Appendix VIII.

Additionally, a diskette containing the same claims information as in Appendices VI and VII are provided in Microsoft Excel format for the convenience of the agency in conducting any further analysis it may wish to undertake. They are identified as SQ99-001 1998 MY Warranty Claims Data, and SQ99-001 1999 MY Warranty Claims Data.

Request No. 5

Identify and provide copies of all documents pertaining to any studies, surveys, and investigations pertaining to the alleged defect that is known to Ford. Include all pertinent documents, regardless of whether they are in interim, draft, or final form.

ANSWER:

Ford is construing this request broadly and providing not only studies, surveys, and investigations related to the alleged defect, but also notes, correspondence, and other

communications that were located pursuant to a diligent search for the requested information. The Ford business units and/or affiliates which were searched for responsive documents are as follows: Windstar Body Engineering, Large/Luxury Car Vehicle Center, Ford Customer Service Division, Environment & Safety, Vehicle Operations, PVT Interior Trim, Truck Safety Investigations, Advanced Vehicle Technology, Truck Vehicle Center, and Quality & Process Leadership. Ford is providing the responsive documentation in Appendix IX.

Request No. 6

Furnish a chronological summary of events which led to the issuance of service bulletin number 98-23-5.

ANSWER:

A 1999 model year change to the attachment method of the overhead console was pulled ahead into the 1998 model year beginning on May 28, 1998 and continued until July 3, 1998, the last day of production for the 1998 model. The change was from a tongue (on the headliner mounting bracket) and strap (on the console) to two mounting clips that snapped into slots in the headliner mounting bracket to accommodate additional electronic content in the console planned for the 1999 model year.

On August 26, 1998 three concerns relating to loose overhead consoles were identified through the *Intensified Customer Concern Definition* (ICCD) call program. On September 9, 1998 pictures of the defective parts were received from Hertz Rent-A-Car and the actual parts were received shortly afterwards. Two of the defective mounting straps were sent to the full service supplier Johnson Control Incorporated (JCI) on September 11, 1998 for testing and received on September 14, 1998. At this point testing on the purity of the material, the molding process and external contamination was initiated to determine the root cause of the problem.

On approximately September 26, 1998 the stamping oil on the headliner mounting bracket was identified as the external contamination that led to the degradation of the mounting strap.

Mounting straps made from Minlon (mineral filled nylon) arrived at Oakville Assembly Plant on September 26, 1998. This material was not affected by the stamping oil on the steel mounting bracket. All completed 1999 model year vehicles were on site and work began to retrofit these vehicles with the Minlon brackets beginning on September 27, 1998.

The external contaminant, stamping oil, was removed from the headliner mounting bracket by E-coating the headliner mounting bracket starting on September 28, 1998. A revised polycarbonate (EM3110) overhead console mounting strap was released and is compatible with both E-coated brackets and brackets with surface stamping oil.

The OASIS message was published on November 2, 1998 dealing with this issue and the TSB-98-23-5 was published November 6, 1998 to provide information when servicing 1998

0000018

model year Windstars built from May 28, 1998 through July 3, 1998 with the revised Minlon mounting strap.

Request No. 7

Provide an illustration showing the location of the overhead console relative to the driver and passenger seating area. Also, identify the dimensions and weight of the overhead console and its attached components.

ANSWER:

Illustrations showing the overhead console location are provided in Appendix X. Figure T88-439-01 shows the 1998 model year installation (pre May 28, 1998 production) and Figure T98-439-01A shows the 1999 model year installation. For the period from May 28 to July 3 1998 (model year 1998) the attachment of the overhead console to the headliner retaining bracket was identical to that shown on T98-439-01A but the wiring remained as it did for the earlier part of 1998 model year.

The weight of the console is 2.0 kg (4.4 lb). The shape is oval with overall dimensions of approximately 84 cm long x 23 cm wide x 5 cm thick (33 inches x 9 inches x 2 inches).

Request No. 8

Provide a power distribution diagram showing each electrical circuit attached to the overhead console.

ANSWER:

This information is shown in Illustration T88-439-01 provided in Appendix X.

Request No. 9

Identify and describe each and every modification or change made by, on behalf of, or known to Ford in the design, material composition, supplier, manufacture, testing, quality control, or installation of the overhead console and all components thereof, originally installed in, or which can be installed in, the subject vehicles. The following information must be included for each modification or change:

- a. the date, or approximate date on which the modification or change was incorporated into production;
- b. a description of the modification or change;
- c. the reason for the modification or change;
- d. the part number of the modified part;
- e. identify the suppliers of the original and the replacement parts:

00000019

- f. whether the original unmodified component was withdrawn from sale, and if so, when; and
- g. whether the modified or changed components can be interchanged with earlier production components.

ANSWER:

C10844786 released the concern that changed the attachment from the tongue and strap to two mounting clips into slots in the headliner mounting bracket.

- A. This was incorporated into production on May 28, 1998;
- B. The steel headliner mounting bracket was changed by adding two opening for clips and deleting the tongue. The new polycarbonate mounting strap on the overhead console had two clip towers and clips added for attaching to the headliner mounting bracket;
- C. For model year 1999 additional electronics were added to the overhead console that required packaging space taken up by the tongue and strap. The attachment method was change to the clips and pulled ahead into the 1998 model year;
- D. The overhead console part numbers were changed to F78B 16519A58 AMAYGI, AMYADI, BNAYGI, BNYADI, CMAYGI, CMYADI, AND DFAUDK. The headliner mounting bracket part number changed from F78B 16519K22 AD to XF22 16519K22 AB;
- E. The overhead console supplier, Johnson Controls Incorporated (JCI), did not change, nor did the headliner mounting bracket supplier, Delwal Corporation;
- F. The tooling for the headliner mounting bracket was permanently changed, and the old bracket is no longer available in service; and
- G. The old and new components go together as a set; that is, the old console is only compatible with the old bracket and the new console is only compatible with the new bracket.

C10900141 released the 1999 model mounting strap in Minlon for service only.

- A. This was incorporated in service on October 2, 1998. It was also retrofit on model year 1999 vehicles produced from Job #1 to September 28, 1998;
- B. The material was changed to Minlon (mineral filled nylon);
- C. The Minlon material does not degrade when exposed to stamping oil.
- D. The part number changed from XF22 17519B06 AA to XF22 17519B06 AB;
- E. This part was and still is supplied by JCI;
- F. Any old level components in service were scrapped; and
- G. The new level part should be used for service in place of the old level part.

C10899222 changed the headliner mounting bracket to include E-coating.

- A. This was incorporated into production starting 9/28/98;
- B. The E-coating removed all stamping oil from the steel headliner mounting bracket;
- C. The stamping oil could react with the polycarbonate mounting strap and lead to degradation of the material;
- D. The part was changed from XF22 16519K22 AB to XF22 16519K22 AC;
- E. The supplier remained Delwal;
- F. All old level parts were scrapped out of service on approximately 9/28/98;
- G. The new level part should be used for service in place of the old level part.

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This information is summarized in a table provided in Appendix XI. Also provided is an illustration of the overhead console and its components with base part numbers.

Request No. 10

furnish Ford's opinion of the alleged defect.

ANSWER:

Based on our continuing review of the field performance of the overhead console attaching system employed on Windstar vehicles, it is Ford's opinion that a high percentage of 1998 model year vehicles built subsequent to the above described May 28, 1998 production change are likely to experience degradation of the polycarbonate mounting strap over the useful life of the vehicle. This opinion is supported by the warranty data submitted in response to Request #4, and which is shown graphically by production month in Appendix XII. The frequency chart clearly shows a significant (ten fold) increase in attachment issues for June 1998 production, versus prior months. July 1998 production of 1998 model year vehicles was only three days in length. The 1999 model year vehicles built with the suspect attachment prior to September 28, 1998, except for 46 vehicles, have been retrofitted with a current production level nylon mounting strap.

The most likely scenario of a detachment is breakage or loosening of the rear mounting strap clips. A visible 1/16 to 1/8 inch gap at the rear of the console should serve to alert the operator to the condition. Left uncorrected, the looseness can, and clearly has, led to partial and complete detachments of the overhead console.

Ford does not believe that the potential for detachment constitutes an unreasonable risk to motor vehicle safety for the following reasons:

- Detachment of the console is almost always preceded by a noticeable looseness and gap at the rear of the console, which can be both visible with the vehicle in motion or at rest, and may be audible in the form of a faint rattle with the vehicle in motion. The gap and rattle become more evident as the single attaching screw located in the center of the console wears through the console housing.
- The size of the panel and its location relative to the driver and front seat passenger are such that if it detaches, it will tend to fall downward between them. Static and dynamic vehicle tests conducted by Ford, and documented in the accompanying videotape, confirm the likely range of motion of the console in the event of a complete detachment. In fact, Ford tests have shown that the console can remain up in place partially detached with only the two front clips attached to the headliner mounting bracket, thus furthering the likelihood that the owner will become aware something is amiss, before the console completely detaches. Text describing each scene in the videotape is provided in Appendix XIII.

- The panel weighs approximately 4.4 pounds. In the extremely unlikely event a driver or front seat passenger may be leaning toward the center of the vehicle as the console panel detaches, the effect should be no more than a glancing bump on the shoulder and/or head. There are no sharp projections on the lower side of the console panel that could cut or otherwise injure the driver or front seat passenger. While there may be an element of surprise, detachment should not result in an injury, nor should it incapacitate the driver. This belief is also supported by the vehicle tests conducted by Ford.

Request No. 11

Identify what action Ford intends to take on this matter.

ANSWER:

At Ford, the satisfaction of our owners is of paramount importance. In recognition of the high rate of deterioration likely to occur in the overhead console attaching system on Windstar vehicles built from May 28, 1998 through the end of the 1998 model year production on July 3, 1998, Ford intends to conduct an Owner Notification Program to remedy the issue. The program will be launched during May 1999. Owners will be requested to return their vehicles to a Ford dealership of their choice at their earliest convenience to have the same console rear mounting strap that was the subject of TSB Article # 98-23-5 installed at no cost to them. In addition, 46 early built 1999 model year Windstars that were not updated prior to shipment from the assembly plant will also be included in this action.

00000023

SQ99-001 Windstar Overhead Console MORS Report List

No.	Model Year	VIN Number	Build Date	Report Date	Mileage	Vehicle Age (Months)	Condition	Disposition
1	1998	2FMZA5144WBE47615	6/25/98	11/10/98	5223	5	Detached	Replaced Console 12/1/98
2	1998	2FMZA5146WBE23669	6/2/98	8/28/98	1000	2	Detached	Replaced Strap 12/9/98
3	1998	2FMDA514XWBA03987	1/15/97	10/6/98	20000	22	Detached	Unknown
4	1998	2FMZA5142WBE18310	6/7/98	10/7/98	2400	4	Detaching	Replaced Console 10/15/98
5	1998	2FMZA514XWBE12254	6/3/98	8/3/98	Unk.	4	Loose	Replaced Console 11/5/98
6	1998	2FMZA514XWBE25201	6/10/98	12/7/98	12118	6	Clip broken	Replaced Console/Strap 12/13/98
7	1998	2FMZA5147WBE47513	6/30/98	10/29/98	1000	4	Detached	Unknown
8	1999	2FMZA5148XBA19354	9/23/98	1/18/99	2500	4	Detached	Replaced Console 1/28/99
9	1998	2FMZA5149WBE36660	6/24/98	9/22/98	300	3	Detached	Replaced Console/Strap 9/22/98
10	1998	2FMZA5144WBE13173	6/7/98	11/20/98	2000	5	Loose - Sags	Unknown
11	1998	2FMZA5147WBE30940	6/10/98	10/5/98	1800	4	Hanging	Replaced Console/Strap 11/23/98
12	1998	2FMZA5148WBE19022	6/7/98	10/5/98	3600	4	Detached	Replaced Strap 11/23/98
13	1998	2FMZA5149WBE49943	6/24/98	10/3/98	265	3	Detached	Unknown

00000024

03/12/1999 MASTER QWYLR <LLA> LIONS SYSTEM 111 22.06.21

 192048 CONCERN CONTACT CASE NBR: 188013018
 SC DALLAS ZONE: C1 OPENED: 11/10/1998
 VIN: 2FMZA5144WU47815 CLOSED: 11/10/1998

LAST NAME: FIRST NAME: CHARLONI M1: R
 TITLE: STATUS: CLOSED

HOME PHONE: MODEL WINDSTAR GI WAGON 2WD
 MODEL YEAR: 1998
 PLANT: 5223

REASON CODES: IOMR SYMPTOMS: 107510
 CRIM-CAC138- US CONCERN CASE RASF
 ACTION 452 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM

COMMENTS:
 1998/11/10
 11.12.95 CUSTOMER SAYS OVERHEAD CONSOLE FELL OFF ROAD; CUSTOMER H
 AD THE PART ON ORDER; CUSTOMER WOULD LIKE TO KNOW WHEN THE P
 ART WILL BE GETTING INTO THE DEALERSHIP;
 FOR CUSTOMER, DEALER SAYS: NONI. CAC ADVISED
 CSR UNABLE TO CONTACT PARTS MGR - FORWARDED INFORMATIO
 N TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE - R
 REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAY
 S WITH PARTS DELAY STATUS INFERENCE CASE ID: 4322

00000025

03/12/1999 MASTER OWNER RELATIONS SYSTEM 11 22.06.21

52049 CONCERN CONTACT CASE NR: 1388013018
DALLAS /30NL: C1 OPENED 11/19/1998
VIN: 2FMZJ5144WBL47615 CLOSED 11/10/1998

1998/11/10
11.12.35

f

1998/12/08
*6.09.50 PART WAS ON BACKORDER. RECEIVED PART AND INSTALLED ON CUSTOM
TRUCK VEHICLE. ISSUE RESOLVED AT HIS TIME.

00000026

03/12/1999 MASTER OWNER RELATIONS SYSTEM (L) 22.06.21

639 LI INFORMATION CONTACT CASE NR: 1388013018
DALLAS ZONE: C1 OPENED: 10/28/1998
VIN: 2FRTA5144W3L47815 C-CLED: 10/28/1998

LAST NAME: CHARLENE MI: R
TITLE: MI:
ADDRESS: MI:
CITY: MI:
HOME PHONE: MI:
MOBILE YEAR: 1998 WINDSTAR DL WAGON 2WD
MESSAGE: 3001 P & A: 04527

REASON CODES: 4109 SYMPTOMS: '07510
ORIGIN: 1000
ACTION: 1000-1000 INFORMATION ONLY, NO ACTION REQUIRED

COMMENTS:
1997/10/28
10.46 41 *** NAVIS : ORIGINAL ***
CUSTOMER SAYS:
OVERHEAD CONSOLE MISSING OFF ROOF

PER CUSTOMER, DEALER SAYS:
- PARTS ORDERED

CUSTOMER SECS:
- VEHICLE REPAIR
CAC ADVISED:

- THIS CUSTOMER WAS CONTACTED BY THE DAKVILLE ASSEMBLY PLANT
AT WHICH TIME HE WAS MADE AWARE OF THIS CUSTOMER'S CONCERN

- PLEASE DETAILED CASES WHEN THE VEHICLE COMES IN FOR REPAIR
IF YOU HAVE ANY QUESTION CALL US AT THE PLANT AT
1903338-2328 ** LRIN **
- IF YOU REQUIRE THE CLIPS PLEASE CONTACT ME ASAP
- THANKS FOR YOUR HELP IN ADVANCE. ** LRIN **

0000027

03/22/1989 MASTER OWNER RELATIONS SYSTEM III 22.06.24

 767705 CONCERN CONTACT CASE NBR: 0340807408
 TWIN CITIES ZONE: A2 OPENED: 08/28/1988
 VIN: 2FMA25146WBE23569 CLOSED: 08/28/1988

 LAST NAME: FIRST NAME: MICHAEL MI: P
 TITLE: ADDRESS: P & A: 09217
 CITY: MODEL: WINDSTAR CL WAGON 7WD
 HOME PHONE: 1988 SYMPTOMS: 107510
 MODEL YEAR: 1988 REASON CODES: 4101
 MESSAGE: 4000 ORIGIN: ICCD - ICCD
 ACTION: ICC002 ICCD CONCERN RESOLUTION REF: 01R10

COMMENTS:
 1988/08/28 *** NAVIS : ORIGINAL ***
 19.01.20 CUSTOMER SAYS:
 - OVERHEAD CONSOLE FELL OFF
 PER CUSTOMER, DEALER SAYS:
 - NO RECENT CONTACT
 CUSTOMER SEEKS:
 - VEHICLE REPAIR AT OWN CONVENIENCE
 CAC ADVISED:
 - THIS CUSTOMER WAS CONTACTED BY THE DAKVILLE ASSEMBLY PLANT
 AT WHICH TIME HE WERE MADE AWARE OF THIS CUSTOMERS CONCERN
 ***** THIS INSINUERING REQUEST *****
 PLEASE SEND FAULTY PART BACK TO THE PLANT FOR
 ENGINEERING DIAGNOSIS
 ***** THANKS IN ADVANCE *****
 - ANY INFORMATION REGARDING THIS REPAIR WHICH YOU CAN
 PROVIDE THE ENGINEERS AT THE DAKVILLE WINDSTAR PLANT IS
 MUCH APPRECIATED. IF YOU HAVE ANY QUESTIONS, PLEASE CALL
 US AT (905)338-2328. PLEASE DETAIL DASIS WITH YOUR REPAIR
 INFO WHEN COMPLETE. ** THANKS ERIN **
 - REFER ANY CUSTOMER COMMENTS/QUESTIONS TO BOO 928-9601

1988/10/19
 00:00:00 CUST HAS NOT SCHEDULED APPT. CANNOT HOLD UPLN ANY LONGER
 1988/10/25
 10:10:08 ICCD 7103 SHOULD NOT HAVE BEEN OPENED

OWNER RELATIONS 03/22/1989 MM-FAXPRG

00000028

03/17/1999 MASTER OWNER RELATIONS SYSTEM (1) 22.06.21
 220000 CONCERN CONTACT CASE NR: 0384562798
 ATLANTA ZONE: A1 OPENED: 10/06/1998
 2FMDAB4XWEA03087 CLOSED: 10/06/1998
 LAST NAME: FIRST NAME: LISA MI: M
 TITLE: STATUS: CLOSED
 ADDRESS: MI: M
 CITY: FIRST NAME: LISA MI: M
 PHONE: WINDSTAR GL WAGON SWD P & A: 00247
 YEAR: 1998 SYMPTOMS: 07510
 MESSAGE 20000

REASON CODES: 10NA
 ORIGIN: CAC138- US CONCERN CASE BASE
 ACTION: 492 - ADVISE CUST INFC WILL BE SENT TO DLR & REGION; CONTACT CRM

COMMENTS:

1998/10/08
 10.08.47 CUSTOMER SAYS: - ON THE INSIDE ON THE TOP THERE IS A PANEL
 WHERE YOU CAN PUT SUNGLASSES AND CHANGE - THIS PANEL FELL O
 UT AND THE WIRLS WERE HANGING - TOOK TO DLRSHIP IN HER AREA
 - CUST HAD TO GET PART ORDERED - CUST HAS BEEN WAITING FOR
 2 MONTHS NOW PER CUSTOMER, DEALER SAYS: - PART SHOULD BE
 IN WITHIN A WEEK CAC ADVISED. - CSR UNABLE TO CONTACT P
 AN'S MGR - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A
 COPY TO THE REGIONAL OFFICE REQUESTED CRM/SERV MGR CONTACT
 T CUSTOMER WITHIN 2 BUSINESS DAYS WITH PARTS DELAY STATUS IN
 REFNO: CASE TO 4363

00000029

03/12/1999 MASTER OWNER RELATIONS SYSTEM 11 22.06.21

220000 CONCERN CONTACT CASE NBR: 0384562798
21 ATLANTA ZONE: A1 OPENED: 10/06/1998
VIN: 2FMDA514XMDA03987 CLOSED: 10/06/1998

1998/10/08
10.98.47

f

1998/10/13
10.45.54
1998/11/10
07 13.22

00000030

11

03/12/1999 MASTER OWNER RELATIONS SYSTEM 1:1 22.06.21

CONCLRN CONTACT CASE NBR: 0357642808
DALLAS 70NE: F1 OPENED: 10/07/1999
VIN: 21M/A5142WSE18310 CLOSED: 10/07/1998

LAST NAME: FIRST NAME: STEPHEN & B MI: STATUS: CLOSEC

HOME PHONE: MODEL: WINSTAR GL WAGON 2WD P & A: 00876
MODEL YEAR: 1998
MILEAGE: 2400

REASON CODES: 2010 SYMPTOMS: 07510
ORIGIN: CACI28 - US CONCERN CASE BASE
ACTION: 132 - ADVISE CUST INFO WILL BE SENT TO DLR; CONTACT CRM

COMMENTS:

1999/10/07 CUSTOMER SAYS CENTRE CONSOLE FALLING OFF VEH PER CUSTOMER
R. DEALER SAYS BROKEN PART CAC ADVISED: W/ RECOMMEND TO
E REPAIR BL PERFORMED BY A FORD/LM DEALERSHIP. WOULD YOU LI
KE FOR ML TO RECOMMEND A DEALERSHIP IN YOUR AREA? INFERENCE
CASE ID: 4690

00000031

03/12/1999 MASTER OWNER RELATIONS SYSTEM TIT 27.06.21
=====

150203	CONNECTION CONTACT	CASE NBR: 0357442R08
02	DALLAS	OPENED: 10/07/1998
VIN: 2FMZA5142WTF18310	ZONE: 74	CLOSED: 10/07/1998

=====

1998/10/07
09.52.22

1998/11/25
15.06.97 R31P1ALF0 BRACKET FOR CONSOLE CUSTOMER HAS NO OTHER CONCERNS

00000032

03/12/1999 MASTER OWNER RELATIONS SYDILY IL 22.06.21
 RIARVM ----- CONCERN CONTACT CASE NBR: 0336482158
 ZONE: 08/03/1998
 2FN2A514XWEE12254 CLOSED: 08/03/1998
 FIRST NAME: (00000) MI: STATUS: CLOSED

LAST NAME: WINDSTAR GL WAGON 2WD
 TITLE: 3 B A:
 ADDRESS: MODEL: 1998
 CITY: MILEAGE:
 HOME PHONE: 10MR SYMPTOMS: 107510
 MODEL YEAR: 1998 ADVISF CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM

COMMENTS:
 1998/08/03
 09 20.08 CUSTOMER SAYS. THE CONSOLE ON THE TOP CAME LOOSE THE FIRST
 WEEK THAT THEY HAD THE VEHICLE. THE PART HAS BEEN ON ORDER
 FOR OVER A MONTH NOW AND THERE IS STILL NO IDEA WHEN THAT W
 ILL BE AVAILABLE. PER CUSTOMER, DEALER SAYS: OBC - SCALE
 R SAID THAT THEY WOULD LOOK INTO IT AND CALL THE CUSTOMER BA
 CK. CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO A
 SSIST YOU - FORWARDED INFORMATION TO THE DEALERSHIP. WITH A
 COPY TO THE REGIONAL OFFICE - REQUESTED CRM/SERV MGR CONTA
 CT CUSTOMER WITHIN 2 BUSINESS DAYS WITH PARTS DELAY STATUS I
 NFERENCE CASE ID: 4314

00000033

03/12/1998 MASTER OWNER RELATIONS SYSTEM L11 77.06.21

 REARYN CDNCPRN CONTACT DAST NRR 0306482158
 70NF CPENFD. 08/03/1998
 2FMZ4514XWBE12254 CLOSED. 08/03/1998

 1998/08/03
 09.20.09

1

1998/08/04
 08.18.07 R-3-9H CUSTOMER WAS TOLD BY PARTS MANAGER THAT PART WAS ON
 NATIONAL BACK ORDER AND THE RELEASE DATE FOR PART IS 8-22-98
 JOIN YOUR PARTS MANAGER

1998/08/13
 17.08.12 CUSTOMER SAYS: DLR HAS TOLD CUST THAT ETA OF CONSULE IS NO
 W AUG 22; CUST WANTED DLR TO REMOVE CONSULE FROM VEH ON THEI
 R LOT; CUST IS THREATENING NOT TO BUY FORD AGAIN PER CUST
 OMER, DEAFER SAYS: NO LAC ADVISED: TOLD CUST THAT WE WOU
 LD UPDATE HER FILE

00000034

03/12/1999 MASTER OWNER RELATIONS SYSTEM III 22.06.21
 CONCERN CONTACT CASE NBR: 0491102868
 SPR ZONE: X2 OPENED: 12/07/1998
 VIN: 2FMZA514XWHP25201 CLOSED: 12/07/1998
 STATUS: CLOSED

FIRST NAME: CARCL MI.
 MODEL: WINDSTAR GL WAGON 2WD P & A: 01285
 SYMPTOMS: 107501

REASON CODES: 4101
 ORIGIN: ECCL - ECCL
 ACTION: 100002- 1000 CONCERN RESOLUTION REQUIRED

COMMENTS
 12/09/12/07
 11.42.48 ***NAVIS ORIGINAL***
 CUSTOMER SAYS:
 - CUPBOARD CONSOLE SAYS, CLIPS THAT WOULD CONSOLIF BROKE OFF

FIR CUSTOMER, DEALER SAYS:
 - NEW CONSOLE ON ORDER 10/06/98
 CUSTOMER SEEKS:
 - REPAIR

CAC ADVISED:
 - THIS CUSTOMER WAS CONTACTED BY THE DAKVILLE ASSEMBLY PLANT
 AT WHICH TIME WE WERE MADE AWARE OF THIS CONCERN
 (PER CBC TO DEALER)
 - PER OUR CONVERSATION PLEASE CALL CUSTOMER AND GIVE STATUS
 ON PART
 ENGINEERING IS INTERESTED IN YOUR FINDINGS PLEASE INCLUDE
 AN R.C.P. AND REPAIR INFO IN THIS CONTACT AS WELL AS IN
 BASIS WHEN REPAIR IS COMPLETE
 IF YOU HAVE ANY QUESTIONS/COMMENTS PLEASE CALL US AT
 (905) 837-4249
 PLEASE REFER CUSTOMER QUESTIONS/COMMENTS TO 800-928-9601
 THANK YOU IN ADVANCE FOR YOUR TIME! ** PAMME**

109003/05
 44.43 VEHICLE RETURNED FOR SERVICE ON 3.1.1999. INTERIOR IRIM COVER
 IS REPLACED

00000035

08.10/1999 MASTER OWNER RELATIONS SYSTEM III 22.06.21
 171170 CONCERN CONTACT CASE NBR: 1628293028
 71 LVS ANGELES ZONE: 51 CP5-NFD: 10/29/1998
 VIN: 21MZAS147HEE47513 CLOSED: 10/29/1998

 LAST NAME: FIRST NAME: MICHAEL STATUS: CLOSED
 TITLE: M.
 ADDRESS: V.I.
 CITY: JIACK
 HOME PHONE: MODEL: WINDSTAR GL WAGON 2WD P & A: 05534
 MODEL YEAR: 1998 SYMPTOMS: 107500
 MILEAGE: 1000

REASON CODES: 1012
 CREDIT: CACT08 US CONCERN CASE BASE
 ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM

COMMENTS

1998/10/29
 17:10:09 CUSTOMER SAYS: CUST SAYS THAT OVERHEAD CONSOLE CAME LOOSE
 WHILE CUST WAS DRIVING AND HIT HIS CHIO IN THE HEAD CUST I
 SOG VET TO D.RSHIP III 617 PART/NEW CONSOLE FOR V811 PER CU
 STOMER, DEALER SAYS: DERSHIP-ADVISED CUST THAT PART IS NOT
 AVAILALE AT FACTORY AND THEY DO NOT KNOW WHEN IT WILL BE A
 VAILAINT CAC ADVISED: - CSR UNABLE TO CONTACT PARTS MGR -
 FORWARDED INFORMATION TO THE DEA FASHP, WITH A COPY TO THE
 REGIONAL OFFICE - REQUESTED CRM/SERV MGR CONTACT CUSTOMER
 WITHIN 2 BUSINESS DAYS WITH PARTS DELAY STATUS INFERENCE CAS
 E ID: 4368

00000036

03/12/1999 MASTER OWNER RELATIONS SYSTEM 22.06.21

 171173 CONCERN CONTACT CASE NBR 167325302H
 71 -OS ANGELES /CNC. F1 CPNFD: 10/20/1998
 VIN: 2FM24E147WBC47913 CLOSED: 10/29/1998

 1998/10/29
 17.15.04

1998/11/04
 17.00.30 DEALER HAS ORDERED THE OVER HEAD CONSOLE THE PART IS ON BACK
 ORDER J 98 WILL ASST WHEN PART ARRIVES.

00000037

03/12/1999 MASTER OWNER RELATIONS SYSTEM (1) 22.06.21
APKRENZ2 INFORMATION CONTACT-- CASF NHR. 366130189
71 IRS ANGL'S ZONE: C2 OPENED: 01/18/1999
VIN: -2M2Z6514RXP4-9554- CLOSED: 01/18/1999
=====

LAST NAME: FIRST NAME: MARK & SHARON
=====

ADDRESS: HOME PHONE: WINOYSTAR LX 4X2 3-DR. WAGON
CITY: MODEL: P 6 A: 05550
STATE: ZIP: 2500

REASON CODES: 4102 SYMPTOMS: 107500
ORIGIN: 1000
ACTION: J6601 GOOD INFORMATION ONLY, NO ACTION REQUIRED

CURRENTS

1999/01/18
10.06 BY CUSTOMER SAYS: OVERHEAD CONSOLE FELL FROM THE CEILING PE
3 CUSTOMER, DEALER SAYS: NO RECENT CONTACT CAC ADVISED:
THIS CUST WAS CONTACTED BY THE OAKVILLE ASSEMBLY PLANT AT WHICH
TIM: WE WERE MADE AWARE OF THIS CUST CONCERN. WE ARE SENDI
ING THIS INFO TO YOU AS AN EARLY INDICATOR OF THIS CUST CO
NFCRN WHICH THEY MAY ADDRESS AT YOUR DLR SHIP IN THE FUTURE
. PLEASE DETAIL ACES WITH YOUR REPAIR DETAILS ANY QUEST
IONS/COMMENTS PLEASE CALL MF/JS AT THE PLANT 1-888-933-4223
EXT 3006 THANK YOU IN ADVANCE FOR YOUR TIME/HELP
ANGELA

00000038

03/12/1998 MASILR DWMFR RELATIONS SYSTEM III 22.06.21

JAN00 INFORMATION CONTACT CASE NBR: 460912658
J1 CHICAGO ZONE: 02 OPENED: 09/22/1998
VIN: 2T1MA25149WRE36660 CLOSED: 09/22/1998

LAST NAME: FIRST NAME: JOHN MI: F
TITLE:
ADDRESS:
CITY:

HOME PHONE: MODEL: WENCSTAR RI WARRN DMC P & A: 06240
VEHICLE YEAR: 1998 SYMPTOMS: 07510
MILEAGE: 300

REASON LURFS: 0206
ORIGIN: CACIG8 - US CONVIN CASE BASE
ACTION: 93 - VEHICLE BCF\$ NOT HAVE ANY LOANFR PROVISION; NC ASSISTANCE

COMMENTS:
1998/09/22
15.39 43 CUSTOMER SAYS: OVERHEAD CONSOLE FELL INTO PASSENGER AREA
WHILE PARKED OVER NIGHT - BROKEN CLIPS CAME OFF OF CONSOLE
LOANFR VEH IS NEEDED; CUSTOMER BEING LEFT AT DISHIP FOR
REPLACEMENT OF OVERHEAD CONSOLE PER CUSTOMER, DEALER SAYS
WILL NOT BE ABLE TO SERVICE VEH UNTIL TOMORROW; PART WILL
ARRIVE TOMORROW; CUSTOMER ADVISED: - VEHICLE DOES NOT HAVE ANY
LOANFR PROVISIONS - DEALERS ARE NOT REQUIRED TO PROVIDE A
LOANFR - FCRD WILL NOT PROVIDE ASSISTANCE INTERACT CASE ID
4039

00000039

03/12/1999 MASTER OWNER RELATIONS SYSTEM T:1 22.08.21
.....
SWDD INFORMATION CONTACT CASE NBR: 1460912658
A1 CH. CACO /JUNE C2 OPENED: 08/22/1958
VLS: 2FMZ45149WB236660 CLOSED: 09/22/1958
.....
1992/09/22
12.99.43

|

00000000

03/12/1998 MASTER OWNER RELATIONS SYSTEM (1) 22.06.21
 CONCERN CONTACT CASE NR: 1460912658
 OPENED: 09/23/1998
 CLOSED: 09/23/1998
 VIN: 2FVZ45149WE036900
 ZONE: STA US: CLOSED
 FIRST NAME: JOHN MI:
 ADDRESS: WINDSTAR 61 WAGON 2WD
 CITY: P 8 A:
 MODEL: WINDSTAR 61 WAGON 2WD
 YEAR: 1998
 SYM/DMS: 107510
 MILEAGE: 0

REASON CODES: 1012
 ORIGIN CODE: US CONCERN CASE BASE
 ACTION: 492 ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM

COMMENTS:
 1006206/23
 ON 05.20

CUSTOMER SAYS: - WHEN I HAD 150 MI ES- OPEN DOOR-OVER CONSOLE
 I HAD FALLEN OFF- THE VEHICLE HAD BEEN PARKED ON THE DRIVEWAY
 7- MOST OF THE MIS WERE PUT ON THE DLR - PLEASE FEEL OFF V
 EEHICLE ON SATURDAY- SRV WAS CLOSED - DON'T HAVE TIME TO TA
 KE IT BACK AND FORTH TO DLR - CLR CAN'T FIX IT AND WILL NO-
 BUY THE VEHICLE BACK- CUST IS WORRIED THAT IN THIS WEATHER
 THAT THE MOISTURE WILL GET UP THROUGH THE HOLE IN THE HEADLIN
 ER AND GROW OR BEGIN TO SMELL AND WILL DECREASE THE VALUE OF
 THE VEHICLE - THIS IS NOT THE WAY TO RUN A CORPORATION- WH
 Y CAN FORD NOT PRODUCE A PART FOR A BRAND NEW VEHICLE - WAS
 TING THEIR MILLIONS IN COMMERCIALS WHEN THEY SHOULD BE SPENN
 ING THE MONEY ON THEIR CUSTOMERS MAKE THE CUST'S WANT TO CC
 ML BACK - CUST WOULD LIKE TO RETURN THE VEHICLE- CUST IS FX
 TRIMELY FRUSTRATED PER CUSTOMER, DEALER SAYS: ONLY HAVE
 ONE WINDSTAR LEFT AND IT IS SOLD- WILL ORDER DNL :CONSOLE
 OVERNIGHT - DON'T HAVE ANY LOANER VEHICLES LEFT PART NOT
 AVAILABLE OVERNIGHT AND WAS NOT AVAILABLE- IN BACK ORDER- S
 APPLIER DOES NOT HAVE THEM CAC ADVISED: - CSR UNABLE TO CO
 NACT PARTS MGR - FORWARD INFO TO THE DEALERSHIP,
 WITH A COPY TO THE REGIONAL OFFICE - REQUESTED CRM/SERV MGR
 CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS WITH PARTS DELAY SI
 AUS INFERENCE CASE ID: 435W

00000041

03/12/1999 MASTER OWNER RLLA LUNS SYSTEM J11 22.06.71
 CONCERN CONTACT CASE NBR: 1460912648
 ZONE: 09/23/1998
 21M2A5143MPE35660 CLOSED: 06/23/1998

1509/09/98
 09.25.09

1

TO 10 57 CUSTOMER SAYS: ***CUSTOMER CONTACTED SL REGARDING THE INTERIOR LIGHT CONSOLE THAT FELL FROM THE HEADLINER ON TO THE SEAT. CUSTOMER VERY FRUSTRATED THAT THE REPLACEMENT LIGHT CONSOLE IS ON BACKORDER. - CUSTOMER VERY UPSET THAT THE LIGHT COULD HAVE FALLEN ON HIS SON. - CUSTOMER VERY UPSET THAT HE CAN GET PARTS ON HIS OLD FOREIGN CARS MUCH FASTER---WHEN A 2 DAY TURN TIME CAN FOR A BRAND NEW WINSTAR. PER CUSTOMER DEALER SAYS: CAC ADVISED. - SL CONTACTED SM AT DEALER SHIP AND WAS ADVISED OF THE FOLLOWING. - SM HAS TRIED TO GET THE PART FROM THE SUPPLIER UNSUCCESSFULLY AT THIS TIME. - SM WILL SEE HIS FORD CSM THIS AFTERNOON AND TRY TO WORK OUT A SPLITABLE ARRANGEMENT TO ASSIST CUSTOMER ASAP. - OTHER DEALERSHIPS MAY HAVE THE PART. - SM WILL FOLLOW UP WITH CUSTOMER.

1998/09/24
 15.02.49

WORKED PARTS FROM OEMO UNIT ON USED LOT TO REPAIR CUSTOMER VEHICLE. HAD TO SWAP BOTH THE CONSOLE AND MOUNTING BRACKET TO FIT TO DESIGN CHANG BY FORD THAT IS UNPUBLISHED ON CPO. KARA JONES. CSM IS LOCATING PARTS TO REPAIR OUR UNIT AS PARTS ARE STILL 099. HAVE LEFT NUMEROUS MESSAGES WITH CUSTOMER THAT THE ISSUE IS COMPLETED. CUSTOMER DEMANDED CALL FROM FORD REP BETWEEN 10PM AND MIDNIGHT. CSM UNABLE TO MEET EXPECTATIONS. TRIED HARD BUT DOUBT CUSTOMER WILL BE SATISFIED.

1998/09/26
 14.00.40

CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED: - ONLY TO CUST FROM SUPERVISOR MIGNON G # 10:24 AM - NO ANSWER WILL TRY AGAIN 09/28/98

00000042

03/12/1989 MASTER OWNER RELATIONS SYSTEM 22.06.21

CONCERN CUNIAU CASL NBR: 1460912658
ZONE:
2PM/45-45W5E36660

OPENED: 09/28/1998
CLOSED: 09/28/1998

1998/02/28
09:59:03 CUSTOMER SAVE: JEFF CUSTOMER, DEALER SAYS: CAC ADVISE
D. - WRC FC CUST FROM SUPERVISOR MIGNON G @ 9:57 AM - NCT
PUNE: WILL TRY AGAIN BETWEEN 4:30-5 PM

1998/09/29
18:01:00 SUPERVISOR SAYS: - CUST STATING THAT THE VEHICLE HAS BEEN RE
PARRED BY THE DRSHIP PER CUSTOMER, DEALER SAYS: - AGRE C
AC ADVISOR: - OBC TO CUST FROM SUPERVISOR MIGNON C @ 5:40 P
M - APPROG:70 FOR THE INCONVENIENCE

00000043

03/12/1999 MASTER OWNER RELATIONS SYSTEM III 25.06.94
 08502M INFORMATION CONTACT CASE NBR: 143403248
 44 PITTSBURGH ZONE: R. OPENED: 11/20/1998
 VIN: 2FMZA5144WE:3173 CLOSED: 11/20/1998
 LAST NAME: FIRST NAME: MICHAEL STATUS: CLOSED
 TTT F: M:
 ADDRESS:
 CITY:
 HOME PHONE: MODEL: WINDSTAR GL. WAGON 2WD
 MODEL YEAR: 1998 SYMPTOMS: P o A: 02960
 VIL TAG: 2000

READY CODES: 4102
 ORIGIN: ICCD - ICCD
 ACTION: ICC001- ICCD INFORMATION ONLY, NO ACTION REQUIRED

COMMENTS:
 1998/11/20 ***NAVIS ORIGINAL***
 12.03.99 CUSTOMER SAYS:
 - OVERHEAD CONSO F IS LOOSE AND HANDS DOWN SLIGHTLY FROM
 ROOF

1 PER CUSTOMER, DEALER SAYS.
 NO RECENT CONTACT MADE
 * CUSTOMER SELKS:
 REPAIR AT OWN CONVENIENCE

1 CAC ADVISED:
 THIS CUSTOMER WAS CONTACTED BY THE DAKVILLE ASSEMBLY PLANT
 AT WHICH TIME WE WERE MADE AWARE OF THIS CONCERN
 (PER UBC TO DEALER):
 - SPOKE WITH JIM SENT BRACKETS FROM PLANT
 - IF YOU HAVE ANY QUESTIONS/COMMENTS PLEASE CALL US AT
 (905) 337-4249
 - PLEASE REFER CUSTOMER QUESTIONS/COMMENTS TO BU0-928-9501
 - THANK YOU IN ADVANCE FOR YOUR TIME **LEANNE**

00000044

03/12/1999 MASTER OWNER RELATIONS SYSTEM III 22.06.21

898161 INFORMATION CONTACT CASE NBR: 1357492438
14 ORLANDO ZONE: D2 OPENED: 10/05/1998
VIN: 9F7245147MBE00940 CLOSED: 10/05/1998

LAST NAME: FIRST NAME: JDMN STATUS: CLDSLD
TITLE: NI: R
ADDRESS:
CITY:

HOME PHONE: MODEL: WINDSTAR GL WAGON 2WD
MODEL YEAR: 1998 SYMPTOMS: P & A: 04922
MILEAGE: 1200

REASON CODES: 4102
ORIGIN: ICCD - ICCD
ACTION: 000001- ICCD INFORMATION ONLY, NO ACTION REQUIRED

COMMENTS:

1998/10/05
14.20.20 *** NAVIS : ORIGINAL ***

CUSTOMER SAYS
DASHBOARD CONSOLE IS LOOSE AND HANGING
PER CUSTOMER, DEALER SAYS:
- NO RECENT CONTACT

CUSTOMER SELKS:
- VEHICLE REPAIR AT OWN CONVENIENCE.
CAC ADVISED:

THIS CUSTOMER WAS CONTACTED BY THE OAKVILLE ASSEMBLY PLANT
AT WHICH TIME WE WERE MADE AWARE OF THIS CUSTOMERS CONCERN

- PLEASE REVIEW ARTICIT #98-03-020 FOR STEPS ABOUT THIS
ISSUE
ENGINEERING IS TRACKING THIS ISSUE CLOSELY. PLEASE
CONTACT DON KERR AT (905)845-2511 EXT 2419. WHEN THIS
VEHICLE COMES IN FOR REPAIR
ANY INFORMATION REGARDING THIS REPAIR WHICH YOU CAN
PROVIDE THE ENGINEERS AT THE OAKVILLE WINDSTAR PLANT IS
MUCH APPRECIATED. IF YOU HAVE ANY QUESTIONS, PLEASE CALL
US AT (905)338-2328. PLEASE DETAIL BASIS WITH YOUR REPAIR
INFO WHEN COMPLETE. ** THANKS - ERIN **
- WE HAVE CLIPS AVAILABLE FOR SHIPPING IF REQUIRED

0000045

03/12/1999 MASTER OWNER RELATIONS SYSTEM 1:1 72.06.2

 SRHTF1 INFORMATION CONTACT CASE NBR: 135749243H
 ORLANDO ZONE: D2 OPENED: 10/05/1998
 2FM2X5147WBC30940 CLOSED: 10/05/1998

 LAST NAME: FIRST NAME: JOHN STATUS: CLCSED
 TITLE: MI: R
 ADDRESS: P 8 A 04972
 CITY: WINDSTAR GL WAGON 2WD
 HOME PHONE: 1998
 MULTI YEAR: 1900
 MESSAGE: SYMPTOMS: 107510

REASON CODES: 4102
 ORIGIN CODE - 1000
 ACTION:IC0001- ICCD INFORMATION ONLY, NO ACTION REQUIRED

COMMENTS
 1999/10/05 *** NAVIS : ORIGINAL ***
 14.20.28
 CUSTOMER SAYS:
 OVERHEAD CONSOLE IS LOOSE AND HANGING

PER CUSTOMER, DEALER SAYS:
 - NO RECENT CONTACT
 CUSTOMER SEEKS:
 - VEHICLE REPAIR AT OWN CONVENIENCE

CAC ADVISED:
 THIS CUSTOMER WAS CONTACTED BY THE DAKVILLE ASSEMBLY PLANT
 AT WHICH TIME WE WERE MADE AWARE OF THIS CUSTOMER'S CONCERN

- PLEASE REVIEW ARTICLE #98-09-020 FOR STEPS ABOUT THIS
 ISSUE
 ENGINEERING IS TRACKING THIS ISSUE CLOSELY. PLEASE
 CONTACT DON KERR AT (905)845-2311 EXT 2419. WHEN THIS
 VEHICLE COMES IN FOR REPAIR
 - ANY INFORMATION REGARDING THIS REPAIR WHICH YOU CAN
 PROVIDE THE ENGINEERS AT THE DAKVILLE WINDSTAR PLANT IS
 MUCH APPRECIATED. IF YOU HAVE ANY QUESTIONS, PLEASE CALL
 US AT (905)938-2328. PLEASE DETAIL BASIS WITH YOUR REPAIR
 INFO WHEN COMPLETE. ** THANKS - ERIN **
 - WE HAVE CLIPS AVAILABLE FOR SHIPPING IF REQUIRED

0000045

11/11/98

05/12/1999 DAKVILLE OWNER RELATIONS SYSTEM JFT 25.06.21
116213 INFORMATION CONTACT CASE NBR: 0537462788
PHILADELPHIA ZONE: D1 OPENED: 10/05/1998
2FM7A514RWF18022 CLOSED: 10/05/1998

LAST NAME: SHAWX FIRST NAME: SHAWX MI: G
STATUS: CLOSED

HOME PHONE: WINDSTAR GL WAGON 2WD P & A: 0-402
MODEL: WINDSTAR GL WAGON 2WD
SYMPTOMS: 107510

REASON CODES: 4102
ORIGIN: ICCD
ACTION: ICC001- ICCD INFORMATION ONLY, NO ACTION REQUIRED

COMMENTS:
1998/10/05 *** NAVIS : ORIGINAL ***
4.55.46 CUSTOMER SAYS:
OVERHEAD CONSOLE FELL OFF

DEALER SAYS:
REPAIR NOT COVERED UNDER WARRANTY
CUSTOMER SAYS:
VEHICLE REPAIR

CAC ADVISED:
- THIS CUSTOMER WAS CONTACTED BY THE DAKVILLE ASSEMBLY PLANT AT WHICH TIME WE WERE MADE AWARE OF THIS CUSTOMER'S CONCERN (PER OBC TO DEALER):
- PLR MY MESSAGE I HAVE SENT OVERHEAD CONSOLE CLIPS TO REPAIR THIS VEHICLE
- PLEASE CONTACT CUSTOMER AND ARRANGE A TIME FOR REPAIR
- ANY INFORMATION REGARDING THIS REPAIR WHICH YOU CAN PROVIDE THE ENGINEERS AT THE DAKVILLE WINDSTAR PLANT IS MUCH APPRECIATED. IF YOU HAVE ANY QUESTIONS, PLEASE CALL US AT (805)338 2328. PLEASE DETAIL BASIS WITH YOUR REPAIR INFO WHEN COMPLETE.
- WE ARE TRACKING THIS CUSTOMER - PLEASE DETAIL YOUR RECORDS ** THANKS FOR YOUR HELP IN ADVANCE. **
- REFER CUSTOMER QUESTIONS/COMMENTS TO 800-928-9601

REPLACED ROOF CONSOLE BRACKETS

00000046

02/12/1999 MASTER OWNER RELATIONS SYSTEM III 22.06.21

 GRABIT INFORMATION CONTACT CASE NR: 0518CG2768
 44 P11:SHURGH ZONE: 02 OPENED: 10/03/1998
 VIN: 2FM245149WRE49943 CLOSED: 10/03/1998

 LAST NAME: FIRST NAME: UDAN STATUS: CLOSED
 TITLE: M:
 ADDRESS: M:
 CITY: P R A: 02319

HOME PHONE: WINDSTAR GI WAGON 2WD
 MODEL: SYMPTOMS: 107510
 MODEL YEAR: 1998
 BILLING: 265
 REASON CODES: 4102
 ORIGIN: ICCD
 ACTION: 000001- ADD INFORMATION ONLY, NO ACTION REQUIRED

COMMENTS:
 1998/10/03 *** NAVIS : ORIGINAL ***
 14.23.26 CUSTOMER SAYS:
 - OVERHEAD CONSOLE FELL OFF
 *
 PER CUSTOMER, DEALER SAYS:
 - PARTS ON ORDER
 *
 CUSTOMER SEEKS:
 - VEHICLE REPAIR
 *
 CAC ADVISED:
 - THIS CUSTOMER WAS CONTACTED BY THE OAKVILLE ASSEMBLY PLANT
 AT WHICH TIME WE WERE MADE AWARE OF THIS CUSTOMER'S CONCERN
 *
 PLEASE DETAIL CASES WHEN THE VEHICLE COMES IN FOR REPAIR
 - PLEASE REVIEW ARTICLE # ISM RR-09-020
 *
 THANKS FOR YOUR HELP IN ADVANCE. ** ERIN **
 - QUESTIONS, PLEASE CONTACT US AT THE PLANT AT (505)338-2328
 - PLEASE REFER CUSTOMER COMMENTS/QUESTIONS TO 800 928-9601

0000047

APPENDIX II

00000048

03/11/1999 MASTER OWNER RELATIONS SYSTEM J11 22.06.21

MEMPHIS CONCERN CONTACT CASE NR: 0473743218
OPENED: 01/08/1999
CLOSED: 01/08/1999

LAST NAME: FIRST NAME: DARLENE MI: W
TITLE: MI: W

MODEL YEAR: 1998 WINDSTAR GL WAGON 2WD P & A: 0653

REASON CODES: 1CRA SYMPTOMS: 107500

ORIGIN: CAC: 38 - US CONCERN CASE 5451

ACTION: 492 - ADVISE CUST INFO WILL BE SENT TO DLR & REGION; CONTACT CRM

COMMENTS:

1995/01/08
13 11.24
CUSTOMER SAYS: CUST STATES THAT THE CONSOLE IS DEFECTED \$
SINCE HE PURCHASED THE VEH; CUST IS VERY FRUSTRATED WITH THE D
LRSHP; CUST STATES THAT HE HAS BEEN TRYING TO GET THE DLR SHP
TO FIX THE UPPER CONSOLE FOR THE LAST FEW MONTHS; -CUST DUE
S NOT WANT TO BE DIFFICULT; CUST STATES THAT ALL HE WANTS IS
HIS UPPER CONSOLE FIXED; PER CUSTOMER, DEALER SAYS: -WAIT
ING TO SPEAK TO THE FACTORY ABOUT THE DEFECTIVE PART CAC AD
VISING: - FORWARDED INFORMATION TO THE DEALERSHIP, WITH A CO
PY TO THE REGIONAL OFFICE REQUESTED CRM/SERV MGR CONTACT
CUSTOMER WITHIN 2 BUSINESS DAYS WITH PARTS DELAY STATUS -
DRC SPOKE TO SERVICE ADVISOR(MARK) WAS INFORMED THAT THE PAR
T WAS ORDERED 10/19/98; WAS ADVISED THAT THE PART IS ON NATIO
NAL BACK ORDER -CUST WILL BE CONTACTED WHEN DLR SHP RECIEVES
THE PART INTERFACE CASE ID: 4300

00000049

03/12/1999 MASTER OWNER RELATIONS SYSTEM III 22.06.21

 CONCERN CONTACT CASE NBR: 047374321A
 MEMPHIS ZONE: CI OPENED: 01/08/1999
 2FMZAS147WHE36952 CI CLOSED: 01/08/1999

 1999/01/08
 3.11.24

1

1999/01/21
 5.20.31 AS STATED IN ANOTHER CONTACT PLEASE GC: US THE PARTS . THIS
 IS NOT CUSTOMER DRIVEN, THIS IS A SERVICE MANAGER'S NIGHTMAR
 E. PLEASE GET ME SOME PARTS!!!!!!!!!!!!

00000050

03/12/1999 MASTER OWNER RELATIONS SYSTEM 111 22.06.21
 1210001 INFORMATION CONTACT CASE NR: 1334091748
 24 ORLANDO ZONE: A2 OPENED: 06/23/1998
 314 2FMDA5145MBB55090 CLOSED: 06/23/1998

 LAST NAME: FIRST NAME: ALBERT MI: M
 TITLE:
 ADDRESS:
 CITY:
 HOME PHONE:
 MODEL YEAR: 1998
 RELEASE: 3500

REASON CODES: 1622 SYMPTOMS: 107500 P & A: 04972
 ORIGIN: CACTOR - US INQUIRY CASE BASE
 ACTION: 23 - ADVISE CUSTOMER INFO WILL BE SENT TO DLR; CONTACT SALES MGR

COMMENTS:
 *998/06/23
 09.15.51 CUSTOMER SAYS: CUST WOULD LIKE TO FILE COMPLAINT; CONSOLE
 NEEDED TO BE REPAIRED; CONSOLE PART WAS NOT AVAILABLE ALTH
 OUGH HE WAS TOLD THAT THE PART WAS AVAILABLE; CUST WISHES
 HIS CONSOLE TO BE REPAIRED; WHISLING NOISE BECAUSE OF TH
 E CONSOLE; CUST THINKS THAT IT IS RIDICULOUS IT HAS BEEN I
 N 30 MANY TIMES PER CUSTOMER; DEALER SAYS: NONE CAN ADV
 ISE; - THANK YOU FOR YOUR FEEDBACK - THIS INFORMATION WILL
 BE DOCUMENTED - FORD IS UNABLE TO INTERVIEW IN SALES ISS
 UES SINCE THEY ARE BETWEEN THE CUSTOMER AND DEALER. PLEAS
 E CONTACT YOUR SALES MANAGER OR DEALERSHIP PRINCIPAL IF YOU
 HAVE NOT ALREADY DONE SO INFERENCE CASE ID: 590

0000051

03/12/1999 MASTER OWNER RELATIONS SYSTEM III 22.06.21

:24004 INFORMATION CONTACT CAS# NBR: 1334091748
24 ORLANDO ZONE: 42 OPENED: 06/23/1998
VIN: 2FMDA5145WBB56094 CLOSED: 06/23/1998

1024/06/23
09.15.51

1998/09/18
15 45.10 CALLED ALSBERG ON DUTY FIREMAN GOING TO CALL ML TOMORROW.
WILL ROAD TEST FOR WIND NOISE. JOHN BOYCE SERVICE MANAGER.

00000052

03/12/99 MASTER OWNER RELATIONS SYSTEM 11 20.1B.12

FORD 93P: XX02 CONCERN CONTACT VEH TYPE: TRUCK
DUBLINO 24 ZN/TR: E CONTACT NBR: 109847003 OPENED: 08/27/1997
VIN 2FMDAS17M8B06204 ENGINE: 4 CLOSED: 09/16/1997

LAST NAME: FIRST NAME: CHARLES STATUS: CLOSED
TITLE:
ADDRESS: MI)
JOB: PHONE: MODEL: WINDSTAR
MILE/YEAR: 55 WSP:
DEALER NAME: KLN MARKSFORD INC SALT'S CODE: 124205 P & A: 04807
CAUSAL CODES: 2707 SYMPTOMS: 107500 101200 106119 507500
ORIGIN: 60 TRANS. DST/RMN: 24 TRANS. DAIL:
SERVICE/SALES: 1 ASSIST CODE: W AWARD AMT: CONTACT DATE: 09/09/1997
ACT. CODE: OWNER NOTIFIED: O SURVEY: Y (Y OR N)

BUILD DATE: CALIBRATION:
EST. INFO: EXPIRES:
OFFN RECALL: OWNER NOTIFIED: MICRO:

COMMENTS:
1997/09/97

NAVIS: ORIGINAL
VEHICLE INVOLVED IN THE UNLIMINATED CUSTOMER CONCERN DEFINITION PROGRAM
CUSTOMER SAYS:
CENTER CONSOLE PATTERNS WHILE HE'S DRIVING
BALL FOAM IS COMING OUT OF THE SECOND SEAT ON THE RIGHT SIDE
THER: ARE BUBSTERS IN THE PAINT ON THE EXTERIOR PANE: REWIND THE DRIVER DOOR
AND ON THE RIGHT D PILLAR
THER IS EXCESS FOAM STICKING OUT OF THE RIGHT SIDE OF THE INSTRUMENT PANEL
SEATS ROUGH BETWEEN 15" AND 2ND GLAR
CARPET IS DISCLOSED NEAR THE CENTER CONSOLE ON THE PASSENGER SIDE
FOR CUSTOMER, DEALER SAYS:
NO CONJAC

CUSTOMER SEKS:
-REPAIR OF VEHICLE
CAC ADVISED. ***CALL TO MR. FRED GRIEFSMAN (SERVICE MANAGER) TO INFORM HIM
OF THE VEHICLE'S INVOLVEMENT IN THE INTENSIFIED CUSTOMER CONCERN DEFINITION
PROGRAM MESSAGE ***
-INFORMATION DOCUMENTED AND FORWARDED TO DEALERSHIP
-REQUEST MR. FRED GRIEFSMAN (SERVICE MANAGER) CALL THE CUSTOMER WITHIN 2
BUSINESS DAYS.

***PLEASE DO NOT CLOSE THIS CONTACT UNTIL SPECIFIC REPAIR INFORMATION CAN BE
ENTERED INTO THE CLOSING COMMENTS. THIS INFORMATION WILL BE USED BY FORD
ENGINEERS TO IMPROVE VEHICLE QUALITY. IF YOU HAVE ANY QUESTIONS, PLEASE CALL
MR. AT (905) 338-2271 OR (800) 928-9801. THANKS VERY MUCH. LYLE HARLOW***
1997/09/09
***THIS IS THE CLOSING COMMENT
9-9-97 CUSTOMER CAME IN ON 9-9 FOR APPOINTMENT HAVE ORDERED CARPET AND
GARAGE DOOR OPENER HULDER, INSULATED PASSENGER DOOR PANEL TO STOP SOUJAK.
ADJUSTED LOWER STORAGE TRAY FOR RATTLE, FCAM FALLING FROM UNDER MIDDLE SEAT IS
NORMAL CAUSED BY SEAT SPRING WEARING IN 10AY PADDING. NO FURTHER ACTION

00000053

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VIN: 2FYZA5146XBA28442 Year: 1999 Model: WINDSTAR
Owner Status: WSD: 10/16/98
Name: MR THOMAS Hm Ph:
Trmt: VLC Case: 528523258 Day Ph:
Symptom Desc: INTERIOR TRIM CONSOLE NOISE
Reason Desc: ICCD - CUSTOMER INFORMATION ONLY
Dealer: ATCHINSON FORD SALES INC
Issue Type: C2 INFORMATION Issue Status: C CLOSED
Comm. Type: 07 OTHER Odometer Reading: 450 MI
Analyst: 6981ET ERIN TURTON Document Number:
Action Date: 11/21/98 Action Data: Y Action Time: 14:40:52 EST
Origin Desc: ICCD
Action Desc: ICCD INFORMATION ONLY, NO ACTION REQUIRED
Comments: *** NAVIS : ORIGINAL ***

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CUSTOMER SAYS:

- OVERHEAD CONSOLE RATTLES WHEN TRAVELING

- SEES VIBRATION

*

PER CUSTOMER, DEALER SAYS:

F1=Help F2=AddAction F4=PrevAction F5=NextAction F6=actionDate

F9=PrevComments F10=NextComments F11=Menu F12=Return F13=ESP

MORE COMMENTS AVAILABLE

OGD6118

00000054

APPENDIX III

00000055

SQ99-001 Windstar Overhead Console CQIS Report List

No.	Model Year	VIN Number	Build Date	Report Date	Mileage	Vehicle Age (Months)	Condition	Disposition
1	1998	2FMZA5147WBE36012	6/15/98	8/17/98	156	2	Detached	Replaced Console 8/17/98 Replaced Strap 10/19/98
2	1998	2FMZA514XWBE30401	6/16/98	8/7/98	132	1	Hanging down	Replaced Strap 8/4/98
3	1998	2FMZA5144WBE18602	6/2/98	8/7/98	11	2	Hanging down	Replaced Console/Strap 7/26/98
4	1998	2FMZA5141WBE47510	6/24/98	8/6/98	33	1	Hanging down	Unknown
5	1998	2FMZA5147WBC13730	10/1/97	6/3/98	5817	8	Detached	Replaced Console 6/3/98
6	1998	2FMZA5140WBE30827	6/2/98	10/23/98	3	4	Broken	Replaced Strap 10/21/98
7	1998	2FMZA5144WBE30832	6/2/98	10/23/98	1	4	Bracket broken	Replaced Strap 10/21/98
8	1998	2FMZA5147WBE30825	6/2/98	10/23/98	1	4	Console broken	Replaced Strap 10/21/98
9	1998	2FMZA5144WBE30846	6/4/98	10/26/98	1	4	Console broken	Replaced Strap 10/21/98
10	1998	2FMZA5140WBE30855	6/4/98	10/23/98	2	4	Console broken	Replaced Strap 10/21/98
11	1998	2FMZA5146WBE30850	6/5/98	10/23/98	3	4	Console broken	Replaced Console 10/21/98
12	1998	2FMZA5149WBE34908	6/5/98	9/14/98	8	3	Loose	Replaced Console 8/27/98
13	1998	2FMZA5149WBE20796	5/8/98	9/14/98	5	3	Loose	Replaced Console 8/4/98

00000050

CQIS Report Number: WHQDT005 Program Type: H Orig Rpt #:
Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 08/17/1998

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR STEELN WAGON VIN : 2FMCA5147WBE35612
Engine : 3.8L EFI FWD Odometer: 156 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT
Additional Symptom: OVERHEAD CONSOLE FELL DOWN
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT
REPAIR TECH STATES CUSTOMER WAS DRIVING DOWN THE ROAD AND THE OVERHEAD
CONSOLE FELL ON HIM. TECH FOUND THE FRONT CLIPS WERE NOT FULLY ENGAGED
AND ALL THE MOUNTING POINTS IN THE REAR AND MIDDLE OF CONSOLE WERE
BROKEN. TECH HAS PARTS ON ORDER BUT IS SEEKING OTHER KNOWNS ON THIS
CONCERN.
RECOMM ADVISED TECH OF NO KNOWNS. SUGGESTED HE CONTINUE ON WITH THE REPAIR
AND I WOULD FORWARD INFORMATION ON TO ENGINEERING FOR FURTHER
EVALUATION.

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KC00: K00C:
K00R: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 06/15/1998 Warranty Start Date: 08/10/1998
Date of Sale: 08/10/1998 Selling Dlx (Mkt,Dlx,Sub): 20672
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE
Engine: 3.8L EFI FWD Tag: 6K 542 CA
Bld Dt: Calb: 962JR21 A Serial #: L
TRANSMISSION
Trans: AX46 O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:
AXLE
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

CQIS Report Number: WHGAF002 Program Type: Q
Report Source: MSS - ECSD - QGWS

Orig Ref #:
Report Date: 08/07/1998

----- R E P O R T S U M M A R Y -----

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMSA514XWB230401
Engine : 3.9L EFI FWD Odometer: 112 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Acc:

SYMPTOM: 1 27 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 18867 CLIP
Causal Factor: Feature: Loc.
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
OWNER THE OVERHEAD CONSOLE BROKEN.
HOWDIA THE OVERHEAD CONSOLE IS HANGING DOWN. IT NEEDS A RETAINING CLIP.
NPN

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verit?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOEC:
KOER: CS:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	18867	SERVICE	CLIP	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/19/1998 Warranty Start Date:
Date of Sale: 08/15/1998 Selling Dlr (Mkt, Dlr, Sub): 09233
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----
Engine: 3.9L EFI FWD Tag: 8K 542 CA
Bid Dt: Calb: 862JK21 A Serial #: L

----- T R A N S M I S S I O N -----
Trans: AX45 C/D 4SP TRNAXLE Part #:
Bid Dt: Serial #:

Model: Plt: Shft:

----- A X L E -----
Axle: 3.96 FWD TRANSAXLE Id Tag Code: Bid Dt:
Serial #: Plt:

----- A D D I T I O N A L -----
Tire : P215/70R15 BSW Brand :
Radio : ELRTR AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLUE-GREEN EXT PAINT FAMILY ----- DEEP JEWEL GREEN C/C

00000059

CQIS Report Number: WHGAF003 Program Type: Q
Report Source: MSS - FCSD - QSSS

Orig Rpt #:
Report Date: 08/07/1998

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : BILL HARTSCH Title: TECHNICIAN

Rpair Dlx: 09217 - Apple Valley Ford Ph#: (612) 431-5900
City: Apple Valley State : Minnesota
Country: UNITED STATES Region : Twin Cities - SB

Customer name : City :
Specialist's
Name :

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
09217	09/04/1998	465890	132	1	C7		1651940		ML
09231	07/21/1999	093366		8	1				OSL

00000000

CQIS Report Number: MHCARCOL Program Type: Q
Report Source: MSS - FCSD - QSSS

Orig Rpt #:
Report Date: 08/07/1998

----- R E P O R T S U M M A R Y -----

VEHICLE: 1998 WINDSTAR, STD LN , WAGON VIN : 2FMZA5144WBE18602
Engine : 3.8L EFI FWD Odometer: 11 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 18867 CLIP
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
OWNER THE OVERHEAD CONSOLE BROKEN.
HOWDIA THE OVERHEAD CONSOLE IS HANGING DOWN. IT NEEDS A RETAINING CLIP.
NPN

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Varif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KDED: KCEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	18867	SERVICE	CLIP	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/02/1998 Warranty Start Date: 07/28/1998
Date of Sale: 07/28/1998 Selling Dlr (Mkt, Dlr, Sub): 09217
Dealer Special Order: Gross Vehicle Weight: 522 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.8L EFI FWD Tag: BK 542 CA
Bld Dt: Calb: 852KR21 A Serial #: L
----- T R A N S M I S S I O N -----
Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:
----- A X L E -----
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- A D D I T I O N A L -----
Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLUE EXTERIOR PAINT FAMILY ----- DK TOURMALINE C/C

00000061

CQIS Report Number: WHGAP001 Program Type: Q
Report Source: MSS - FCSD - CSFS

Orig Rpt #:
Report Date: 02/07/1999

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : BILL HARTSCH Title: TECHNICIAN

Repair Dlr: 09217 - Apple Valley Ford Ph#: (612) 421-5900
City: Apple Valley State : Minnesota
Country: UNITED STATES Region : Twin Cities - 58

Customer name : -- City :
Specialist's
Name :

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pix	Part Base	Number Six	Labor Operation
09217	07/28/1998	488571	11	1	27	870	16510A70	AAA	M1
09578	02/25/1999	102237	11572	1	92			NPF	NPF

00000062

CQIS Report Number: WHFAS015 Program Type: Q
Report Source: MSE PCSD - QSPS

Orig Rpt #:
Report Date: 01/06/1999

----- R E P O R T S U M M A R Y -----

VEHICLE: 1998 WINDSTAR,STDLN ,WAGON VIN : 2FMZA5141WR047510
Engine : 3.8L EFI FWD Odometer: 14 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 1 07 0 00 BODY INTERIOR TRIM
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
OWNER THE OVERHEAD CONSOLE IS HANGING DOWN.
HOWDIA THE OVERHEAD CONSOLE IS HANGING DOWN, NEEDS RETAINING CLIP BRACKET.
THIS CONCERN IS NOT RESOLVED AT THIS TIME.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOED: KOEC:
KOER: CR:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/24/1998 Warranty Start Date:
Date of Sale: 08/07/1998 Selling Dlr (Mkt, Dlr, Sub): 09217
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----
Engine: 3.8L EFI FWD Tag: 8K 542 CA
Bld Dc: Calb: 062KR21 A Serial #: L

----- T R A N S M I S S I O N -----
Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dc: Serial #:

Model: Plt: Shft:
- A X L E -
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dc:
Serial #: Plt:

----- A D D I T I O N A L -----
Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CSTC/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLUE-GREEN EXT PAINT FAMILY DEEP JEWEL GREEN C/C

00000063

QGIS Report Number: WHFAS016 Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #:
Report Date: 09/06/1998

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : BILL HORTACH Title: OTHER

Repair Dlr: 09217 - Apple Valley Ford Ph#: (612) 431-5900
City: Apple Valley State : Minnesota
Country: UNITED STATES Region : Twin Cities - 53

Claim #/Date : 469052 08/05/1998

Customer name : City :
Specialist's
Name :

----- QGIS VIN HISTORY -----

NO QGIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

----- VEHICLE'S WARRANTY HISTORY (355 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labcr Operation
09217	07/21/1998	467353		22	1	42	F58	1JDS94 A	14200A
09217	07/21/1998	467353		22	1	42			M1

00000064

CQIS Report Number: WFCRAC83 Program Type: Q
Report Source: MSS - FCSD - Q893

Orig Rpt #: 204656-98
Report Date: 06/03/1998

----- R E P O R T S U M M A R Y -----

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMAA5147WBC13730
Engine : 3.8L EFI FWD Odometer: 5,617 MILES
Operating Environ: WCC : 6L17
Vehicle Use : Resp. Act:

SYMPTOM: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 16519A70 CNSL ASY FRT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER THE CUSTOMER COMPLAINED THAT OVER HEAD CONSOLE FELL DOWN.
REPAIR MOUNTING SCREWS PULLED THROUGH PLASTIC. FOUND STRESS CRACKS ON OVER
HEAD CONSOLE AT BOLT HOLES. SEEMS LIKE CONSOLE IS STRESSED FROM
IMPROPER FIT BETWEEN ROOF BRACKETS AND CONSOLE.
AMDT 06/05/1998 09:13AM DATA ENTRY/ MSS - FCSD - Q893
SYMPTOM 1 07 0 03 CHANGED TO 1 07 5 10 BY QBROWN2

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : M/I, light on? :
Test Stand : Road Test : ED Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	16519A70	SERVICE	CNSL ASY FRT	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 10/01/1997 Warranty Start Date: 12/27/1997
Date of Sale: 12/27/1997 Selling Dlr (Mkt, Dlr, Sub): 2052
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----

Engine: 3.8L EFI FWD Tag: 8K 542 AA
Bld Dt: Calb: 852JR17 A Serial #: 3

----- T R A N S M I S S I O N -----

Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Flt: Shft:

----- A X L E -----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

00000065

CQIS Report Number: WPCAA063 Program Type: C
Report Source: MSS - FCSD - CQFS

Orig Rpt #: 204656-95
Report Date: 06/03/1998

- - - A D D I T I O N A L - - -

Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLOW EXTERIOR PAINT FAMILY ----- DK TOURMALINE C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller : SHAWN VISCARDI Title: OTHER

Repair Dlr: 20521 - RITTENHOUSE-KERR FORD, INC. Ph#: (908) 741-6000
City: Red Bank State : New Jersey
Country: UNITED STATES Region : New York -13

Claim #/Date : 59049

Customer name : City :

----- C Q I S V I N H I S T O R Y -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causal Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
20521	04/22/1998	057275	5077	1	33		1651916		999A
20521	06/03/1998	059049	5917	1	33	578	16519A70	AAA	999A

00000065

CQIS Report Number: WFWAA079 Program Type: EXPORT Orig Rpt #: 216250-98
 Report Source: MSS - PCSD - WW DIRECT MARKET Report Date: 10/23/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1998 WINDSTAR,STDLN ,WAGON VIN: 2FMZA5140WBE3C827
 Engine: 3.8L EFI FWD Odometer: 3 MILES
 Operating Environ: WCC:
 Vehicle Use: Rsp. Act:

Symp: 1 07 5 10 BODY INTERIOR TRIM
 CONSOLE ATTACHMENT

Add Symptom:
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 17519B06 BRACKET-C/H CONSOLE
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

Type	Comments
CONCERN	THE UPPER CONSOLE WAS BROKEN.
REPAIR	INSPECTION SHOWED UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET TO WEAKEN. WE REPLACED WITH NEW BRACKET.
AUDIT	10/27/1998 01:14PM DATA ENTRY7 MSS - PCSD - QSPS SYMPTOM 1 05 0 00 CHANGED TO 1 07 5 10 BY QBROWN2

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Assistance Level:
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPT.	17519B06	SERVICE	BRACKET-C/H CONSOLE	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/02/1998 Warranty Start Date: 06/22/1998
 Date of Sale: 11/30/1998 Selling Dlr (Mkt, Dlr, Sub): 70R95
 Dealer Special Order: Gross Vehicle Weight: 5220 LBS
 LH/RH Drive:

----- E N G I N E -----

Engine: 3.8L EFI FWD Tag: 8K 542 CA
 Bld Dt: Serial #: L Plt:

----- T R A N S M I S S I O N -----

Trans: AX4S G/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt:

Sht: 00000067

QIS Report Number: WJWAA079 Program Type: EXPORT Orig Rpt #: 228250-98
Report Source: MSS - PCSD - VW DIRECT MARKET Report Date: 10/23/1998

----- V E H I C L E D E T A I L S -----

----- A X L E -----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- A D D I T I O N A L -----

Tire: P215/70R15 BSW Brand:
Radio: ELETR AM/FM/STRO/CSTE/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER
Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller: JENNY SEVILLA Title: OTHER

Repair Dir: FOR95 - BAYAMON FORD Ph#: (787) 269-8484
City: Bayamon
Country: PUERTO RICO Region: PCSD REGION-9A
Claim #/Date: 59503
Customer Name: City:

----- C Q I S V I N H I S T O R Y -----

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
FOR95	10/21/1998	059503	6	1	42	XF2Z	17519R06	AA		MJ
FOR95	10/21/1998	059503	5	1	42		16519A70			
FOR95	12/04/1998	061420	261	1	68		1003100			OSL

00000068

COIS Report Number: WJWAA071 Program Type: EXPORT Orig Rpt #: 228242-98
Report Source: MSS - FCSD - VW DIRECT MARKET Report Date: 10/23/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1998 WINDESTAR, STD LN , WAGON VIN: 2FMZA5144WBE30532
Engine: 3.5L EFI FWD Odometer: 1 MILES
Operating Environ: WCC:
Vehicle Use: Esp. Act:

Symp: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Addl Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 17519306 BRACKET-O/H CONSOLE
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

Type	Comments
CONCER	THE UPPER CONSOLE BRACKET WAS BROKEN
REPAIR	INSPECTION SHOWED THAT THE UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET TOO WEAKEN. WE REPLACED WITH NEW BRACKET.
AUDIT	10/27/1998 12:42PM DATA ENTRY7 MSS - FCSD - QSFS SYMPTOM 1 05 0 00 CHANGED TO 1 07 5 10 BY QBROWN2

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Assistance Level:
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: ED Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOER: KOEC: CB:

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPI.	17519306	SERVICK	BRACKET-O/H CONSOLE	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/02/1998 Warranty Start Date: 06/22/1998
Date of Sale: 06/22/1998 Selling Dlr (Mkt, Dlr, Sub): FOR95
Dealer Special Order: Gross Vehicle Weight: 5220 LBS
LH/RH Drive:

----- E N G I N E -----

Engine: 3.5L EFI FWD Tag: 8K 542 CA
Bld Dt: Serial #: U Plt:

----- T R A N S M I S S I O N -----

Trans: AX4S O/D 4SP TRNAXLE Part #: Plt:
Bld Dt: Serial #: Shft:
Model:

00000069

COIS Report Number: WJWAA071 Program Type: EXPORT Orig Rpt #: 228242-98
Report Source: MSS - FCSD - NW DIRECT MARKET Report Date: 10/23/1998

----- VEHICLE DETAILS -----

----- AXLE -----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- ADDITIONAL -----

Tire: P215/70R15 BSW Brand:
Radio: ELETR AM/FM/STRO/CSTE/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER
Paint: --

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller: JENNY SEVILLA Title: OTHER

Rpair Dir: FOR95 - BAYAMON FORD Ph#: (787) 269-8484
City: Bayamon
Country: PUERTO RICO Region: FCSD REGION-9A
Claim #/Date: 59505
Customer Name: City:

----- COIS VIN HISTORY -----

NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Fast Sfx	Number	Labor Operation
FOR95	10/21/1998	059505	3	1	42	KP2Z	17519B06	AA			M1
FOR95	10/21/1998	059505	3	1	42		16519A7C				
FOR95	10/27/1998	059730	9	1	42	F58Z	1A131	A			M1
FOR95	01/27/1999	063717	4788	1	28		1998C				0432CB
FOR95	01/27/1999	063717	4788	1	28						23943AT
FOR95	01/27/1999	063717	4788	1	28						14200A
FOR95	01/27/1999	063717	4788	1	28						14200A1
FOR95	01/27/1999	063717	4788	1	28						M2
FOR95	01/27/1999	063717	4788	2	33		18125				M1

00000070

CQIS Report Number: WJWAA057 Program Type: EXPORT Orig Rpt #: 228228-98
Report Source: MSS - FCSD - VW DIRECT MARKET Report Date: 10/23/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1998 WINDSTAR, STDLN , WAGON VIN: 2FMZA5147WBE30825
Engine: 3.8L EFI FWD Odometer: 1 MILES
Operating Environ: WCC:
Vehicle Use: Rsp. Act:

Symp: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Addl Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 17519306 BRACKET-O/H CONSOLE
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

Type	Comments
CONCER	THE UPPER CONSOLE WAS BROKEN.
REPAIR	INSPECTION SHOWED UPPER CONSOLE WAS TOO HEAVY CAUSING BRACKET TOO WEAKEN. WE REPLACED WITH NEW BRACKET.
AJDTIT	10/27/1998 09:55AM DATA ENTRY7 MSS - FCSD - QSFS SYMPTOM 1 01 0 00 CHANGED TO 1 07 0 00 BY QBROWN2
AJDTIT	10/27/1998 09:56AM DATA ENTRY7 MSS - FCSD - QSFS SYMPTOM 1 07 0 00 CHANGED TO 1 07 5 10 BY QBROWN2

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Base of Diagnosis: Assistance Level:
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: BD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	17519B06	SERVICE	BRACKET-O/H CONSOLE	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/02/1998 Warranty Start Date: 06/22/1998
Date of Sale: 11/14/1998 Selling Dlr (Mkt, Dlr, Sub): POR95
Dealer Special Order: Gross Vehicle Weight: 5220 LBS
LH/RH Drive:

----- E N G I N E -----

Engine: 3.8L EFI FWD Tag: 8K 542 CR
Bld Dt: Serial #: L

Plt: 86600071

COIS Report Number: WJWA037 Program Type: EXPORT Orig Rpt #: 228229-98
Report Source: MSS - PCSD - NW DIRECT MARKET Report Date: 10/23/1998

----- V E H I C L E D E T A I L S -----

----- T R A N S M I S S I O N -----

Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Pit: Shaft:

----- A X L E -----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Pit:

----- A D D I T I O N A L -----

Tire: P215/70R15 BSW Brand:
Radio: ELETR AM/FM/STRO/CSTE/CLOCK A/C: HIGH OUTPUT ATR CONDITIONER
Paint: GREEN-YELLOW EXT PAINT FAMILY ----- EBONY SOLID C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller: JENNY SEVILLA Title: OTHER

Repair Dlr: FOR95 - BAYAMON FORD Ph#: (787) 269-8484
City: Bayamon :
Country: PUERTO RICO Region: PCSD REGION-9A
Claim #/Date: 59502
Customer Name:) City:

----- C O I S V I N H I S T O R Y -----

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Repair Dealer Id	Repair Date	Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
FOR95	07/23/1998	055521	1	1	82		NPF		NPF
FOR95	10/21/1998	059502	3	1	42	XP2Z	17519906 AA		M3
FOR95	10/21/1998	059502	3	1	42		16519A70		
FOR95	01/29/1999	063888	4441	1	42	F782	19125 AA		ADD
FOR95	01/29/1999	063888	4441	1	42				18125AT

00000072

CQIS Report Number: WJZAA341 Program Type: EXPORT Orig Rpt #: 228511-98
Report Source: MSS - PCSD - VW DIRECT MARKET Report Date: 10/26/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1998 WINDSTAR,STDLN ,WAGON VIN: 2FMZA5144WBE30846
Engine: 3.9L EFI FWD Odometer: 1 MILES
Operating Environ: WCC:
Vehicle Use: Rsp. Act:

Symp: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Addl Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 17519B06 BRACKET-O/H CONSOLE
Causal Factor: Feature: Loc:
Causal Condition: BROKEN FASTENER/CLAMP Photo: Images: C
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

Type Comments

CONCER THE UPPER CONSOLE HAS A BROKEN BASE DUE TO WEIGHT.
REPAIR INSPECTION SHOWED THE UPPER CONSOLE WAS TOO HEAVY CAUSING THE BRACKET
TO BREAK. REPLACED BRACKET.
AUDIT 10/28/1998 11:38AM DATA ENTRY6 MSS - PCSD - QSFS
SYMPTOM 1 05 0 00 CHANGED TO 1 07 5 10 BY SDAVIS20

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Assistance Level:
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CE:

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	17519B06	SERVICE	BRACKET-C/H CONSOLE	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/04/1998 Warranty Start Date: 07/16/1998
Date of Sale: 07/16/1998 Selling Clr (Mkt, Dlr, Sub): FOR95
Dealer Special Order: Gross Vehicle Weight: 5220 LBS
LH/RH Drive:

----- E N G I N E -----

Engine: 3.9L EFI FWD Tag: 8K 542 CA
Bld Dt: Serial #: L Plt: 00000073

----- T R A N S M I S S I O N -----

Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

CCIS Report Number: WJZAA341 Program Type: EXPORT Orig Rpt #: 228511-08
Report Source: MSS - FCSD - VW DIRECT MARKET Report Date: 10/26/1998

----- VEHICLE DETAILS -----

----- AXLE -----
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- ADDITIONAL -----
Tire: P215/70R15 BSW Brand:
Radio: ELETR AM/FM/STRO/CSTE/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER
Paint: -----

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller: JENNY SEVILLA Title: OTHER
Rpair Dlr: FOR95 - BAYAMON FCSD Ph#: (787) 269-8484
City: Bayamon
Country: PUERTO RICO Region: FCSD REGION-9A
Claim #/Date: 59513
Customer Name: NTD City:

----- CCIS VIN HISTORY -----

NO VIN HISTORY AVAILABLE

--- SUPPLEMENTAL SURVEY: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causi Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
FOR95	10/21/1998	059513	1	1	01	XP2Z	17519B06	AA		M1
FOR95	10/21/1998	059513	1	1	01		54519A73			

0000074

CQIS Report Number: WJWAA055 Program Type: EXPORT Orig Rpt #: 228226-98
Report Source: MSS FCSD - WW DIRECT MARKET Report Date: 10/23/1998

REPORT SUMMARY

Vehicle: 1998 WINDSTAR,STDLN ,WAGON VIN: 2FMZA5145WBE30855
Engine: 3.8L EFI FWD Odometer: 2 MILES
Operating Environ: WCC:
Vehicle Use: Rsp. Act:

Symp: 1 07 5 01 BODY INTERIOR TRIM
CONSOLE APPEARANCE

Add Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 17519B06 BRACKET-O/H CONSOLE
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

COMMENTS

Type Comments
CONCER THE UPPER CONSOLE WAS BROKEN.
REPAIR INSPECTION SHOWED UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET TOO WEAKEN. REPLACED WITH NEW BRACKET.
AUDIT 10/27/1998 09:52AM DATA ENTRY7 MSS - FCSD - QSFS
SYMPTOM 1 05 0 00 CHANGED TO 1 07 5 01 BY QBROWN2

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Assistance Level:
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:

SERVICE ACTIONS

Repair Type	Component Number	Number Type	Description	Causal Comp.
ADJ	17519B06	SERVICE	BRACKET-O/H CONSOLE	YES

VEHICLE DETAILS

Vehicle Build Date: 06/04/1998 Warranty Start Date: 07/16/1998
Date of Sale: 10/28/1998 Selling Dlr (Mkt,Dlr,Sub): F0R95
Dealer Special Order: Gross Vehicle Weight: 5220 LBS
LH/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 8K 542 CA
Bld Dc: Serial #: L

TRANSMISSION

Trans: AX4S O/D 4SP TRNAXLE Part #: 2140000075
Bld Dc: Serial #:
Model: Plt: Shft:

CQIS Report Number: WJWAA055 Program Type: EXPORT Orig Rpt #: 228226-98
Report Source: MS3 - FCSD - WW DIRECT MARKET Report Date: 10/23/1998

----- V E H I C L E D E T A I L S -----

----- A X L E -----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- A D D I T I O N A L -----

Tire: P215/70R15 BSW Brand:
Radio: ELETR AM/FM/STRO/CSTP/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER
Paint: YELLOW EXT PAINT FAMILY A ----- LT PRAIRIE TAN C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller: JENNY SEVILLA Title: OTHER

Rpair Dlr: FOR95 - BAYAMON FORD Ph#: (787) 269-8484

City: Bayamon :

Country: PUERTO RICO Region : FCSD REGION 9A

Claim #/Date: 59500

Customer Name: City:

----- C Q I S V I N H I S T O R Y -----

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond	Service Pfx	Part Base	Number Sfx	Labor Operation
FOR95	10/21/1998	059500		4	1	42	F37Z	78644A22	AAD	M1
FOR95	11/17/1998	060659		804	1	42	BXT	65 650		10654A
FOR95	11/17/1998	060659		804	1	42				10654B
FOR95	12/29/1998	062380		1897	1	42	F78Z	10346	AA	10200A
FOR95	12/29/1998	062380		1897	1	42				10346A

0000076

CQIS Report Number: WJWAA056 Program Type: EXFCRI Orig Rpt #: 228227-98
Report Source: MSS - FCSD - VW DIRECT MARKET Report Date: 10/23/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1998 WINDSTAR, STD LN , WAGON VIN: 2FMZA5146WBE30650
Engine: 3.8L EFI FWD Odometer: 5 MILES
Operating Environ: WCC:
Vehicle Use: Rsp. Act:

Symp: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Add Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 17519B06 BRACKET-O/H CONSOLE
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

Type Comments

CONCER THE UPPER CONSOLE WAS BROKED.
REPAIR INSPECTION SHOWED UPPED CONSOLE IS TOO HEAVY CAUSING BRACKET TOO
WEAKEN, WE REPLACED WITH NEW BRACKET.
AUDIT 10/27/1998 09:54AM DATA ENTRY7 MSS - FCSD - QSFS
SYMPTOM 1 05 0 00 CHANGED TO 1 07 5 10 BY QBROWN2

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verify?: Ease of Diagnosis: Assistance Level:
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: BD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KCEC:
KOER: CB:

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	17519B06	SERVICE	BRACKET-O/H CONSOLE	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/05/1998 Warranty Start Date: 07/16/1998
Date of Sale: 11/17/1998 Selling Dlr (Mkt, Dlr, Sub): FOR95
Dealer Special Order: Gross Vehicle Weight: 5220 LBS
LH/RH Drive:

----- E N G I N E -----

Engine: 3.8L EFI FWD Tag: 8K 542 CA
Bld Dt: Serial #: L

----- T R A N S M I S S I O N -----

Trans: AX4S O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:

Model: File: Shift:

PL# 0000077

CQIS Report Number: W0WAA056 Program Type: EXPORT Orig Rpt #: 228227 98
Report Source: MSS - FCSO - WA DIRECT MARKET Report Date: 10/23/1998

----- V E H I C L E D E T A I L S -----

----- A X I E -----

Axle: 3.86 FWD TRANSAXLE Id Tag Code: Bld Dr: Serial #: Plc:

----- A D D I T I O N A L -----

Tire: P215/70R15 BSW Brand: Radio: ELETR AM/FM/STRO/CSTR/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER
Paint: NEUTRAL EXT PAINT FAMILY B ----- PNZJP-??????????????????????????????

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Org/Caller: JENNY SEVINGA Title: OTHER

Repair Dir: FOR95 - BAYAMON FORD Ph#: (787) 269-8484
City: Bayamon ;
Country: PUERTO RICO Region : FCSO REGION-0A
Claim #/Date: 59501
Customer Name: City:

----- C Q I S V I N H I S T O R Y -----

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
FOR95	10/21/1998	059501	6	1	42	XF2Z	17519B06	AA		04516A
FOR95	10/21/1998	059501	6	1	42	F7BZ	15519A7C	AAA		

0000078

QGIS Report Number: WINAA205 Program Type: EXPORT Orig Rpt #: 220595-98
 Report Source: MSS - FCSD - WW DIRECT MARKET Report Date: 09/14/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1998 WINDSTAR, STDLN ,WAGON VIN: 2MKZA5149WBE34938
 Engine: 3.8L EFI FWD Odometer: 8 MILES
 Operating Environ: WCC: 6L17
 Vehicle Use: Rsp. Act:

Symp: 1 07 5 10 BODY INTERIOR TRIM
 CONSOLE ATTACHMENT

Add Symptom:
 Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 16519A70 CNSL ASY FRT
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: - Return Loc:
 Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

Type	Comments
CONCER	THE TOP CONSOLE WAS LOOSE.
REPAIR	WE REPLACED THE CONSOLE ASSEMBLY.
AUDIT	09/16/1998 08:35AM DATA ENTRY\$ MSS - FCSD - QFS\$ SYMPTOM 1 07 0 00 CHANGED TO 1 07 5 10 BY NBAKER6

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Assistance Level:
 Comp. Timing: Base Timing: MIL Light on?:
 Test Stand: Road Test: 8D Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CB:

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	16519A70	SERVICE	CNSL ASY FRT	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/05/1998 Warranty Start Date: 07/16/1998
 Date of Sale: 10/03/1998 Selling Utr (Mkt,Dir,Sub): FOR95
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- E N G I N E -----

Engine: 3.8L EFI FWD Tag: 8X 542 CA
 Bld Dt: Serial #: L Plt:

----- T R A N S M I S S I O N -----

Trans: AX49 O/D 4SP TRNAXLE Part #:
 Bld Dt: Serial #:
 Model: Pit: Shift:

0000079

CQIS Report Number: WINAA205 Program Type: EXPORT Orig Rpt #: 220595-98
Report Source: MSS - FCSD - WW DIRECT MARKET Report Date: 09/14/1998

----- V E H I C L E D E T A I L S -----

-----A X L E-----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Hld Dt:
Serial #: Plc:

-----A D D I T I O N A L-----

Tire: P215/70R15 BSW Brand:
Radio: ELETR AM/FM/STRO/CSTR/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER
Paint: BLUE-GREEN EXT PAINT FAMILY ----- DEEP JEWEL GREEN C/C

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller: BENITO SANTIAGO Title: OTHER

Rpair Dlr: FCR95 - BAYAMON FORD Ph#: (787) 269-8484
City: Bayamon
Country: PUERTO RICO Region: FCSD REGION-9A
Claim #/Date: 57099
Customer Name: City:

----- C Q I S V I N H I S T O R Y -----

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
FCR95	08/27/1998	057099	13	1	33	P782	16519A70	AAR		M1
FCR95	11/11/1998	060291	1869	1	82			NPF		NPF

00000000

CQIS Report Number: WINAA204 Program Type: EXPORT Orig Rpt #: 220504-98
Report Source: MSS - FCSD - WW DIRECT MARKET Report Date: 09/14/1998

----- R E P O R T S U M M A R Y -----

Vehicle: 1998 WINDSTAR, STDLN ,WAGON VIN: 2FM3A5149WBE20796
Engine: 3.8L EFI FWD Odometer: 5 MILES
Operating Environ: WCC: 61.7
Vehicle Use: Rsp. Act:

Symp: 1 07 5 10 BODY INTERIOR TRIM
CONSOLE ATTACHMENT

Addl Symptom:
Other Veh. with Concern: Severity Rating - Customer: Engineering:

Causal Component: 16519A70 CNSL ASY FRT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer Satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

Type	Comments
CONCER	THE TOP CONSOLE WAS LOOSE.
REPAIR	WE REPLACED THE CONSOLE ASSEMBLY.
AUDIT	09/15/1998 08:34AM DATA ENTRY5 MSS - FCSD - QSFS
	SYMPTOM 1 07 0 00 CHANGED TO 1 07 5 10 BY NBAKER6

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Assistance Level:
Comp. Timing: Base Timing: MIL Light on?:
Test Stand: Road Test: 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KO30: KOEC:
KOER: CB:

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	16519A70	SERVICE	CNSL ASY FRT	YES

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/08/1998 Warranty Start Date: 08/12/1998
Date of Sale: 08/12/1998 Selling Dlr (Mkt, Dlr, Sub): F0R55
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----

Engine: 3.8L EFI FWD Tag: 8K 542 CA
Bld Dt: Serial #: Plt:

----- T R A N S M I S S I O N -----

Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:

Model: Plt:

Shift: 00000081

CCIS Report Number: WLNAA204 Program Type: EXPORT Orig Rpt #: 220594-98
Report Source: MSS - FCSD - WW DIRECT MARKET Report Date: 03/14/1998

----- V E H I C L E D E T A I L S -----

-----A X I E-----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Pit:

-----A D D I T I O N A L-----

Tire: P215/70R15 BSW Brand:
Radio: ELETR AM/FM/STRO/CSTE/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER
Paint: PURPLE-BLUE EXT PAINT FAMILY A DEEP NAVY BLUE C/C

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----

Orig/Caller: BENITO SANTIAGO Title: OTHER

Rpair Dlr: FOR95 - BAYAMON FORD Ph#: (787) 259-8484
City: Bayamon
Country: PUERTO RICO Region: FCSD REGION-9A
Claim #/Date: 56036
Customer Name: City:

----- C Q I S V I N H I S T O R Y -----

NO VIN HISTORY AVAILABLE

--- S U P P L E M E N T A L S U R V E Y: *** NO SURVEY DESCRIPTION *** ---

NO SURVEY AVAILABLE

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (365 days only) -----

Repair Dealer	Id	Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
FOR95	03/04/1998	056036	9	:	33		F782	16519A70	AAB	M1
FOR95	08/24/1998	056868	391	1	33			5422050		M1
FOR95	08/24/1998	056868	391	2	33			5423395		23943A

APPENDIX IV

00000083

COIS Report Number: KCDNF003 Program Type: QP Orig Rpt #:
Report Source: FAO - QPL- QVAL FOCUS TEST FLT Report Date: 03/03/1999

----- R E P O R T S U M M A R Y -----

VEHICLE: 1999 WINDSTAR,4X2 ,WAGON VIN : 2FMZA5146XDA67452
Engine : 3.9L EFI FWD Odometer: 762 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 1 07 5 97 BODY INTERIOR TRIM
CONSOLE NOISE

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: C
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCERN RATTLE IN THE OVERHEAD CONSOLE.
AUDIT 03/03/1999 02:29PM MIRCEA MORARIU FAO - QPL- QVAL FOCUS TEST FLT
SYMPTOM 1 07 5 97 CHANGED TO 1 07 5 97 BY MMORARIU

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
ETCs KOEO: KOEC:
KOER: CE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 11/19/1998 Warranty Start Date: 12/27/1998
Date of Sale: 12/27/1998 Selling Dlr (Mkt,Dir,Sub): B401L
Dealer Special Order: Gross Vehicle Weight: 510 LBS
LH/RH Drive:

----- E N G I N E -----

Engine: 3.9L EFI FWD Tag: 9K 542 BA
Bld Dc: Calb: 9LMABEF A Serial #: L

----- T R A N S M I S S I O N -----

Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dc: Serial #:
Model: Plt: Shift:

----- A X L E -----

Axle: 3.55 FWD TRANSAXLE Id Tag Code: Bld Dc:
Serial #: Plt:

----- A D D I T I O N A L -----

Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY A ----- CABERNET RED

00000084

CQIS Report Number: XCBHF003 Program Type: QF Orig Rpt #:
Report Source: FAO - QPJ- QUAL FOCUS TEST FLT Report Date: 03/02/1999

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : DAVE BHARDWAJ Title: OTHER

Rpair Dlr: 43421 - FORD -QUALITY FOCUSED TEST FLT P#:
City: Dearborn State : Michigan
Country: UNITED STATES Region : Commercial - AA

Customer name : City :
Phone (Work) : (Home): () -

Specialist's
Name : DEHARDWA -????????????????????

----- C Q I S V I N H I S T O R Y -----

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id. Rows include reports from 02/02/1999 to 03/02/1999.

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

00000085

QCIS Report Number: VLAGP001 Program Type: QF Orig Rpt #:
Report Source: FAC - QPL- QUAL FOCUS TEST BLT Report Date: 12/01/1997

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STDLN, WAGON VIN: 2FMDA5147WBA30757
Engine: 3.9L EFI FWD Odometer: 18,562 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 1 07 5 97 BODY INTERIOR TRIM
CONSOLE NOISE

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS
TYPE COMMENT TEXT
CONCER RATTLE IN OVERHEAD CONSOLE

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: 3D Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 01/29/1997 Warranty Start Date: 01/29/1997
Date of Sale: 01/29/1997 Selling Dir (Mkt,Dir,Sub): 840LL
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE
Engine: 3.9L EFI FWD Tag: HK 542 AA
Bld Dt: Calb: Serial #: L

TRANSMISSION
Trans: AX4S C/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

AXLE
Axle: 3.96 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

ADDITIONAL
Tire: P215/70R 15 BSW SWLS SEAL Brand:
Radio: ELETR PREM AM/FM STRO/CSTE/CLK A/C HIGH OUTPUT AIR CONDITIONER
Paint: YELLOW EXT PAINT FAMILY A LT PRAIRIE TAN C/C

00000086

QGIS Report Number: VLAGP001 Program Type: QF Orig Rpt #:
Report Source: FAO - QPL- QUAL FOCUS TEST FLT Report Date: 12/01/1997

----- AFTER MARKET MODIFICATIONS -----

NO AFTER MARKST MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : RICHARD CORNELL Title: OTHER

Rpair Dir: 43421 - FORD -QUALITY FOCUSED TEST FLT Pn#:
City: Dearborn State : Michigan
Country: UNITED STATES Region : Commercial - AA

Customer name : City :
Phone (work) : (Home): () -

Specialist's
Name : RCORNELL -????????????????????

----- C Q I S V I N H I S T O R Y -----

Table with columns: Date, QGIS Report #, Prog Type, Symp Cat, Causal Part Description, Dealer Id. Rows include reports from 03/03/1997 to 06/17/1997.

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Table with columns: Dealer ID, Date, Repair Order, Repair Odometer (Miles), Rpr Nbr, Causal Cond., Service Pfx, Part Base, Sfx, Labor Operation. Rows show repair history from 09/06/1998 to 06/27/1997.

00000087

CCIS Report Number: VHYAAS56 Program Type: Q
Report Source: MSS - PCSD - QSPS

Orig Rpt #: 154719-97
Report Date: 08/25/1997

----- R E P O R T S U M M A R Y -----

VEHICLE: 1998 WINDSTAR STDLN WAGON VIN : 2FMDA5146W3B06260
Engine : 3.8L EFI FWD Odometer: 315 MILES
Operating Environ: WCC :
Vehicle Use : Resp. Act:

SYMPTOM: 1 07 7 50 BODY INTERIOR TRIM
STORAGE COMPART(S) FUNCTION

Additional Symptom:
Other Veh. With Concern: Severity Rating Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: OTHER Photo: Images: 0
Component Test Status: --- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER THE OVERHEAD CENTER CONSOLE WILL NOT HOLD THE GARAGE DOOR OPENER,
REPAIR REATTACHED THE MISPLACED FASTENERS.
AUDIT 08/27/1997 08:04AM DATA ENTRY8 MSS - PCSD - QSPS
SYMPTOM 1 07 0 00 CHANGED TO 1 07 7 50 BY CRUFFS

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

Repair Type	Component Number	Number Type	Description	Causal Comp.
ADJ	18X455	SERVICE	FASTENER	

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 04/15/1997 Warranty Start Date: 05/23/1997
Date of Sale: 05/23/1997 Selling Div (Mkt, Dlr, Sub): 20303
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

--- E N G I N E ---
Engine: 3.8L EFI FWD Tag: HK 542 MA
Bld Dt: Calb: Serial #: L

--- T R A N S M I S S I O N ---
Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

--- A X I E ---
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

--- A D D I T I O N A L ---
Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CSTB/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER

00000088

CQIS Report Number: VHYAA554 Program Type: Q
Report Source: MS5 - FCSD - QSFS

Orig Rpt #: 154719-97
Report Date: 08/25/1997

Paint : NEUTRAL EXT PAINT FAMILY B ----- PERFORMANCE WHITE C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : JOHN BRUCOVSKY Title: OTERR

Repair Ctr: 20303 - MEL CLAYTON FORD PR#: (602) 264-1611
City: Phoenix State : Arizona
Country: UNITED STATES Region : Los Angeles - 71

Claim #/Date : 47030

Customer name : City :

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part Description	Dealer Id
08/25/1997	VHYAA554	EDSR	BODY	REGULATOR	ASY - WINDOW	20303

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
20301	12/18/1998	598081	14858	1	42	F68	16219A42	A	23943A
20301	12/18/1998	598081	14858	1	42				23943A12
20303	05/27/1997		315						
20303	04/16/1998	081490	7606	1	82		DIAG		12630D

00000089

CQIS Report Number: VF2AA103 Program Type: 3
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 275790A
Report Date: 06/26/1997

----- R E P O R T S U M M A R Y -----

VEHICLE: 1998 WINDSTAR,STEIN ,WAGON VIN : 2FMDA5142WEA93866
Engine : 3.6L EFI FWD Odometer: 1,682 MILES
Operating Environ: WCC :
Vehicle Use : Asp. Act:

SYMPTOM: 1 07 9 00 BODY INTERIOR TRIM
NOT LISTED INT. TRIM OTHER (CODE NOT AVAILABLE)

Additional Symptom:
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCERN THE CENTER CONSOLE LIGHT BEZEL VIBRATES AT IDLE AND ROAD SPEEDS. THIS IS THE CENTER ROOF CONSOLE.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEC: KOEC:
KOER: CR:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 05/03/1997 Warranty Start Date: 05/03/1997
Date of Sale: 05/02/1997 Selling Dlr (Mkt, Dlr, Sub): 8474J
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----
Engine: 3.6L EFI FWD Tag: 7K 341 AA
Bld Dt: Calb: Serial #: L

----- T R A N S M I S S I O N -----
Trans: AX4S O/D 4SP TRNAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

----- A X L E -----
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- A D D I T I O N A L -----
Tire : P215/70R15 BCW Brand :
Radio : ELETR PREM AM/FM STRO/DISC/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW EXT PAINT FAMILY A : LT PRAIRIE TAN C/C

00000000

CQIS Report Number: VFZAA303 Program Type: P Orig Rpt #: 275790A
 Report Source: MSS - PCSD - Q8FS Report Date: 06/26/1997

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----

Orig/Caller : NAKONEK CJ Title:
 Repair Dir: 8409L - FORD MOTOR CO-PRCD EVAL SURVEY Ph#:
 City: Dearborn State : Michigan
 Country: UNITED STATES Region : PCSD REGION-84
 Customer name : City : NOVI
 State/Prov : Michigan
 Phone (Work) : () (Home): ()

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
06/26/1997	VFZAA304	PES	CHASS.			8409L
09/23/1997	VIWAA217	PES	ELECT.			8409L
09/23/1997	VIWAA219	PES	BODY			8409L
09/23/1997	VIWAA219	PES	BODY			8409L
09/23/1997	VIWAA220	PES	CHASS.			8409L
01/21/1998	WALAA090	PES	BODY			8409L
01/21/1998	WALAA091	PES	BODY			8409L
01/21/1998	WALAA092	PES	CHASS.			8409L

--- S U P P L E M E N T A L S U R V E Y : NONE ---


----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

Dealer ID	Repair Date	Repair Order	Odometer (Miles)	Rpr Nbr	Causl Cond.	Service Pfx	Part Base	Number Sfx	Labor Operation
07221	01/05/1999	353148	26560	1	30	XP5	18125	AB	18125AT

00000091

APPENDIX V

00000092

Article No. 98-23-5	<ul style="list-style-type: none"> ▪ Interior Trim - Overhead Console Loose Or Hangs Down - Vehicles Built From 5/28/98 Through 7/3/98 	
Publication Date: NOVEMBER 6, 1998		

LIGHT TRUCK: 1998 WINDSTAR

ISSUE:

The overhead console may be loose or hang down from the headliner on some vehicles. This may be caused by the overhead console load bearing bracket fracturing because it is weakened when it comes in contact with production stamping oil from the headliner retainer bracket.

ACTION:

Replace the load bearing bracket with a revised bracket. Refer to the following Service Procedure for details.

SERVICE PROCEDURE

1. Remove the single screw in the sunglass holder bin.
2. Pull down the front of the console to disengage the front two (2) clips.
3. Pull down the rear of the console to disengage the two (2) rear retaining clips.
4. The wiring harness does not need to be removed. Only remove the four (4) screws (Torx-10) holding the bracket (which is the rear attachment point) to the console.
5. Replace the old bracket with the revised Overhead Console Bracket (XF2Z-17519B06-AA). Tighten the Torx screws to 13.6 ±1.4 N-m (10 ±1 lb-ft) when reattaching the bracket to the console.
6. Reinstall console and tighten single screw in sunglass holder bin to 12.2 ±1.4 N-m (9 ±1 lb-ft).

PART NUMBER	PART NAME
XF2Z-17519B06-AA	Overhead Console Bracket

OTHER APPLICABLE ARTICLES:

NONE

WARRANTY STATUS:

Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

LABOR ALLOWANCE

00000093

OPERATION	DESCRIPTION	TIME
982305A	Replace Overhead Console Bracket	0.3 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
17519B06	49

OASIS CODES:

107000

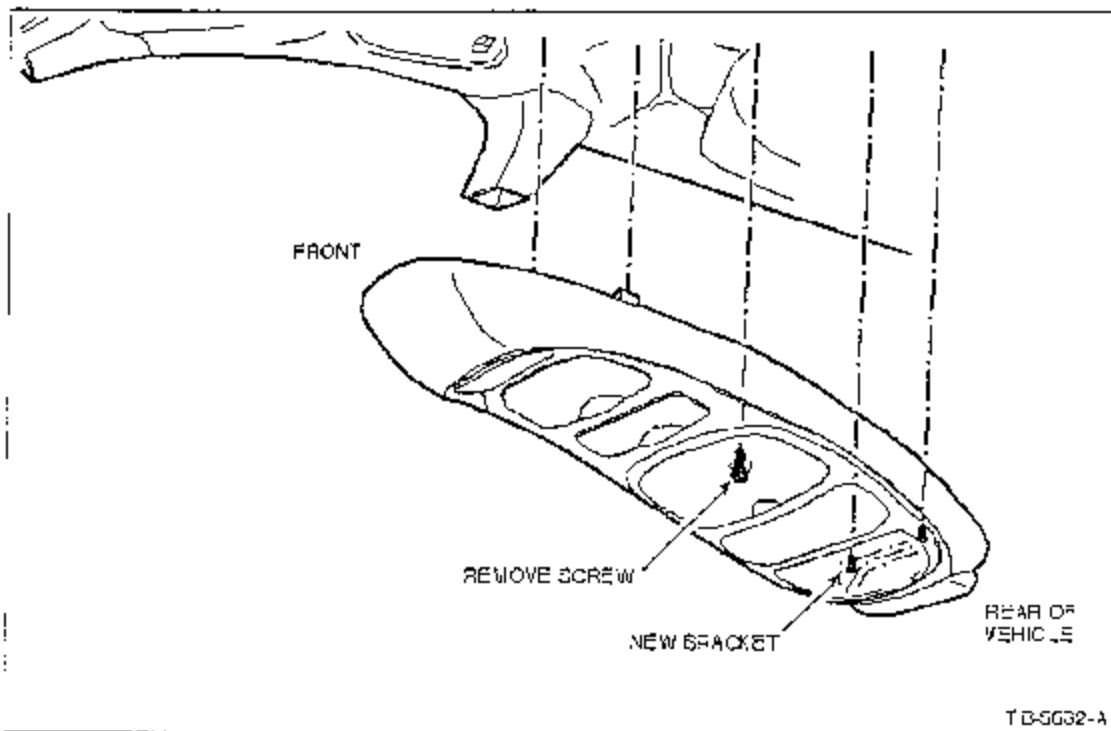


Figure 1 - Article 98-23-5

00000094

SSM 12065 TEXT:

SOME 1998 WINDSTARS BUILT MAY 1 1998 TO JULY 3 1998 MAY HAVE A LOOSE OVERHEAD CONSOLE. THIS MAY BE CAUSED BY A BROKEN REAR SUPPORT BRACKET. IF THIS CONCERN IS ENCOUNTERED, LOOSEN THE SCREW IN THE SUNGLASS HOLDER BEN AND GENTLY REMOVE THE CONSOLE. REPLACE THE REAR SUPPORT BRACKET WITH PART NUMBER XF2Z-17519B06-AA.

00000095

APPENDIX VI

00000096

1998 Windstar Overhead Console Warranty Claims

Response #4 - SC99-001
Appendix VI

Year	Warranty #	Date	Time	Location	Problem Description	Resolution
1998	2F02AS143W6B346A2	7-Jun-97	10:14A:0	1	0	PLastic mounted through-broke plastic in overhead console swap over accessory switches to new console in stall and repair
1998	2F02AS143W6B35717	14-Jun-97	16:18A:0	33	0	4 AND R OVER HEAD CONSOLE
1998	2F02AS143W6B36657	14-Jun-97	16:18A:0	33	0	REPAIRED MOUNTING HARDWARE
1998	2F02AS143W6B39413	19-Jun-97	16:19A:0	1	0	2500 31 51920 REF JACED RIBS IN OVERHEAD CONSOLE 25571 BROKEN SCREW IN OVERHEAD CONSOLE
1998	2F02AS143W6B39378	24-Jun-97	16:19A:0	04	0	REPAIR BROKEN SCREW IN OVERHEAD CONSOLE
1998	2F02AS143W6B39378	25-Jun-97	16:19A:0	1	0	REPAIR BROKEN SCREW IN OVERHEAD CONSOLE
1998	2F02AS143W6B39378	25-Jun-97	16:19A:0	32	0	REPAIR BROKEN SCREW IN OVERHEAD CONSOLE
1998	2F02AS143W6B39378	25-Jun-97	16:19A:0	33	0	REPAIR BROKEN SCREW IN OVERHEAD CONSOLE
1998	2F02AS143W6B39378	25-Jun-97	16:19A:0	33	0	REPAIR BROKEN SCREW IN OVERHEAD CONSOLE
1998	2F02AS143W6B39378	28-Jun-97	16:19A:0	33	0	REPLACED OVERHEAD CONSOLE ON FOOT LOCKS
1998	2F02AS143W6B39378	7-Jul-97	16:19A:0	33	0	REPLACED OVERHEAD CONSOLE THAT HAD FAILED
1998	2F02AS143W6B39378	7-Aug-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	7-Aug-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	13-Aug-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	26-Aug-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	18-Sep-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	25-Sep-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	30-Sep-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	1-Oct-97	16:19A:0	33	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	2-Oct-97	16:19A:0	33	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	2-Oct-97	16:19A:0	33	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	3-Oct-97	16:19A:0	43	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	3-Oct-97	16:19A:0	43	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	3-Oct-97	16:19A:0	43	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	17-Oct-97	16:19A:0	43	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	31-Oct-97	16:19A:0	43	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	3-Nov-97	16:19A:0	43	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	4-Nov-97	16:19A:0	1	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	12-Dec-97	16:19A:0	35	0	REPAIR OVERHEAD CONSOLE
1998	2F02AS143W6B39378	16-Dec-97	16:19A:0	33	0	REPAIR OVERHEAD CONSOLE

0000098

1998 Windstar Overhead Console Warranty Claims

Case #	Customer Name	Date	Product	Issue Description	Resolution
146	21M25014024123456	2-Jun-98	15519A70	REMOVED OVERHEAD CONSOLE NEW CONSOLE PARTS TO MOUNTING BRACKET'S REINSTALL. OLD CONSOLE REPAIR AND INSTALL OLD HARDWARE	1
135	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
136	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
148	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
149	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
150	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
151	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
152	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
153	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
154	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
155	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
156	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
157	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
158	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
159	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
160	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
161	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
162	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
163	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
164	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
165	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
166	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
167	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
168	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
169	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
170	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
171	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
172	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
173	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
174	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
175	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
176	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
177	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
178	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
179	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
180	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
181	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
182	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
183	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
184	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
185	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
186	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
187	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
188	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
189	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
190	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
191	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
192	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
193	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
194	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
195	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
196	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
197	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
198	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
199	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1
200	21M25014024123456	2-Jun-98	15519A70	REPLACE OVERHEAD CONSOLE PARTS	1

00000100

1998 Windstar Overhead Console Warranty Claims

Year	Claim #	Date	Model	Year	Model	Description	Resolution
1998	21	19-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	21	16-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	22	19-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	23	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	24	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	25	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	26	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	27	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	28	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	29	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	30	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	31	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	32	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	33	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	34	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	35	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	36	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	37	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	38	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	39	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	
1998	40	24-Jun-98	MZAS142VAL30400			REMOVED OVERHEAD CONSOLE LOWER HOUSING TO ACCESS AND INSTALL NEW DESIGN MOUNTING PLATE ADJUST PIVOT AND	

1998 Windstar Overhead Console Warranty Claims

Case #	Model #	Date	Issue Description	Resolution	Status
1201	2FMDA5147WBE0919	23-Apr-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1202	2FMDA5147WBE40015	24-Apr-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1203	2FMDA5147WBE14008	26-Apr-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1204	2FMDA5147WBE159166	30-Apr-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1205	2FMDA5147WBE22127	1-May-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1206	2FMDA5147WBE1044563	3-May-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1207	2FMDA5147WBE70374	10-May-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1208	2FMDA5147WBE175194	14-May-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1209	2FMDA5147WBE15098	31-May-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1210	2FMDA5147WBE133551	31-May-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1211	2FMDA5147WBE105526	2-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1212	2FMDA5147WBE17687	6-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1213	2FMDA5147WBE189172	5-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1214	2FMDA5147WBE19501	10-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1215	2FMDA5147WBE16428	10-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1216	2FMDA5147WBE183004	12-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1217	2FMDA5147WBE147062	14-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1218	2FMDA5147WBE161331	14-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1219	2FMDA5147WBE162440	14-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1220	2FMDA5147WBE125276	5-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1221	2FMDA5147WBE17521	5-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1222	2FMDA5147WBE17501	5-Jun-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1223	2FMDA5147WBE167264	1-Jul-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1224	2FMDA5147WBE107120	5-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1225	2FMDA5147WBE11148	6-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1226	2FMDA5147WBE107062	7-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1227	2FMDA5147WBE15093	7-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1228	2FMDA5147WBE13502	7-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1229	2FMDA5147WBE13329	15-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1230	2FMDA5147WBE10720	19-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1231	2FMDA5147WBE11181	29-Aug-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1232	2FMDA5147WBE13133	5-Sep-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED
1233	2FMDA5147WBE175120	10-Sep-97	OVERHEAD CONSOLE NOT WORKING	REPLACED CONSOLE	RESOLVED

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Year	Claim #	Date	Model	Warranty Period	Customer Problem	Resolution
1998	FM724113WAF13332	3-26-98	16510A70	1	REPLACE BRACKET OVERHEAD CEILING CONSOLE AND BRACKET	
1998	FM2A5143WAB14432	3-26-98	16510A70	1	OVERHEAD CONSOLE IS BROKE CHECKED CONDITION OF CONSOLE FOUND NO PROBLEM OFF CENTERED CONSOLE	REPLACED CENTER CONSOLE
1998	FM2A5143WAB172431	3-26-98	16510A70	30	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150263	3-26-98	16510A70	2	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150266	3-26-98	16510A70	35	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150369	3-26-98	16510A70	38	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150368	3-26-98	16510A70	39	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150367	3-26-98	16510A70	40	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150366	3-26-98	16510A70	41	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150365	3-26-98	16510A70	42	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150364	3-26-98	16510A70	43	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150363	3-26-98	16510A70	44	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150362	3-26-98	16510A70	45	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150361	3-26-98	16510A70	46	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150360	3-26-98	16510A70	47	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150359	3-26-98	16510A70	48	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150358	3-26-98	16510A70	49	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150357	3-26-98	16510A70	50	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150356	3-26-98	16510A70	51	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150355	3-26-98	16510A70	52	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150354	3-26-98	16510A70	53	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150353	3-26-98	16510A70	54	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150352	3-26-98	16510A70	55	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150351	3-26-98	16510A70	56	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150350	3-26-98	16510A70	57	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150349	3-26-98	16510A70	58	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150348	3-26-98	16510A70	59	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150347	3-26-98	16510A70	60	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150346	3-26-98	16510A70	61	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150345	3-26-98	16510A70	62	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150344	3-26-98	16510A70	63	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150343	3-26-98	16510A70	64	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150342	3-26-98	16510A70	65	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150341	3-26-98	16510A70	66	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150340	3-26-98	16510A70	67	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150339	3-26-98	16510A70	68	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150338	3-26-98	16510A70	69	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150337	3-26-98	16510A70	70	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150336	3-26-98	16510A70	71	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150335	3-26-98	16510A70	72	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150334	3-26-98	16510A70	73	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150333	3-26-98	16510A70	74	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150332	3-26-98	16510A70	75	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150331	3-26-98	16510A70	76	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150330	3-26-98	16510A70	77	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150329	3-26-98	16510A70	78	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150328	3-26-98	16510A70	79	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150327	3-26-98	16510A70	80	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150326	3-26-98	16510A70	81	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150325	3-26-98	16510A70	82	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150324	3-26-98	16510A70	83	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150323	3-26-98	16510A70	84	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150322	3-26-98	16510A70	85	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150321	3-26-98	16510A70	86	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150320	3-26-98	16510A70	87	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150319	3-26-98	16510A70	88	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150318	3-26-98	16510A70	89	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150317	3-26-98	16510A70	90	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150316	3-26-98	16510A70	91	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150315	3-26-98	16510A70	92	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150314	3-26-98	16510A70	93	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150313	3-26-98	16510A70	94	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150312	3-26-98	16510A70	95	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150311	3-26-98	16510A70	96	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150310	3-26-98	16510A70	97	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150309	3-26-98	16510A70	98	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150308	3-26-98	16510A70	99	REPLACED CENTER CONSOLE	
1998	FM2A5143WAB150307	3-26-98	16510A70	100	REPLACED CENTER CONSOLE	

1998 Windstar Overhead Console Warranty Claims

Year	Model	Invoice	Date	Time	Lab	Description	Notes
1998	21MDZ4514VF60657		24-Jul-98	10:15:20	L	LOOSE OVERHEAD CONSOLE AND REPLACED UNIT INSTALLATION AND REPLACEMENT UNIT REPAIR OVERHEAD CONSOLE	PERFORMED CHECK OUT FOR LOOSE OVERHEAD CONSOLE AND REPLACED UNIT INSTALLATION AND REPLACEMENT UNIT REPAIR OVERHEAD CONSOLE
1998	21MDZ514ZV9L30805		24-Jul-98	06:10:20	L	OVERHEAD CONSOLE REPAIR OVERHEAD CONSOLE	OVERHEAD CONSOLE REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L09740		24-Jul-98	06:10:20	L	REPLACE OVERHEAD CONSOLE ACCESS FRONT OF HEADLAMP, REPLACED BRACKET VAPOR LIGHT ASSEMBLY WITH UPPER LIGHT PART, REPLACED CENTER CONSOLE	REPLACED OVERHEAD CONSOLE ACCESS FRONT OF HEADLAMP, REPLACED BRACKET VAPOR LIGHT ASSEMBLY WITH UPPER LIGHT PART, REPLACED CENTER CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	SWAPED HOOP CONSOLES IN STOCK	SWAPED HOOP CONSOLES IN STOCK
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	ORDER AND REPAIR CONSOLE WITH NEW REAR SUPPORT BRACKET PER ECM - 20AS TIME BIDDING IN REPAIRS TIME IN MANUAL FOR REPAIR	ORDER AND REPAIR CONSOLE WITH NEW REAR SUPPORT BRACKET PER ECM - 20AS TIME BIDDING IN REPAIRS TIME IN MANUAL FOR REPAIR
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPLACE CONSOLE ASSSEMBLY REPLACE MOUNTING REPAIR CONSOLE	REPLACE CONSOLE ASSSEMBLY REPLACE MOUNTING REPAIR CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	TECH VERIFIED CONCERN, REINSTALLED HOOP CONSOLE REPAIR PER TSB AND INSTALL A BRACKET TO HOLD CONSOLE	TECH VERIFIED CONCERN, REINSTALLED HOOP CONSOLE REPAIR PER TSB AND INSTALL A BRACKET TO HOLD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	LOWER HEADLAMP & LIGHTEN CONSOLE BRACKET LOWER HEAD CONSOLE SUPPORT BRACKET FRONT REPLACED OVERHEAD CONSOLE	LOWER HEADLAMP & LIGHTEN CONSOLE BRACKET LOWER HEAD CONSOLE SUPPORT BRACKET FRONT REPLACED OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	ACCESS HEADLAMP AND ACCESS HOOP CONSOLE, INSTALL TOYOTA INSULATION TUBE, CHECK OK, W/ILE CONSOLE BROKE IN UNDER AND INSTALL CONSOLE ASSY	ACCESS HEADLAMP AND ACCESS HOOP CONSOLE, INSTALL TOYOTA INSULATION TUBE, CHECK OK, W/ILE CONSOLE BROKE IN UNDER AND INSTALL CONSOLE ASSY
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPLACED UPPER CONSOLE	REPLACED UPPER CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	INSTALL NEW OVERHEAD CONSOLE OVERHEAD CONSOLE TEST DRIVE VEHICLE, NEC TO REPLACE OVERHEAD CONSOLE REPLACED NEW OVERHEAD CONSOLE	INSTALL NEW OVERHEAD CONSOLE OVERHEAD CONSOLE TEST DRIVE VEHICLE, NEC TO REPLACE OVERHEAD CONSOLE REPLACED NEW OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	SHEET METAL 2 RILAR SCREWS LOOSE R. OVERHEAD CONSOLE REMOVE HEADLAMP TO GAIN ACCESS TO SCREWS FOR BRACKET, SECURE BRACKET, TEST DRIVE TILL SUNGLASS COMPARTMENT - RATTLES REPLACED SOLE ASSEMBLY TO SET PROVISIONAL GLASS COMPARTMENT IF USED IN TIME	SHEET METAL 2 RILAR SCREWS LOOSE R. OVERHEAD CONSOLE REMOVE HEADLAMP TO GAIN ACCESS TO SCREWS FOR BRACKET, SECURE BRACKET, TEST DRIVE TILL SUNGLASS COMPARTMENT - RATTLES REPLACED SOLE ASSEMBLY TO SET PROVISIONAL GLASS COMPARTMENT IF USED IN TIME
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	TEST DRIVE TO FIND RATTLE REPOSITION OVERHEAD CONSOLE MEMOIC OVERHEAD CONSOLE BRACKET BROKEN ON OVERHEAD CONSOLE	TEST DRIVE TO FIND RATTLE REPOSITION OVERHEAD CONSOLE MEMOIC OVERHEAD CONSOLE BRACKET BROKEN ON OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPLACE CONSOLE REPAIR CONSOLE	REPLACE CONSOLE REPAIR CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	INSTALL NEW CONSOLE ASSEMBLY CHECK OK NO ABNORMAL NOISE HEARD FROM CONSOLE AT THIS TIME REPLACE HOOP CONSOLE	INSTALL NEW CONSOLE ASSEMBLY CHECK OK NO ABNORMAL NOISE HEARD FROM CONSOLE AT THIS TIME REPLACE HOOP CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPLACE TOP CONSOLE IT WAS RATTLING CUT OUT TEST DRIVE INSTALL 20AS TAPE TO INSULATE CONSOLE	REPLACE TOP CONSOLE IT WAS RATTLING CUT OUT TEST DRIVE INSTALL 20AS TAPE TO INSULATE CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	TACK OFF AND RELOCATE CONSOLE AND DROP HEADLINE LOC B4 REPLACE CONSOLE MOUNT GET OUT CONSOLE W/ABLE AND NOISE REPLACED IN TIME RECHECK HOOP LABOR OPERA ON INSTALL NEW HOOP CONSOLE TO STOP RATTLE CONSOLE PROBLEM INSTALL REPAIR	TACK OFF AND RELOCATE CONSOLE AND DROP HEADLINE LOC B4 REPLACE CONSOLE MOUNT GET OUT CONSOLE W/ABLE AND NOISE REPLACED IN TIME RECHECK HOOP LABOR OPERA ON INSTALL NEW HOOP CONSOLE TO STOP RATTLE CONSOLE PROBLEM INSTALL REPAIR
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPLACE HOOP CONSOLE	REPLACE HOOP CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE
1998	21MDZ514G9V9L31145		24-Jul-98	06:10:20	L	REPAIR OVERHEAD CONSOLE	REPAIR OVERHEAD CONSOLE

1998 Windstar Overhead Console Warranty Claims

Year	Part Number	Date	Customer Name	Age	Location	Problem Description	Resolution
1998	2FNDAS140WDA53076	20 Feb 97		38	155-9A75	REPAIRED FROM OVERHEAD CONSOLE W/ PLASTIC WEIDER	
1998	2FNDAS140WDA53337	21 Feb 97		1	155-9A75	REPLACED OVERHEAD CONSOLE WAS CRACKED AT CENTER SCREW ATTACHMENT	
1998	2FNDAS140WDA53548	21 Feb 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA53867	21 Feb 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA54250	24 Feb 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA55194	24 Feb 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA55894	10 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA57357	11 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA60452	13 Mar 97		33	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA61804	13 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA62472	13 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65152	15 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65287	17 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65287	18 Mar 97		41	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65322	19 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA61950	19 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA61963	20 Mar 97		33	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA62570	20 Mar 97		37	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA62575	20 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA62697	21 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA63607	21 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA63958	24 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA63945	26 Mar 97		7	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65906	1 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA62078	2 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA63468	2 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA63232	7 Apr 97		34	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA64924	7 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA64976	8 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA64923	8 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA64912	8 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA64926	9 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65906	10 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA64644	12 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65064	14 Apr 97		42	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65000	15 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65076	15 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65050	16 Apr 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65199	21 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA64185	21 Mar 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65076	21 Mar 97		42	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65006	21 Mar 97		33	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65055	4 Jul 97		7	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65052	5 Jul 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	
1998	2FNDAS140WDA65262	9 Jul 97		1	155-9A75	REPAIRED OVERHEAD CONSOLE	

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1998 Windstar Overhead Console Warranty Claims

Claim #	Part #	Date	Quantity	Description	Notes
995	2FMZAS14N48F74095	24-Jul-98	1	TOO SMALL CONSOLE NOT FITTING OVER THE	
996	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
997	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
998	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
999	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1000	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1001	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1002	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1003	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1004	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1005	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1006	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1007	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1008	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1009	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1010	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1011	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1012	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1013	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1014	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1015	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1016	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1017	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1018	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1019	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	
1020	2FMZAS14N48F74095	24-Jul-98	1	REPLACE OVERHEAD CONSOLE	

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APPENDIX VII

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APPENDIX VIII

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Condition Code Frequency

<u>Code</u>	<u>Definition</u>	<u># of Claims</u>
1	Broken/Cracked	536
2	Bent/Distorted	5
7	Improperly Adjusted	26
8	Unknown	1
12	Improper Assembly	7
14	Surface Uneven/Rough/Warped	2
16	Incorrect Size	1
17	Hole Incomplete, Out of Position	1
30	Chafed, Excessive Wear, Frayed	1
33	Loose Fit	226
34	Distorted/Wrinkled/Wavy	5
38	Wrong Part	1
41	Sticks/Binds/Grabs	2
42	Inoperative Component	61
46	Burned Out	1
49	Contaminated/Foreign Material	10
61	Weld Defective/Broken	5
63	Weak/Soft/Sagged	12
82	Freight/Postage/Maintenance	2
*	Unknown	1
C2	Threads Stripped	2
D4	Flaw in Material	12
D7	Corrosion (Perforation)	1
	Total	921

00000125

APPENDIX IX

00000126

CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)

- Page 1 -

File:	6C06	Opened:	January 26, 1999	Closed:	
VLD:	LVC	Assisting Activities:		CAMPAIGN:	
(Lead)	Mary Ellen Heyde	AVT / ASO / LVC-Safety		Contacts:	John McInerney - 20276 Dave Yu - 25852

MODELS:	1998 WINDSTAR
Input Source:	NHTSA SQ-89-01
Concern Description:	Overhead console loose or hangs down

Mtg #/Date: CONCERN INVESTIGATION DATA

- 1671/Jan 26 Walk-In by Lynn Edwards. NHTSA SQ99-01 (Service Questionnaire) ODI Resume attached.
1998 WINDSTAR.
DESCRIPTION:
 - Ford issued a service bulletin to address 'overhead console loose or hanging down'. ODI has one owner complaint alleging the owner was hit in the head while driving by the overhead console when it detached from the ceiling attachment points.SUMMARY:
 - Investigation is opened to ascertain facts concerning the problem experience, scope, and rationale for issuing a technical service bulletin to correct the problem. Historically, previous safety recalls involving similar type of failure have been filed with the agency.ASO will schedule a kick-off meeting.
Put under 'C - GOVERNMENT INVESTIGATIONS'
- 1683/Mar 9 ASO kick-off meeting held. Requested a 14D be written.

1999 WIN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE

Full Overhead Console (XF22-17519A58-A/B/C/E/F/G)

Level #1 - Immediate Production Strategy for Full Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98.
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98).
- Overhead console will utilize a mounting strap (PIA) molded from 100% virgin EMS110 polycarbonate (WSB-M4D627-A2).
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).
- Containment with the level #1 overhead console and bracket has been completed as of rotation # 2050.
- Service parts will be supplied with a mounting strap molded from Minton (Mineral filled nylon) material (ESA-M4D572-A2). *(Applies to service mounting strap and complete console assembly)*
- Prince workplan for cost optimized solution, elimination of phosphate wash and E-Coat, to be finalized 10/12/98.

Level #2 - Retrofit Strategy for Full Overhead Console and Bracket

- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating.
- Overhead console will utilize a mounting strap molded from Minton (Mineral filled nylon) material (ESA-M4D572-A2).
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).

Mini Overhead Console (XF22-17519A58-D/H)

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98.
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98).
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2).
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).
- Containment with the level #1 overhead console has been completed as of rotation # 2050.
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2).

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

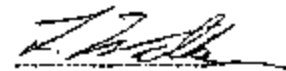
- No retrofit of parts required.
- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating.
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2).
Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).

See attached

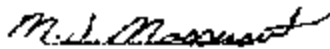
M. Miedema
GE Materials
Representative

See attached

J. Arnold
Prince Vice President
of Quality



L. Walker
AVT Interior Trim

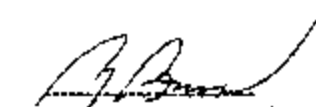


M. Masserant
AVT Materials Engrg.

Originator: B. Michalik (BMICHALI)
WIN126 Overhead Console .doc

See attached

J. Chu
Visteon Materials Expert



R. Borsos
Body Engrg. Manager

Date Created: 9/28/98
Date Revised: 9/28/98

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1999 WIN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE

Full Overhead Console OXF22-17519A58-A/B/C/D/F/G

Level #1 - Immediate Production Strategy for Full Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a mounting strap (PIA) molded from 100% virgin EM3110 polycarbonate (WSB-M4D627-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Commitment with the level #1 overhead console and bracket has been completed as of rotation # 2050
- Service parts will be supplied with a mounting strap molded from Minkon (Mineral filled nylon) material (ESA-M4D572-A2)

Level #2 - Retrofit Strategy for Full Overhead Console and Bracket

- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a mounting strap molded from Minkon (Mineral filled nylon) material (ESA-M4D572-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

Mini Overhead Console OXF22-17519A58-D/H

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Commitment with the level #1 overhead console has been completed as of rotation # 2050
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2)

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

- No retrofit of parts required
- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

M. Miedema
M. Miedema 9/28/98
GE Materials
Representative

J. Arnold
Prince Vice President
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L. Walker
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M. Massaro
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J. Cho
Virtcon Materials Expert

R. Barros
Body Engrg. Manager

Originator: B. Michals (BMC)HAL
WIN126 Overhead Console.doc

Date Created: 9/28/98
Date Revised: 9/28/98

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**1999 WIN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE**

Full Overhead Console (XF22-17519A58-A/B/C/E/F/G)

Level #1 - Immediate Production Strategy for Full Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delval, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a mounting strap (PIA) molded from 100% virgin EM3110 polycarbonate (WSB-M4D627-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console and bracket has been completed as of rotation # 2050
- Service parts will be supplied with a mounting strap molded from Minlox (Mineral filled nylon) material (ESA-M4D572-A2)
- Prince workplan for cost optimized solution, elimination of phosphate wash and E-Coat, to be finalized 10/12/98

Level #2 - Retrofit Strategy for Full Overhead Console and Bracket

- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a mounting strap molded from Mialon (Mineral filled nylon) material (ESA-M4D572-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

Mini Overhead Console (XF22-17519A58-D/E)

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delval, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console has been completed as of rotation # 2050
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2)

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

- No retrofit of parts required
- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

M. Miedema
GE Materials
Representative

J. Arnold 9/23/98
J. Arnold
Prince Vice President
of Quality

L. Walker
AVT Interior Trim

M. Masserant
AVT Materials Eng'g

J. Chu
Viscon Materials Expert

R. Borso
Body Engr. Manager

Original: R. Michalik (SMICHAL)
WIN126 Overhead Console.doc

Date Created: 9/23/98
Date Revised: 9/25/98

1999 WIN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE

Full Overhead Console (XF12-15)9A58-A/B/C/E/F/P

Level #1 - Immediate Production Strategy for Full Overhead Console

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production
- The bracket supplier, Delwal, has begun shipping ph B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a mounting strap (PLA) (M4D627-A2)
- Overhead console mounting strap will utilize clips with Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console and brace
- Service parts will be supplied with a mounting strap mold (M4D572-A2)

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 — coating
 — a tiled nylon material (ESA-

Level #2 - Retrofit Strategy for Full Overhead Console and Brace

- Steel overhead console bracket has been supplied with a Unij
- Overhead console will utilize a mounting strap molded from M4D572-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

Mini Overhead Console (XF12-17)9A58-D/E/H

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (5000 shipped on 9/27/98)
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console has been completed as of rotation # 2050
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2)

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

- No retrofit of parts required
- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

M. Miedema
GE Materials
Representative

J. Arnold
Prince Vice President
of Quality

L. Walker
AVT Interior Trim

M. Masserani
AVT Materials Eng'g

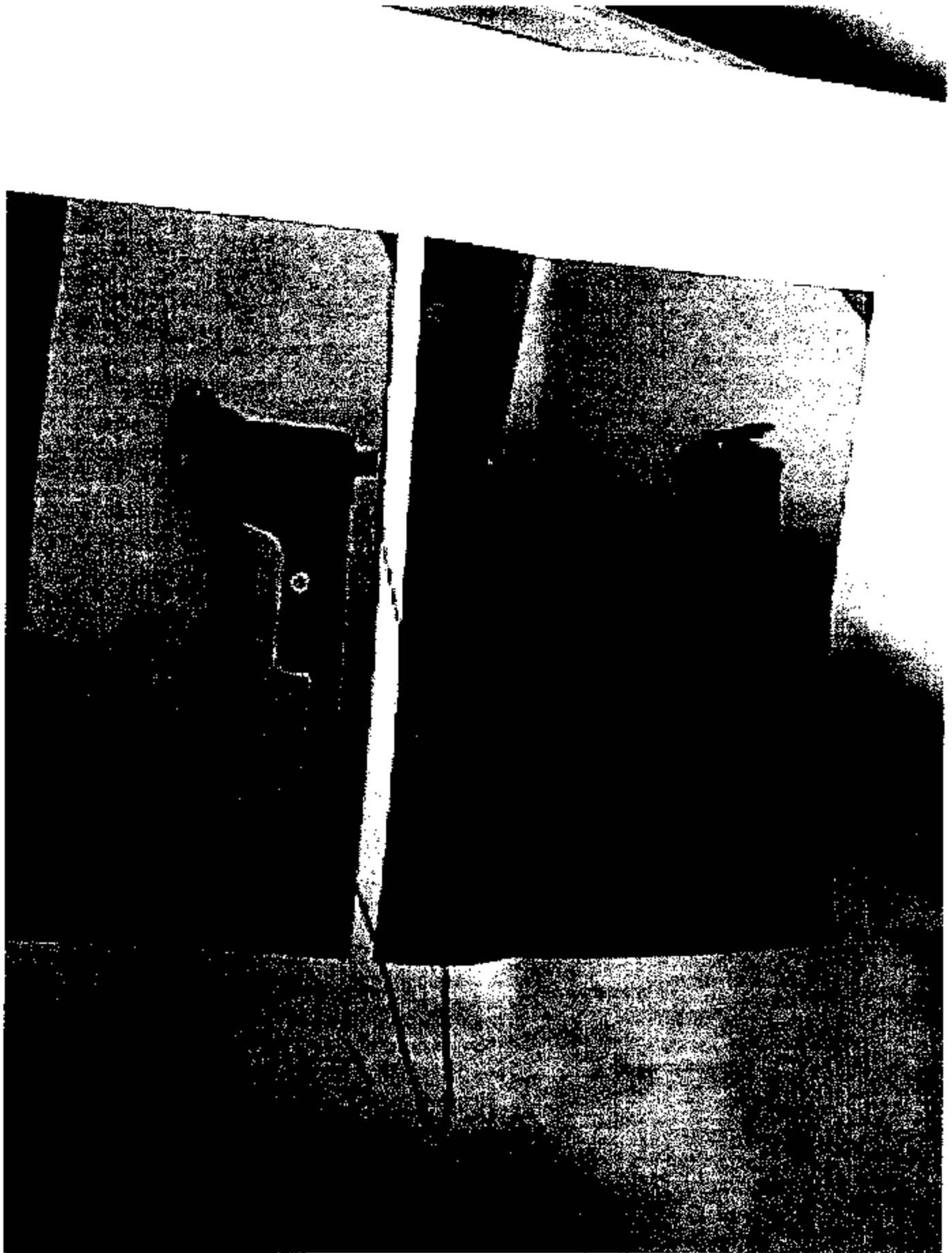
[Signature]
J. Chu
Vehicle Materials Expert

R. Borros
Body Eng'g. Manager

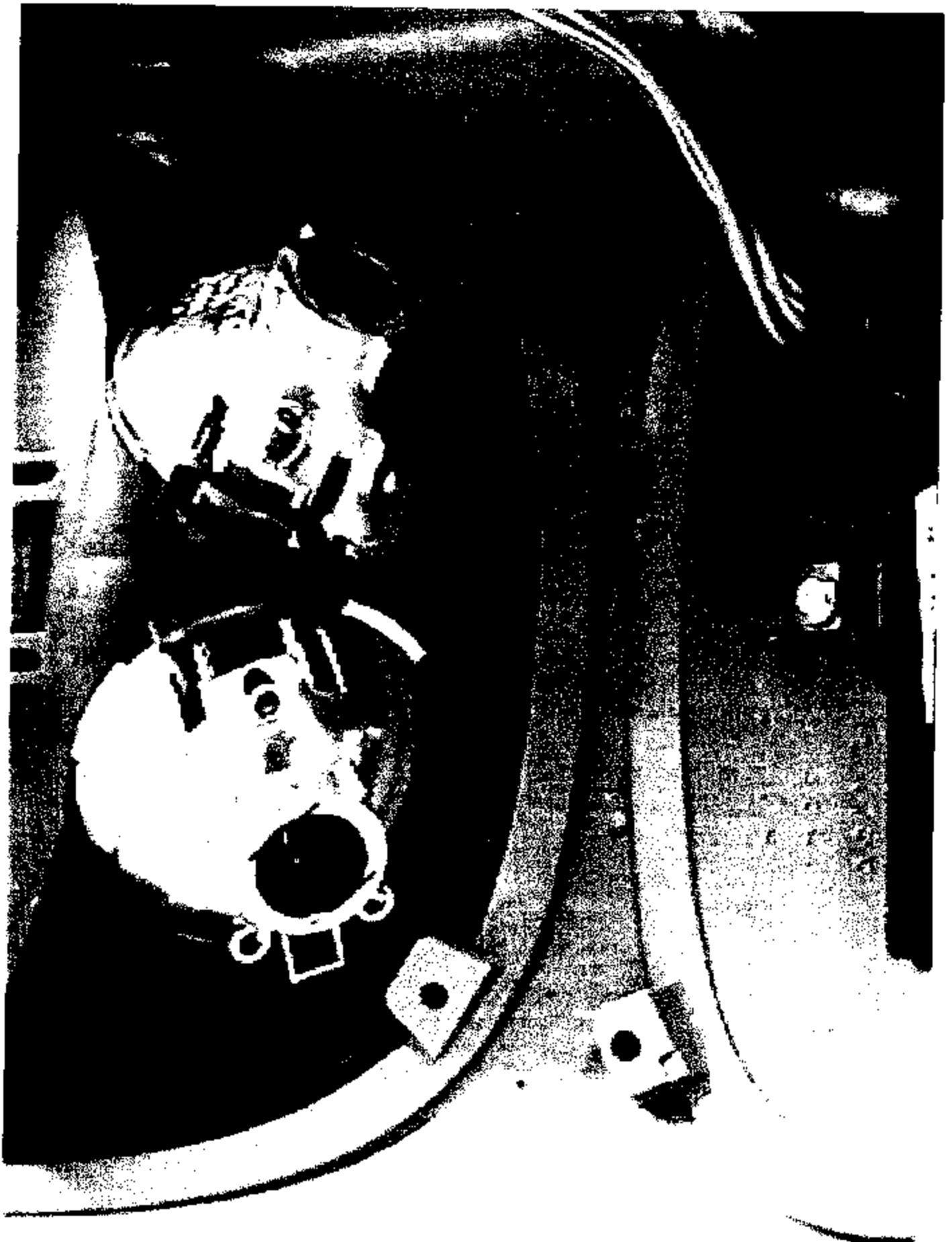
Originator: B. Michalik (BMICHALI)
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Date Created: 9/28/98
Date Revised: 9/28/98

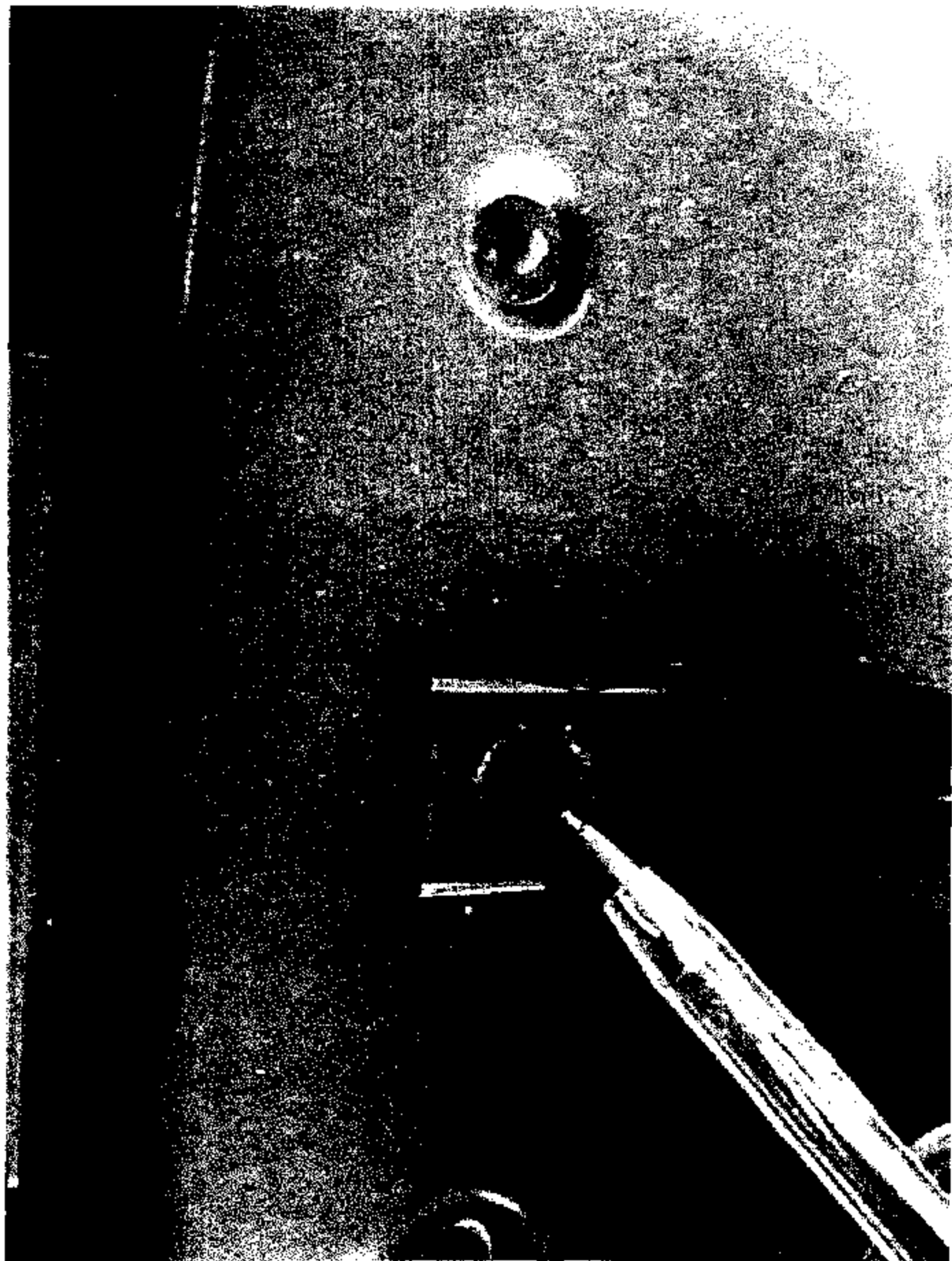
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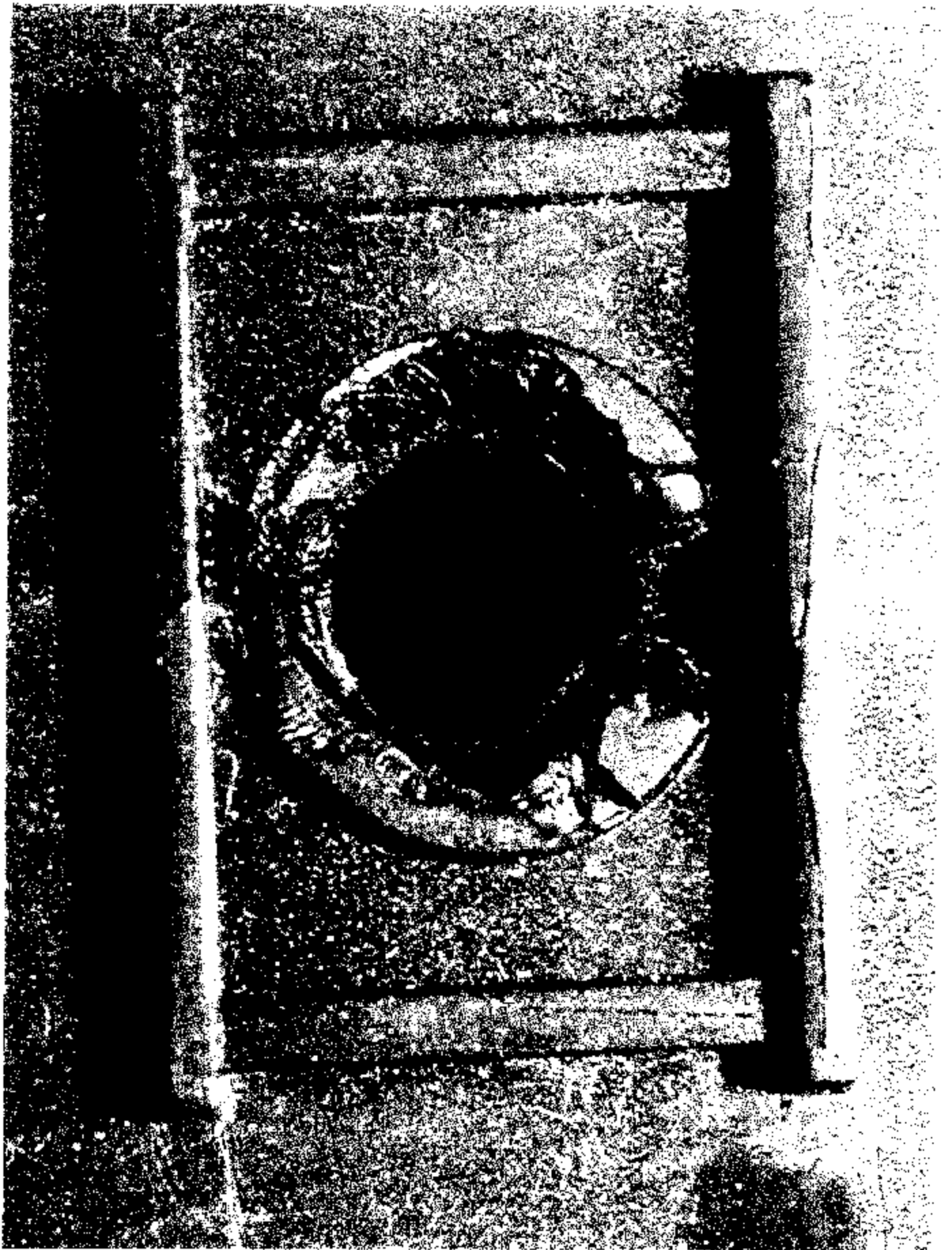
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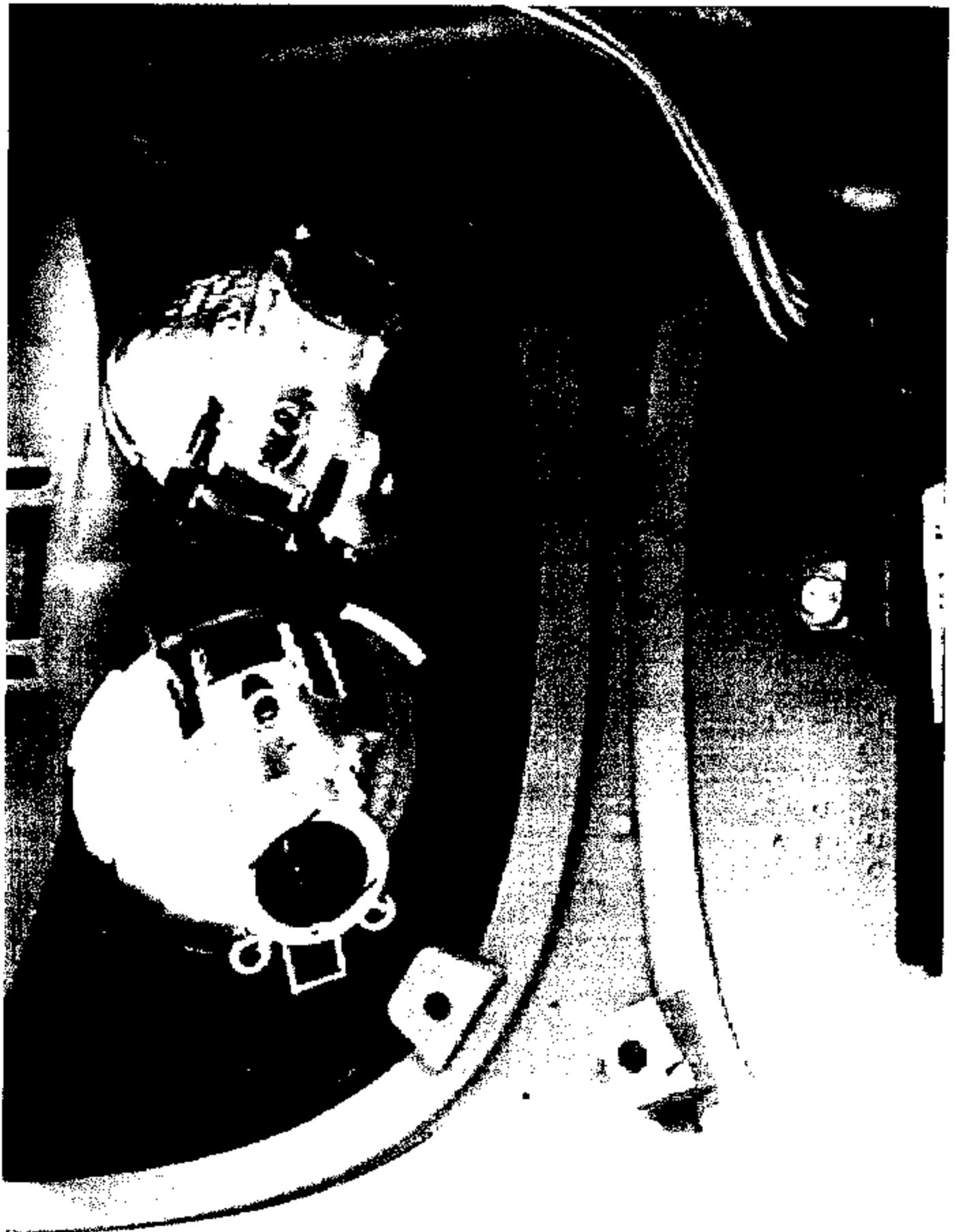
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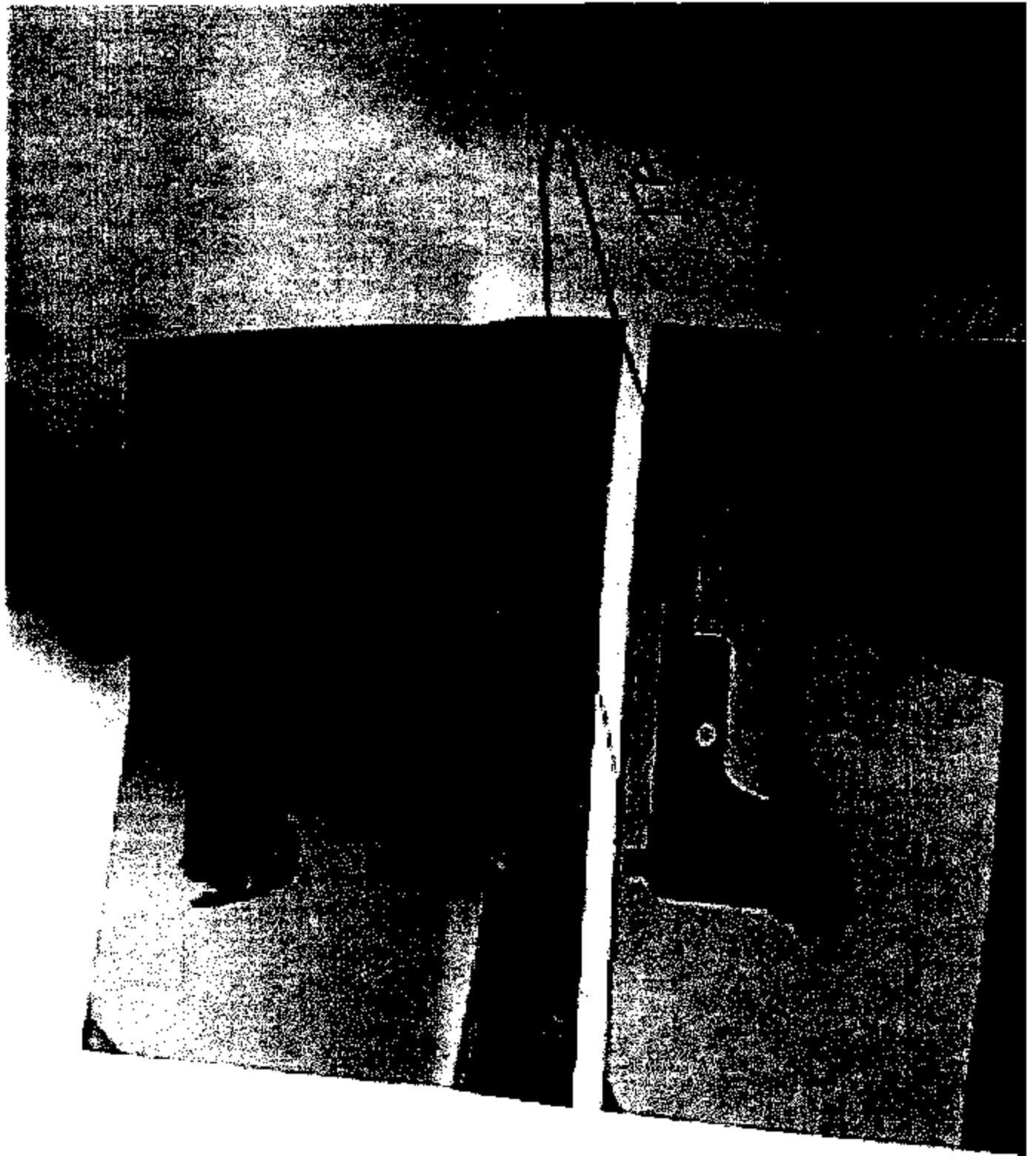
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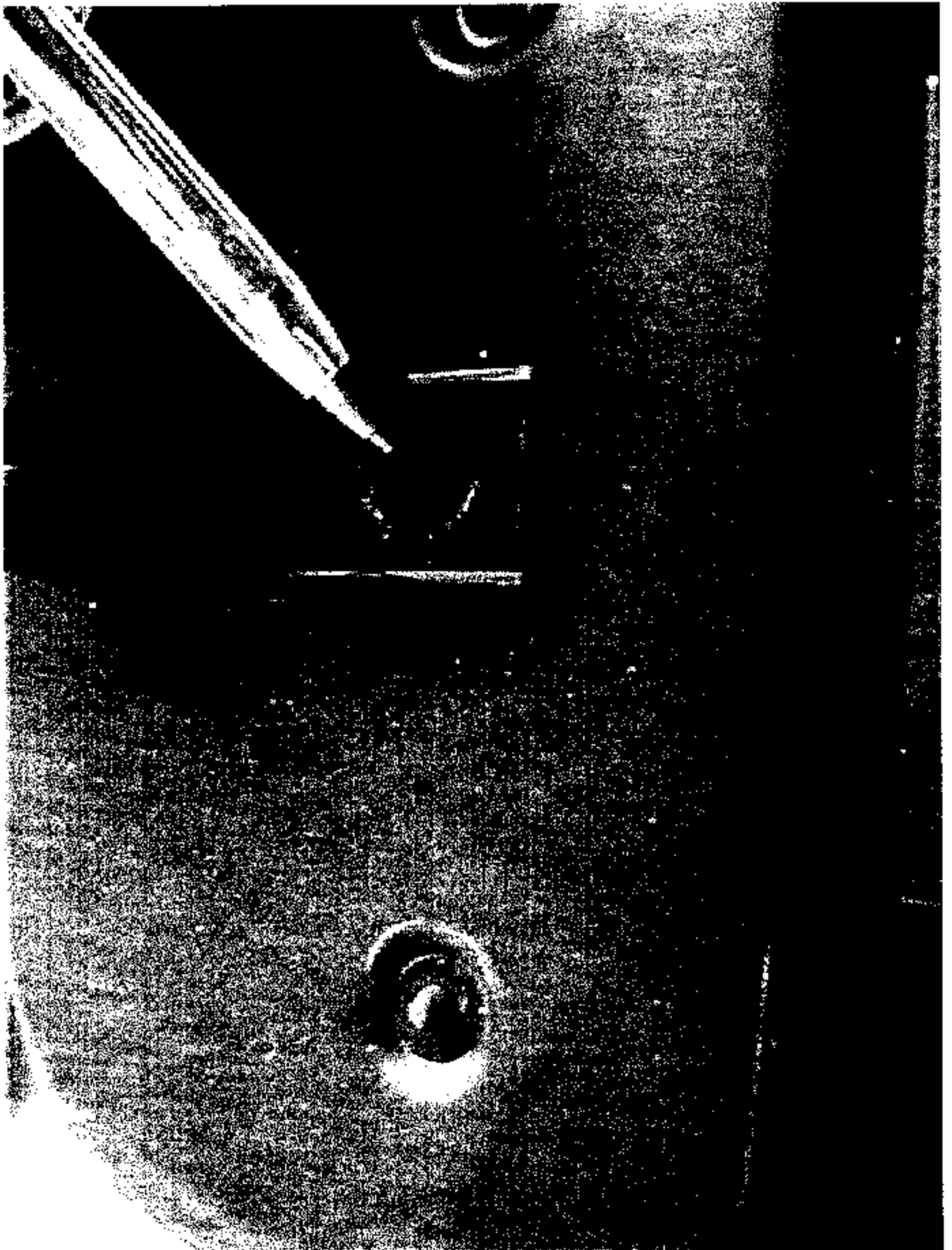
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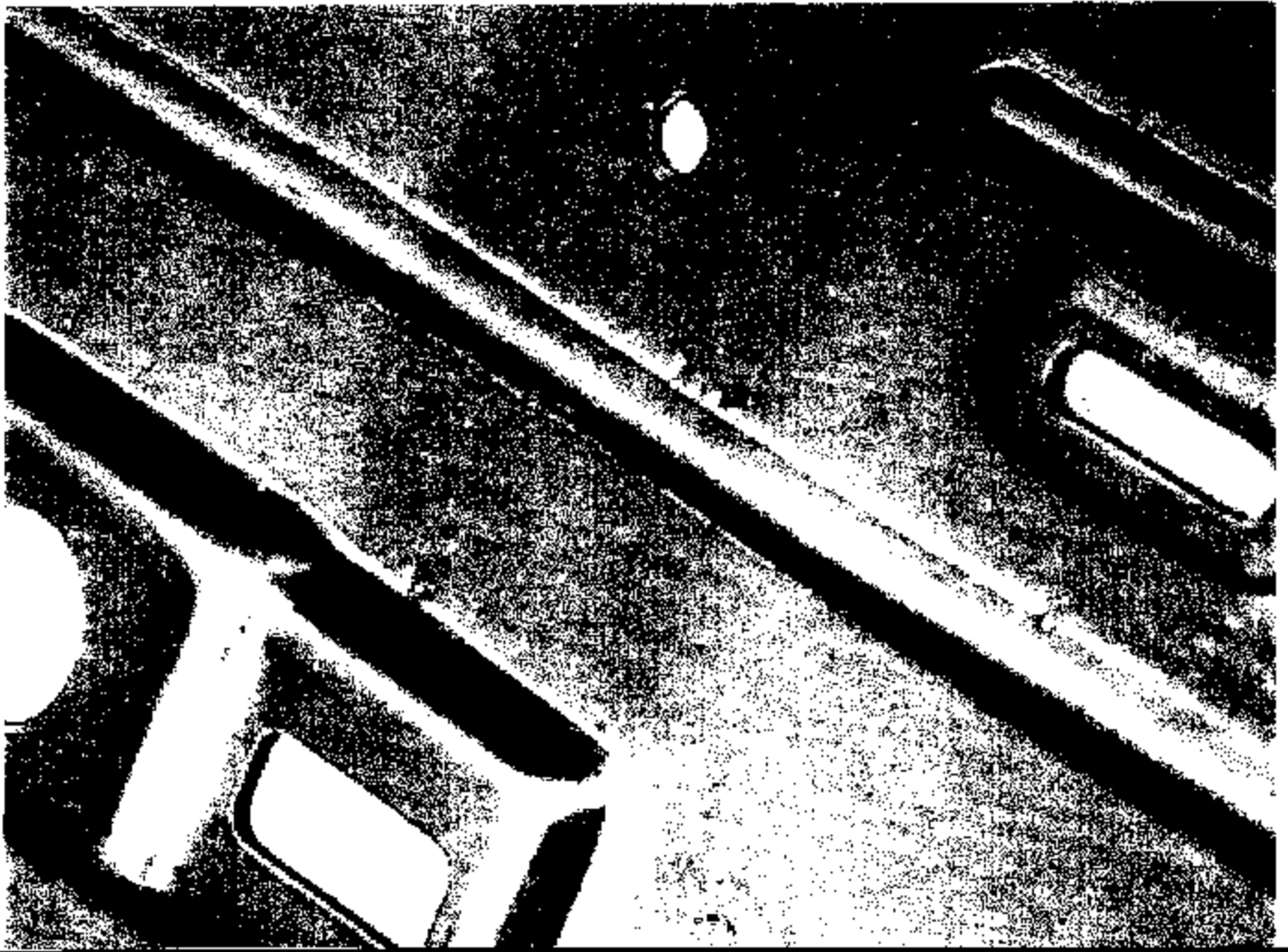
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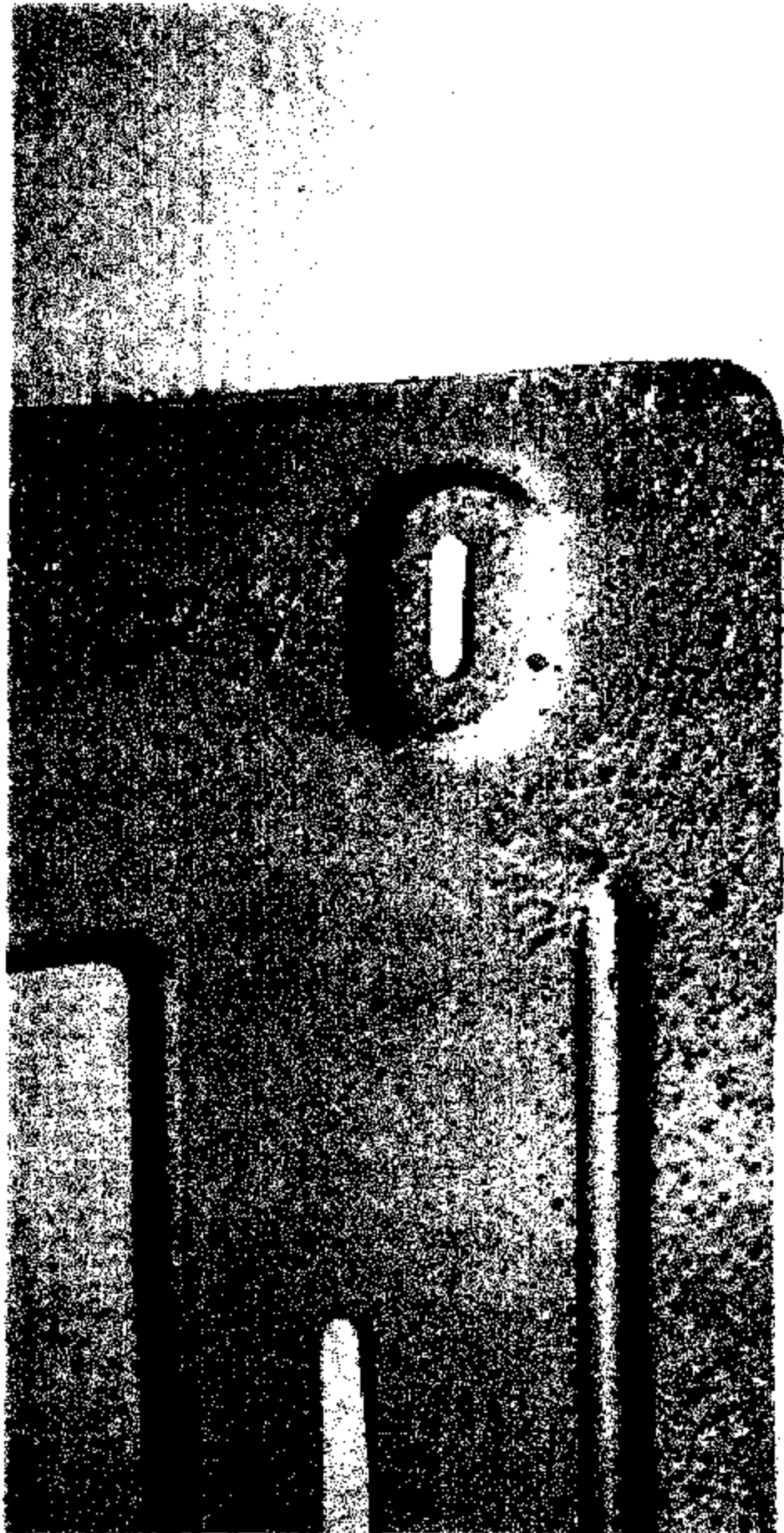


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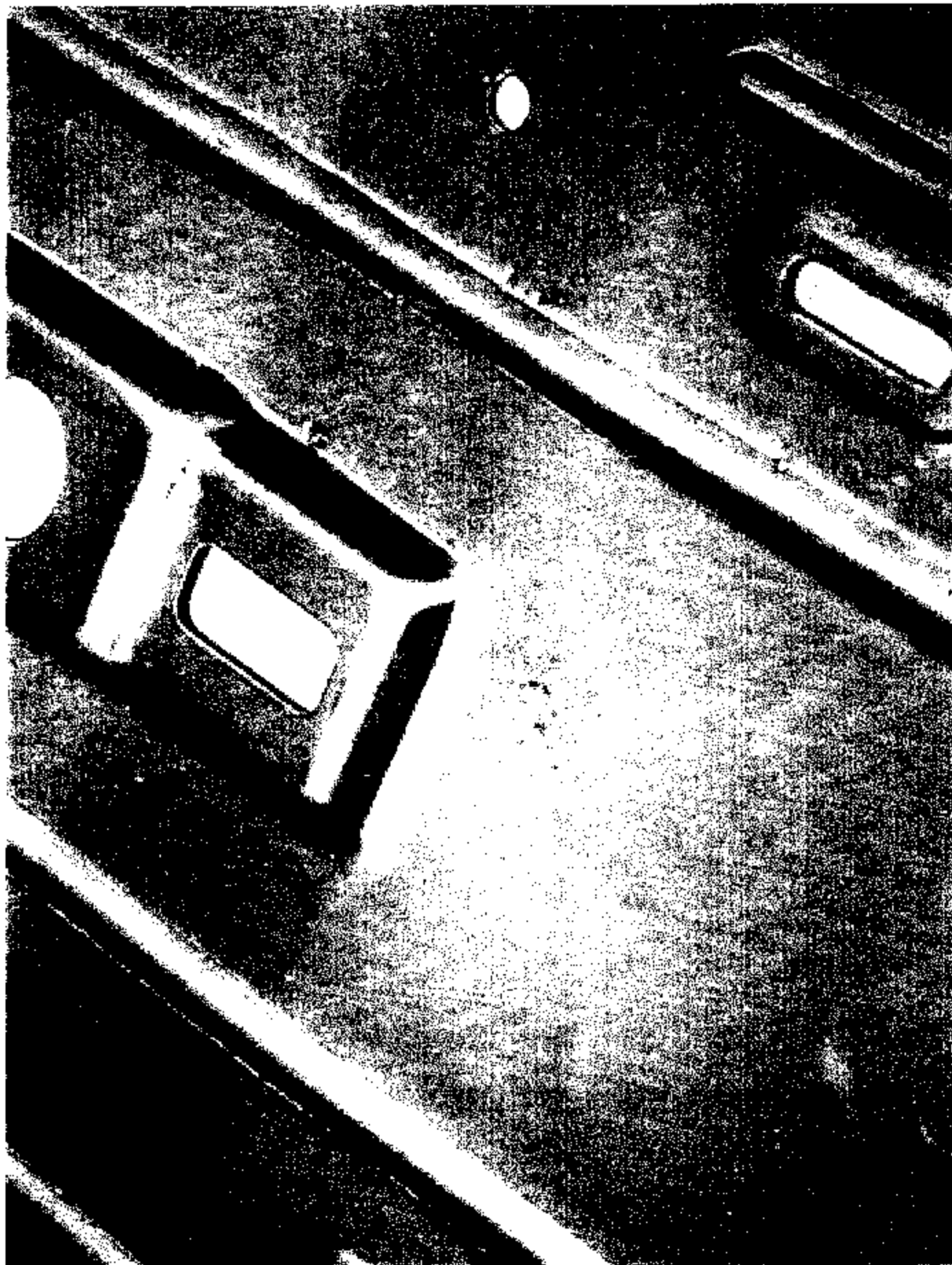


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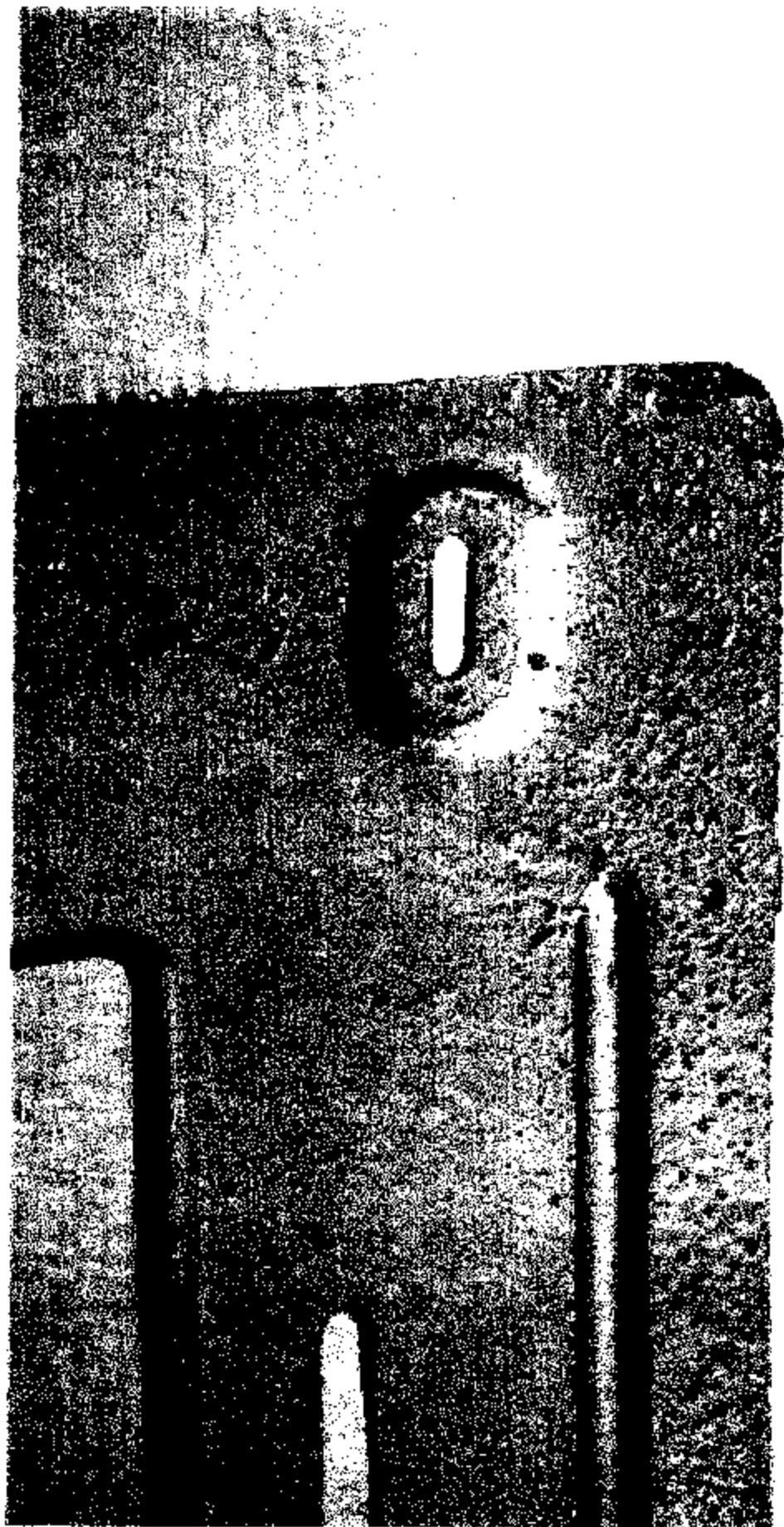




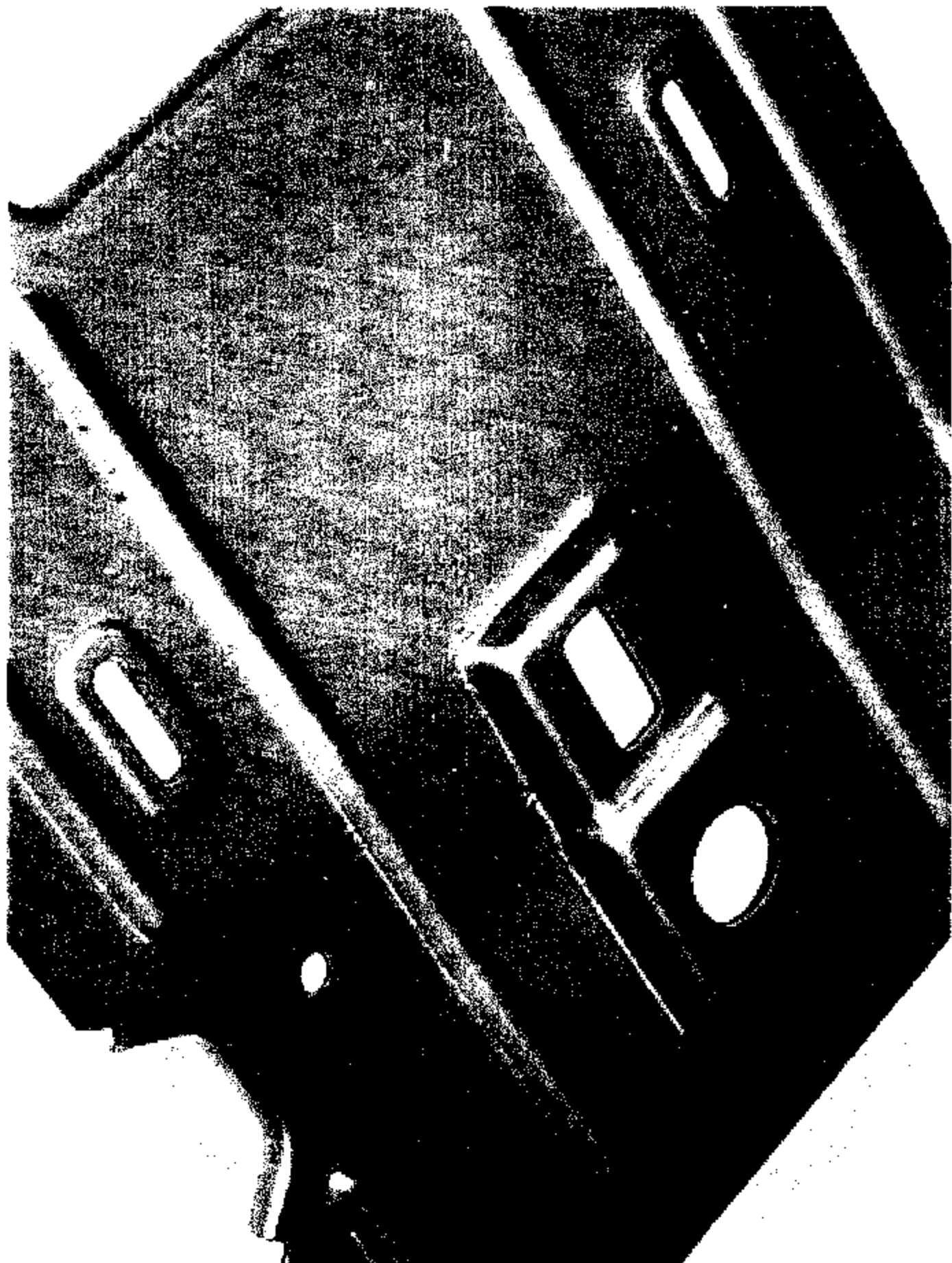
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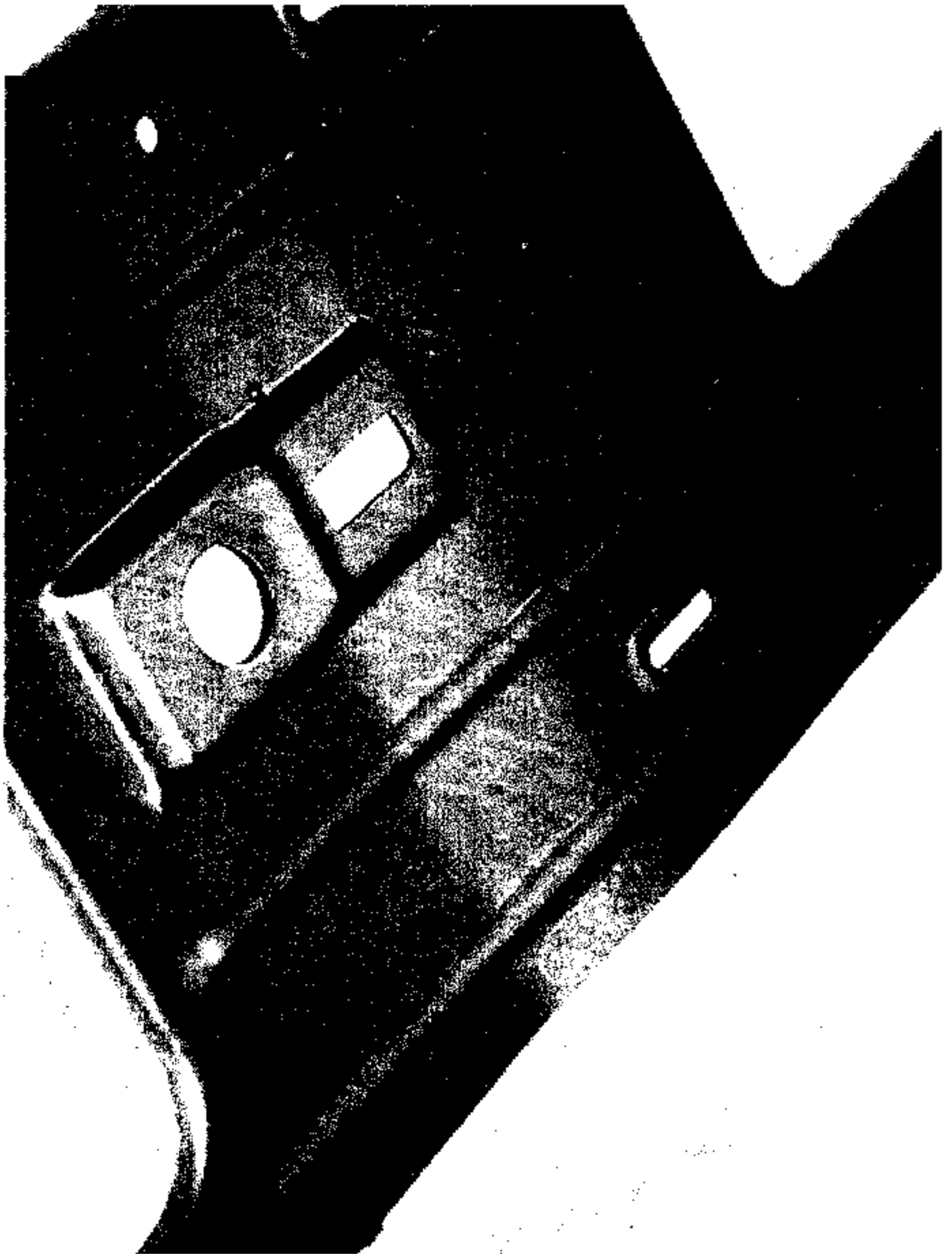
00000110



06000141



00000142



00000143

Matrix by Individual Customer Concerns

Fri, Aug 28, 1908 9:28:37 PM

Sample size: 77 / 5780

Criteria:

WINDSTAR Model year 1998%
 Oakville Assembly Plant
 date range: from 8/28/98 to 8/28/98
 site date range: from 9/18/97 to 8/7/98
 site range: from 9/8/97 to 7/2/98
 month range: from Sep-97 to Jul-98
 Partial concern selection
 All concerns (open/closed)
 size by: J.D. Power reference

Year	Driver	State	Concern comment	Build	Purchased Mileage	DIS	Dealer name	Service manager	Dealer phone	Opened	Closed	Rep. sched.	Concern status	Closure type	Resolution champion	Root cause	Interim action	Permanent action
------	--------	-------	-----------------	-------	-------------------	-----	-------------	-----------------	--------------	--------	--------	-------------	----------------	--------------	---------------------	------------	----------------	------------------

RIOR

B95 - Other I.P. / console troubles																		
12A5141WBE22834				5/3/98	71628	956	GRAHAM FORD INC	JERRY ESTEP	(614) 464-6161	8/28/98	8/28/98		Closed	Repaired (repair date and comment required)	To be determined			
IDSTAR 1998%				7/16/98	956	30 (43)												
ONE CITY, OH																		

Customer noticed rattle that the overhead console was loose. Dealer tightened screws.

Don
File
Overhead Console Rattle
Spoke
8/28/98

** Jeff*
C10874474
A P BATTEN 1/11
ITIM - IT DENY

TE C SINES

MACRO OPTIONS

MODIFY MENU

EDIT DISPLAY
USER DEFAULTS

97 WIN 88 07/11 CONSOLE K
"A4 SIZE" FORMAT (A)
A19 G-PIA 1-53 ASY

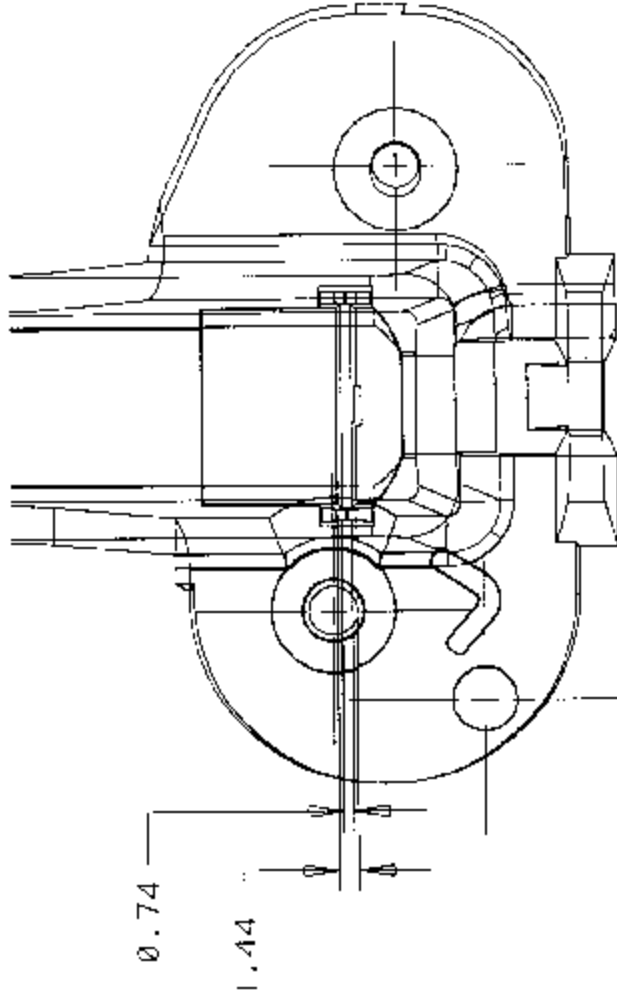
CHAR. HT. = 3.0 MM

DETAILING OFFSETS
PICK TO MODIFY
NO LABEL LIST
OR ADD
DIMENSION BOXES
FROM SAME/ANOTHER PART
CLI PLANE
NOTE
VIEW IN DIR. OF

URN DTLS ON/OFF
DIM CHECKER ON/OFF
CHANGE CHAR SCALE
SWITCH PIC AUTO
SWITCH PIC & SCALE
SWITCH PIC

DELETE
FONT LINES BY VIEW
FONT SEGMENTS BY VIEW
CROSSHATCH HATCHING
LIBRARY FUNCTION

SCREEN COPY
COLOR
EXIT DETAILING



PAN ZOOM REDRAW
TRANS/SCALE

D: S: GR MAIN

00000145

ICCD Matrix by Individual Customer Concerns

Fri, Aug 28, 1998 9:20:37 PM

Sample size: 77 / 6780

Report criteria:

Model: WINDSTAR Model year: 1998 1/2
 Plant: Oakville Assembly Plant
 Current date range: from 8/28/98 to 8/28/98
 Purchase date range: from 9/16/97 to 8/7/98
 Build date range: from 9/8/97 to 7/2/98
 Build month range: from Sep-97 to Jul-98
 Include: All concerns (open/closed)
 Categorize by: J.D. Power reference

Partial concern selection

VIN	Model	Primary driver	City, state	Concern comment	Build Purchased Mileage DIS	Dealer name Service manager Dealer phone	Repair comment		Concern status Closure type Bin Resolution champion	Root cause	Interim action	Permanent action
							Opened	Closed				

INTERIOR

IN01J B95 - Other I.P. / console troubles

2FMZA5141WBEZ2834 8/3/98
 WINDSTAR 1998 1/2 7/16/98
 DONNA HOGAN 856
 GROVE CITY, OH 30 (43)

1st Customer noticed right away that the overhead console was loose.
 Returned to dealer where the screws were tightened.

Closed
 Repaired (repair date and comment required)
 To be determined

8/28/98
 8/28/98

GRAHAM FORD INC
 JERRY ESTEP
 (614) 484-6161

Dealer tightened screws.

Don Fitt
Overhead Console Screws Tightened
8/28/98

X
Jeff
C10874474
A P Bottom 1/4
Thin - J. D. Power

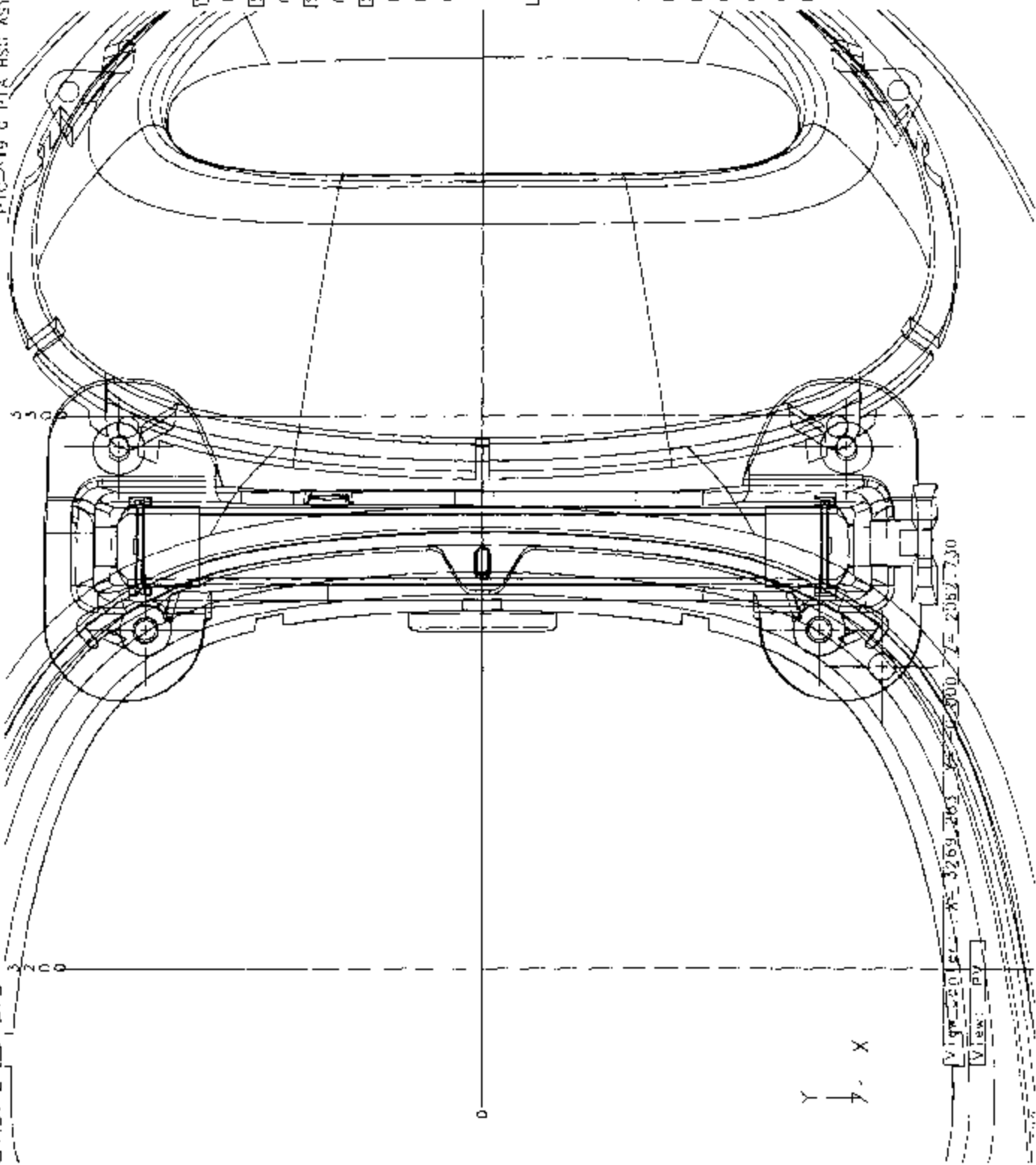
TE C. SCHEERS

00000111

LAST LINE NO. = 7268

USING E-SELECTIONS > ON OFF

PR1-P.-7780-010503 10834-A20 3.10RF DF113
BY MEX 89 0/M CONSOLE KIT
PIC-119 G PIA HSG ASY
MACRO OPTIONS



[SELECT LINE]

NO. LABEL LIST

[SELECT SURFACE]

NO LABEL L SI

[SELECT SURF-PART]

NO. LABEL L SI

[SELECT SOLID]

NO. LABEL LIST

PICTURE OPERATIONS

PJING- FROM KEY

ADD ALTERNATIONS

[CREATE]

LINE SURF SUPPORT

SOLID LIGHT

REORIENT ORCP

CUT IRIM SPLIT LABEL

MULTI-LINE OPTS

PROCESS DATA

COL DR LNI ASSOC

GEOMET MATERIAL

FORMA OPERATIONS

DATA COLLECTOR

DATA I/O

APPL: FINS

Y X

View: PV
3269-263 32-2300 Z= 2087.730

00000147

MACRO OPTIONS

MODIFY MFN.1

EDIT DISP_LAY
USER DEFAULTS

97 WIN-88 G/AI CONSOLE 4
d
"A4 SIZE" FORMAT (A)
A19 G-PIA HSC ASY

CHAR. HIF. = 3.0 MM

THE CALLING DEFAULTS
PICK TO MODIFY

NO LABEL LIST

OR ADD

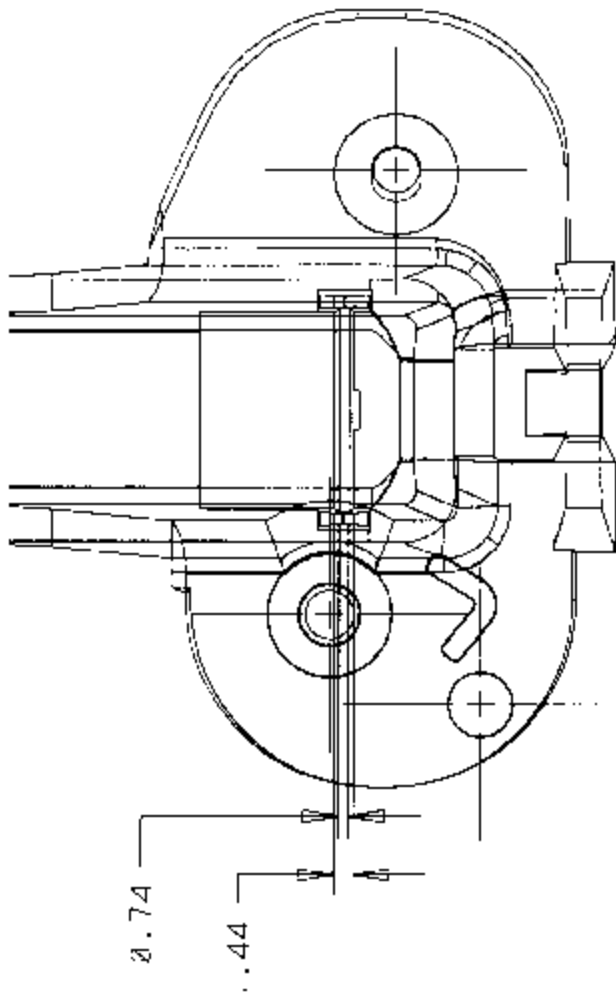
DIMENSION BOXES
FROM SAME/ANOTHER PAIR
CUT PLANE
NOTE
VIEW .N DIR. OF

TURN DTLS ON/OFF

QDIM CHECKER ON >OFF
CHANGE CHAR SCALE
SWITCH PIC AUTO
SWITCH PIC & SCALE
SWITCH PIC

DELETE
FONT INFS BY VIEW
FONT SEGMENTS BY VIEW
CROSSHATCH HATCHING
LIBRARY FUNCTION

SCREEN COPY
COLOR
EXIT DETAILING



PAN ZOOM REDRAW

TRANS/SCALE

DESIGN

MAIN

00000140

OVERHEAD CONSOLE LOOSE/FALLS

May 28 to July 3, 1998 Production

WAL DO	PROG	WRIT	S WCC	PART	NU	CUS	HPR	DT	MIG	TOT	CD	RE	STPR	TECH	TEXT
21MZA51414ABE13287	61898	107	75E	61	16519A70	B54	102298	1	434	468	31	NA	A		OVERHEAD CONSOLE BROKE FELL OFF ATT. NEW POSITION
21MZA146VBE23017	80249	87	50B	6	7	6519A70	B54	31749	1	119	404	32	NA	A	VALVE BROKEN AND MISSING REPAIR CONSOLE ASSEMBY
21MZA5145VBE14626	90008	53208	6	17	6519A70	T50	40660	2	850	74	16	NA	A		MAIN OVERHEAD CONSOLE FELL OFF. MISSING BRACKET & BUSH UNDER SIDE OF CONSOLE
21MZA5145VBE1216	101088	123344	NA	17	6519A70	T50	562590	2	36	421	32	NA	A		OVERHEAD CONSOLE FELL OFF AND UNATTACHED. TABS ARE BROKEN AND WILL NOT STAY UP. NO LABELS IN PART.
21MZA5147VBE12327	60386	78259	61	17	6519A70	B54	110032	5	609	4	16	NA	A		CONSOLE BRACKET NEWLY RE-ASSEMBLED
21MZA5147VBE20389	61540	62208	61	17	6519A70	B50	126268	1	687	308	41	NA	A		BRACKET BRUSH REPLACE CONSOLE AND BRACKET
21MZA5147VBE40381	91299	92308	6	17	6519A70	N20	111108	1	1195	487	50	NA	A		LOOSE REPLACE OVER HEAD CONSOLE AND BRACKET
21MZA5148VBE13040	31750	50708	6	17	8519A70	T50	102198	1	1043	484	NA	A		UPGRADE BROKEN AND REPLACE CONSOLE AND BRACKET	
21MZA5148VBE13307	80348	90708	6	17	8519A70	B73	80900	1	6	405	62	NA	A		LOOSE BRACKET WIND HOOD ACCESS
21MZA5148VBE23207	60508	90748	61	17	8519A70	T60	202286	4	3326	477	67	NA	A		WIND HOOD JUST CORRECTED, BRACKET OVER HEAD CONSOLE REPLACE
21MZA5149VBE23133	63800	102478	61	17	8465A70	B54	192958	1	225	28	83	NA	A		225 REPAIR OVER CONSOLE BRACKET
21MZA5149VBE17391	60408	110100	61	17	8519A70	B54	102698	0	8	467	57	NA	A		5 BROKEN REMAIN & REPLACE TOP CONSOLE ASSEMBLY
21MZA5149VBE140153	80408	62688	61	17	8519A70	B65	862750	1	40	637	31	NA	A		REPAIR AND REPLACE OVER HEAD CONSOLE INSTALL NEW BRACKET
21MZA5149VBE18657	60340	70198	61	17	8519A70	T60	103008	3	2414	511	17	NA	A		REPAIR CONSOLE
21MZA5149VBE14023	61440	80350	61	17	8519A70	T60	801308	1	1378	126	46	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE23376	61686	71008	61	17	8519A70	T60	907008	2	600	48	10	NA	A		CONSOLE POSITION OF PARTS TO REPAIR BRACKET FOR WIND HOOD ASSEMBLY WITH UNPAINTED PART, REPAIR CONSOLE
21MZA5149VBE17356	61708	80356	61	17	8519A70	B73	10566	0	300	22	58	NA	A		REPLACE OVER HEAD CONSOLE ASSEMBLY
21MZA5149VBE18694	62460	70208	6	17	6519A70	T60	210008	1	1716	482	14	NA	A		REPAIR CONSOLE
21MZA5149VBE17704	62540	91408	61	17	8519A70	B54	108000	1	2444	340	86	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE23581	62540	71078	61	17	8519A70	B65	90668	3	2504	42	37	NA	A		CONSOLE POSITION OF PARTS TO REPAIR BRACKET FOR WIND HOOD ASSEMBLY WITH UNPAINTED PART, REPAIR CONSOLE
21MZA5149VBE18794	61028	81556	61	17	8519A70	B65	703046	1	20	65	65	NA	A		FULLY OPERATIONAL
21MZA5149VBE23041	61038	70088	61	17	6519A70	T60	103948	1	1690	480	17	NA	A		REPAIR CONSOLE
21MZA5149VBE23227	61040	62168	61	17	8519A70	T60	562298	1	1441	608	36	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE23256	61556	80198	61	17	8519A70	T60	107268	2	971	612	51	NA	A		CONSOLE POSITION OF PARTS TO REPAIR BRACKET FOR WIND HOOD ASSEMBLY WITH UNPAINTED PART, REPAIR CONSOLE
21MZA5149VBE23137	61556	80386	61	17	8519A70	T60	90398	0	11	22	61	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE41985	61556	90548	61	17	8519A70	T60	104708	1	2811	601	63	NA	A		CONSOLE POSITION OF PARTS TO REPAIR BRACKET FOR WIND HOOD ASSEMBLY WITH UNPAINTED PART, REPAIR CONSOLE
21MZA5149VBE14078	61040	62458	6	17	8519A70	T60	106208	5	5444	46	79	NA	A		REPAIR CONSOLE
21MZA5149VBE18110	61040	71078	61	17	8519A70	B55	110388	5	6104	36	61	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE23160	61040	80708	61	17	8519A70	B50	110608	2	250	43	04	NA	A		CONSOLE POSITION OF PARTS TO REPAIR BRACKET FOR WIND HOOD ASSEMBLY WITH UNPAINTED PART, REPAIR CONSOLE
21MZA5149VBE23620	60456	81808	61	17	8519A70	B50	807008	3	2808	633	34	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE36127	62500	30008	NA	17	8519A70	B50	111398	3	1257	53	34	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE45496	60208	80708	61	17	8519A70	T60	105008	2	1521	37	61	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE46123	60208	80348	61	17	8519A70	T60	1105000	3	1067	43	34	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK
21MZA5149VBE13077	60208	71078	61	17	8519A70	T60	61000	3	473	10	46	NA	A		REPAIR CENTER CONSOLE REMOVE AND INSTALL CORRECT PLATE WEIGHT BRACKET REPAIR AND REPAIR CHECK

00000151

OVERHEAD CONSOLE LOOSE/FALLS

May 28 to July 3, 1998 Production

TECH_1AT2

GUEST TKT

CENTRE CONSOLE

OVERHEAD CONSOLE

LOOSE

PL	VIN CD	PRODN	WRTY_3	WCC	PART_NO	CUS	RFR_DT	1	MILG	TOT_QD	RE	ST	PA	TEXT
100	2FMZAS140VW5E-3570	62598	611950	6-11	10349A35	FE4	6/24/98	3	3407	0-2	NA	ND		CLIP ON CONSOLE BROKEN IN FALL 4 CLIPS
100	2FMZAS140VW5E-4474	61166	603960	6-11	10319A70	EBE	10/16/98	4	565	483	NA	Y		OVERHEAD CONSOLE WAS BROKEN REPLACED WITH NEW INSPECT OVERHEAD CONSOLE FOLLOWING GUIDES
100	2FMZAS140VW5E-2258	61166	720680	6-17	10319A70	EB4	1/23/98	4	418	473	NA	Y		REPLACE OVERHEAD CONSOLE TO BE CONSISTENT WITH OTHER OVERHEAD CONSOLE
100	2FMZAS140VW5E-2147	61166	624580	6-17	10319A70	EB3	8/23/98	3	4481	460	NA	Y		CONSOLE MOUNTING TIME FOR RUINER OF 173
100	2FMZAS140VW5E-12016	61166	617580	6-17	10319A70	DB5	7/10/98	3	730	410	NA	Y		CONSOLE WAS REPLACED RETAINING 3 LAYERS OF TAPE TO PREVENT REPAIR BROKEN REPLACED HEADLINE CONSOLE
100	2FMZAS140VW5E-23763	61166	616080	6-17	10319A70	DB4	12/17/98	3	3400	1710	NA	Y		REPLACE OVERHEAD CONSOLE TO BE CONSISTENT WITH OTHER OVERHEAD CONSOLE
100	2FMZAS140VW5E-2400	61166	622086	6-17	10319A70	DB6	8/20/98	2	549	430	NA	Y		REPLACE CONSOLE
100	2FMZAS140VW5E-39289	61166	622756	6-17	10319A70	DB4	11/20/98	4	1100	4	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-12844	61166	614490	6-17	10319A70	DB3	9/11/98	1	863	435	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-37522	61166	624590	6-17	10319A70	DB4	1/26/98	4	6800	1137	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-18150	61166	612638	6-17	10319A70	DB5	1/23/98	2	2050	405	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-20826	61166	610398	6-17	10319A70	DB5	8/13/98	1	1662	959	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-39854	61166	611198	6-17	10319A70	DB6	8/20/98	2	2184	408	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-25258	61166	611008	6-17	10319A70	DB3	7/24/98	4	6	41	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-16010	61166	609586	6-17	10319A70	DB6	7/16/98	3	3223	484	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-14546	61166	612098	6-17	10319A70	DB3	8/25/98	2	740	442	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-3687	61166	612790	6-17	10319A70	DB5	7/16/98	2	3063	464	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-3658	61166	612790	6-17	10319A70	DB5	7/16/98	2	3063	464	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-22606	61166	612098	6-17	10319A70	DB3	7/27/98	1	10	560	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-21647	61166	612098	6-17	10319A70	DB6	7/27/98	1	2858	416	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-48249	61166	612098	6-17	10319A70	DB3	7/27/98	1	186	212	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-27290	61166	625598	6-17	10319A70	DB3	1/21/98	3	15580	423	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-23031	61166	623880	6-17	10319A70	DB5	1/22/98	4	3632	450	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-48622	61166	612098	6-17	10319A70	DB6	11/29/98	4	3867	408	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-39220	61166	612098	6-17	10319A70	DB3	1/20/98	2	2416	456	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-31720	61166	611708	6-17	10319A70	DB5	5/14/98	0	51	630	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-23393	61166	617798	6-17	10319A70	DB3	11/23/98	4	3495	480	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-48030	61166	611708	6-17	10319A70	DB5	10/21/98	1	1	461	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-29840	61166	614588	6-17	10319A70	DB5	11/23/98	3	4811	153	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE
100	2FMZAS140VW5E-36848	61166	614088	6-17	10319A70	DB5	8/13/98	1	10	406	NA	Y		CONSOLE WAS BROKEN REPAIRERS NOT AT ALL WOULD CHECK IT AND FOUND IT LOOSE AND FALL WITH OTHER REPLACED CONSOLE

00000152

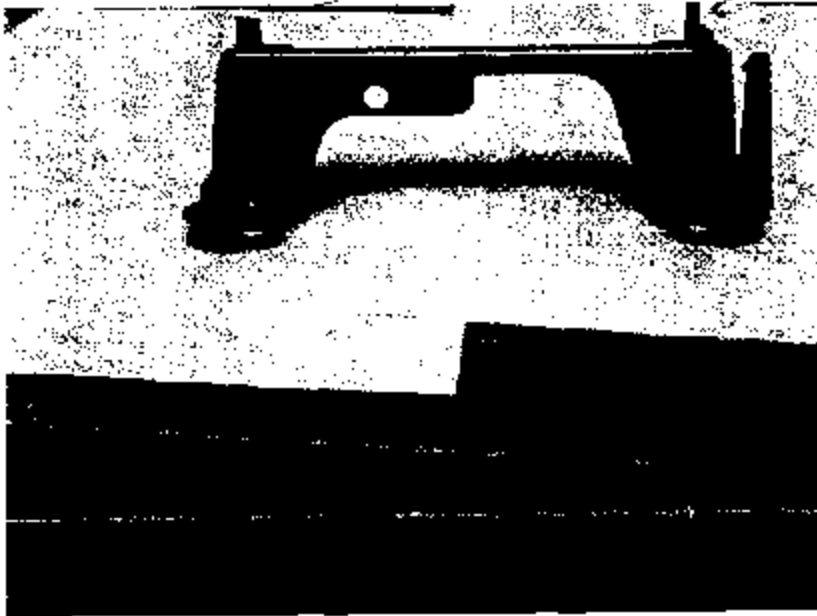
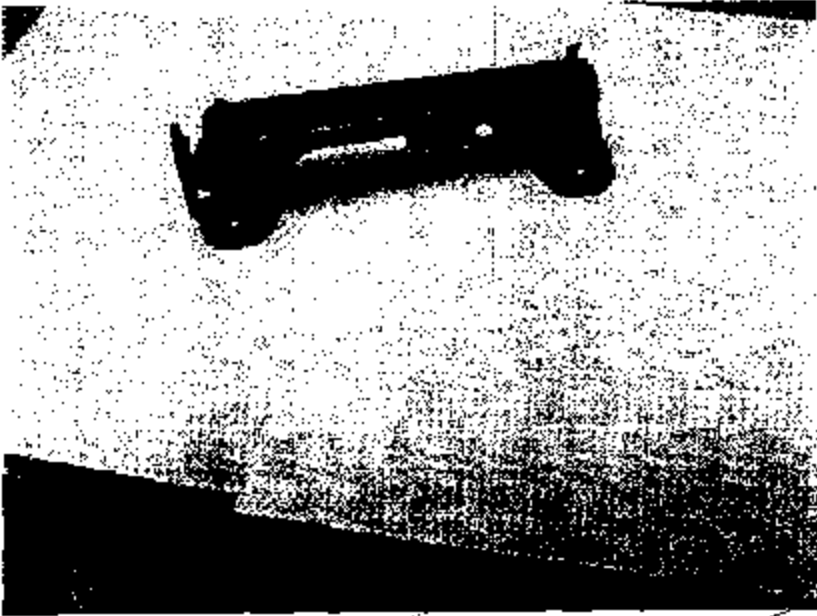
OVERHEAD CONSOLE LOOSE/FALLS

May 28 to July 3, 1998 Production

UNIT	WALCD	PRDWN	WRTY_9	WCC	PART	NO	CUS	RPR	DT	BY	MILG	10'	CC	REST	PR	TECH_TXT
100	27M2A5148VWB	1447	65080	106490	BL17	10518470	N30	100280	3	43	55625	NA CA				
100	27M2A5148VWB	1447	60190	62158	BL17	10518470	N30	111958	5	21671	51176	NA CA				OVERHEAD CONSOLE FALLS OUT 10'
100	27M2A5148VWB	1447	60196	85638	BL17	10518470	N30	111168	4	2416	51170	NA CA				CUSTOMER STATES CENTER OVERHEAD CONSOLE LOCAL SWELLING
100	27M2A5148VWB	1447	60196	70298	BL17	10518470	N30	131408	6	6779	48782	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60200	62908	BL17	10518470	N30	97206	1	1061	46178	NA CA				JIB BEARING SWELLING
100	27M2A5148VWB	1447	60206	62908	BL17	10518470	N30	121108	4	6886	48786	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	95506	BL17	10518470	N30	89756	6	7	46132	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	86596	BL17	10518470	N30	84126	1	361	49522	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	76706	BL17	10518470	N30	81176	1	719	47532	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	86056	BL17	10518470	N30	131168	8	138	13134	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	62468	BL17	10518470	N30	121168	4	3463	5363	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	71128	BL17	10518470	N30	112308	5	783	318	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	71128	BL17	10518470	N30	102308	3	3917	45311	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	77148	BL17	10518470	N30	81006	1	2717	41409	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	77148	BL17	10518470	N30	81106	1	7412	41702	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81006	BL17	10518470	N30	81056	1	419	4667	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81006	BL17	10518470	N30	82306	1	2230	52911	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81006	BL17	10518470	N30	82158	1	761	46101	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	76948	BL17	10518470	N30	81158	1	2716	46151	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	54756	BL17	10518470	N30	72856	2	2531	45741	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	34056	BL17	10518470	N30	81166	6	116	47662	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	11196	BL17	10518470	N30	11166	2	1130	53152	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	62456	BL17	10518470	N30	82586	4	6120	43930	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	62708	BL17	10518470	N30	11208	4	3961	50624	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	62408	BL17	10518470	N30	81966	1	222	4427	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	62086	BL17	10518470	N30	90906	1	5702	4110	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81058	BL17	10518470	N30	92456	2	1062	11031	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81058	BL17	10518470	N30	81086	1	2517	45154	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81058	BL17	10518470	N30	10226	4	3820	48673	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	76706	BL17	10518470	N30	76286	1	121	48231	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	61688	BL17	10518470	N30	132786	7	638	10636	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81058	BL17	10518470	N30	19998	1	1342	43355	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	92088	BL17	10518470	N30	30888	1	2815	5101	NA CA				NO BALL BEARING CONSOLE ON JIBLAD
100	27M2A5148VWB	1447	60206	81058	BL17	10518470	N30	11166	1	1769	4666	NA CA				NO BALL BEARING CONSOLE ON JIBLAD

000015

DYU



TASS
BREAKER

98 Wickstar

00000165

AWS

TOP 100 Report

Cutoff Date: Jul 31, 1998
Last Load Date: Aug 27, 1998

Date/Time Run: Aug 31, 19 / 9:34
Date/Time Printed: Aug 31, 1998 / 10:54

Request Name: ad hoc1
Description: den Kerr console issues

Result ID: 5460228
Generated By: GGERMAN4

Data Selection Criteria:

Model Year = MY_98[1998]
Cost Category = All Vehicle Coverages / Contractual[1..*]
Vehicle Line [VL] = WINDSTAR (WIN88) [95-98][T/A3]
WCC = CONSOLE ASSEMBLY[6L11], CONSOLE STRUCTURE[6L12], CONSOLE TRIM[6L13], CONSOLE COMPONENTS[6L14], CONSOLE GLOVE BOX SYSTEM[6L15], CONSOLE ARM REST[6L16], CONSOLE MISCELLANEOUS[6L17]
Country Sold / Repaired [typed] = [USA,USA]

Report Selection Criteria:

Modal Year(s) = 1998
Logic(s) = Corp
Order By 1 = WCC
Order By 2 =
Value for 'N' = 100
MIS Value = CPU
Minimum Divisor = 100
Use Group = No
Descriptions = Yes

Globalization Information:

Distance Reported = Miles
Distance Requested = Miles
Currency Reported = USD
Currency Requested = USD
Currency Exchange Version = v2.0

00000107

AWS Top 100 Report

don kerr console issues

Cut Off Date: Jul 31, 1998

Model Year : 1988 TIS Logic : Corporate

Minimum Divisor : 100

Currency Requested : USD Currency Reported : USD

Currency Exchange Version : v2.0

Ranked on CPU\$ at YTD Month In Service Values. The MIS Value is CPU

Orderby 1 : WCC

RANK	ORDERBY 1	CPU\$	COST\$	R1000\$
	TOTAL		203190.46	10.34
1	8L17 - CONSOLE MISCELLANEOUS	1.27	169452.25	4.63
2	8L11 - CONSOLE ASSEMBLY	0.19	20755.31	4.71
3	8L14 - CONSOLE COMPONENTS	0.02	2961.99	0.75
4	8L12 - CONSOLE STRUCTURE	0.02	417.84	0.16
5	8L13 - CONSOLE TRIM	0.02	479.24	0.07
6	8L15 - CONSOLE GLOVE BOX SYSTEM	0.00	23.62	0.01

00000160

AWS Top 100 Report

don kerr console issues

Cut Off Date: Jul 31, 1998

TIS Logic : Corporate

Model Year : 1998

Minimum Divisor : 100

Currency Reported : USD

Currency Requested : USD

Currency Exchange Version : v2.0

Ranked on CPU\$ at YTD Month In Service Values. The MIS Values is CPU

Orderby 1 : WCC

RANK	ORDERBY 1	CPU\$	PKC DFL	1	2	3	4	5
	TOTAL	1.27	0.10	0.27	0.27	0.45	0.54	0.67
1	6L17 - CONSOLE MISCELLANEOUS	1.06	0.08	0.27	0.31	0.39	0.45	0.50
2	6L11 - CONSOLE ASSEMBLY	0.13	0.01	0.04	0.05	0.07	0.08	0.08
3	6L14 - CONSOLE COMPONENTS	0.02	0.00	0.00	0.00	0.01	0.01	0.01
4	6L12 - CONSOLE STRUCTURE	0.03	0.00	0.00	0.00	0.00	0.00	0.00
5	6L13 - CONSOLE PRIM	0.01	0.00	0.00	0.00	0.00	0.00	0.00
6	6L15 - CONSOLE GLOVE BOX SYSTEM	0.00	0.00	0.00	0.00	0.00	0.00	0.00

00000101

Order By Description Selected : Description(Default)

AWS Top 100 Report

don kerr console issues

Cut Off Date: Jul 31, 1998

Model Year : 1998 TIS Logic : Corporate

Minimum Divisor : 100

Currency Reported : USD

Currency Exchange Version : v2.0

Orderby 1 : WCC

Ranked on CPUS at YTD Month In Service Values. The MIS Value is CPU

Orderby 1 : WCC

RANK	ORDERBY 1	CPUS	7	8	9	10	11	12	13
	TOTAL	1.27	0.70	0.76	0.82	0.89	0.95	1.00	1.05
1	6L17 - CONSOLE MISCELLANEOUS	1.06	0.59	0.64	0.60	0.74	0.90	0.85	0.88
2	6L11 - CONSOLE ASSEMBLY	0.19	0.10	0.11	0.11	0.13	0.14	0.15	0.15
3	6L14 - CONSOLE COMPONENTS	0.02	0.01	0.01	0.01	0.01	0.01	0.01	0.02
4	6L12 - CONSOLE STRUCTURE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5	6L13 - CONSOLE TRIM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6	6L15 - CONSOLE GLOVE BOX SYSTEM	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

00000160

AWS Top 100 Report

don kerr console issues

Cut Off Date: Jul 31, 1998

TIS Logic : Corporate

Model Year : 1998
Minimum Divisor : 100

Currency Reported : USD

Currency Exchange Version : v2.0

Ranked on CPU at YTD Month In Service Values. The MIS Value is CPU

Orderby 1 : WCC

RANK	ORDERRY 1	CPUS	'4	15	16	17	18
	TOTAL	127	138	116	121	127	127
1	6L*7 - CONSOLE MISCELLANEOUS	106	91	95	101	106	106
2	6L*1 - CONSOLE ASSEMBLY	19	17	16	18	19	19
3	6L*4 - CONSOLE COMPONENTS	2	2	2	2	2	2
4	6L*2 - CONSOLE STRUCTURE	2	2	2	2	2	2
5	6L*3 - CONSOLE THIM	2	2	2	2	2	2
6	6L*5 - CONSOLE GLOVE BOX SYSTEM	2	2	2	2	2	2

END OF REPORT

00000160

AWS R/1000 TIS Matrix

Cutoff Date : Aug 31, 1998
 Result ID : 12960009
 Min Divisor : 100

Page No : 76
 Print Date : Sep 24, 1998
 Matrix No : 39

Model Year : 1998
 PART NUMBER (CAUSL): TOTAL

Logic: Corporate

MIS	YTD	Dec-1996	Jan-1997	Feb-1997	Mar-1997	Apr-1997	May-1997	Jun-1997	Jul-1997	Aug-1997	Sep-1997	Oct-1997	Nov-1997	Dec-1997
1	233	248	285	353	187	222	271	183	158	241	284	245	179	259
Repairs	669	13	48	65	29	48	43	38	5	33	56	48	30	41
Cost	88,286	2,704	5,847	7,458	3,170	7,283	4,527	6,290	572	5,182	6,769	5,924	2,371	4,492
Divisors	286,276	5,241	18,818	18,403	16,488	20,724	19,433	23,302	3,158	13,665	15,737	18,335	16,773	16,425

Average Cost per Repair: 114.71

Currency Reported: USD

Currency Requested: USD

Currency Exchange Version: v2.0

00000175

AWS R/1000 TIS Matrix

Cutoff Date : Aug 31, 1998
 Result ID : 47950009
 Min Divisor : 100

Page No : 78
 Print Date : Sep 24, 1998
 Matrix No : 39

Logtic, Corporate

Model Year: 1998
 PART NUM BASE (CAUSL): TOTAL

MIS	Jan-1998	Feb-1998	Mar-1998	Apr-1998	May-1998	Jun-1998
1	3,54	1,78	1,90	2,02	1,51	3,35
Repairs	28	25	30	31	24	36
Cost	3,710	2,304	4,192	4,671	1,385	10,691
Divisors	8,086	14,056	16,782	15,328	13,914	11,806

Average Cost per Repair: 274.12

Currency Reported: USD

Currency Requested: USD

Currency Exchange Version: v2.0

END OF REPORT

00000177

ICCO Matrix by Individual Customer Concerns

Report criteria:

Model: WINDSTAR Model year: 1998 1/2
Plant: Oakville Assembly Plant
Current date range: from 9/9/98 to 9/9/98
Purchase date range: from 9/16/97 to 9/10/98
Build date range: from 9/8/97 to 7/2/98
Build month range: from Sep-97 to Jul-98
Include: All concerns (open/closed)
Categorize by: J.D. Power references

Partial concern selection

VIN	Model	Primary driver	City, state	Concern comment	Build Purchased Mileage DIS	Dealer name Service manager Dealer phone	Opened Closed Rep. sched.	Concern status Closure type Resolution champion	Root cause	Interim action	Permanent action
INTERIOR											
1N01J	B95 - Other I.P. / console troubles						9/9/98	Closed	Customer will schedule repair when convenient		
2FMZA5144WBC43252	WINDSTAR 1998 10/24/97 523396 2501	HAYWARD FORD RON CALAVANO (510) 881-1200	CASTRO VALLEY, CA	3rd-The black molding in between the I.P. and the windshield is peeling. The d/s is about 1/2" higher than the p/s. Interior color is blue. Noticed this after purchase. Arm C.D. player. Has had previous repairs to I.P. and interior (see history). Now satisfied with other aspects of interior. Is currently working with dealer to have expedient resolved.			9/9/98	Closed	Customer will schedule repair when convenient To be determined		
2FMZA5144WBE39629	WINDSTAR 1998 5/10/98 87798 1000 30 (33)	MCCAFFERTY FORD SALES INC HOLLY SHAY FAX9450258	PHILADELPHIA, PA	1st On the second day the over-head console fell down and broke. Customer does not know why. Interior color is beige. No arm mod, repairs, accidents or rubbing unusual prior to. Satisfied with all other aspects of the interior. Dealer made a special order for a new console and customer has waited 4 weeks. Has made several calls to dealer but part is not in. Is not happy that he has waited so long and must look at the raw area where the console belongs. Would like CAC assistance in possibly expediting the repair.			9/9/98	Closed	Customer will schedule repair when convenient To be determined		

Handwritten notes:
 Repair pending engineering/plant response
 To be determined
 DON - NOTE CONCERN RE CONSOL FALLING - DEALER HAS WAITED 4 WKS FOR NEW PART - DID WE RELEASE AHEAD CONSOL WHEN WE CHANGED PARTS?
 PLEASE LET ME KNOW
 DON - NOTE CONCERN RE CONSOL FALLING - DEALER HAS WAITED 4 WKS FOR NEW PART - DID WE RELEASE AHEAD CONSOL WHEN WE CHANGED PARTS?
 PLEASE LET ME KNOW

Handwritten notes:
 CLOSED
 Customer will schedule repair when convenient To be determined
 DON - NOTE CONCERN RE CONSOL FALLING - DEALER HAS WAITED 4 WKS FOR NEW PART - DID WE RELEASE AHEAD CONSOL WHEN WE CHANGED PARTS?
 PLEASE LET ME KNOW
 DON - NOTE CONCERN RE CONSOL FALLING - DEALER HAS WAITED 4 WKS FOR NEW PART - DID WE RELEASE AHEAD CONSOL WHEN WE CHANGED PARTS?
 PLEASE LET ME KNOW

06000170

AWS

STANDARD CLAIMS LIST

Cutoff Date : 31 Jul 1998
Last Load Date: 25 Aug 1998

Date/Time Run: 27 Aug 1998 / 18.32
Date/Time Printed: 31 Aug 1998 / 7.41

Request Name: June console etc
Description:

Result ID: 12950007
Generated By: DKERRS

Data Selection Criteria :

Model Year = MY_98[1998]
Cost Category = All Vehicle Coverages / Contractual[1,*,*]
Region Sold = North America[NA]
Country Sold / Repaired [typed] = [USA,USA]
Assembly Plant [AAG] = OAKVILLE [AS]
Production Month = 98 Jun[98-06]
WCC = CONSOLE ASSEMBLY[6L11], CONSOLE STRUCTURE[0L12], CONSOLE TRIM[6L13], CONSOLE COMPONENTS[0L14], CONSOLE GLOVE BOX SYSTEM[6L15], CONSOLE ARM REST[6L16], CONSOLE MISCELLANEOUS[6L17]

Report Selection Criteria :

Model Year(s) = 1998
Type of Claims = ALL
Order By = VIN
Max. Number of Claims = 1000
Descriptions = YES

Globalization Information:

Distance Reported = Miles
Distance Requested = Miles
Currency Reported = USD
Currency Requested = USD
Currency Exchange Version = v2.0

NOTE IF TIS VALUE HAS (-) THEN CLAIM NOT USED IN TIS MATRIX

Report Header - Page: 1

00000175

Result ID : 12950007

Report Header - Page: 2

0000017:

STANDARD CLAIMS LIST

Cutoff Date : 31 Jul 1998

Print Date : 31 Aug 1998 Distance Reported In: Miles Dates Reported In: DD-MM-YY Result ID : 12950007
 Print Time : 7.41 Currency Reported In: USD Page : 3
 Model Year : 1998

VEHICLE INFORMATION										REPAIR INFORMATION									
VIN	VFH LINE	MARKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	CHY TIS	WCC	PREFIX	FULL PART NUMBER	SUFFIX	CCC CD	DIST (Miles)	
2FMZA51U3WBE37640	T/A3	TWB	1	AS	T/A	AS	T/D1	T/A	0-00-98	06-08-98	171015	USA 0-	6111		16045A36		RES 33	10	
Trx Code: 1 Labor Hrs: 0.4 Labor Cost (USD): 27.82										Material Cost (USD): 0.00 Total Cost (USD): 27.82									
Name: AIRPORT MARINA FORD										Keg Cd: NA Repr Date: 06-07-98 Doc #:									
Dir Cd-SubCdt: 05583										City Cd: USA									
Customers Comments: CK INT RIOR OVERHEAD CONSOLE IS FALLING OFF																			
Technicians Comments: FOUND OVERHEAD CONSOLE CUPS COMING LOOSE																			
2FMZA514XWBE21031	T/A3	TWB	2	AS	T/A	AS	T/D7	T/LM	0-00-98	26-06-98	148812	USA 0-	6117		16519A70	AAA	T90 63	5	
Trx Code: 2 Labor Hrs: 0.6 Labor Cost (USD): 27.06										Material Cost (USD): 334.15 Total Cost (USD): 361.21									
Name: HERTZ RAC - ORLANDO										Keg Cd: NA Repr Date: 24-05-98 Doc #:									
Dir Cd-SubCdt: 45250										City Cd: USA									
Customers Comments: OVERHEAD CONSOLE HANGING LOOSE																			
Technicians Comments: REPLACE CONSOLE																			
2FMZA514XWBE26831	T/A3	TWB	1	AS	T/A	AS	T/D7	T/LM	02-04-98	190050	USA 1-	6L17			16519A70	AAA	T90 47	23	
Trx Code: 1 Labor Hrs: 0.5 Labor Cost (USD): 27.50										Material Cost (USD): 390.19 Total Cost (USD): 417.69									
Name: BELL FORD										Keg Cd: NA Repr Date: 15-07-98 Doc #:									
Dir Cd-SubCdt: 02806										City Cd: USA									
Customers Comments: CENTER CONSOLE LOOSE																			
Technicians Comments: R AND R OVER HEAD CONSOLE																			
2FMZA514WBE2214	T/A3	TWB	1	AS	T/A	AS	T/D7	T/LM	01-06-98	30-07-98	171177	USA 0-	6L14		1604788		T52 42	2	
Trx Code: 1 Labor Hrs: 0.3 Labor Cost (USD): 18.80										Material Cost (USD): 0.00 Total Cost (USD): 18.80									
Name: BELL FORD										Keg Cd: NA Repr Date: 15-05-98 Doc #:									
Dir Cd-SubCdt: 20360										City Cd: USA									
Customers Comments: THE ASH TRAY IS BROKE																			
Technicians Comments: 2 047 88A, 0.3 DASH ASH TRAY ACC TO REPAIR IT																			
2FMZA514WBE13201	T/A3	TWB	1	AS	T/A	AS	T/D7	T/LM	06-05-98	27-06-98	141063	USA 1-	6L17		18519A70	AAA	N80 01	263	
Trx Code: 1 Labor Hrs: 0.4 Labor Cost (USD): 26.85										Material Cost (USD): 417.89 Total Cost (USD): 444.74									
Name: WILLOWBROOK FORD INC										Keg Cd: NA Repr Date: 09-07-98 Doc #:									
Dir Cd-SubCdt: 07434										City Cd: USA									
Customers Comments: REPL OVERHEAD CONSOLE																			
Technicians Comments: INSTALL OVERHEAD BRACKET																			
2FMZA514WBE30833	T/A3	TWB	1	AS	T/A	AS	T/D7	T/LM	19-05-98	29-06-98	148046	USA 1-	6L17		16519A70	AAA	B64 12	836	
Trx Code: 1 Labor Hrs: 0.4 Labor Cost (USD): 25.38										Material Cost (USD): 350.19 Total Cost (USD): 375.57									
Name: BLACKWELL FORD INC										Keg Cd: NA Repr Date: 10-07-98 Doc #:									
Dir Cd-SubCdt: 02743										City Cd: USA									
Customers Comments: OVERHEAD CONSOLE IS LOOSE AT REAR, R. WALTHER REMOVED OLD PART, TO ORDER NEW ONE P O																			
Technicians Comments: INSTALL CONSOLE BRACKET																			
2FMZA514WBE33149	T/A3	TWB	2	AS	T/A	AS	T/D7	T/LM	05-08-98	21-09-98	116232	USA 1-	6L17		16519A70	AAA	B64 01	4	
Trx Code: 2 Labor Hrs: 0.5 Labor Cost (USD): 23.98										Material Cost (USD): 334.45 Total Cost (USD): 358.43									
Name: HERTZ RAC - PORTLAND										Keg Cd: NA Repr Date: 15-07-98 Doc #:									
Dir Cd-SubCdt: 48273										City Cd: USA									
Customers Comments: OVER HEAD CONSOLE FALLING DOWN																			
Technicians Comments: REPLACED OVERHEAD CONSOLE																			
2FMZA514WBE17931	T/A3	TWB	1	AS	T/A	AS	T/D7	T/LM	03-05-98	02-07-98	127042	USA 1-	6L11		16046A30		T80 33	1,113	
Trx Code: 1 Labor Hrs: 0.3 Labor Cost (USD): 21.50										Material Cost (USD): 0.00 Total Cost (USD): 21.50									
Name: TED BRITT FORD SIS INC										Keg Cd: NA Repr Date: 23-07-98 Doc #:									
Dir Cd-SubCdt: 00048										City Cd: USA									
Customers Comments: CHE CK MOUNTING AROUND CONSOLE																			
Technicians Comments: RR CENTER CONSOLE ADJUST BRACKL'S PLSECURE CONSOLE																			

Total Number of Repairs to this point = 8

9000177

STANDARD CLAIMS LIST

Cutoff Date : 31 Jul 1998

Print Date : 31 Aug 1998
Print Time : 7.41

Distance Reported In: Miles
Currency Reported In: USD

Dates Reported In: DD-MM-YY

Result ID : 12950007

Page : 4

Model Year : 1998

VEHICLE INFORMATION										REPAIR INFORMATION									
VEH LINE	MARKT DERIV	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	CNT	TIS	WCC	PRCFX	FULL PART NUMBER	BASE SUFFIX	CCC CD	DIST (Miles)	
2FMZA5145WBE27403		T1WB		AS				T1M	10-06-98	25-06-98	148219	USA 1	6111		15045A36		R54 33	212	
AWS Claim Key: 3304596										Total Cost (USD):									
Dir Cd-SubCd: 40111										0.00									
Name: BUDGET RAC - TAMPA										Reg Cd: NA Repr Date: 22-07-98 Doc #:									
2FMZA5146WBE27254		T1WB		AS				T1M	09-06-98	24-06-98	140210	USA 2	6111		15045A36		655 53	6491981	
AWS Claim Key: 3380710										Total Cost (USD):									
Dir Cd-SubCd: 45397										0.00									
Name: BUDGET RAC - TALLAHASSEE										Reg Cd: NA Repr Date: 29-07-98 Doc #:									
2FMZA5145WBE27403		T1WB		AS				T1M	03-06-98	26-06-98	152182	USA 2	6117		16519A70		AAA	403.57	
AWS Claim Key: 3340580										Total Cost (USD):									
Dir Cd-SubCd: 04485										390.79									
Name: LEONARD KOVAR FORD COMPANY										Reg Cd: NA Repr Date: 29-07-98 Doc #:									
CHECK FOR THE OVERHEAD CONSOLE IS COMING DOWN																			
2FMZA5145WBE27079		T1WB		AS				T1M	09-06-98	27-06-98	148012	USA 6	6117		16519A70		AAA	17	
AWS Claim Key: 2900592										Total Cost (USD):									
Dir Cd-SubCd: 00744										390.19									
Name: AL MAROUNE FLEET										Reg Cd: NA Repr Date: 25-06-98 Doc #:									
OVERHEAD CONSOLE BROKEN																			
2FMZA5145WBE31214		T1WB		AS				T1M	19-06-98	33-07-98	148054	USA 6	6117		16519A70		AAA	180	
AWS Claim Key: 3045091										Total Cost (USD):									
Dir Cd-SubCd: 03010										330.19									
Name: BRONDES MOTOR SALES INC										Reg Cd: NA Repr Date: 03-01-98 Doc #:									
CUSTOM SAYS OVERHEAD CONSOLE IS FALLING DOWN																			
2FMZA5145WBE3079		T1WB		AS				T1M	06-06-98	30-06-98	148812	USA 1	6117		16519A70		AAA	253	
AWS Claim Key: 3235543										Total Cost (USD):									
Dir Cd-SubCd: 45255										334.45									
Name: HERTZ RAC - MIAMI										Reg Cd: NA Repr Date: 01-07-98 Doc #:									
OVERHEAD CONSOLE LOOSE																			
2FMZA5144WBE27462		T1WB		AS				T1M	10-06-98	25-06-98	148219	USA 1	6111		15045A36		B04 33	4.045	
AWS Claim Key: 3304993										Total Cost (USD):									
Dir Cd-SubCd: 46311										0.00									
Name: BUDGET RAC - TAMPA										Reg Cd: NA Repr Date: 23-07-98 Doc #:									
2FMZA5144WBE27871		T1WB		AS				T1M	03-06-98	09-07-98	158511	USA 1	6117		16519A70		AAA	5610991	
AWS Claim Key: 5253828										Total Cost (USD):									
Dir Cd-SubCd: 20422										390.19									
Name: BIG COUNTRY FORC INC										Reg Cd: NA Repr Date: 21-07-98 Doc #:									
CUSTOM STATES TOP UPPER CONSOLE IS LOOSE TB0																			
2FMZA5143WBE30735		T1WB		AS				T1M	12-06-98		131485	USA 1	6111		16045A35		B00 07	7	
AWS Claim Key: 2517457										Total Cost (USD):									
Dir Cd-SubCd: 06513										0.00									
Name: REGAN FORD INC										Reg Cd: NA Repr Date: 24-06-98 Doc #:									
SUNGLASS HOLDER IN ROOF WONT OPEN																			
2FMZA5143WBE30735		T1WB		AS				T1M	09-06-98	27-06-98	148012	USA 6	6117		16519A70		AAA	19351402	
AWS Claim Key: 3045091										Total Cost (USD):									
Dir Cd-SubCd: 03010										390.19									
Name: AL MAROUNE FLEET										Reg Cd: NA Repr Date: 25-06-98 Doc #:									
OVERHEAD CONSOLE BROKEN																			

Total Number of Repairs to this point = 17

00017

STANDARD CLAIMS LIST

Cutoff Date : 31 Jul 1998

Print Date : 31 Aug 1998 Distance Reported In: Miles Dates Reported In: DD-MM-YY Result ID : 12950007
 Print Time : 7.41 Currency Reported In: USD Page : 5

Model Year: 1998

VEHICLE INFORMATION										REPAIR INFORMATION										
VEH LINE	MARKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	CNT	TIS	WCC	PREFIX	FULL	PKI	NUMBER	DIST	
	DERIV	CAB	SERIES	TYPE	CODE	CODE	DATE	DATE	DATE	DEALER					BASE	SUFFIX	DOC	CO	(Miles)	
2FMZAS142WBE30305		TWMB		TIA	AS	T107	T1M	10-05-98	14-09-98	USA	1-	6L17	USA	1-	F78Z	16519A70	AAA	B95	01	2
Trx Code: Labor Hrs: 5.6 Labor Cost (USD): 32.95																				
Name: DCN MULLERY FORD INC Ph: 815-2680366 St: IL City Cd: USA Reg Cd: NA Repr Date: 19-06-98 Doc #: 03166202																				
Customers Comments: CONSOLE WAS HANGING WHEN IT CAME IN																				
Technicians Comments: INSTALLED CONSOLE																				
2FMZAS142WBE20869		TWMB		TIA	AS	T107	T1M	16-06-98	15-03-98	USA	1-	6L17	USA	1-	F78Z	16519A70	AAA	B95	33	1,230
Trx Code: Labor Hrs: 5.2 Labor Cost (USD): 14.76																				
Name: GAVE SINCLAIR FORD INC Ph: 314-8922800 St: MO City Cd: USA Reg Cd: NA Repr Date: 2-07-98 Doc #: 11680402																				
Customers Comments: JUST SAYS CENTER CONSOLE ON CEILING BETWEEN SEATS LOOSE																				
Technicians Comments: REFRIGERATOR CLIPS IN MIDDLE CONSOLE																				
2FMZAS142WBE147984		TWMB		TIA	AS	T107	T1M	15-06-98	14-06-98	USA	1-	6L17	USA	1-	F78Z	16519A70	AAA	B95	33	2
Trx Code: Labor Hrs: 1.0 Labor Cost (USD): 50.22																				
Name: KESSELING FORD Ph: 513-3675300 St: OH City Cd: USA Reg Cd: NA Repr Date: 06-07-98 Doc #: 023270A																				
Customers Comments: CUSTOMER STATES OVERHEAD CONSOLE LOOSE ON SIDE D95																				
Technicians Comments: R AND R FROM HEAD LINING M2 DRILL OUT THE BROKEN SCREW FOR THE OVERHEAD CONSOLE AND REPLACE SCREW AND REASSEMBLE THE HEAD LINING AND CONSOLE ASSY																				
2FMZAS142WBE32143		TWMB		TIA	AS	T107	T1M	19-06-98	19-06-98	USA	0-	6L17	USA	0-	F78Z	16519A70	AAA	B95	01	4
Trx Code: Labor Hrs: 0.7 Labor Cost (USD): 38.96																				
Name: LONG LEWIS/ALARD RENTAL CORP Ph: 205-4280181 St: AL City Cd: USA Reg Cd: NA Repr Date: 14-07-98 Doc #: 12879831																				
Customers Comments: NAC REPAIR OVERHEAD CONSOLE LOOSE																				
Technicians Comments: 9912 REPLACE OVERHEAD CONSOLE ASSY. OK OK OK OK																				
2FMZAS142WBE19762		TWMB		TIA	AS	T107	T1M	03-06-98	11-07-98	USA	1-	6L17	USA	1-	F78Z	16519A70	AAA	B95	01	84
Trx Code: Labor Hrs: 0.3 Labor Cost (USD): 5.23																				
Name: DIFFEE FORD LINCOLN INC Ph: 405-2624548 St: OK City Cd: USA Reg Cd: NA Repr Date: 14-07-98 Doc #: C15966A																				
Customers Comments: D95 OVERHEAD CONSOLE FEEL DOWN																				
Technicians Comments: OVERHEAD CONSOLE BROKEN CORRECTION: REMOVE AND REPLACE OVERHEAD CONSOLE. RETEST OK.																				
2FMZAS141WBE35115		TWMB		TIA	AS	T107	T1M	18-06-98	25-06-98	USA	0-	6L17	USA	0-	F58Z	16048B76	A	B95	42	3
Trx Code: Labor Hrs: 0.2 Labor Cost (USD): 10.10																				
Name: KI-YSTONE FORD Ph: 717-2648921 St: PA City Cd: USA Reg Cd: NA Repr Date: 23-06-98 Doc #: 088753E																				
Customers Comments: CUSTOMER STATES VEHICLE CAME IN MISSING THE CONSOLE PAD																				
Technicians Comments: VERIFIED COMPLAINT MISSING CENTER CONSOLE PAD. INSTALLED PAD																				
2FMZAS141WBE21852		TWMB		TIA	AS	T107	T1M	08-06-98	23-06-98	USA	1-	6L17	USA	1-	F78Z	16519A70	AAA	L35	42	1,070
Trx Code: Labor Hrs: 1.0 Labor Cost (USD): 48.32																				
Name: HERTZ RAC - MIAMI Ph: 305-8710340 St: FL City Cd: USA Reg Cd: NA Repr Date: 08-07-98 Doc #: 78636401																				
Customers Comments: DASH LIGHTS INOP																				
Technicians Comments: REPLACE CONSOLE ASSM																				
2FMZAS141WBE21151		TWMB		TIA	AS	T107	T1M	04-06-98	19-06-98	USA	1-	E111	USA	1-	F78Z	16519A70	AAA	L35	42	24
Trx Code: Labor Hrs: 0.3 Labor Cost (USD): 14.42																				
Name: HE-KIZ RAC - MEMPHIS Ph: St: TN City Cd: USA Reg Cd: NA Repr Date: 22-06-98 Doc #: 73441307																				
Customers Comments: CLUTTER OVERHEAD CONSOLE SECURED LOOSE OVERHEAD CONSOLE																				
Technicians Comments:																				

Total Number of Repairs to this point = 25

000127

STANDARD CLAIMS LIST

Cutoff Date : 31 Jul 1998

Print Date : 31 Aug 1998

Print Time : 7.41

Model Year : 1998

Distance Reported In: Miles

Currency Reported In: USD

Dates Reported In: DD-MM-YY

Result ID : 12950007

Page : 6

VEHICLE INFORMATION										REPAIR INFORMATION									
VEH LINE	MARKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARRK	SELLING	SELL	FULL	PART	NUMBER	OIST				
	DERIV	CAB	SERIES	TYPE	CODE	CODE	CODE	DATE	DATE	DEALER	CNT	TIS	WCC	PREFIX	BASE	SUFFIX	CCC	CD	(Miles)
Total Number of Repairs for Model Year 1998 = 25																			

END OF REPORT

Total Number of Repairs to this point = 25

00000170

Don
CONSOLE CONCERN
5.56 %/1000
FOR MONTH OF JUNE
Bill

00000170

ICCD Concerns by Categories

Wed, Sep 23, 1998 12:18:32 PM

Report criteria:

Sample size: 7928 / 7928

Current date range: from 11/5/97 to 9/22/98

Include: All concerns (open/closed)

Partial concern selection

Categorize by: J.D.Power reference

INTERIOR

VIN:	2FMZA514XWBC75669	City:	LIVERMORE, CA	Build:	11/28/97	Mileage:	3125
Owner:				Purchased:	12/26/97	DIS:	90 (27%)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female
INTERIOR		B95 - Other I.P. / console troubles		Status:		Closed	
Opened:	3/23/98	Concern comment:		2nd - The hinges for the sunglasses holder in the overhead console was broken. Was broken from the beginning. The dealer had ordered the replacement part.			
Satisfaction impact:	High	Actual repair date:		<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer <input type="checkbox"/> Repair effective			
Repair scheduled:		Closure type:		Customer will schedule repair when convenient			
Closed:	3/23/98	Repair comments:					
VIN:	2FMZA5144WBE35629	City:	PHILADELPHIA, PA	Build:	6/10/98	Mileage:	1000
Owner:				Purchased:	8/7/98	DIS:	30 (4%)
Driver:				Status:	No.-Satisfied (concerns identified)	Gender:	Male
INTERIOR		B95 - Other I.P. / console troubles		Status:		Repair pending engineering/plant response	
Opened:	9/5/98	Concern comment:		1st - On the second day the over-head console fell down and broke. Customer does not know why. Interior color is beige. No a/m mcd. repairs, accidents or nothing unusual prior to. Satisfied with all other aspects of the interior. Dealer made a special order for a new console and customer has waited 4 weeks. Has made several calls to dealer but part is not in. Is not happy that he has waited so long and must look at the raw area where the console belongs. Would like CAC assistance in possibly expediting the repair.			
Satisfaction impact:	High	Actual repair date:		<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer <input type="checkbox"/> Repair effective			
Repair scheduled:		Closure type:					
Days open:	14	Repair comments:					

VIN:	2FMZA5144WBC43252	City:	CASTRO VALLEY, CA	Build:	10/24/97	Mileage:	2501
Owner:				Purchased:	5/23/98	DIS:	90 (123)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female
INTERIOR		B95 - Other I.P. / console troubles		Status:		Closed	
Opened:	3/9/98	Concern comment:		3rd-The black molding in between the P and the windshield is poorly fit. The rts is about 1/2" higher than the p/s. Interior color is blue. Noticed this after purchase. A/m C.D. player. Has had previous repairs to I.P. and interior (see history). Now satisfied with other aspects of interior. Is currently working with dealer to have concern resolved.			
Satisfaction impact:	High	Actual repair date:		<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer <input type="checkbox"/> Repair effective			
Repair scheduled:		Closure type:		Customer will schedule repair when convenient			
Closed:	9/9/98	Repair comments:					

VIN:	2FMZA5142WBE36869	City:	WAYNESVILLE, MO	Build:	6/24/98	Mileage:	2000
Owner:				Purchased:	7/24/98	DIS:	60 (61)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female
INTERIOR		B95 - Other I.P. / console troubles		Status:		Closed	
Opened:	8/26/98	Concern comment:		1st - On 8/26/98, the graphics (grey) colored over head console in the unit fell off completely. The unit was stationary at the time. It was taken to the dealer where it was realized that a bolt/screw had been tightened too much causing it to break and fall off. Dealer is ordering new console; awaiting part.			
Satisfaction impact:	Medium	Actual repair date:		<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer <input type="checkbox"/> Repair effective			
Repair scheduled:		Closure type:		Customer will schedule repair when convenient			
Closed:	8/26/98	Repair comments:					

VIN:	2FMZA5140WBC03992	City:	BROKEN ARROW, OK	Build:	9/25/97	Mileage:	1400
Owner:				Purchased:	10/14/97	DIS:	90 (344)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female
INTERIOR		B95 - Other I.P. / console troubles		Status:		Closed	
Opened:	11/14/97	Concern comment:		1st-Overhead console exterior temperature gauge was reading 38 ICE. This happened as she was crossing over a bridge. She was traveling at about 50 mph and the weather conditions were dry. This happened just this one time and then the gauge returned to normal. CAC assistance.			
Followed-up:	12/3/97	Previous status:		Closed			
Comment:	Has not reoccurred since reporting the concern.						

VIN:	2FMZA5140WBC03992	City:	BROKEN ARROW, OK	Build:	9/25/97	Mileage:	1400
Owner:				Purchased:	10/14/97	DIS:	90 (344)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female
INTERIOR		B95 - Other I.P. / console troubles		Status:		Closed	
Opened:	11/14/97	Concern comment:		1st-Overhead console exterior temperature gauge was reading 38 ICE. This happened as she was crossing over a bridge. She was traveling at about 50 mph and the weather conditions were dry. This happened just this one time and then the gauge returned to normal. CAC assistance.			

ICCD Concerns by Categories

Wed, Sep 23 1998 12:18:32 PM

Report criteria:

Sample size: 7928 / 7928

Current date range: From 11/5/97 to 9/22/98

Include: All concerns (open/closed)

Part: concern selection

Categorize by: J.D. Power reference

INTERIOR

Satisfaction impact:	Medium		<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer
Repair scheduled:		Actual repair date:	Repair effective
Closed:	12/3/97	Closure type:	Concern has not recurred
Repair comments:			

VIN:	2FMZA5141WBE22B34	City:	GROVE CITY, OH	Build:	6/3/98	Mileage:	956
Owner:				Purchased:	7/16/98	DIS:	80 (89)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female

INTERIOR		B95 -- Other I.P. / console troubles	
Opened:	8/28/98	Status:	Closed
Concern comment:	1st Customer noticed right away that the overhead console was loose. Returned to dealer where the screws were tightened.		
Satisfaction impact:	Low	<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer	
Repair scheduled:		Actual repair date:	8/28/98
Closed:	8/28/98	Closure type:	Repaired (repair date and comment required)
Repair comments:	Dealer tightened screws.		

VIN:	2FMZA5143WBE11155	City:	LEVITTOWN, NY	Build:	6/3/98	Mileage:	1000
Owner:				Purchased:	5/29/98	DIS:	90 (86)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Male

INTERIOR		B95 -- Other I.P. / console troubles	
Opened:	8/13/98	Status:	Closed
Concern comment:	1st: 2 weeks ago the overhead console fell off. The clamps were not fully attached. Currently satisfied with all other aspects of the interior. No A/M mod. No repairs. Nothing unusual prior to Took vehicle in for repairs but Ford sent the wrong part so repairs could not be made. Customer is waiting for parts to arrive.		
Satisfaction impact:	Low	<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer	
Repair scheduled:		Actual repair date:	
Closed:	8/13/98	Closure type:	Customer will schedule repair when convenient
Repair comments:			

VIN:	2FMZA5144WBE14808	City:	CRANSTON, RI	Build:	6/15/98	Mileage:	3000
Owner:				Purchased:	7/16/98	DIS:	60 (69)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Male

INTERIOR		B95 -- Other I.P. / console troubles	
Opened:	8/26/98	Status:	Closed
Concern comment:	1st: While driving overhead console fell off yesterday. Did not notice if was loose prior to falling off. Tried to put back into place but was unsuccessful. Spoke to dealer and they have one on order for him.		
Satisfaction impact:	Low	<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer	
Repair scheduled:		Actual repair date:	
Closed:	8/26/98	Closure type:	Customer will schedule repair when convenient
Repair comments:			

VIN:	2FMZA5146WBE23668	City:	SAINT PAUL, MN	Build:	6/2/98	Mileage:	1000
Owner:				Purchased:	7/14/98	DIS:	60 (71)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female

INTERIOR		B95 -- Other I.P. / console troubles	
Opened:	8/26/98	Status:	Closed
Concern comment:	1st: While driving overhead console completely fell off. Did not notice any noise or did not feel loose prior to falling off. Customer tried to snap it back into place but was unsuccessful. Will take to dealer.		
Satisfaction impact:	None	<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer	
Repair scheduled:		Actual repair date:	
Closed:	8/26/98	Closure type:	Customer will schedule repair when convenient
Repair comments:			

VIN:	2FMZA5143WBD97256	City:	LEBANON, IN	Build:	4/22/98	Mileage:	901
Owner:				Purchased:	5/21/98	DIS:	90 (125)
Driver:				Status:	Satisfied (no concerns identified)	Gender:	Female

INTERIOR		Z06 -- Other Interior Trim troubles	
Opened:	6/23/98	Status:	Closed
Concern comment:	2nd-Plastic cover on d/s C post is loose. Interior color is prairie tan. Noticed immediately after purchase. Some of the push pins/screws are missing (cust. not sure how many) Will take to her dealer.		
Satisfaction impact:	Low	<input checked="" type="checkbox"/> Service dealer will be same as purchase dealer	
Repair scheduled:		Actual repair date:	
Closed:	6/23/98	Closure type:	Customer will schedule repair when convenient
Repair comments:			

00000181

C1089 9222
A " "

E-mail 09/10/98
FAX TRANSMITTAL

PRINCE

A JOHNSON CONTROLS COMPANY
ONE PRINCE CENTER HOLLAND, MICHIGAN 49423 616-394-6151

Date 9/29/98 Time 9:10 A Number of Pages to follow 2

TO:

Name Don Kerr Fax # (905) 845-0132

Company Ford - Oakville AP Department _____

Subject Winfstar Svc Pt #'s

FROM:

Name Lee Tiemeyer Phone (616) 394-2204

Facility Cust. Ctr Department Fed - Quality Fax (616) 394-2250

COMMENTS:

Don,

Here are the svc pt #'s we discussed & also
a parate breakdown of the claims data we are
getting back ... comparing "normal" data to
the claims since starting the new bracket.

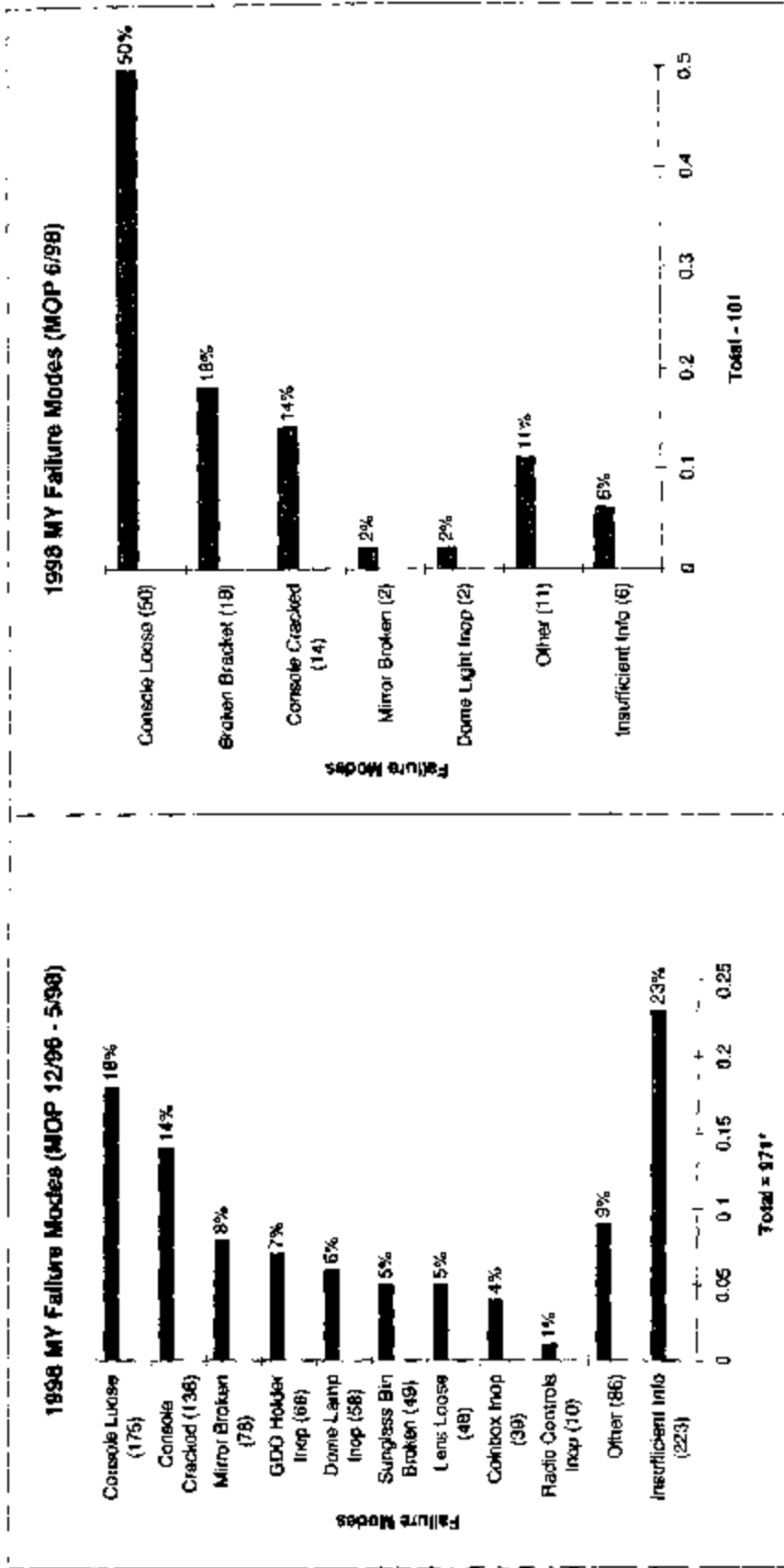
If you have questions, please call me

Thanks, LEE

00000180

Any questions or problems please call (616) 394-8911

1998 MY Windstar OHC Failure Modes Comparison



Total reflects all 98 MY claims regardless of MIS (less June)

00000000

Winstar Overhead Console
Rear Clip Rib Breakage

Lot of All parts
Lexan May 23 1998
See early 2.9 to hold Lexan 141
Winstar 0447 110 513

Background

- The Winstar overhead console clip ribs went through product validation using Polycarbonate EM3110 regrind material. Due to material availability, Lexan 141 polycarbonate regrind was substituted for WIN88 production beginning which began as a running change in May 1998. Lexan 141 and EM3110 polycarbonate are approved under the same Ford specification.
- Clip rib failures have occurred on WIN88 vehicles and some WIN126 vehicles. These ribs were molded out of Lexan 141 polycarbonate, 100 percent regrind. There is oil on the metal brackets which is believed to be interacting with the Lexan 141 resulting in the failures.
- Upon first awareness of failures to ribs molded from Lexan 141 regrind, all WIN126 stock was switched to EM3110 virgin material. To date, no ribs molded with EM3110 have failed.
- The Explorer overhead console uses EM3110 polycarbonate with the same rib configuration. The bracket is free of oil on the Explorer brackets. No failures are known of.

?

Theory - Oil residue on the Winstar mounting bracket is causing degradation in the Lexan 141 polycarbonate regrind resulting in failures.

Tests Supporting Theory

- To rule out mechanical stress as being a root cause, cold impact testing was performed on the ribs. Materials tested included:

- Lexan 141 polycarbonate (regrind and virgin)
- EM3110 polycarbonate (regrind and virgin)
- ABS (parts under other ribs)
- Min'on (Mineral filled nylon)

The ribs fractured at the base of the rib and not at the point where failures are occurring in the vehicles, approximately 6mm above the rib base at the point where the z axis clip barb contacts the rib.

- Polycarbonate is known to be susceptible to attack by oils and solvents. Different grades have different levels of susceptibility.
- Unipro 8080 is the specified stamping oil. After 12 hours of exposure to the oil, stress cracks are evident on the Lexan 141. Stress cracks are barely visible on the EM3110 polycarbonate regrind samples. No stress cracks are visible on the EM3110 virgin samples.
- It is anticipated that after additional exposure, stress cracks will be evident in the virgin EM3110 material.

Containment Plan

- We have begun producing rib straps from Minlon (mineral filled nylon) and have verified installation is feasible. Availability of parts:
1900 parts by midnight 9/26
5100 parts by 11:00 pm 9/27
8700 parts by 11:00 pm 9/28 (pending material availability)

0000018;

**Win 126 Mounting Strap
Notch Sensitivity Investigation
Cold Impact Testing
September 26, 1998**

I. Test Description

Test Apparatus:

1. 1.5 kg impact weight
2. Guide cylinders of various lengths - for dropping weight
3. Clamp - to hold parts in place for testing
4. Environmental chamber

Test Description:

- Mounting straps molded in Loxan 141 regrind, EM3110 (virgin), Minlon, and HHABS were soaked at -40 C for 11 hours.
- Samples were then removed from the environmental chamber, one at a time and placed in the clamp. The parts were oriented such that the clip ribs were parallel to the ground. This was to allow the impact weight to apply a shear load directly to the ribs - the worst case scenario and the scenario most likely to expose notch sensitivity differences in the materials.
- The first guide cylinder was placed over the clip rib and the weight was dropped through it onto the clip rib.
- This was repeated for each strap/material.
- Samples were labeled and retained.
- Results were recorded in terms of Pass/Fail (Doesn't break/breaks).
- This was repeated at 3 different cylinder lengths to vary the impact energy.
- Results are tabulated on the second page.

SJM 9/26/98
JCI - Interior Trim

00000187

**Laboratory Test Results
Cold Impact****Group 1*****Impact Energy 1.495 N-m***

Sample	Pass/Fail
1 (EM3110)	Fail - at base of rib
2 (Lexan regrind)	Fail - at base of rib
3 (Minlon)	Fail - at base of rib
4 (HHABS)	Fail - at base of rib

Group 2***Impact Energy 1.31 N-m***

Sample	Pass/Fail
1 (EM3110)	Fail - at base of rib
2 (Lexan rg)	Fail - at base of rib
3 (Minlon)	Fail - at base of rib
4 (HHABS)	Pass

Group 3***Impact Energy 1.12 N-m***

Sample	Pass/Fail
1 (EM3110)	Pass
2 (Lexan rg)	Pass
3 (Minlon)	Fail - at base of rib
4 (HHABS)	Pass

ES

00000180

HISTORY

DV	WIN 126	USE PC EM3110 REGRIND	10/2/97
PV	WIN 126	USE PC EM3110 REGRIND	5/18/98
CPF	WIN 126	USE PC EM3110 REGRIND	
CPC	WIN 126	USE PC EM3110 REGRIND	
IPP	WIN 126	USE PC EM3110 REGRIND	
FFU	WIN 126	USE PC EM3110 REGRIND	

INT. BLD		USE LEXAN 141 REGRIND	5/28/98
CONT. BLD		USE LEXAN 141 REGRIND	
SYS. FILL		USE LEXAN 141 REGRIND	
JOB 1	WIN 126	USE LEXAN 141 REGRIND	

- RECEIVED CALL FROM OAP REGARDING DEFECTIVE MOUNTING STRAP 9/11/98
- 2 DEFECTIVE PARTS RECEIVED FROM OAP 9/14/98
- MEETING AT OAP 2 DEFECTIVE PARTS RECEIVED 9/18/98
- RETROFITTED PARTS IN TNT SEQUENCE WAREHOUSE WITH PC EM3110 VIRGIN MATERIAL 9/19/98
- SUPPLIED RAUSCH WITH EM3110 VIRGIN MATERIAL. 9/19/98

(APPROX.~1300 pcs REWORKED AT RAUSCH OPERATION)

(APPROX.~4535 pcs TOTAL SUSPECT FROM WIN126 99MY)

0000018~

WIN126 OHC - MOUNTING STRAP ISSUE TASK LIST

1. **STRESS TEST AND SOLVENT TEST DATA ON MATERIALS DVP&R -**
 - ETHYL ACETATE SOAK/COLD IMPACT TEST@-40 DEGREES
2. **WHAT IS RECOMMENDED MATERIAL FOR USE ON PART-**
-SEE TEST RESULTS-
3. **WIN88 PULL-AHEAD STRAP MATERIAL: (LEXAN 141)**
4. **WARRANTY -**
 - A.) WIN88 RETURNS
 - B.) ON PAST PROGRAMS (i.e.-UN150) USES PC EM3110 WITH SAME CLIP APPLICATION.

THIS PC EM3110 REGRIND MOUNTING STRAP PASSED ALL PV,DV,& PROTOTYPE BUILDS.
IF NO MATERIALS ARE COMPATIBLE WITH THIS DESIGN, LONG TERM WE CAN PURSUE
AN ALTERNATIVE CLIP.

5. **ATTACHMENT STRATEGY**
 - A.) WIN88 ATTACHMENT STRATEGY WAS TO LAY THE REAR MOUNTING STRAP OVER THE BRACKET TONGUE AND CONNECT THE WIRE HARNESS, THEN SEAT THE CENTER MOUNTING CLIP, THEN SEAT THE FRONT MOUNTING CLIPS.
 - B.) WIN126 ATTACHMENT STRATEGY INCLUDES CONNECTING WIRE HARNESS(S), THEN SEATING THE CENTER MOUNTING CLIP, THEN SEATING THE FRONT AND REAR MOUNTING CLIPS. THE MOUNTING STRAP IS IN THE REAR OF THE CONSOLE AND IS THE PART IN QUESTION.

6. **DESIGN HISTORY-**
 - A.) VALIDATION RESULTS TO E/C'S
 - B.) REASON FOR USE OF POLYCARBONATE.
 - NOTCH SENSITIVITY
 - RE-DESIGN OF ELIHART CLIP
 - C.) WHAT SPEC. TO REMOVE CONSOLE FROM ASM.
 - VIBRATION & PULL TEST

7. **CONTAINMENT-**
 - A.) MATERIAL CHANGE TO MOUNTING STRAP-(RESIST DEGRADATION?)
 - B.) WHAT #'S HAVE BEEN REWORKED-(EXACT)
 - C.) WHAT ARE DATE CODES OF PARTS -(LOT TRACEABILITY)
 - D.) TIMELINE FOR WHEN REPLACEMENT PARTS CAN BE ASSEMBLED IN VEHICLES
 - E.) WHERE ARE FAILED PARTS (ROTATION?)

8. **DOE**
 - A.) EXACT DETAILS (DETAILED MATRIX)
 - B.) COMPARISON STUDY
 - NOTCH SENSITIVITY
 - EM3110-VIRGIN
 - EM3110-REGRIND
 - LEXAN 141-VIRGIN
 - LEXAN 141-REGRIND
 - MINLAP
 - BS

9. **WARRANTY DATA**
 - A.) ON PROPOSED REPLACEMENT MATERIAL (SIMILAR APPL. ON OTHER PROGRAMS - UN23)
10. **BRACKET SUPPLIER -(DEL-WAHL)**
 - A.) DETAILS TO MANUFACTURE DATES, SHIP DATES, PM SCHEDULES, PROCESS CTRL

00000180

John Arnold IP 21

Bob Hill Material

Kyle Smith

Mickelly

• Expedition (check warranty
in Arizona

• Mini

Frank Jason will get with Del Weil

to get

→ correct oil pressure?

→

Brian Michalik

313 337-2905

616 670-8879 pager

**WIN126 Overhead Console
Retention Testing of Consoles**

Retention testing of the consoles was evaluated to determine force required to remove console from vehicle when center screw is not removed. The purpose of the test was to determine if chemical degradation is an issue with the center mounting clip area.

A total of 24 parts were tested with oil applied to the back of the center mounting clip area. After application of the oil all 24 parts were mounted in vehicle position for 7 days at room temperature, 12 parts with the rear clips engaged and 12 parts without the rear clips engaged. At the end of the 7 days 12 parts were put through a two hour, 5.0 g vertical axis, vibration profile. At the end of the vibration profile all parts were pulled tested. Pull force was applied at the rear of the console, near the rear radio controls.

Following is a summary of the test results:

No parts failed during the vibration profile.

Efforts required to remove console ranged from **60.99 lbs** to **161.98 lbs** with the average being **121.06 lbs** and the Std. Dev. is **28.03 lbs**. These numbers correlate to a vertical force at the center clip are of **117.62 lbs** to **312.39 lbs** with an average of **233.47 lbs**.

Failure modes ranged from the clip bending/breaking to the screw pulling through the plastic.

The same pull testing was performed on consoles that had not been exposed to the oil with the results being as follows:

Efforts required to remove console ranged from **68.40 lbs** to **84.88 lbs** with the average being **78.67 lbs** and the Std. Dev. is **5.39 lbs**. These numbers correlate to a vertical force at the center clip are of **131.91 lbs** to **163.69 lbs** with an average of **151.72 lbs**.

Failure mode for these parts where broken clip.

Based on these test results it is our conclusion that there is no issue with chemical degradation at the center clip area of the overhead console.

Further test will be performed to determine if length of exposure has any impact on the strength of the center clip area.

Reference attached data sheets for specific details and measurements.

00000100

(year, customer, vehicle, product)

Product Name: Winn #26 Long Overhead Console Customer Drawing/ Level: VB3120 (E)
 Project #: 1937 Spec & Section(s): P.E.S. - P00135-AE (3.1.E)
 Test Series #: WC - 969 Test ID.: E
 Test Name: Vibration Test Method/Level: PLTM-GEN-031 (Rev. level G)

Test Description:

- a. Ford random severe profile for 20 hours in each axis. Test to be performed at room temperature. Ref. Ford Spec. L-01-13
- b. (Special test - parts were exposed to oil around mounting areas for 5 to 7 days - Parts were then vibrated at a 5g sine profile for 2 hours each.)

Acceptance Criteria: (Parts were then pull tested for actual break away forces)

- a. Console must remain fully functional.
- b. The Overhead Console assembly must not exhibit any objectionable BSR from a listening distance of 12 inches from assembly.

Reason for Test:

Mounting strap issue at the customer. Attempts made to simulate failure mode and possible fixes.

Check One for Test Phase:

- DV - Design Verification
- PV - Product Validation
- RV - Revalidation

Check One for Test Code (if Applicable):

- RC - Retest Customer
- RD - Retest Design
- RI - Retest Improvement
- RM - Retest Manufacturing
- RS - Retest Supplier
- RT - Retest Testing
- SC - Special Cost
- SD - Special Development
- SQ - Special Quality

Test Start Date: 10/27/98 Test End Date: 10/29/98 Test Location: Lakewood / MB

Sample Build Date: _____ Quantity Planned: 12 Qty. Tested: 12

Sample Description: _____ Subgroup/Sequence: N/A

Production Intent (production tools and process)

12 samples soaked 5 to 7 days - vibration - pull tests.

Instrument Name	ID#	Acc. +/-	Cal. Due	Instrument Name	ID#	Acc. +/-	Cal. Due
Vibration system	1272	5% / 3db	5/5/99				

Ambient lab conditions available upon request.

Required accuracy of data +/-: 5% / 3db

Data / Observations (Attach additional sheets if necessary):

Please see attached sheet for sample description, vibration profile description, and other information.

Please see additional sheets for actual vibration profile screens.

Disposition: PASS FAIL EVALUATION ONLY

Test Engineer: Scott Rulter

Initials [Signature]

Lab Technician: Scott Rulter

Initials [Signature]

This form is uncontrolled, but not secured. Alternate forms, including prior revisions of this form, are acceptable as long as the documentation requirements defined in PD-OP-16-02 are met.

00000191

Product Name: Win 126 Long Overhead Console Test Completion Date: 10/30/98
 Test Name: Vibration Test Technician: Scott Ruiter / Kurt Smallegan

Data/Observations (attach additional sheets if necessary):

Part #	Description	Vibration profile	Pull force
1	Rear clips not engaged	26 to 42 Hz at 2.5 g's for 2 hours	99.53 lbs.
2	Rear clips not engaged	26 to 42 Hz at 2.5 g's for 2 hours	66.25 lbs.
3	Rear clips not engaged	26 to 42 Hz at 5.0 g's for 2 hours	79.64 lbs.
4	Rear clips not engaged	26 to 42 Hz at 5.0 g's for 2 hours	60.99 lbs.
5	Rear clips not engaged	26 to 42 Hz at 5.0 g's for 2 hours	150.20 lbs.
6	Rear clips not engaged	26 to 42 Hz at 5.0 g's for 2 hours	80.90 lbs.
7	Rear clips not engaged	26 to 42 Hz at 5.0 g's for 2 hours	151.98 lbs.
8	Rear clips not engaged	5 to 200 Hz random profile for 7 hours	105.51 lbs.
9	Rear clips not engaged	26 to 42 Hz at 5.0 g's for 2 hours	76.74 lbs.
10	Rear clips not engaged	26 to 42 Hz at 5.0 g's for 2 hours	144.43 lbs.
11	Clips engaged during soak (#8)	26 to 42 Hz at 5.0 g's for 2 hours	106.04 lbs.
12	Clips engaged during soak (#7)	26 to 42 Hz at 5.0 g's for 2 hours	135.55 lbs.
13	No vibration		
14	No vibration		
15	No vibration		
16	No vibration		
17	No vibration		
18	No vibration		
19	No vibration	22	No vibration
20	No vibration	23	No vibration
21	No vibration	24	No vibration

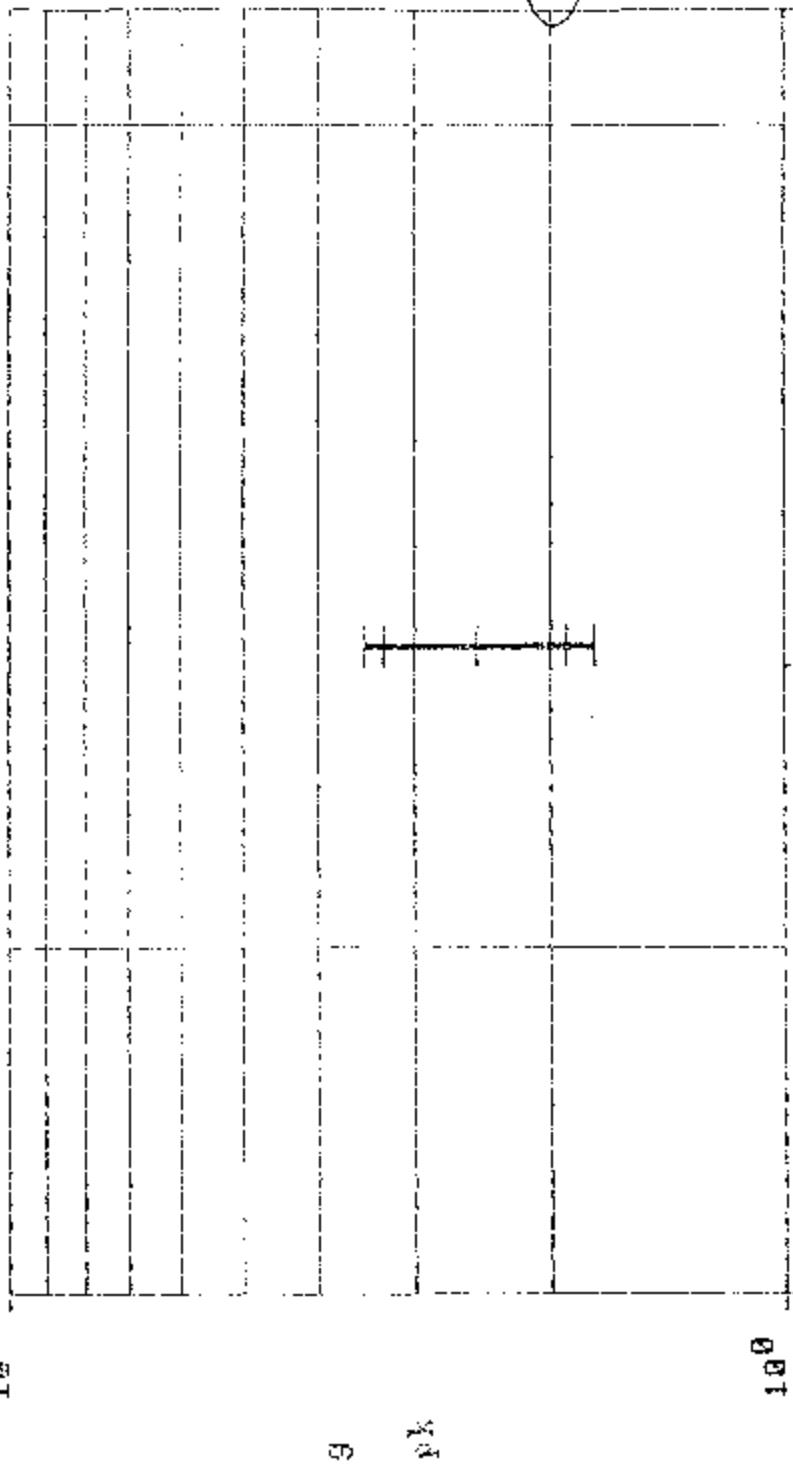
Part # 2

TEST SETUP-ID: HONDALU TEST RUN NAME: VERTICAL

101 Endurance Test

10/27/90
13:24:41

DISPLAY
C-CTRL
1-CHK1
D-DRIVE
1-1/CT
FREQ=
33.31
CON LED=
2.497 A
1.61 U
44.8 D
REF LEM=
2.500 A
CONSTANT
ACC
STEP NO.
1



41.525 Hz

AUTO : 02:00:00 STATUS: Finished

TOTAL: 02:00:05

CHAN 1,2

00000100

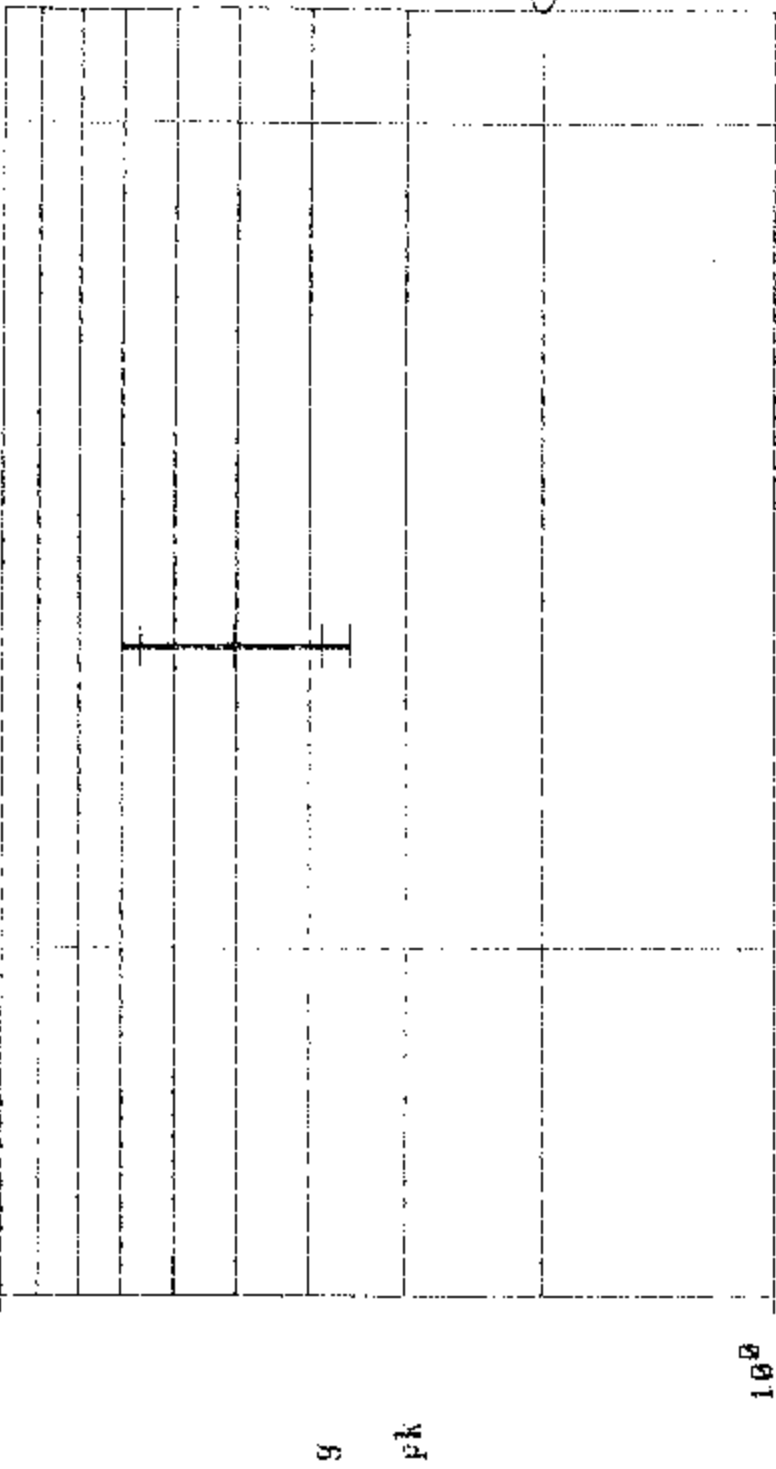
Part #5

TEST SETUP-ID: HONDAUJ TEST RUN NAME: VERTICAL

10¹ Endurance Test

10/28/98
13:19:49

DISPLAY
C-CTRL
1-CH1
D-DRIVE
1-1/CT
FREQ=
33.28
CON LEV=
1.959 A
9.15 U
87.6 S
REF LEV=
5.898 G
CONCERN?
ACC
STEP NO.
1



41.625 Hz

AUTO : 02:00:00 STATUS: Finished

TOTAL: 02:00:05

CHAN 1,2

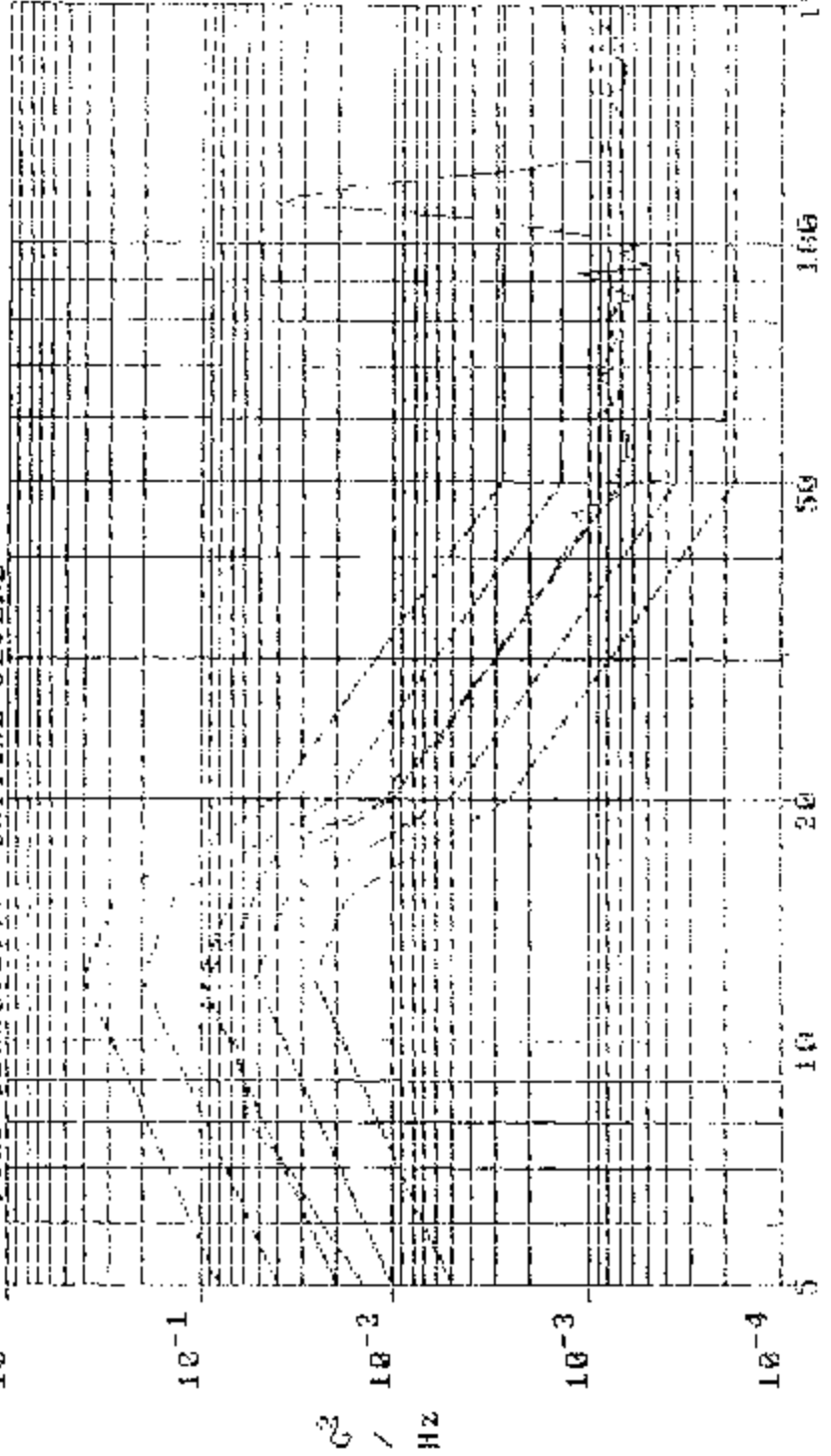
0000019

Part #8

18/29/98
07:47:31
DISPLAY
C-CON
I-CHANI
D-DRIVE
H-DR/CI
M-1/CT

TEST RUN NAME: VERTICAL

TEST SETUP ID: FORDDUS
FORD DURABILITY VERTICAL SEVERE



MU/ST
97.1
DOF= 120
LNS= 250
RES=1.00
LIM=3.00
VAP EM
190 HE
2-HELP

REF RMS: 0.99 AUTO:07:12:44 STATUS: Abort, Channel 1 High RMS
CON RMS: 1.20 TOTL:07:14:55 LEVEL: 0.000B CHAN SEQ:1:2

AVERAGE

Winn 126 Pull Tests

<u>Part #</u>	<u>Description</u>	<u>Initial Result</u>	<u>Actual pull force</u>
1	No rear clip	Screw pull through	99.53 lbs.
2	No rear clip	Screw pull through	66.25 lbs.
3	No rear clip	Screw pull through	79.64 lbs.
4	No rear clip	Screw pull through	60.99 lbs.
5	No rear clip	Clip broke	150.20 lbs.
6	No rear clip	Screw pull through	80.90 lbs.
7	No rear clip	Clip broke	161.98 lbs.
8	No rear clip	Screw pull through	105.51 lbs.
9	No rear clip	Clip broke	76.74 lbs.
10	Clips engaged	Clip broke	144.43 lbs.
11	Clips engaged	Screw pull through	106.04 lbs.
12	Clips engaged	Clip broke	135.55 lbs.
13	Clips engaged	Screw pull through	89.03 lbs.
14	Clips engaged	Screw pull through	66.07 lbs.
15	Clips engaged	Screw pull through	78.90 lbs.
16	Clips engaged	Clip broke	77.64 lbs.
17	Clips engaged	Clip broke	95.37 lbs.
18	Clips engaged	Clip broke	190.20 lbs. (skewed)
19	Clips engaged	Screw pull through	111.66 lbs.
20	Clips engaged	Clip broke	81.12 lbs.
21	Clips engaged	Clip broke	200.70 lbs. (skewed)
22	No rear clip	Screw pull through	103.89 lbs.
23	No rear clip	Screw pull through	96.65 lbs.
24	No rear clip	Screw pull through	111.12 lbs.

Note: Part #'s 1 - 12 were vibrated and 13 - 24 were not.

00000190

<u>Winn 126 Pull Tests (Fresh Production)</u>				
<u>Part #</u>	<u>Initial Result</u>	<u>Description</u>	<u>Actual pull force</u>	<u>Vibration (Y or N)</u>
1		Clip broke (pull through or bent)	70.04 lbs.	N
2		Clip broke (pull through or bent)	80.18 lbs.	N
3		Clip broke (pull through or bent)	76.20 lbs.	N
4		Clip broke (pull through or bent)	82.52 lbs.	N
5		Clip broke (pull through or bent)	82.16 lbs.	N
6		Clip broke (pull through or bent)	78.00 lbs.	N
7		Clip broke (pull through or bent)	84.16 lbs.	N
8		Clip broke (pull through or bent)	74.20 lbs.	N
9		Clip broke (pull through or bent)	68.40 lbs.	N
10		Clip broke (pull through or bent)	84.88 lbs.	N
11		Clip broke (pull through or bent)	82.52 lbs.	N
12		Clip broke (pull through or bent)	79.82 lbs.	N

Post-it* Fax Note	7671	Date	11-3-98	# of pages	3
To	John Cokander	From	Scott Ruiter		
Co./Dept.		Co.			
Phone #		Phone #			
Fax #	2250	Fax #			

0000019~

Explanations and Summary

- A. Pull tests were conducted with parts subjected to oil exposure as well as parts that were fresh off the production line.
- B. The "Description" section of the oil exposed data sheet indicates parts in vehicle position and aged at room temperature between 5 and 7 days. It states a condition of (clips engaged or no rear clip). This simply means that one half of the parts had the rear mounting strap supporting the rear of the console, and one half of the parts were supported only by the front clips and middle axis clip.
- C. Parts that were vibrated had no rear mounting strap engaged during actual vibration.
- D. Several different situations are present that may affect the outcomes of the testing:
1. Oil age with no rear clip engaged
 2. Oil age with rear clips engaged
 3. Oil age subjected to vibration
 4. Oil age with no vibration
 5. Fresh production parts (control group)
- E. The above categories had average pull force measurements of the following:
- | | |
|---|--|
| 1 | 81.70 lbs. |
| 2 | 98.58 lbs. (Does not include skewed parts) |
| 3 | 105.69 lbs. |
| 4 | 91.15 lbs. (Does not include skewed parts) |
| 5 | 78.59 lbs. |
- F. Two other scenarios should be noted
- 1 Screw pull through
 - 2 Clip bending or breaking

All the fresh production parts had no screw pull through

10 oil exposed parts had no screw pull through

14 oil exposed parts did exhibit screw pull through

00000195

<u>Winn 126 Pull Tests (Oil Exposed)</u>				
<u>Part #</u>	<u>Initial Result</u>	<u>Description</u>	<u>Actual pull force</u>	<u>Vibration (Y or N)</u>
1	Screw pull through	No rear clip	99.53 lbs.	Y
2	Screw pull through	No rear clip	66.25 lbs.	Y
3	Screw pull through	No rear clip	79.64 lbs.	Y
4	Screw pull through	No rear clip	60.99 lbs.	Y
6	Screw pull through	No rear clip	60.90 lbs.	Y
8	Screw pull through	No rear clip	105.51 lbs.	Y
11	Screw pull through	Clips engaged	106.04 lbs.	Y
13	Screw pull through	Clips engaged	89.03 lbs.	N
14	Screw pull through	Clips engaged	66.07 lbs.	N
15	Screw pull through	Clips engaged	78.90 lbs.	N
19	Screw pull through	Clips engaged	111.66 lbs.	N
22	Screw pull through	No rear clip	103.89 lbs.	N
23	Screw pull through	No rear clip	96.65 lbs.	N
24	Screw pull through	No rear clip	111.12 lbs.	N
5	Clip broke	No rear clip	150.20 lbs.	Y
7	Clip broke	No rear clip	161.98 lbs.	Y
9	Clip broke	No rear clip	76.74 lbs.	Y
10	Clip broke	Clips engaged	144.43 lbs.	Y
12	Clip broke	Clips engaged	195.55 lbs.	Y
16	Clip broke	Clips engaged	77.64 lbs.	N
17	Clip broke	Clips engaged	95.37 lbs.	N
18	Clip broke	Clips engaged	190.20 lbs. (skewed)	N
20	Clip broke	Clips engaged	81.12 lbs.	N
21	Clip broke	Clips engaged	200.70 lbs. (skewed)	N

00000190



P.O. BOX 709
NOVI, MI 48378-0709
(810) 348-0400
(810) 348-6457 (FAX)

**SORRY FOR THE
POOR QUALITY OF
THE INFO*

FAX TRANSMISSION FORM

DATE..... 12-2-94.....
TIME..... 3:30 PM.....
FROM..... JOHN EATON.....
.....
.....

TO..... JOHN CEKANDER.....
..... PRINCE.....
.....
FAX #..... 616-394-8499.....

JOHN -

FOLLOWING IS MSDS FOR TYPICAL
PRESS LUBE WHICH WOULD EXIST ON
PART # F78B-16519K22-A OHC BRKT
AS IT COMES OFF THE PRESS. IF FORD
OPTS TO GO WITH A BARE PART, YOUR
CONSOLE MAY BE IN CONTACT WITH LUBE
OF THIS COMPOSITION AFTER ASSY. OTHER
APPLICATIONS OF PLASTIC CONTACT HAVE SHOWN
NO EFFECTS, BUT YOU MAY WANT TO LOOK INTO
IT FURTHER.

PAGE 1 of 5

John

CADILLAC OIL COMPANY / CADCO 038-728
MSDS FOR HYDROCARBON

1 - Site Specific Information

No Site Specific Information on file for this Chemical

2 - CADILLAC OIL COMPANY PRODUCT

CADCO 038-728 VANISHING LUBE.

3 - GENERAL INFORMATION

CHEMICAL NAME / SYNONYM / TRADE NAME:
HYDROCARBON / VANISHING LUBRICANT / CADCO 038-728

MANUFACTURER'S NAME: CADILLAC OIL COMPANY

EMERGENCY TELEPHONE NUMBERS: (313) 345-6200

ADDRESS: 17000 WILSON DETROIT, MICHIGAN 48212

CHEMICAL FAMILY NAME: HYDROCARBON

CAS NUMBER: 60520-08-9

HAZARD IDENTIFICATION: NONE

ISSUE DATE: 10-16-90

DISCLAIMER:

THE INFORMATION PRESENTED HEREIN HAS BEEN COMPILED FROM SOURCES CONSIDERED TO BE RELIABLE AND IS ACCURATE TO THE BEST OF THE COMPANY'S KNOWLEDGE. THE SELLER MAKES NO WARRANTY WHATSOEVER, EXPRESSED OR IMPLIED, OF MERCHANTABILITY REGARDING THE ACCURACY OF SUCH DATA OR THE RESULTS TO BE OBTAINED FROM THE USE THEREOF.

4 - HEALTH HAZARD DATA

THRESHOLD LIMIT VALUE: NOT DETERMINED

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0000020

1 CADILLAC OIL COMPANY / CADCO 03B-720
1 MSDS for HYDROCARBON

Date Printed: 03-15-1991 Page 2

4 - HEALTH HAZARD DATA (continued)

SYMPTOMS IF INGESTED, CONTACTED WITH SKIN OR VAPOR INHALED:
RESPIRATORY TRACT IRRITATION - ANESTHESIA IN HIGH CONCENTRATIONS.

RECOMMENDED FIRST AID TREATMENT:

EYES: IF THIS PRODUCT COMES IN CONTACT WITH THE EYES, FLUSH WITH LARGE QUANTITIES OF WATER FOR AT LEAST 15 MINUTES AND SEEK IMMEDIATE MEDICAL ATTENTION.

SKIN CONTACT: IF THIS PRODUCT COMES IN CONTACT WITH THE SKIN, WASH WITH SOAP AND LARGE QUANTITIES OF WATER AND SEEK MEDICAL ATTENTION IF IRRITATION FROM CONTACT PERSISTS.

INGESTION: IF THIS PRODUCT IS SWALLOWED, DO NOT INDUCE VOMITING. SEEK IMMEDIATE MEDICAL ADVICE AND/OR ATTENTION.

5 - PHYSICAL DATA

BOILING POINT: 346 DEGREES - 406 DEGREES F

LIQUID DENSITY (10/20 FT): HEAVIER THAN AIR

EVAPORATION RATE: SLOWER THAN ETHER

PERCENT VOLATILE: 100%

SPECIFIC GRAVITY: 7.0 LB/GAL

SOLUBILITY IN WATER: NEGLIGIBLE

APPEARANCE AND ODOR: THIS PRODUCT IS CLEAR, HAS LITTLE, IF ANY, COLOR, AND HAS A CHARACTERISTIC ODOR.

6 - FIRE AND EXPLOSION HAZARD DATA

FLASH POINT (METHOD USED): 150 C.O.C. - 155 DEGREES F

FLAMMABLE LIMITS: COMBUSTIBLE LIQUID

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00000200

Date Printed: 03-15-1991 Page 3

CADILLAC OIL COMPANY / CADD0 038-720
MSDS for HYDROCARBON

6 - FIRE AND EXPLOSION HAZARD DATA (continued)

NFPA:
UEL:EXTINGUISHING MEDIA: USE FOAM, CO₂, OR DRY CHEMICAL. FIRE FIGHTING APPARATUS.

SPECIAL FIRE FIGHTING PROCEDURES: THE USE OF SELF-CONTAINED BREATHING MAY BE APPARATUS IS RECOMMENDED FOR FIRE FIGHTERS. WATER MAY BE UNSUITABLE AS AN EXTINGUISHING MEDIA, BUT HELPFUL IN KEEPING ADJACENT CONTAINERS COOL. AVOID SPREADING BURNING LIQUIDS WITH WATER USED FOR COOLING PURPOSES.

UNUSUAL FIRE AND EXPLOSION HAZARDS: COMBUSTIBLE

7 - REACTIVITY DATA

STABILITY: STABLE

CONDITIONS TO AVOID: NONE

INCOMPATIBILITY (MATERIALS TO AVOID): THIS PRODUCT IS INCOMPATIBLE WITH STRONG OXIDIZING AGENTS - STRONG ACIDS OR BASES - SELECTED AMINES

HAZARDOUS POLYMERIZATION: WILL NOT OCCUR

CONDITIONS TO AVOID: EXTREME HEAT - SOURCES OF IGNITION AND HOT METAL SURFACES

8 - SPILL OR LEAK PROCEDURES

STEPS TO BE TAKEN IN CASE MATERIAL IS RELEASED OR SPILLED:
KEEP SOURCES OF IGNITION AND HOT METAL SURFACES ISOLATED FROM THE SPILL.
FLUSH SPILLED MATERIAL INTO SUITABLE RETAINING AREAS OR CONTAINERS WITH LARGE QUANTITIES OF WATER. SMALL AMOUNTS OF SPILLED MATERIAL MAY BE ABSORBED INTO AN APPROPRIATE ABSORBANT.WASTE DISPOSAL METHOD:
DISPOSE OF PRODUCT IN ACCORDANCE WITH APPLICABLE LOCAL, COUNTY, STATE, AND FEDERAL REGULATIONS.

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0000020

CADILLAC OIL COMPANY / CADCO 038-720
MSDS FOR HYDROCARBON

9 - SPECIAL PROTECTION INFORMATION

RESPIRATORY PROTECTION (SPECIFY TYPE): THE USE OF RESPIRATORY PROTECTION DEPENDS ON VAPOR CONCENTRATION ABOVE THE TIME-WEIGHTED TLV. USE NIOSH APPROVED CARTRIDGE RESPIRATOR OR GAS MASK.

VENTILATION: GENERAL VENTILATION MAY BE SUFFICIENT TO KEEP PRODUCT VAPOR CONCENTRATIONS WITHIN SPECIFIED TIME-WEIGHTED TLV RANGES. IF GENERAL VENTILATION PROVES INADEQUATE TO MAINTAIN SAFE VAPOR CONCENTRATIONS, SUPPLEMENT LOCAL EXHAUSTS MAY BE REQUIRED.

MECHANICAL: GENERAL

PROTECTIVE GLOVES: THE USE OF IMPERMEABLE GLOVES IS ADVISED TO PREVENT SKIN IRRITATION IN SENSITIVE INDIVIDUALS.

EYE PROTECTION: SAFETY GLASSES, CHEMICAL GOGGLES AND/OR FACE SHIELDS ARE RECOMMENDED TO SAFEGUARD AGAINST POTENTIAL EYE CONTACT, IRRITATION OR INJURY.

OTHER PROTECTIVE EQUIPMENT: IMPERMEABLE APRONS ARE ADVISED WHEN WORKING WITH THIS PRODUCT. THE AVAILABILITY OF EYE WASHES AND SAFETY SHOWERS IN WORK AREAS IS RECOMMENDED.

10 - SPECIAL PRECAUTIONS

SPECIAL LABELING INFORMATION: LABEL - COMBUSTIBLE!

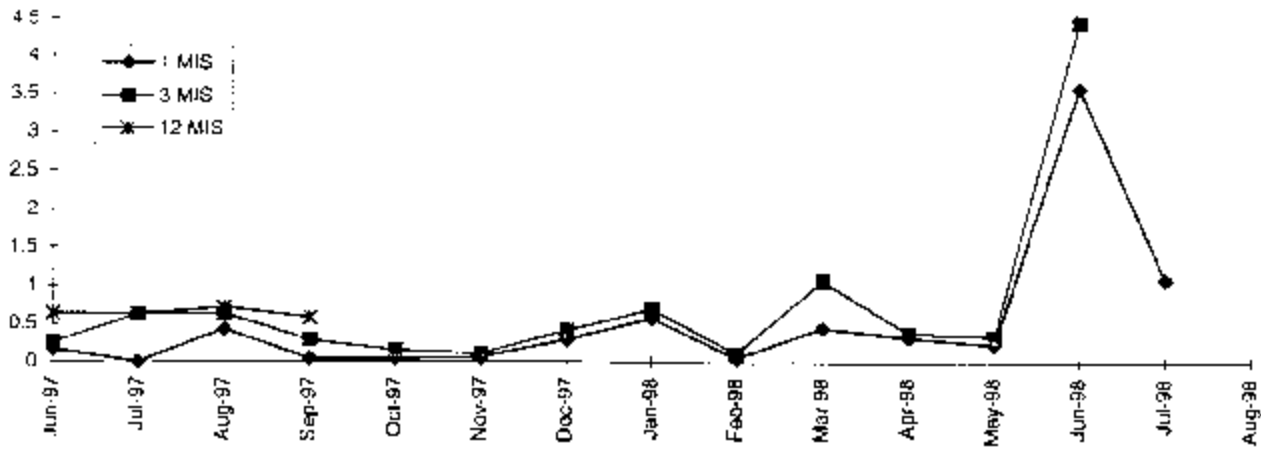
SPECIAL HANDLING RECOMMENDATIONS: KEEP PRODUCT CONTAINERS COOL, DRY, AND AWAY FROM SOURCES OF IGNITION. USE AND STORE THIS PRODUCT WITH ADEQUATE VENTILATION.

SPECIAL PACKAGING RECOMMENDATIONS: LABEL - COMBUSTIBLE !!

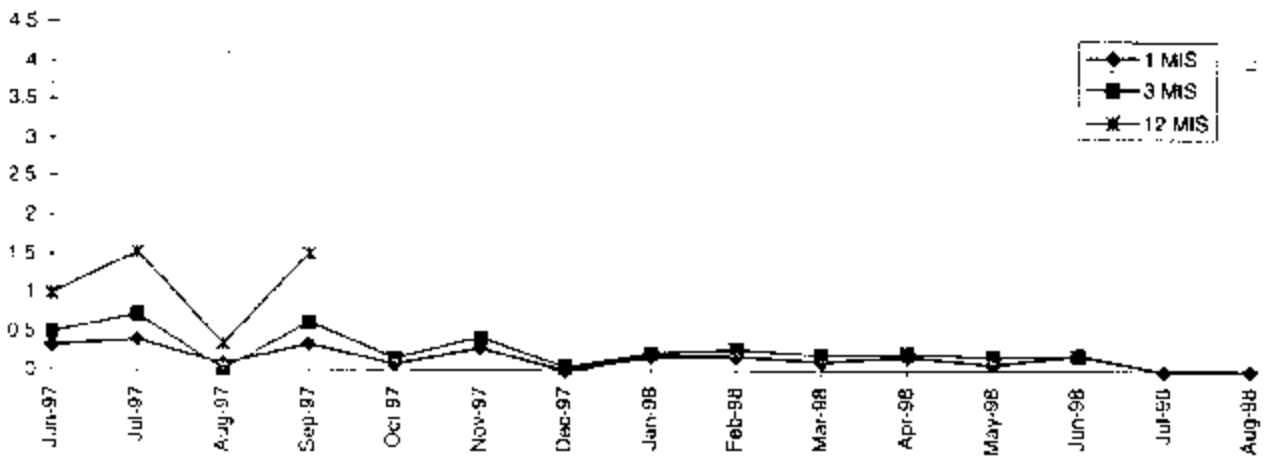
5045
0000020

Attachment Claims R/1000 Trend Charts

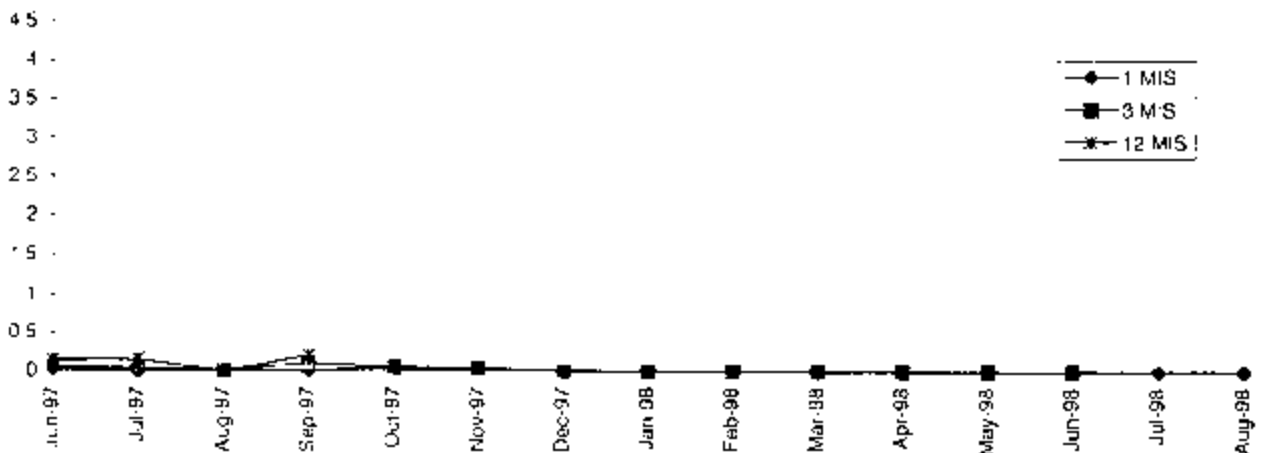
Windstar OHC



Expedition-Navigator OHC



Explorer-Mountaineer OHC



Customer Issue #:
WIN126 Mounting
Strap Issue

1. **TEAM CONTACT:** *Establish a small group of people with the process/product knowledge, allocated time, authority, and skill in the required technical disciplines to solve the problem and implement corrective actions. The group must have a designated champion.*

Champion: Jamalle Weddle Quality Engineer 616 394-8689
Team: Landon Foy Resident Engineer 616 394-1506
Mark Hawks Focused Factory Mgr. 616 394-8652

2. **PROBLEM DESCRIPTION:** *Specify the internal/external customer problem by identifying, "What is wrong with what and describing the problem in quantifiable terms which will answer the questions: "What? Where? When? How Big? How Many? etc.*

On 9/11/98 Prince-Meadowbrook was informed of parts found at the customer with broken mounting straps on the overhead console, part number XF22-17519A58-AJW, Prince part number VC1450. The z-axis ribs on these straps were found broken off of the base of the mounting bracket. Rebecca Deboer, Prince Field Support, reviewed issue with Ford-Oakville AP engineering and returned two broken mounting straps to Prince for further analysis.

3. **INTERIM CONTAINMENT ACTION:** *Define and implement containment actions to isolate the effects from any internal/external customer until permanent corrective action is implemented. Verify the effectiveness of the containment action.*

Containment measures taken for this issue are provided in individual stages: Short-term and Long-term. Each stage is described as follows.

SHORT TERM:

Prince-Meadowbrook will support a rework operation for finished vehicles at the Ford-Oakville Assembly Plant to include the replacement of suspect mounting straps with new material mounting straps made from Polycarbonate-EM3110. Prince will manage the rework of all overhead consoles due to be retrofitted in Ford-Oakville's assembly process.

LONG TERM:

The EM3110 polycarbonate will be proposed to be used as only 100% virgin material to remove the variability of material regrind use at molding supplier.

4. **DEFINE ROOT CAUSE(S):** *Identify all possible causes(s) which could explain why the problem occurred. Isolate and verify the root causes(s) by testing each possible cause against the problem description and test data. List possible corrective actions to eliminate root causes(s).*

After receiving the broken mounting straps from the customer, initial material analysis was completed on 9/14/98. The findings from this test showed no voids, contamination or degradation to the current production material used (LEXAN 141). As a result, Level 2 testing has been initiated at material analyst, General Electric, for possible breakdown to polymers due to processing variations. Test results date: TBD

In addition, Measurement Analysis was conducted on the length and width of the broken mounting rib of strap, and the mating sheet metal bracket. All dimensions in question were within specification, as compared to measurements taken off CAD drawing data.

Root cause has not been established at this time but possible root causes and action plans are listed as the following:



**CONCERN ANALYSIS REPORT
EIGHT DISCIPLINE FORMAT**

- 1. incorrect installation method at customer assembly plant. (see corrective action item#1)
- 2. poor regrind material used for production. (see corrective action item#2)
- 3. variation in molding process. (see corrective action item#3)
- 4. degradation of strap material through coating of z-axis clip. (see corrective action item#4)

5. DEFINE PERMANENT CORRECTIVE ACTION(S): *Through pre-production test programs quantitatively confirm the selected corrective actions will resolve the problem for the customer and will not cause undesirable effects. Define contingency actions, if necessary, based on risk assessment.*

Prince-Meadowbrook has implemented a material change for the mounting strap from the current production polycarbonate (LEXAN 141) to polycarbonate (EM3110). The properties of the new material (EM3110) includes polyethylene which provides an impact modifier adding strength and durability to the strap.

Other corrective actions taken are pending the results of Root Cause Analysis:

item#1: After repeated trials at the Ford-Oakville AP and Prince Corporation simulated vehicle lab, the failure mode was unable to be replicated. Further investigation of the Console assembly method to take place at the Oakville AP. (L.Foy/R.Deboer) Target: 9/18/98

item#2: Use of polycarbonate (EM3110) for molding of the mounting strap will be 100% virgin material. All regrind use will be suspended until further notice. Design intent for current production material (LEXAN 141) is 100% regrind Polycarbonate 2nd generation maximum.

item#3: It is speculated that the mounting strap could have become brittle as a result of improper drying or excess heating of material in the molding process. As a result, the molding suppliers quality control system is being re-evaluated and if necessary additional inspection methods will be implemented. Lot traceability on this part is identified by shift/date/operator per lota and not by marking each part individually. Upon production of EM3110 material straps, 100% inspection of parts will be in place at molding supplier and Prince Corporation for fractured, brittle, or deformed mounting tabs.

item#4: An Oil solution is used in the manufacturing process of the Z-axis clip, which contains a zinc-phosphate coating to protect its metal content. The Oil used is being investigated as a possible cause to material degradation. Oil sample from Z-axis clip supplier to be analyzed: 9/21/98.

6. IMPLEMENT & VERIFY PERMANENT CORRECTIVE ACTIONS: *Establish a plan to implement Permanent Corrective Actions, and define ongoing controls to ensure the root cause is eliminated. Monitor the long term effects and implement contingency actions if necessary.*

Verification to be completed after root cause is confirmed.

7. PREVENTION: *Modify the necessary systems, practices, and procedures to prevent recurrence of this and all similar problems. Identify opportunities for improvement and establish a process improvement initiative.*

Prevention to be reviewed after root cause is established.

8. CONGRATULATE YOUR TEAM: *Recognize the collective efforts of the team.*

PRINCE
A JOHNSON CONTROLS COMPANY

**CONCERN ANALYSIS REPORT
EIGHT DISCIPLINE FORMAT**

Signatures: _____

Date Open: 9/11/98 _____
Date Closed: _____

Distribution:

Prince Issue #: 7927

00000205



QUALIFICATION PLAN AND REPORT (QWPLR)
 PROPOSED TESTED SECTION

Test Identifier	Test Method	Test Description	Test Series / WC / S/B	Test Summary		Test Dates		Test Engineer	Project Engineer	Project Leader	Comments
				Phase	Summary	Start	End				
<p>Product Name: 1999 WIN 125 Long-Mix Over-Head Console Customer Org / Level: P.E.S. 00015 AD Mini P.E.S. 00015 AC Long</p>											
<p>Test Series: WC-S/B Project: Long 8750 Mil: 1871 Acceptance Criteria: (1) No visible RC II app. I</p>											
A	PLTM-2EH-010	Heat Aging Seven days at 80°C/120°C Console mounted in design position During the first 9 hours power up console to 1/2 BVSCC QWOC.	P.E.S. 00015-3.1.A Mini P.E.S. 00138-3.1.A Long	UV 2V	2 Mini 2 Mini	4/29/97 6/30/97	5/1/97 5/1/97	Said Coburn Steve Misall Karan Shannoh			<p>Samples remained in test cell in sealed stress marks were evaluated around console opens in position to avoid shaking and staining. Wire harness connector had loosened during heat lab files were powered up into no issues N/A 4/29/97 results noted in report.</p> <p>12 test units</p> <p>Checking different labels to verify status and address.</p>
B	PLTM-2EH-011	Dust Test Five hours duration Two second bursts of dust is blown throughout chamber area 7 to 10 inches. Console in design position.	P.E.S. 00138-3.1.B Mini P.E.S. 00138-3.1.B Long	PV PV	3 Mini 3 Long	1/16/98 1/28/98					<p>No loss of conductivity Console read most measurements 1 before and after completed test All failures must be investigated</p>
C	PLTM-2EH-001	Freeze/Thaw - Repetition - Steel Mount Console assembly in design position Run simulated moisture evaporation Apply downward loads of 25 lb at the top, rear and side of eye console Resistor and installation of the OHC shall be performed within two seconds	P.E.S. 00135-3.1.C Mini P.E.S. 00135-3.1.C Long	DV 2V	2 Long 2 Mini	2/2/97 4/22/97	2/2/97 4/22/97				<p>A macro bubble that was lost was applied to upper mounted location of OHC before test.</p> <p>Samples 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 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927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.</p>



PRINCE CORPORATION - PRODUCT TEST LABS

Product Name: 1999 WIN 126 LONG DHC Customer Drawing/Level: PLS.011.035 - AE
 Test Series #: WC - 989 Spec & Section(s): 3.1.C
 Project #: 87600
 Test Name: Installation / Retention of Console Test ID: C

Test Description: Mount console assembly in design position with simulated mounting conditions.
Apply downward loads of 25 lb at the front, rear and sides of the console.

Acceptance Criteria:
The console shall not break away or permanently deform from its original design.
Console insertion efforts can not be greater than 25 lb per clip.

<p>Check One for Test Phase:</p> <p>DV - Design Validation <input type="checkbox"/></p> <p>PV - Production Validation <input checked="" type="checkbox"/></p> <p>RV - Revalidation <input type="checkbox"/></p>	<p>Check One for Test Code (If Applicable):</p> <p>RC - Retest Customer <input type="checkbox"/></p> <p>RD - Retest Design <input checked="" type="checkbox"/></p> <p>RI - Rework Improvement <input type="checkbox"/></p> <p>RM - Retest Manufacturing <input type="checkbox"/></p> <p>RS - Retest Supplier <input type="checkbox"/></p> <p>RT - Retest Testing <input type="checkbox"/></p> <p>SC - Special Cost <input type="checkbox"/></p> <p>SD - Special Development <input type="checkbox"/></p> <p>SQ - Special Quality <input type="checkbox"/></p>
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Test Start Date: 05/18/98 Test End Date: 05/18/98 Test Location: Validation Lab
 Sample Build Date: 05/06/98 Quantity Planned: 3 Quantity Tested: 3
 Sample Description: PV production intent samples built with production tooled mounting straps and tubs. Subgroup/Sequence: C

A new installation of a roof steel mounting bracket without the rear hook.

Instrument Name	ID#	Acc. +/-	Cal. Due	Instrument Name	ID#	Acc. +/-	Cal. Due
100 Lb Chatillon Gauge	300	.35 Lb	11/24/98				

Ambient lab conditions available upon request. Required accuracy of data +/- Refer to the Instrument Acc. =

Data / Observations:
The installation was done with a "quick blow" effort. By replicating actual installation practices of the OEM line, the force gauge was struck from beneath with the heel portion of the hand to better create in vehicle position for installation. This allowed for a much lower effort / force applied during installation of the overhead console.

Thus, after having followed the specified requirements and having met the acceptance criteria called out for this test, it is ruled: CONFORMING.
Refer to the attached documentation for the individual sample data taken.

Disposition: Evaluation Only ~~Conforming~~ Non-conforming
 Test Engineer: Sara Cooney Initials: SC Test Technician: Joe Weise Initials: JW

This form is recommended, but not required. Alternate forms, including original revisions of this form are acceptable as long as the documentation requirements defined in PD-OP-16-02 are met.

00000211

CORPORATION - PRODUCT TEST LABS

(year, customer, vehicle product)
 1999 WIN 126 LONG_OHC
 WC - 989
 87600

Customer Drawing/ Level: PES.011.035 - AE

Spec & Section(s): 3.1.C

Installation / Retention of Console

Test ID: C

Observations:

	Front			Rear	
	Clip A Insertion	Clip B Insertion	Clip C Insertion	Clip B Insertion	Clip C Insertion
	Z Axis Clip	Driver's Side	Passenger's Side	Driver's Side	Passenger's Side
Sample 1:	10.70	10.40	10.60	11.00	15.90
Sample 3:	13.00	13.00	11.70	13.80	10.00
Sample 6:	13.50	7.60	9.70	11.50	14.70

	Front		Rear	
	Clip B Retention	Clip C Retention	Clip B Retention	Clip C Retention
	Driver's Side	Pass Side	Driver's Side	Pass Side
Sample 1:	31.8	49.1	31.3	31.3
Sample 3:	28.4	28.4	28.4	28.4
Sample 6:	33.10	33.10	34.63	34.60

NOTE: The Z axis clip insertion used the gauge extension with the round, flat end and accessed through the SGB door.

All other insertion efforts were taken without the use of the extension with the pad centered on each side (LH & RH).

Both clips usually but not always engaged at the same time. When the engaged separately, you will notice the varying efforts readings. Retention like insertion was also attempted on each side and sometimes not always, the clips would disengage together. At no time did the Z axis clip, disengage during retention testing of remaining clips.



0000021



PRINCE CORPORATION - PRODUCT TEST LABS

Product Name: 1999 W/N 126 LONG OHG Customer Drawing/Level: PPS.011.035 - A7 AC
 Test Series #: WC - 999 Spec & Section(s): 3.1.C
 Project #: B7600
 Test Name: Installation / Retention of Console Test ID: C

Test Description: Test Method/Level: PLTM - OHG - 003 Rev. 0
 Mount: console assembly in design position with simulated mounting conditions.
 Apply downward loads of 25 lb at the front, rear and sides of the console.

Acceptance Criteria:
 The console shall not break away or permanently deform from its original design.
 Console insertion efforts can not be greater than 25 lb per clip.

Check One for Test Phase:
 DV - Design Validation
 PV - Production Validation
 RV - Revalidation
 Check One for Test Code (If Applicable):
 RC - Re-test Customer
 RD - Re-test Design
 RI - Re-test Improvement
 RM - Re-test Manufacturing
 RS - Re-test Supplier
 RT - Re-test Testing
 SC - Special Control
 SD - Special Development
 SQ - Special Quality

Test Start Date: 1/21/98 Test End Date: 1/21/98 Test Location: Validation Lab
 Sample Build Date: 12/19/97 Quantity Planned: 6 Quantity Tested: 6
 Sample Description: Subgroup/Sequence: C
 PV production intent samples.

Instrument Name	ID#	Acc. +/-	Cal. Due	Instrument Name	ID#	Acc. +/-	Cal. Due
EG - 50 Digital Force	3042	.95N	10/22/98				

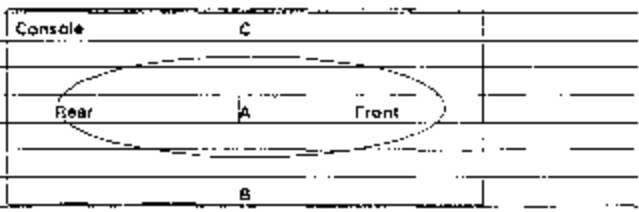
Ambient lab conditions available upon request. Required accuracy of data +/-: .95N.

Data / Observations:

	Clip A		Clip B		Clip C		Clip B		Clip C		Console	
	Insertion		Insertion		Insertion		Retention		Retention		Frt/L Rear	
	Z Axis Clip		Driver's Side		Passenger's Side		Driver		Passenger		Retention	
	F/R		F/R		F/R		F/R		F/R		F/R	
Sample 1:	17.25	2 @ 9.05	2 @ 12.80	15.70	Pass	12.55 / Pass						
Sample 2:	18.90	2 @ 12.00	2 @ 14.50	17.45	16.70	13.85 / Pass						
Sample 3:	22.10	2 @ 9.05	2 @ 12.70	17.85	16.50	Pass / 18.00						
Sample 4:	17.75	2 @ 13.50	2 @ 13.55	21.75	20.45	14.45 / 18.10						
Sample 5:	17.80	2 @ 11.17	2 @ 13.68	14.85	15.40	12.40 / 16.35						
Sample 6:	17.70	2 @ 10.23	2 @ 13.45	19.00	19.45	14.62 / 17.40						

Insertion - All (6) samples were within the acceptance criteria called out for this test with insertion efforts less than 25 lb per clip.

Retention - Of the six samples and 24 clips, a total of 4 clips maintained retention of 25 lbs or more, the rest were under the specified retention required.



Thus, after having followed the specified requirements and not having met the acceptance criteria called out for this test, it is ruled: **NON - CONFORMING.**

Disposition: Evaluation Only Conforming Non-conforming
 Test Engineer: Sara Cooney Initials: [Signature] Test Technician: Joe Weise Initials: [Signature]

This form is recommended, but not required. Alternate forms, including prior revisions of this form are acceptable as long as the documentation requirements defined in PD CP 16.02 are met.

0000029

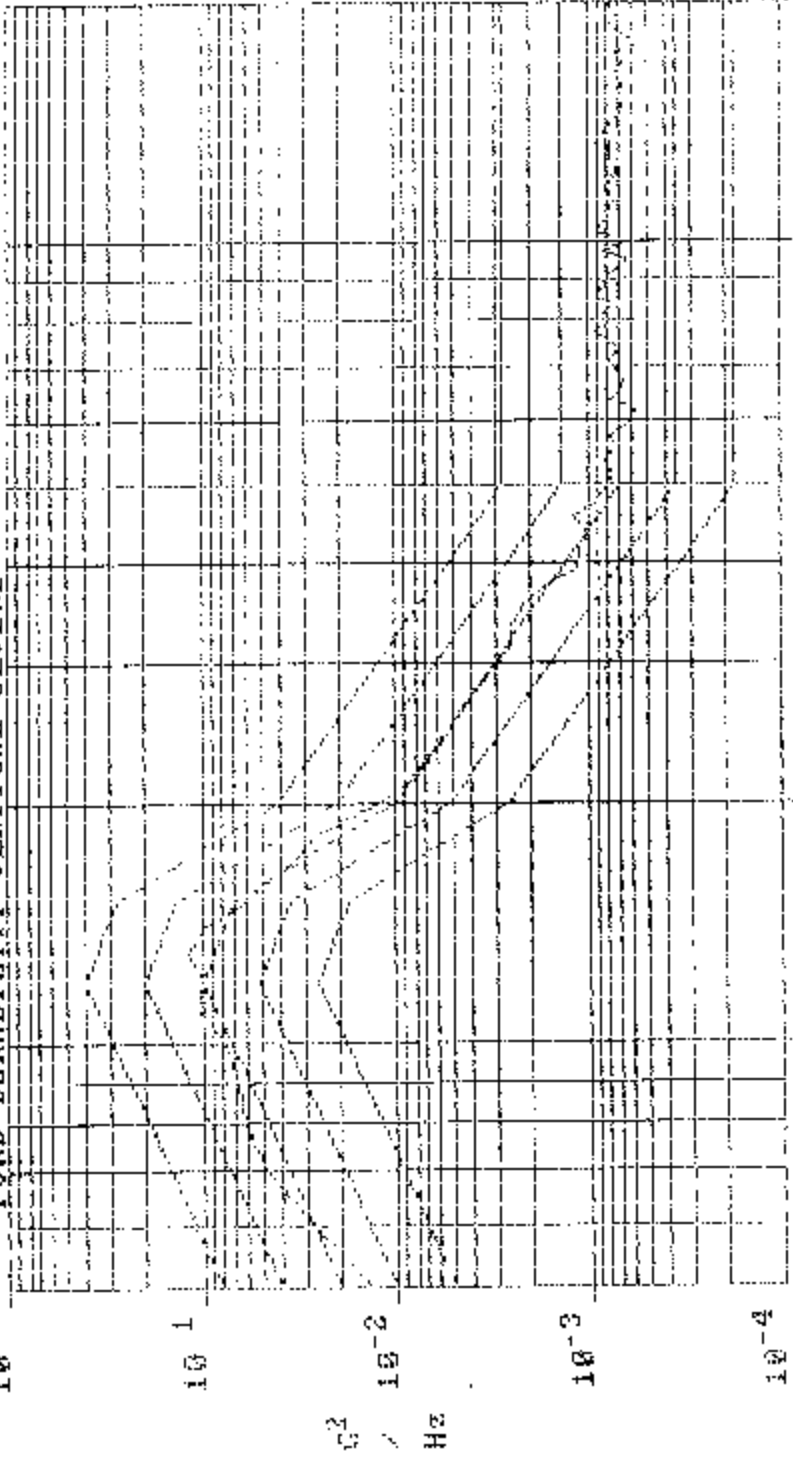
CURRENT LEKAW 141 STRAP
 VIBRATION (20 HRS)

99/17/98
 07:41:40
 DISPLAY
 C-CON
 1-CHAN1
 0-DRIVE
 H-DR/CT
 A1-1/CT

TEST RUN NAME: VERTICAL

TEST SETUP ID: FORDDUS

FORD DURABILITY VERTICAL SEVERE



MS/SF=
 97.1
 DOF= 128
 LMS= 256
 RES=1.80
 LIM=3.00
 VAR BH
 198 11
 2-822P

RMS RMS: 0.99 AUTO:20:00:00 STATUS: Finished /
 CON RMS: 1.01 TOTL:20:01:20 LEVEL: 0.038 CHAN SEQ:1:2

0000021

Customer Issue #: 181264
**WIN126 Mounting
Strap Issue**

- 1. TEAM CONTACT:** *Establish a small group of people with the process/product knowledge, allocated time, authority, and skill in the required technical disciplines to solve the problem and implement corrective actions. The group must have a designated champion.*

Champion: Jamalle Weddle Quality Engineer 616 394-8689
Team: Landon Foy Resident Engineer 616 394-1506
Mark Hawks Focused Factory Mgr. 616 394-8652
Jim Hoover Quality Manager 616 394-8724

- 2. PROBLEM DESCRIPTION:** *Specify the internal/external customer problem by identifying, "What is wrong with what and describing the problem in quantifiable terms which will answer the questions: "What? Where? When? How Sig? How Many? etc.*

On 9/11/98 Prince-Meadowbrook was informed of parts found at the customer with broken mounting straps on the overhead console, part number XF22-17519A58-AJW, Prince part number VC1450. The z-axis ribs on these straps were found broken off of the base of the mounting bracket. The build date of the rejected consoles was 7/31/98-shift 1. Rebecca Dabner, Prince Field Support, reviewed issue with Ford-Oakville AP engineering and returned two broken mounting straps to Prince for further analysis.

- 3. INTERIM CONTAINMENT ACTION:** *Define and implement containment actions to isolate the effects from any internal/external customer until permanent corrective action is implemented. Verify the effectiveness of the containment action.*

Containment measures taken for this issue are provided in individual stages: Short-term and Long-term. Each stage is described as follows.

SHORT TERM:

Prince-Meadowbrook will support a rework operation for finished vehicles at the Ford-Oakville Assembly Plant to include the replacement of suspect mounting straps with new material mounting straps made from Polycarbonate-EM3110. Prince will oversee the rework of all overhead consoles due to be retrofitted in Ford-Oakville's assembly process. Mounting straps of EM3110 virgin material will be identified by a yellow circle on the part. Overhead consoles assembled with virgin material mounting straps will be shipped under an Alert #A10B95930.

LONG TERM:

The EM3110 polycarbonate will be proposed to be used as only 100% virgin material to remove the variability of material regrind use at molding supplier. DVP&R results for virgin material use will be completed by October 5, 1998.

- 4. DEFINE ROOT CAUSE(S):** *Identify all possible causes(s) which could explain why the problem occurred. Isolate and verify the root causes(s) by testing each possible cause against the problem description and test data. List possible corrective actions to eliminate root causes(s).*

After receiving the broken mounting straps from the customer, initial material analysis was completed on 9/14/98. The findings from this test were inconclusive. The parts showed no voids, contamination or degradation to the current production material used (LEXAN 141). As a result, Level 2 testing has been initiated at material analyst General Electric Plastics, for possible breakdown to polymers due to processing variations. These tests are conducted to determine material degradation, as a result of improper processing. Improper processing can take the form of increased molding temperatures, melt time length, and improper drying of the material, due to the use regrind material. Based on the failure mode and visual observations of the surface of the material, it is suggested that there was a degradation of the material.

Root cause has not been established at this time but possible root causes and action plans are listed as the following:

1. Incorrect installation method at customer assembly plant. (see corrective action item#1)
2. Poor regrind material used for production. (see corrective action item#2)

Impact Test Analysis is being conducted on assemblies to determine breaking point between materials, LEXAN 141(regrind) and EM3110 (virgin).

After review of Impact and Stress tests to both materials, conclusions drawn were that there was no noticeable difference to either part material. These destructive tests were designed to stress each material to failure and record a comparison study to determine strength and load bearing capability of each material. This was done by creating a point of fracture in each strap and adding load to bring part to failure. Test complete: 9/22/98

3. Variation in molding process. (see corrective action item#3)
4. Degradation of strap material through coating of z-axis clip or exterior contamination:

An Oil solution is used in the manufacturing process of the mating sheet metal bracket. This oil will be analyzed for it's reactive properties to the different types of materials used for the mounting strap. The Oil used is being investigated as a possible cause to material degradation, along with the combined affects of the coating of the Z-axis clip and mold release used by the mounting strap supplier. Initial test results to chemical analysis test to plastics material to be complete 9/28/98.

In addition, Measurement Analysis was conducted on the length and width of the broken mounting rib of strap, and the mating sheet metal bracket. All dimensions in question were within specification, as compared to measurements taken off CAD drawing data.

5. **DEFINE PERMANENT CORRECTIVE ACTION(S):** *Through pre-production test programs quantitatively confirm the selected corrective actions will resolve the problem for the customer and will not cause undesirable effects. Define contingency actions, if necessary, based on risk assessment.*

Prince-Meadowbrook has implemented a material change for the mounting strap from the current product on polycarbonate (LEXAN 141-100%regrind) to polycarbonate (EM3110-virgin). The properties of the new material (EM3110) includes polyethylene which provides an impact modifier adding strength and durability to the strap.

Other corrective actions taken are pending the results of Root Cause Analysis:

Item#1: After repeated trials at the Ford-Oakville AP and Prince Corporation simulated vehicle lab, the failure mode was unable to be replicated. Further investigation of the assembly method and any possible exterior interference to the console to take place at the Oakville AP by Rebecca DeBoer, Prince Field Support. Date: 9/21/98-present

Item#2: Use of polycarbonate (EM3110) for molding of the mounting strap will be 100% virgin material. All regrind use will be suspended until further notice. Design intent for current production material (LEXAN 141) is 100% regrind Polycarbonate 2nd generation maximum.

Item#3: It is speculated that the mounting strap could have become brittle as a result of improper drying or excess heating of material in the molding process. As a result, the molding suppliers quality control system is being re-evaluated and if necessary additional inspection methods will be implemented. Lot traceability on this part is identified by shift/date/operator per tote and not by marking each part individually. Upon production of EM3110 material straps, 100% inspection of parts will be in place at molding supplier and Prince Corporation for fractured, brittle, or deformed mounting tabs. Molding supplier to update control plan and operator instructions to only use Virgin material in injection molding process, and to reflect additional destructive test and visual inspections.

6. IMPLEMENT & VERIFY PERMANENT CORRECTIVE ACTIONS: *Establish a plan to implement Permanent Corrective Actions, and define on-going controls to ensure the root cause is eliminated. Monitor the long term effects and implement contingency actions if necessary.*

Verification to be completed after root cause is confirmed.

7. PREVENTION: *Modify the necessary systems, practices, and procedures to prevent recurrence of this and all similar problems. Identify opportunities for improvement and establish a process improvement initiative.*

Prevention to be reviewed after root cause is established.

8. CONGRATULATE YOUR TEAM: *Recognize the collective efforts of the team.*

Signatures: _____

Date Open: 9/11/98
Date Closed: _____

Distribution:

Complete DVPR
F07 win 88
↓ win 126

Article No.
98-23-5

- Interior Trim - Overhead Console Loose Or Hangs Down - Vehicles Built From 5/23/98 Through 7/3/98



Publication Date: NOVEMBER 6, 1998

LIGHT TRUCK: 1998 WINDSTAR

ISSUE:

The overhead console may be loose or hang down from the headliner on some vehicles. This may be caused by the overhead console load bearing bracket fracturing because it is weakened when it comes in contact with production stamping oil from the headliner retainer bracket.

ACTION:

Replace the load bearing bracket with a revised bracket. Refer to the following Service Procedure for details.

SERVICE PROCEDURE

1. Remove the single screw in the sunglasses holder bin.
2. Pull down the front of the console to disengage the front two (2) clips.
3. Pull down the rear of the console to disengage the two (2) rear retaining clips.
4. The wiring harness does not need to be removed. Only remove the four (4) screws (Torx-10) holding the bracket (which is the rear attachment point) to the console.
5. Replace the old bracket with the revised Overhead Console Bracket (XF2Z-17519B06-AA). Tighten the Torx screws to 13.6 ± 1.4 N-m (10 ± 1 lb-ft) when reattaching the bracket to the console.
6. Reinstall console and tighten single screw in sunglasses holder bin to 12.2 ± 1.4 N-m (9 ± 1 lb-ft).

PART NUMBER	PART NAME
XF2Z-17519B06-AA	Overhead Console Bracket

OTHER APPLICABLE ARTICLES:

NONE

WARRANTY STATUS:

Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

LABOR ALLOWANCE

OPERATION	DESCRIPTION	TIME
982305A	Replace Overhead Console Bracket	0.3 Hr.

DEALER CODING

00000296

BASIC PART NO.	CONDITION CODE
17519B06	29

OASIS CODES:

107000

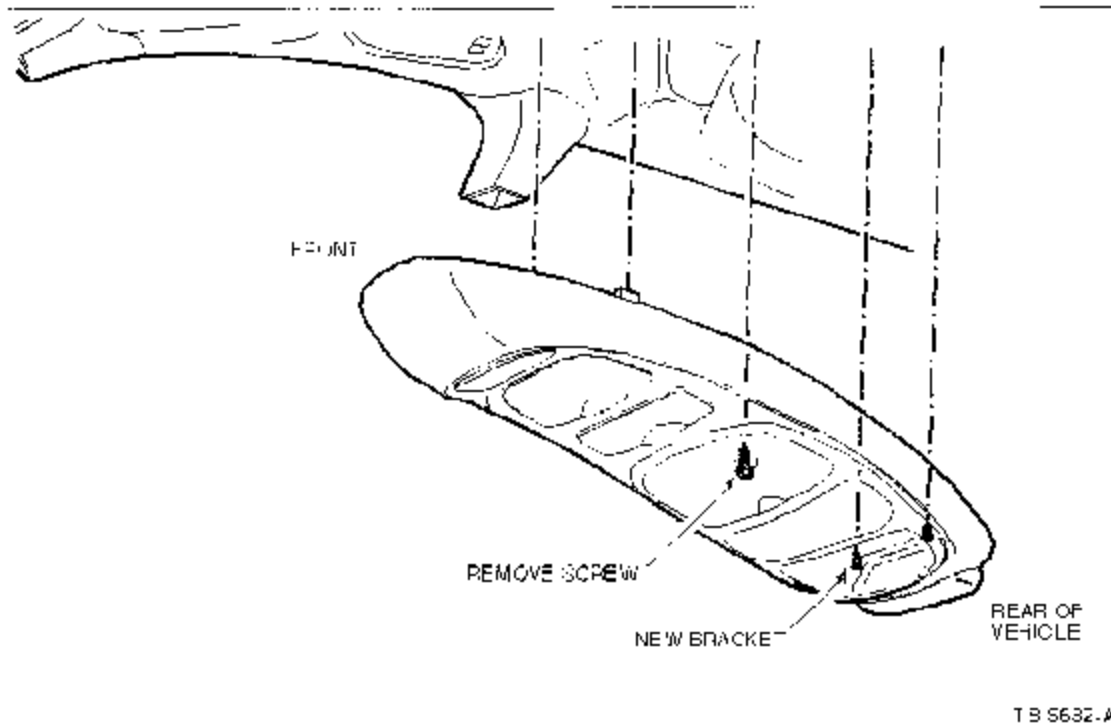


Figure 1 - Article 98-23-5

0000022

To: George Turczyn

OASIS RESULTS:
2FMZA5147WBE36012

03/04/1999
11:44:09

Vehicle: 1998 WINDSTAR Body: WAGON STDLN 4X2 Engine: 3.8L EFI Calib: 862JR21A
Trans: AX4S 4 SPD Axle: AXLE CD: 15
TRANSAXLE

RECALLS
There are no recalls associated with this vehicle

GENERAL WARRANTY INFORMATION
WARRANTY START DATE 08/10/1998 BUILD DATE 06/15/1998
START ODOM Special LESS THAN TWO DEALER APPROVED
Message: AWA REPAIR VISITS PAID TO DATE

EXTENDED SERVICE PLAN
There is no Extended Service Plan information associated with this vehicle

WARRANTY HISTORY

10/19/1998 DEALER: Causeway Ford & Merc
WARRANTY CLAIM NUMBER: 041812 ODOMETER: 000156 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
1631916	ROOF LINING ASY	001	M1	01	BROKEN/CRACKED

COMMENTS: INSTALL CONSOLE PART -NOTE-X FZZ17519B06AA VERIFIED GOOD #

TSB part 2

08/17/1998 DEALER: Causeway Ford & Merc
WARRANTY CLAIM NUMBER: 038731 ODOMETER: 000156 M

Part Number	Part Description	Quantity	Labor Operation	Code Number	Code Description
F76216519A70AAA	CONSOLE ASSY FRT	001	M1	01	BROKEN/CRACKED

COMMENTS: M1-REPLACE O-HEAD CONSOLE ASSY. WILL NOT LOCK IN PLACE

ESP PARTS
There are no ESP Parts associated with this request

End of OASIS report for 2FMZA5147WBE36012

TSB 98-23-5 published 11/23/98

OASIS
12065 inactive
11/2/98 created
1/18/99 inactive

0000022-





U.S. Department of Transportation
National Highway Traffic Safety Administration

MAR 99 21 53

M. J. DOHANE

1 MAR 99 13 53

1 MAR 99 13 53

400 Seventh Street, S.W.
Washington, D.C. 20590

FEB 25 1999

DISPOSE of Copies (Black Stamped) by:	2019
RETAIN Record Copy (Red Stamped) Thru:	
Schedule Number:	27.03

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. L. W. Camp
Automotive Safety Engineering Standards Office
Ford Motor Company
Fairlane Plaza South, Suite 400
330 Town Center Drive
Dearborn, MI 48126

NSA-111sim
SQ99-001

Dear Mr. Camp:

The Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) reviews technical service bulletins and other communications submitted by manufacturers of motor vehicles and items of motor vehicle equipment for potential safety-related matters. ODI has reviewed technical service bulletin No. 98-23-S, which identifies a problem that can result in the overhead console separating from the ceiling on certain 1998 Ford Windstar vehicles. Although the console is located above and between the driver and passenger seat, ODI has received a complaint in which the owner alleges that when the console detached from the ceiling, it not only deflected off the right temple area of his head, but it came to rest in the middle portion on the windshield partially obstructing his field of vision. A copy of the complaint and the service bulletin are enclosed for your review.

The purpose of this letter is to understand the basis for Ford Motor Company to initiate a service bulletin rather than conducting a safety campaign and to evaluate any safety consequences associated with this type of failure.

In order to perform this analysis and to better understand the basis for Ford's actions, certain additional information is requested. For purposes of this information request, the following terms are defined:

- **Ford:** the Ford Motor Company, and all of its divisions, subsidiaries, and affiliated enterprises, including, but not limited to, any distributors of Ford products. The term also includes all headquarters, regional, zone, or other offices of Ford, or any of its divisions, subsidiaries, and affiliated enterprises, and all officers, employees, agents, contractors, and consultants of Ford or any of its divisions, subsidiaries, or affiliated enterprises.

00000220



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area (202) 366-0123

- **Service bulletin:** refers to the condition(s) described in service bulletin No. 98-23-5 which the overhead console is loose or hangs down.
- **Subject vehicles:** 1998 Windstar model vehicles and any other vehicles equipped with an overhead console.
- **Overhead console:** shall include all fixture(s) or attachment(s) affixed to the ceiling area above and/or between the driver and passenger seating position, or in the surrounding vicinity of the driver and passenger's head and any securing parts and hardware used on the subject vehicle.
- **Alleged defect:** any condition that would cause the overhead console to separate from the mounting fixture or become detached for the ceiling.

INSTRUCTIONS

In order for my staff to evaluate the performance of this safety recall, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following requests, repeating the request verbatim above each response. Ford is required to respond to each request separately. Some requests require written response, some require the production of documents, and some require both. Where documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the information request (including the subparts). Where documents are produced and the documents would not, standing alone, be self-explanatory, (e.g., that does not identify what is being tested or reference a test methodology) the production of the document(s) shall be supplemented and accompanied by an explanation, with reference(s) to the document(s), so that the document(s) speak for themselves.

The submitted information is to include, but not be limited to, all written reports or documents; transcriptions, notes, or other documentation of oral communications; and information transmitted or contained in electronic or other storage media. The term documents is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter of every kind, nature, and description. Furnish all requested items, whether or not Ford has verified each one, including all papers, letters, correspondence, memoranda, communications, electronic mail messages (existing in hard copy or in electronic storage), faxes, telegrams, telex messages, photographs, film, notes, working papers, and other records pertaining or relating to each item, whether in draft or finalized. Also, any document, record, film, or photograph originally in color must be reproduced in color. In all cases where documents are in a language other than English, Ford must submit a copy of each non-English document and an English translation of the document.

1. Furnish the number of subject vehicles Ford has sold in the United States by model year, make, model.

0000022

2. State the number and provide copies of all the following, from all sources, of which Ford is aware and which relate, or could relate to the alleged defect in the subject vehicles:
- owner complaints;
 - field reports;
 - crash/incident claims;
 - subrogation claims;
 - lawsuits; and
 - third-party arbitration proceedings (where Ford is a party to the arbitration).

Please list and collate your response for each category ("a" through "f") by date of claim. Please provide for each item in this response the incident date, mileage of vehicle at time of incident (if known), approximate age of vehicle or model year, disposition of matter, and, where a fleet vehicle is involved, the name of the fleet, and the name and telephone number of a contact person at that fleet. For items "a" through "d," please provide all related information and reports whether or not Ford has verified each one. For items "e" and "f," summaries are acceptable. Please identify in the summary the caption, court, docket number, and filing date of each lawsuit if a copy of the complaint initiating the lawsuit is not provided.

- REP*
3. If Ford has issued any other service or technical bulletins, advisories, or other communications to dealers, zone offices, or field offices pertaining to the alleged defect in the subject vehicles, provide a copy of each such document. If no such documents have been issued, so state.
- US*
4. State the number of warranty claims, including extended warranty claims, and requests for "good will," field, or zone adjustments received by Ford that relate to the alleged defect in the subject vehicles, by model, model year, model series code, calendar month, and problem claim code. Each problem claim code must be identified. Also, provide a copy of each report.
- US*
5. Identify and provide copies of all documents pertaining to any studies, surveys, and investigations pertaining to the alleged defect that is known to Ford. Include all pertinent documents, regardless of whether they are in interim, draft, or final form.
- US*
6. Furnish a chronological summary of events which led to the issuance of service bulletin number 98-23-5.
- 1 illustration
2101 11/27*
7. Provide an illustration showing the location of the overhead console relative to the driver and passenger seating area. Also, identify the dimensions and weight of the overhead console and its attached components.
- US*
8. Provide a power distribution diagram showing each electrical circuit attached to the overhead console.

9. Identify and describe each and every modification or change made by, on behalf of, or known to Ford in the design, material composition, supplier, manufacture, testing, quality control, or installation of the overhead console, and all components thereof, originally installed in, or which can be installed in, the subject vehicles. The following information must be included for each modification or change:
- the date, or approximate date on which the modification or change was incorporated into production;
 - a description of the modification or change;
 - the reason for the modification or change;
 - the part number of the modified part;
 - identify the suppliers of the original and the replacement parts;
 - whether the original unmodified component was withdrawn from sale, and if so, when; and
 - whether the modified or changed components can be interchanged with earlier production components.
10. Furnish Fords opinion of the alleged defect.
11. Identify what action Ford intends to take on this matter.

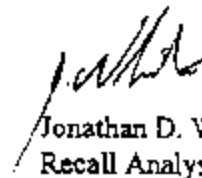
Ford's response to this letter, in duplicate, must be submitted to this office April 30, 1999. Please include in your response the identification codes referenced on page 1 of this letter. If you find that you cannot provide all of the requested information within the time allotted, you must request an extension no later than 5 working days prior to the date on which your response is due. You may telephone me at (202) 366-5226 to request an extension, but must confirm your request in writing. If circumstances prevent you from submitting all information requested by the due date, you must submit by that date whatever information you then have available.

If you consider any portion of your response to be confidential information, submit that material to this office in a separate enclosure marked "Confidential." In addition, 49 CFR Part 512, "Confidential Business Information," requires that manufacturers "submit two copies of the document containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted to the Office of Chief Counsel, National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, SW, Washington, DC 20590. Include the name, address, and telephone number of a knowledgeable company representative for receipt of a response from the Chief Counsel under this part. Ford is required to provide to the Office of the Chief Counsel supporting information for the request for confidential treatment as described in Part 512.

0000022

If you have any questions concerning this matter, please contact Mr. Sonny Murianka of my staff at (202) 366-5196.

Sincerely,



Jonathan D. White, Chief
Recall Analysis Division
Office of Defects Investigation
Safety Assurance

2 Enclosures: L
TSB No. 98-23-5
Consumer complaint ODI No. 539945

0000022

**INTERIOR TRIM—OVERHEAD CONSOLE LOOSE OR
HANGS DOWN—VEHICLES BUILT FROM 5/28/98
THROUGH 7/3/98**

**Article No.
98-23-5**

LIGHT TRUCK: 1998 WINDSTAR

ISSUE

The overhead console may be loose or hang down from the headliner on some vehicles. This may be caused by the overhead console load bearing bracket fracturing because it is weakened when it comes in contact with production stamping oil from the headliner retainer bracket.

DEALER CODING

**BASIC PART NO.
17519B06
OASIS CODES: 107000**

**CONDITION
CODE
49**

ACTION

Replace the load bearing bracket with a revised bracket. Refer to the following Service Procedure for details.

SERVICE PROCEDURE

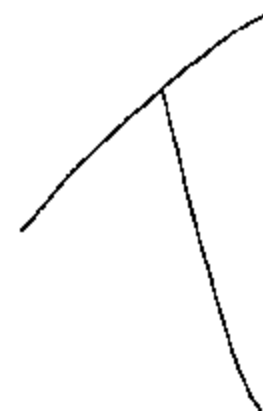
1. Remove the single screw in the sunglass holder bin.
2. Pull down the front of the console to disengage the front two (2) clips.
3. Pull down the rear of the console to disengage the two (2) rear retaining clips.
4. The wiring harness does not need to be removed. Only remove the four (4) screws (Torx-10) holding the bracket (which is the rear attachment point) to the console.
5. Replace the old bracket with the revised Overhead Console Bracket (XF2Z-17519B06-AA). Tighten the Torx screws to 13.6 ± 1.4 N-m (10 ± 1 lb-ft) when reattaching the bracket to the console.
6. Reinstall console and tighten single screw in sunglass holder bin to 12.2 ± 1.4 N-m (9 ± 1 lb-ft).

PART NUMBER	PART NAME
XF2Z-17519B06-AA	Overhead Console Bracket

OTHER APPLICABLE ARTICLES: NONE

WARRANTY STATUS: Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
982305A	Replace Overhead Console Bracket	0.3 Hr.



Article No. 98-23-5 Cont'd.

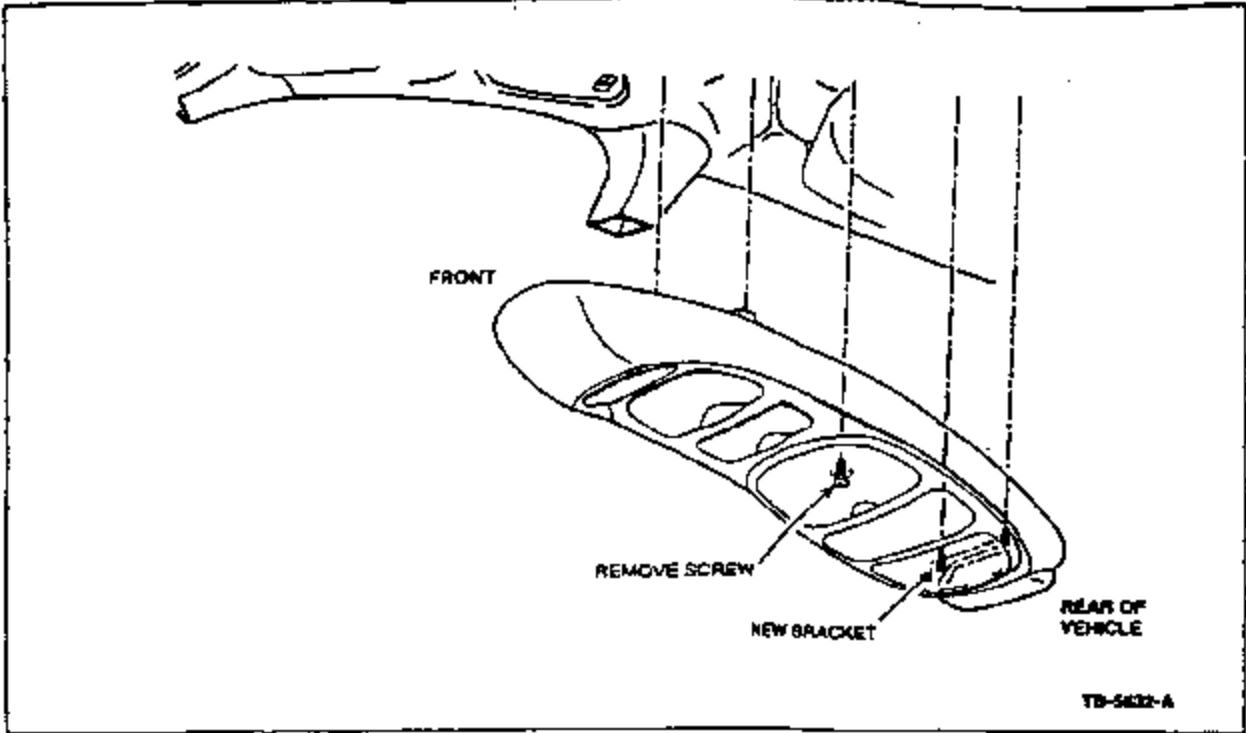


Figure 1 - Article 98-23-5

0000022

Beverly Young - WWW VOQ Submission

From: [Redacted]
To: Thomas, Deborah <NHTSA>, Young, Beverly <NHTSA>, J...
Date: Sun, Aug 16, 1998 11:24 PM
Subject: WWW VOQ Submission

539945

VEHICLE OWNER'S QUESTIONNAIRE

Submission Time: August 16, 1998 11:24:19PM

OWNER INFORMATION

NAME:
ADDRESS:

[Redacted owner information box]

TELEPHONE:
EMAIL:

Have NHTSA send signature card for authorization: Yes

VEHICLE INFORMATION

VIN: 2FMZA514TWBE36012
MAKE: Ford
MODEL: Windstar
YEAR: 1998

ODOMETER: 150
PURCHASE DATE: 08/12/98
NEW OR USED:

DEALER NAME: Causeway Ford
ADDRESS: Manahawton, NJ

ENGINE SIZE: 3.0L
CYLINDERS: 6

FUEL INJECTION: on
TURBO:
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: Front
DRIVER AIRBAG: on
PASSENGER AIRBAG: on
3-POINT BELT: on
MOTOR BELT:
2-POINT BELT:
BODY STYLE: Minivan

00000200

Beverly Young - WWW VDC Submission

Page 2

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Console
PART NAME(S): Overhead Console
LOCATION:
NUMBER OF FAILURES: First Failure
DATE(S) OF FAILURES: 8/16/98
MILEAGE AT FAILURE(S): 150
SPEED AT FAILURE(S) 55 mph
MANUFACTURER CONTACTED: Yes
NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No
DRIVER SIDE AIRBAG DEPLOYED: No
PASSENGER SIDE AIRBAG DEPLOYED: No
NUMBER OF PERSONS INJURED: 1
NUMBER OF FATALITIES: 0
ESTIMATED PROPERTY DAMAGE: 0
REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER:
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

During normal highway operation, the overhead console fell from the roof of the car, striking the driver in the head. The driver almost lost control of the vehicle. There are 5 fasteners which hold the console to the roof and 3 of the 5 were broken off. The remaining 2 fasteners looked like they were never inserted properly into the mounting slots. When the console fell, only the wiring held it in place and caused it to swing about inside the the vehicle. I feel that the fasteners that hold this device in place are not

00000222

Beverly Young - www.VOC Submission

engineered properly or were installed in a defective manner. The dealer will be contacted tomorrow to arrange for repairs. I feel that this failure could have a significant impact on the occupants of the vehicle and could cause a very serious accident.

0009027

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==>
Rpt#: WKMB9300 POCHL Rpt: 11/13/1998 Odom: 10,786 M
Rvwrd: y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
Vehicle: 1998 WINDSTAR, SUNBELT, WAGON 2FMZAS140WB532416 Bld: 06/15/1998
Engine: 3.8L FI F Calb: 8425R211 Trans: AX4S Axle: FWD 3.96 A/C: YES
Dealer Id: 1206 TWIN HILLS MERCURY SALES LTD PR#: (905) 884 4441
Province Ont. Co City: Richmond Hill Orig/Caller: DOUG MCPHERSON
Symptom: 1 GV 5 10 BODY, SUPERIOR TRIM , CONSOLE, ATTACHMENT
Addl Sym: OVR HEAD CONSOLE FELL OFF Status: CCRG: Sts:
Fix: Caus: Comp: -- Condition Code:
Hotliner: ACAPIS Phone: 905 845-2511 Regn Cd: 01 01 CQSD REGION-CANADA
Engineering: Phone: TAR:
Dlr Contact: Phone: Title Cde: SM
RECOMM TSE 3-25-95 INITIAL F. VISED OVERHEAD CONSOLE LOAD BEARING BRACKET

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F1 Help F2 Rvwrd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Ekwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0018-BOTTOM OF DATA LPENG04

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0000023

Rpt#: WJZAA34 EXPORT --cc K 223511-98 Rpt: 10/28/1998 Cdom: 1 M
 Rvwd: Y File Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, STD Wagon, WAGON 2FMZA5144WBE30846 Bld: 06/04/1998
 Engine: 3.8L I4 F Carb: Trans: AX4S Axle: FWD 3.56 A/C: YES
 Dealer Id: 0R95 HAYMON FOR: Ph#: (787) 269-8484
 Country: PUERTO RICO City: Bayamon Orig/Caller: JENNY SEVILLA
 Symptom: 1 07 5 10 BODY, INTERIOR TRIM , CONSOLE, ATTACHMENT
 Addl Sym: Status: CCRG: Sts:
 Fix: Y Caus. Comp: BRACKET-C/H CONSOLE -- RPL Condition Code: 58
 Cust Sat? Prt St: MIL? ABA? Air Temp: Survey? N
 EO: EC: Intmit?
 ER: EB: Sym V#?
 CONCER THE UPPER CONSOLE HAS A BROKEN BASE DUE TO WEIGHT.
 REPAIR INSPECTION SHOWED THE UPPER CONSOLE WAS TOO HEAVY CAUSING THE BRACKET
 TO BREAK. REPLACED BRACKET.
 ADULT 10/28/1998 11:34AM NATA MARYS MSS - FCSD QSFS
 SYMPTOM 1 07 5 10 CHANGED TO 1 07 5 10 BY SDAVIS20

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Pwd F9 End Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000023

Rpt#: NJWAAGV EXPORT --OF-- K 00253-98 Rpt: 10/27/1998 Odor: 3 M
 Rvw: Y File: Folder: Images: 0 Print Smy/Disp Detail (P/D):
 Vehicle: 1998 FORD STAR, STEEL, WAGON 2FMZA5149WB30827 Bld: 06/02/1998
 Engine: 3.8L I4 F Calc: Trans: AX4S Axle: FWD 3.56 A/C: YES
 Dealer Id: 0095 BAYAMON FORD Ph#: (787) 269-8484
 Country: PUERTO RICO City: Bayamon Orig/Caller: JENNY SEVILLA

Symptom: 1 07 5 10 BODY, LIERIOR TRIM, CONSOLE, ATTACHMENT
 Addl Sym: Status: CCRG: Sta:
 Fix: Y Caus. Comp: BRACKET O/H CONSOLE -- RPL Condition Code:
 Cust Sat? Rpt St: ASA? Air Temp: Survey? N
 DO: EC: Intmit?
 ER: CB: Sym Vi?

CONCER THE UPPER CONSOLE WAS BROKEN.
 REPAIR INSPECTION SHOWED UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET TO
 WEAR. WE REPLACED WITH NEW BRACKET.
 AUDIT 10/27/1998 01:14AM DATA ENTRY? MSS - FCSD QSPS
 SYM- 0M 1 05 00 CHANGED TO 1 07 5 10 BY QBROWN2

F1 Help F2 Rwd F3 Exit F4 Last Cnts F5 Add Cnts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 End Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000023

-->
 Rpt#: WJWAAC71 EXPORT --OF--K 205242-98 Rpt: 11/08/1998 Odom: 1 M
 Rvwd: y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, SIDLETON, WAGON 2FM2A5144WBE30832 Sid: 05/02/1998
 Engine: 3.8L EFI F Cals: Trans: AX4S Axle: FWD 3.56 A/C: YES
 Dealer Id: 0095 HAYASHI FORK Ph#: (787) 269-8484
 Country: PUERTO RICO City: Bayamón Orig/Caller: JENNY SEVILLA

Symptom: 1 37 5 10 BODY, AMERICA PRIM , CONSOLE, ATTACHMENT
 Add. Sym: Status: CCRG: Sta:
 Fix: Y Caus. Comp: BRACKET O/H CONSOLE -- RPL Condition Code:
 Cust Sat? Ptl St: MIL? ABA? Air Temp: Survey? N
 FO: RC: Intmit?
 ER: CB: Sym VF?

CONCER THE UPPER CONSOLE BRACKET WAS BROKEN.
 REPAIR INSPECTION SHOWED THAT THE UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET
 TOO WEAKEN. WE REPLACED WITH NEW BRACKET.
 AUDIT 10/17/1998 12:00PM DATA ENTRY? MSS - FCSD - QSAS
 SYMPTOM 1 05 1 10 CHANGED TO 1 07 5 10 BY QBROWN2

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fld
 F7 Bkwd F8 Fwd F9 Tot Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

00000231

CSQI800

0:38 Indicator Summary

03/05/98 16:59:24

==> 9 of 12

Rpt#: WJWA08 EXPORT -- K 01227-98 Rpt: 10/27/1998 Odom: 3 M

Rvwd: y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):

Vehicle: 1998 MINDSTAR, STD LN, WA 2FMZA0146WBE30850 Bld: 06/05/1998

Engine: 3.8L EFI 4 Cylb: Trans: AX4S Axle: FWD 3.56 A/C: YES

Dealer Id: 10025 BAYVIEW RPT. PH#: (787) 269 8484

Country: PUERTO RICO City: Bayamón Orig/Caller: JENNY SEVILLA

Symptom: 1 07 5 10 BODY, INTERIOR SEAT, CONSOLE, ATTACHMENT

Addl Sym: Status: CCRG: Sts:

Fix: Y Caus. Comp: BRACKET-C/H CONSOLE -- RPL Condition Code:

Cust Sat? Pst Sts: ARA? Air Temp: Survey? N

EO: EC: Intmic?

EP: EB: Sym Vf?

CONCER THE SEAT CONSOLE WAS B. ED.

REPAIR INSPECTION SHOWED UPPEED CONSOLE IS TOO HEAVY CAUSING BRACKET TOO

WEAR. WE REBRACKET WITH NEW BRACKET.

AUDIT 10/1 1998 09:54-04 DATA ENTRY7 MSS - WOSD QSFS

SYMB 01 1 05 0 CHANGED TO 1 07 5 10 BY QBROWN2

F1 Help	F2 Rvwd	F3 Exit	F4 Last Cnts	F5 Add Cnts	F6 AddFldr
F7 Bkwd	F8 Fwd	F9 Ind Corr	F10 Next Rpt	F11 Prev Rpt	F12 Return
I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11					LPENG04

00000230

CSQI500

COIS Indicator Summary

03/05/99 16:59:02

==>

2 of 12

Rpt#: WJZAA34 EXPORT - CR - K 225511-98 Rpt: 10/25/1998 Odom: 1 M
 Rvwd: Y File Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, STD LN, WAGON 2FMZA5144WBE30846 Bld: 06/04/1998
 Engine: 3.9L I4 Calb: Trans: AX4S Axle: FWD 3.56 A/C: YES
 Dealer Id: 0R95 BAYAMON FCR Ph#: (787) 269-8404
 Country: PUERTO RICO City: Bayamon Orig/Caller: JENNY SEVILLA

Symptom: 1 07 5 10 BODY, INTERIOR TRIM, CONSOLE, ATTACHMENT
 Addl Sym: Status: CCRG: Sts:
 Fix: Y Caus. Comp: BRACKET C/H CONSOLE -- RPL Condition Code: 58
 Cust Sat? Pch St: MIL? ABA? Air Temp: Survey? N
 SC: EC: Intmit?
 ER: CB: Sym V#?

CONCER THE UPPER CONSOLE HAS A BROKEN BASE DUE TO WEIGHT.
 REPAIR INSPECTION SHOWED THE UPPER CONSOLE WAS TOO HEAVY CAUSING THE BRACKET
 TO BREAK. REPLACED BRACKET.

AUDIT 10/25/1998 11:38AM DATA NTRY6 MSS FCSD - QSPS
 SYMPTOM 1 07 5 10 CHANGED TO 1 07 5 10 BY SDAVIS20

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 AddFldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000023

Rpt#: MWAA007 EXPORT - Cr-- K 2.9250-98 Rpt: 10/27/1998 Cdm: 3 M
 Rvw: y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, SIDEN, WAGON 2FMZA5140WBR30827 Bld: 06/02/1998
 Engine: 3.8L FI F Cals: Trans: AX4S Axle: FWD 3.56 A/C: V88
 Dealer Id: PCR95 BAYAMON PORT Ph#: (787) 269-8484
 Country: PUEBLO RICO City: Bayamon Orig/Caller: JENNY SEVILLA
 Symptom: 1 07 5 10 BODY, INTERIOR TRIM, CONSOLE, ATTACHMENT
 Addl Sym: Status: CCRG: Sts:

Fix: Y Caus: Comp: BRACKET-O/H CONSOLE -- RPL Condition Code:
 Cust Sat? Prt su: ABA? Air Temp: Survey? N
 SO: EC: Inhibit?
 ER: CB: Sym Vf?

CONCER THE UPPER CONSOLE WAS BROKEN.
 REPAIR INSPECTION SHOWS UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET TO
 WEAR N. WE REPLACED WITH NEW BRACKET.

AUDIT 10/27/1998 01:10:00 BACA WARY7 MSS - FCSD - QS75
 SYM: OK 1 05 0 00 CHANGED TO 1 07 5 10 BY QBROWN2

F1 Help F2 Rvw F3 Exit F4 Last Cmts F5 Add Cmts F6 AddFldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000023

Rpt#: WJWAAGS EXPORT --or-- K 233242-98 Rpt: 11/05/1998 Qdon: 1 M
 Rvw: y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINSTAR, S DEN , WAGON 2FM2A5144W5130832 Bld: 06/02/1998
 Engine: 3.8L MPI F Calb: Trans: AX4S Axle: FWD 3.56 A/C: YES
 Dealer Id: DR95 BAYAMON FCPS Ph#: (787) 269-8484
 Country: PUERTO RICO City: Bayamon Orig/Caller: JENNY SEVILLA
 Symptom: 1 07 5 10 BODY, INTERIOR PRIM , CONSOLE, ATTACHMENT
 Addl Sym: Status: CCRG: Sts:

Fix: Y Caus. Comp: BRACKET O/H CONSOLE -- RPL Condition Code:
 Cust Sat? Ptl St: MLL? ABA? Air Temp: Survey? N
 EC: EC: Intmit?
 ER: CB: Sym Vif?

CONCER THE REFR CONSOLE BRACKET WAS BROKEN.
 REPAIR INSPECTION SHOWED WHAT THE UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET
 TOO WAKEN. WE REPLACED WITH NEW BRACKET.

AUDIT 10/27/1998 12:40PM DATA ENTRY7 MSS - FCSD QSFS
 SYMP W 1 05 10 CHANGED TO 1 07 5 10 BY QBROWN2

F1 Help F2 Rvw F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 L0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000022

CS01500

0010 And: stor Summary

03/15/98 14:59:17

File

Rpt#: WUWAA05
 Rvw: v File Folder
 Vehicle: 1991 HONDA
 Engine: 3.9L
 Dealer Id: R95
 Country: PUFF
 Symptom: 1
 Addl Sym:
 Fix: Y Caus:
 Cust Sat?
 EO:
 ER:

128-98 Rpt: 10/27/97
 Images: 3 Print Smy/Disp Detail (P/D):
 2FYZA5147ABE002
 Trans: AX4S
 Axles: FWD
 A/C: YES
 Phone: (777) 758 8444
 Orig/Colln: JRMV SEVILLA
 TRIM ,CONSOLE,ATTACHMENT
 Status: CCRG: SLS:
 SOLE -- RPL Condition Code:
 ASA? Air Temp. Survey? N
 NO: Intmic?
 EB: Sym V1?

CONCER THE
 REPAIR INNG
 WEAR
 AJDT1 10/1
 SYMP
 ANDIT 10/2
 SYMP

SOLE WAS TOO HEAVY CAUSING BRACKET TOO
 LOW BRACKET.
 TRY7 MSS - WORD - QSPH
 CHANGED TO 1 07 9 00 BY CBROWN2
 TRY7 MSS - FUSD - QSPH
 CHANGED TO 1 07 5 10 BY CBROWN2

F1 Help F2 Bkwd F3 Add Cmts F4 Last Cmts F5 Add Cmts F6 Add Fldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 10166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0300023

CSQ1500

Work Indicator Summary

03/05/98 16:59:24

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8 of 12

Rpt#: WCWAA01 EXPORT: 10/27/98 Rpt: 10/27/1998 Ccct: 3 M
 Rvw: Y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, SEVEN, WAGON 2FMZAS146WBED0850 Bld: 06/05/1998
 Engine: 3.8L FI F Calif: Trans: AX4S Axle: FWD 3.56 A/C: YES
 Dealer Id: 16895 BAYVIEW MOB. Ph#: (787) 269-8484
 Country: PUERTO RICO City: Bayview Orig/Caller: JENNY REVILLA
 Symptom: 1 07 5 10 BODY, INTERIOR, RLM, CONSOLE, ATTACHMENT
 Addl Sym: Status: CCRG: Srs:
 Fix: Y Caus: Comp: BRACKET O/H W/ CONSOLE -- RPL Condition Code:
 Cust Sat? Prd St: ABA? Air Temp: Survey? N
 EO: EC: Inhibit?
 ER: CR: Sym V1?
 CONCER THE BRACKET CONSOLE WAS BUILT ID.
 REPAIR INSPECTION SHOWED HEAVY CONSOLE IS TOO HEAVY CAUSING BRACKET TOO
 WEAR. IT WAS REPLACED WITH NEW BRACKET.
 AUDIT 10/27/1998 09:58AM DATA ENTRY7 YSS - FCSD - QSPS
 SYMPTOM 1 07 5 10 CHANGED TO 1 07 5 10 BY QBROWN2

F1 Help F2 Rvw F3 Exit F4 Last Cmts F5 Add Cmts F6 AddFldr
 F7 Bkwd F8 Fwd F9 Find Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000023

MSQ1500

MSIS Indicator Summary

03/23/99 16:59:28

Rpt#: WJWAA058 EXPORT - K 102226-98 Rpt: 10/27/1998 5dom: 2 M

Rvwd: y File: Folder: Images: 3 Print Smy/Disp Detail (P/D):

Vehicle: 1998 BUNDSSTAR, S/N 19980000000000000000 2FMZAB145WBA30885 Bld: 06/04/1998

Engine: 3.8L VFI 7 Calb: Trans: AX4S Axle: FWD 3.56 A/C: YES

Dealer Id: 0895 BAYBWA FOF PR#: (787) 259-8484

Country: PUERTO RICO City: Bayamón Orig/Caller: JENNY SEVILLA

Symptom: 1 07 5 01 BODY, INTERIOR TRIM , CONSOLE, APPEARANCE

Addl Sym: Status: CCRG: Sts: -- ADJ Condition Code:

Fix: Y Cause: Comp: BRACKET D/H CONSOLE ABA? Air Temp: Survey? N

Cust Sat? Rpt St: MIL? Inhibit? Syt Vlf?

EO: CB: CONCER THE UPPER CONSOLE WAS WEAK.

REPAIR INSPECTION SHOWS UPPER CONSOLE IS TOO HEAVY CAUSING BRACKET TOO WEAK TO REPLACE WITH NEW BRACKET.

AUDIT 10/27/1998 09:55:00 DATA ENTRY7 MSS - FOSB - QSPS

SYMP:01 1 07 5 01 CHANGED TO 1 07 5 01 BY QBROWN2

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Fldr
F7 Bkwd F8 Rwd F9 Ins Corr F10 Next Rpt F11 Prev Rpt F12 Return
I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

00000231

CSQI500

QSPS Indicator Summary

03/05/99 16:59:33

==> 9 of 12

Rpt#: WCPAA17 QDOR -- 100-98 Rpt: 10/20/1998 Odom: 98 M

Rvwd: y File: Folder: Images: 0 Print Smy/Lisp Detail(P/D):

Vehicle: 1998 WINDSTAR, SEDAN, W/KEY 2FMZA5147WBE33594 Bld: 06/08/1995

Engine: 3.8L I P Calh: 2417817A Trans: AX4S Axle: 540 3.56 A/C: YES

Dealer Id: 12560 VEH: W/KEY RD (1993) INC. Ph#: (514) 376-8180

Province Quebec City: St-Jerme Orig/Caller: PETER LABONTE

Symptom: 1 07 10 BODY, INTERIOR TRIM , CONSOLE, ATTACHMENT

Addi Sym: Status: CCRG: Sts:

Fix: Caus. Comp: CNSL BRK TRM -- RPL Condition Code:

Region Code: 02 Region Name: 02 FCSD REGION CANADA

CONCERN THE GENERAL CONSOLE FEEL DOWN.

REPAIR FOUND THE BRACKET BROKEN. REPLACED THE CONSOLE, AND BRACKET.

AUDIT 10/20/1998 09:11 BY RWENDEL M88 - FCSD - QSPS

SYMPTOM 1 07 10 CHANGED TO 1 07 5 10 BY RWENDEL

F1 Help	F2 Rwd	F3 Exit	F4 Last Cmts	F5 Add Cmts	F6 Add Fldr
F7 Bkwd	F8 Fwd	F9 End Conn	F10 Next Rpt	F11 Prev Rpt	F12 Return
I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11					LPENG04

00000210

MSQ1500

10166 Incident Summary

05/05/99 16:59:39

Rpt#: WINAAZ EXPORT 10595-98 Rpt: 09/16/1998 Odom: 8 M
 Rvw'd: Y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, STYL, W/CDN 2FMZA5149WBE34908 R/c: 06/05/1998
 Engine: 3.8L I4 V Calk Trans: AX4S Axle: FWD 3.56 A/C: YES
 Dealer Id: 30R95 BAYVIEW COUNTRY Ph#: (787) 259-8484
 Country: PUERTO RICO C: Puerto Rico Orig/Caller: BENITO SANTIAGO
 Symptom: 1 07 5 13 BODY, TRIM, TRIM, CONSOLE, ATTACHMENT
 Addl Sym: Status: CORR: Ste:
 Fix: Y Caus: Comp: CNSL AIR PRT -- REL. Condition Code:
 Cust Sat? P/R St: ABA? Air Temp: Survey? N
 EO: EC: Incmit?
 ER: CB: Sym Vt?
 CONCER THE WINDSTAR CONSOLL ASSEMBLY.
 REPAIR WE REPLACED THE CONSOLL ASSEMBLY.
 AUDIT 09/16/1998 08:34:00 DATA ENTRY5 MSS - F350 - Q578
 SYMPTOM 1 07 5 13 CHANGED TO 1 07 5 13 BY NBAKER6

F1 Help F2 Rvw'd F3 Exit F4 Last Cmts F5 Add Cmts F6 AddFldr
 F7 Bkwd F8 Fwd F9 End Corr F10 Next Rpt F11 Prev Rpt F12 Return
 10166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000024

Rpt#: WSGAF002 1988 Rpt: 09 07 1988
 Rvwid: v File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, STATION WAGON 2FMZAS14XWRE30401 311. 11. 1988
 Engine: 3.9L EFI F Co/b: 862JR21A Trans: AXIS Axle: FWD 2 1/2 4 1/2 1988
 Dealer Id: 09317 Apple Valley Ford City: Apple Valley 5612 11-5000
 State: Minnesota City: Apple Valley City: Apple Valley
 Symptom: 1 07 5 13 BODY, INTERIOR TRIM, CONSOLE, 40 07 11
 Addl Sym: Status: CCRG:
 Fix: Caus. Comp: CLIP

Region Code: 78 Region Name: Twin Cities - 58

OWNER THE OVERHEAD CONSOLE BROKEN.
 HOWDIA THE OVERHEAD CONSOLE IS HANGING DOWN. IT NEEDS A RECLAIMING FLIP.
 NPN

F1 Help F2 Rvwid F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Flgr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0166-THERE ARE MORE REPORTS AVAILABLE; PRESS F10 AND/OR F11 LPENG04

0000024

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Rpt#: WHGAF001 EDSR Rpt: 08/07/1998 Odom: 11 M
 Rvwd: y File: Folder: Images: 0 Print Smy/Disp Detail(P/D):
 Vehicle: 1998 WINDSTAR, STDLN , WAGON 2FMZA5144WBE18602 Bld: 06/02/1998
 Engine: 3.9L EFI F Calb: 862KK21A Trans: AX4S Axle: FWD 3.56 A/C: YRS
 Dealer Id: 09217 Apple Valley Ford Ph#: (612) 431-5900
 State: Minnesota City: Apple Valley Orig/Caller: BILL HARTSCH
 Symptom: 1 07 5 10 BODY, INTERIOR TRIM , CONSOLE, ATTACHMENT
 Addl Sym: Status: CCRG: SLs:
 Fix: Caus. Comp: CLIP -- RPL Condition Code:

Region Code: 58 Region Name: Twin Cities - 58

OWNER THE OVERHEAD CONSOLE BROKEN.
 HOWDIA THE OVERHEAD CONSOLE IS HANGING DOWN. IT NEEDS A RETAINING CLIP.
 NPN

F1 Help F2 Rvwd F3 Exit F4 Last Cmts F5 Add Cmts F6 Add Pldr
 F7 Bkwd F8 Fwd F9 Ind Corr F10 Next Rpt F11 Prev Rpt F12 Return
 I0167-END OF THE SELECTED REPORT(S) LPENG04

0000024

PRINCE
A JOHNSON CONTROLS COMPANY

CONCERN ANALYSIS REPORT EIGHT DISCIPLINE FORMAT

Customer Issue #: T81264
**WIN126 Mounting
Strap Issue**

- 1. TEAM CONTACT:** Establish a small group of people with the process/product knowledge, allocated time, authority, and skill in the required technical disciplines to solve the problem and implement corrective actions. The group must have a designated champion.

Champion: Jamalle Weddle Quality Engineer 616 394-8689
Team: Landon Foy Resident Engineer 616 394-1506
Mark Hawks Focused Factory Mgr. 616 394-8652
Jim Hoover Quality Manager 616 394-8724

- 2. PROBLEM DESCRIPTION:** Specify the internal/external customer problem by identifying, "What is wrong with what and describing the problem in quantifiable terms which will answer the questions: 'What? Where? When? How Big? How Many?' etc.

On 9/11/98 Prince-Meadowbrook was informed of four parts found at the customer with broken mounting straps on the WIN126 Long Overhead Console, part number XF22-17519A58-AJW, Prince part number VC1450. The mounting straps were found broken as a result of an audit on finished vehicles for loose or fallen consoles. The z-axis ribs on these straps were found broken off near the area that the z-axis clip barbs' notch into the plastic of the mounting strap. The mounting straps are made of a polycarbonate material -LEXAN141(regrind). The build date of the rejected consoles was 7/31/98-shift 1. The defective parts were found on vehicle rotation #'s: 878, 1430, (SEMA)-vehicle, and one unidentified vehicle. Rebecca DeBoer, Prince Field Support, reviewed issue with Ford-Oakville AP engineering and returned broken mounting straps to Prince for further analysis.

- 3. INTERIM CONTAINMENT ACTION:** Define and implement containment actions to isolate the effects from any internal/external customer until permanent corrective action is implemented. Verify the effectiveness of the containment action.

- The mounting sheet metal bracket, part number XF22-16519K22-AC will be protected from oxidation by E-Coating (ESA-M64J19-B1 through B4) parts at bracket supplier.
- All vehicles assembled with E-Coated mounting brackets will have overhead consoles containing EM3110 material (WSB-M40627-A2) mounting straps installed into them.

The E-Coating process will protect the mounting strap from chemical degradation, which occurred due to the use of sheet metal stamping oil. The Oil used for the mounting bracket stamping process was discontinued on 9/28/98.

- This change began on vehicle rotation number: #2016.

Containment measures taken for this issue are provided in individual stages: Short-term and Long-term. Each stage is described as follows.

SHORT TERM:

Finished vehicles will be retrofitted with consoles containing mounting straps of MINLON material (ESA-M4D572-A2) and will be identified by two white dots on the part.

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PRINCE
A JOHNSON CONTROLS COMPANY

CONCERN ANALYSIS REPORT EIGHT DISCIPLINE FORMAT

EM3110 USAGE:

- Vehicles assembled with E-coated mounting brackets and EM3110 virgin material mounting straps began on Rotation #: 2016
- Overhead consoles assembled with EM3110 virgin material mounting straps will be shipped under an Alert #A10895930.
- DVP&R results for EM3110 virgin material use. Completed by: 10/5/98. All EM3110 straps will be used in conjunction with E-coated mounting brackets.

MINLON USAGE:

- Beginning 9/27/98, Finished vehicles at Oakville AP containing Long version overhead consoles will be retrofitted with MINLON material mounting straps to protect against possible chemical degradation to plastic, due to oil contamination from metal bracket.
- Reference concern: C10900141 for replacement of mounting straps for overhead consoles.
- Approximately 8,000 parts built prior to rotation #2016 will be retrofitted with MINLON material straps through Rausch rework operation.
- Overhead consoles assembled with MINLON material straps retrofitted into finished vehicles will be shipped under an Alert #A10899504.
- Ford-Rausch operation to receive completed shipment of replacement parts in the MINLON material on 9/30/98.
- DVP&R results for MINLON material use. Completed by: 10/30/98.
- Reference Test 1A for DVP&R summary

LONG TERM:

- The MINLON material mounting straps will be used only for service overhead consoles ordered by Ford Customer Service Division.

The MINLON material mounting straps will be molded from natural(white) material to visibly determine the difference between service mounting straps (VE9501) and current production straps (VB3119).

4. **DEFINE ROOT CAUSE(S):** Identify all possible cause(s) which could explain why the problem occurred. Isolate and verify the root cause(s) by testing each possible cause against the problem description and test data. List possible corrective actions to eliminate root cause(s).

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Prince Issue #: 7927

PRINCE
A JOHNSON CONTROLS COMPANY

**CONCERN ANALYSIS REPORT
EIGHT DISCIPLINE FORMAT**

- It has been established that a stamping oil, Unipro 8080, on the metal mounting bracket was coming into contact with the polycarbonate material strap, referenced in drawing XF22-17519A55-AJW, thereby causing chemical degradation.

The following test was performed for root cause analysis:

1. Degradation of strap material through coating of z-axis clip or exterior contamination:

A Stamping Oil, Unipro 8080 is used in the manufacturing process of the mating sheet metal bracket. This oil was analyzed for it's reactive properties to the different types of materials used for the mounting strap. The Oil used was investigated as a cause to material degradation, along with the combined affects of the coating of the Z-axis clip (Non-Chrome sealer) and mold release (Zinc Sterate) used by the mounting strap supplier. Initial test results to chemical analysis test to plastic material to be complete 9/28/98.

Conclusion : The 8080 Oil proved to be the most degrading agent used in comparison to all chemicals tested for material compatability:

- Unipro 3049 Oil
- GK-290 Oil
- CADCO 03B-720 Oil
- Unipro 8080 Oil
- Non-Chrome sealer (WSB-M10P10)
- Zinc Sterate- mold release

See attached Test-3B results.

0000024
Prince Issue #: 7927

PRINCE
A JOHNSON CONTROLS COMPANY

**CONCERN ANALYSIS REPORT
EIGHT DISCIPLINE FORMAT**

5. DEFINE PERMANENT CORRECTIVE ACTION(S): *Through pre-production test programs quantitatively confirm the selected corrective actions will resolve the problem for the customer and will not cause undesirable effects. Define contingency actions, if necessary, based on risk assessment.*

- The sheet metal mounting bracket, part number XF22-16519K22-AC, will be protected from oxidation by E-coating parts at bracket supplier.
- Polycarbonate (EM3110) 100% virgin material will be used only in conjunction with E-coated mounting brackets.

Prince-Meadowbrook has implemented a material change for the mounting strap from the current production polycarbonate (LEXAN 141-100%regrind) to polycarbonate (EM3110-virgin). The properties of the new material (EM3110) includes polyethylene which provides an impact modifier adding strength and durability to the strap, but is still susceptible to degradation from exposure to oil Unipro 8080.

6. IMPLEMENT & VERIFY PERMANENT CORRECTIVE ACTIONS: *Establish a plan to implement Permanent Corrective Actions, and define ongoing controls to ensure the root cause is eliminated. Monitor the long term effects and implement contingency actions if necessary.*

To confirm chemical degradation to the mounting strap caused by the oil used on the metal mounting bracket, accelerated chemical analysis and environmental studies were conducted on the following proposed materials:

- LEXAN141 Polycarbonate (WSB-M4D627-A2)- regrind/virgin
- EM3110 Polycarbonate (WSB-M4D627-A2)- regrind/virgin
- ABS (ESB-M4D483-A2)
- MINLON -mineral filled nylon (ESA-M4D572-A2)

To confirm mechanical stress is not a contributing factor to root cause, Cold Impact testing was also conducted on all of the previously mentioned materials.

Cold Impact testing consists of soaking each material at -40°C and adding a load of 1.5kg to exemplify worst case scenarios of materials susceptible to breakage.

Conclusion: Test results demonstrated that the failures due to cold impact were created at the base of the mounting rib and not at the area notched by the z-axis clip barbs. Thereby, the theory of notch sensitivity effecting the plastic rib strength was disproved. Test results will be distributed to both manufacturing site and design engineering for verification of plastics performance after chemical attack to degrading solvents and oils.

See attached Test-2 results

Test-2: Mechanical stress to mounting strap ribs, due to notch created by barb design on z-axis clip.

Impact Test Analysis was conducted on assemblies to determine breaking point between materials, LEXAN 141(regrind & virgin) ,EM3110 (regrind & virgin) ABS, and MINLON.

Conclusion: there was no noticeable difference to either part material after review of Impact and Stress tests to both materials without oil contamination. These destructive tests were designed to stress each material to failure and record a comparison study to determine strength and load bearing capability of each material. This was done by creating a point of fracture in each strap and adding load to bring part to failure. Test complete: 9/22/98

Principle # 2927

0000024

PRICE
A JOHNSON CONTROLS COMPANY

**CONCERN ANALYSIS REPORT
EIGHT DISCIPLINE FORMAT**

See attached Test-2 results.

Test-3 : Continued environmental studies will be conducted to all materials for accelerated chemical analysis. Chemical analysis of plastics will consist of reactions to: oils Unipro 8080, Unipro 3049, GK-290, CADCO, Zinc Sterate, and Non-chrome Sealer Finish Aid AC. The chemical stress will be monitored over a seven day period for degradation to each material type. *Complete: 10/7/98*

Conclusion : It was determined that after continued environmental stress, polycarbonate material used in this application showed adverse affects when in contact with oil Unipro 8080.

Other possible lubricants: CADCO-die lubricant, GK-290, Unipro 3049 did not demonstrate objectional degradative properties.

The CADCO lubricant was the initial JCI Approved die lubricant. Submission information from mounting bracket supplier documented that CADCO oil would not have any degrading effect to plastics used for this console application. Submission information on all other possible lubricants were not approved by JCI-Holland site.

See attached Test-3B results.

7. PREVENTION: *Modify the necessary systems, practices, and procedures to prevent recurrence of this and all similar problems. Identify opportunities for improvement and establish a process improvement initiative.*

- Drawing for mounting bracket, part number XF22-16519K22-AB, will be revised to include notes that prohibit the use of oil or solvents that are not compatible with plastics used for console assembly.
- Drawing for Overhead Console, part number XF22-17519A58-AJW, will be revised for mounting strap material change.
- DVP&R will be updated to include solvent tests for plastics used in overhead console assembly. These tests will be added to the Validation Test Plan for overhead consoles. All tests results from chemical analysis of different proposed materials, will be maintained on a database for future design Lessons Learned information and Product Development Process guidelines. All chemicals that plastics may be exposed to will be added to DVP&R
- DFMEA will also be updated to reflect possible material degradation due to contamination from exterior sources.

This information will be distributed to all interior trim products made by Johnson Controls Inc. - Interiors Division, for material qualification on mating parts.

8. CONGRATULATE YOUR TEAM: *Recognize the collective efforts of the team.*

Thanks for all your hard work and effort!!

Signatures: _____

Date Open: 9/11/98

Date Closed: 11/17/98

Distribution: _____

Price Issue #: 7927

0000024

816 394 8600

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Customer Issue #: T81264
**WIN126 Mounting
Strap Issue**

- 1. TEAM CONTACT:** *Establish a small group of people with the process/product knowledge, allocated time, authority, and skill in the required technical disciplines to solve the problem, and implement corrective actions. The group must have a designated champion.*

Champion:	Jamalle Weddle	Quality Engineer	616 394-8689
Team:	Landon Foy	Resident Engineer	616 394-1506
	Mark Hawks	Focused Factory Mgr.	616 394-8652
	Jim Hoover	Quality Manager	616 394-8724

- 2. PROBLEM DESCRIPTION:** *Specify the internal/external customer problem by identifying, "What is wrong with what and describing the problem in quantifiable terms which will answer the questions, "What? Where? When? How big? How many? etc.*

On 9/11/98 Prince-Meadowbrook was informed of parts found at the customer with broken mounting straps on the overhead console, part number XF22-17519A58-AJW, Prince part number VC1450. The z-axis ribs on these straps were found broken off of the base of the mounting bracket. The build date of the rejected consoles was 7/31/98-shift 1. Rebecca Deboer, Prince Field Support, reviewed issue with Ford-Oakville AP engineering and returned two broken mounting straps to Prince for further analysis.

- 3. INTERIM CONTAINMENT ACTION:** *Define and implement containment actions to isolate the effects from any internal/external customer until permanent corrective action is implemented. Verify the effectiveness of the containment action*

Containment measures taken for this issue are provided in individual stages: Short-term and Long-term. Each stage is described as follows.

SHORT TERM:

Prince-Meadowbrook will support a rework operation for finished vehicles at the Ford-Oakville Assembly Plant to include the replacement of suspect mounting straps with new material mounting straps made from Polycarbonate-EM3110. Prince will oversee the rework of all overhead consoles due to be retrofitted in Ford-Oakville's assembly process. Mounting straps of EM3110 virgin material will be identified by a yellow circle on the part. Overhead consoles assembled with virgin material mounting straps will be shipped under an Alert #A10895930.

LONG TERM:

The EM3110 polycarbonate will be proposed to be used as only 100% virgin material to remove the variability of material regrind use at molding supplier. DVP&R results for virgin material use will be completed by October 5, 1998.

- 4. DEFINE ROOT CAUSE(S):** *Identify all possible causes(s) which could explain why the problem occurred. Isolate and verify the root causes(s) by testing each possible cause against the problem description and test data. List possible corrective actions to eliminate root causes(s).*

After receiving the broken mounting straps from the customer, initial material analysis was completed on 9/14/98. The findings from this test were inconclusive. The parts showed no voids, contamination or degradation to the current production material used (LEXAN 141). As a result, Level 2 testing has been initiated at material analyst, General Electric Plastics, for possible breakdown to polymers due to processing variations. These tests are conducted to determine material degradation, as a result of improper processing. Improper processing can take the form of increased molding temperatures, melt time length, and improper drying of the material, due to the use regrind material. Based on the failure mode and visual observations of the surface of the material, it is suggested that there was a degradation of the material.

Root cause has not been established at this time but possible root causes and action plans are listed as the following: -

1. Incorrect installation method at customer assembly plant. (see corrective action item#1)
2. Poor regrind material used for production. (see corrective action item#2)

Impact Test Analysis is being conducted on assemblies to determine breaking point between materials, LEXAN 141(regrind) and EM3110 (virgin).

After review of Impact and Stress tests to both materials, conclusions drawn were that there was no noticeable difference to either part material. These destructive tests were designed to stress each material to failure and record a comparison study to determine strength and load bearing capability of each material. This was done by creating a point of fracture in each strap and adding load to bring part to failure. Test complete: 9/22/98

3. Variation in molding process. (see corrective action item#3)
4. Degradation of strap material through coating of z-axis chip or exterior contamination:

An Oil solution is used in the manufacturing process of the mating sheet metal bracket. This oil will be analyzed for it's reactive properties to the different types of materials used for the mounting strap. The Oil used is being investigated as a possible cause to material degradation, along with the combined effects of the coating of the Z-axis chip and mold release used by the mounting strap supplier. Initial test results to chemical analysis test to plastics material to be complete 9/28/98.

In addition, Measurement Analysis was conducted on the length and width of the broken mounting rib of strap, and the mating sheet metal bracket. All dimensions in question were within specification, as compared to measurements taken off CAD drawing data.

- 5. DEFINE PERMANENT CORRECTIVE ACTION(S):** *Through pre-production test programs quantitatively confirm the selected corrective actions will resolve the problem for the customer and will not cause undesirable effects. Define contingency actions, if necessary, based on risk assessment.*

Prince-Meadowbrook has implemented a material change for the mounting strap from the current production polycarbonate (LEXAN 141-100%regrind) to polycarbonate (EM3110-virgin). The properties of the new material (EM3110) includes polyethylene which provides an impact modifier adding strength and durability to the strap.

Other corrective actions taken are pending the results of Root Cause Analysis:

item#1: After repeated trials at the Ford-Oakville AP and Prince Corporation simulated vehicle lab, the failure mode was unable to be replicated. Further investigation of the assembly method and any possible exterior interference to the console to take place at the Oakville AP by Rebecca DeBoer, Prince Field Support. Date: 9/21/98-present

item#2: Use of polycarbonate (EM3110) for molding of the mounting strap will be 100% virgin material. All regrind use will be suspended until further notice. Design intent for current production material (LEXAN 141) is 100% regrind Polycarbonate 2nd generation maximum.

item#3: It is speculated that the mounting strap could have become brittle as a result of improper drying or excess heating of material in the molding process. As a result, the molding suppliers quality control system is being re-evaluated and if necessary additional inspection methods will be implemented. Lot traceability on this part is identified by shift/date/operator per tote and not by marking each part individually. Upon production of EM3110 material straps, 100% inspection of parts will be in place at molding supplier and Prince Corporation for fractured, brittle, or deformed mounting tabs. Molding supplier to update control plan and operator instructions to only use Virgin material in injection molding process, and to reflect additional destructive test and visual inspections.

6. IMPLEMENT & VERIFY PERMANENT CORRECTIVE ACTIONS: *Establish a plan to implement Permanent Corrective Actions, and define ongoing controls to ensure the root cause is eliminated. Monitor the long term effects and implement contingency actions if necessary.*

Verification to be completed after root cause is confirmed.

7. PREVENTION: *Modify the necessary systems, practices, and procedures to prevent recurrence of this and all similar problems. Identify opportunities for improvement and establish a process improvement initiative.*

Prevention to be reviewed after root cause is established.

8. CONGRATULATE YOUR TEAM: *Recognize the collective efforts of the team.*

Signatures: _____

Date Open: 9/11/98 _____
Date Closed: _____

Distribution:

RECOMMENDED ACTION

7/25/78

- 1) IMMEDIATE CORRECTIVE ACTION. POWERWASH ALL METAL CLIPS TO REMOVE OIL. PERFORM PAIRED-COMPARISON TEST ON A MINOR
- 2) VERIFICATION PLAN:
 - 1) OBTAIN SUFFICIENT QUANTITIES OF ALL METAL PROCESSING LUBRICANTS IN THE PROCESS.
 - 2) MOLD 100 TENSILE BARS OF EACH SUBSTRATE. (ASTM D1822 "L" TYPE OR EQUIVALENT)
 - 3) PERFORM FLTM B0 127-03 WITH A CONTROL (NO LUBRICANT), WITH ONE-HALF OF THE SAMPLES NOTCHED AND THE OTHER HALF ~~NOT~~ WITH NO NOTCH. TEST AT 1% STRAIN APPLY ALL LUBRICANTS TO BOTH NOTCHED & UNNOTCHED SUBSTRATE SAMPLES.
 - 4) ~~IF~~ IF NO FAILURES, INCREASE STRAIN RATE TO 2.0%.



0000025"

JIM KREBS G2-17423
FABRI. 795-8405



FORD LABORATORY TEST METHOD

BC 127-03

STRESS CRACKING TEST FOR PLASTICS

Application

This procedure is used to determine the resistance of thermoplastic materials to stress cracking when they are used in direct contact with other materials, such as oil, grease, gasketing and elastomers.

Apparatus Required

Oven

As described in ASTM D 573

Test Fixtures

Stainless steel bars 4.76 x 19.1 x 82.8 mm with tapped holes 68.6 mm apart fitted with matching thread pan head screws (#6 or #8) 12.70 mm long. The bars shall be bent per Figure 1 to achieve the desired strain level. Refer to Figure 2 showing fixtures.

Stereo Microscope

20 to 60 magnification; Bausch and Lomb or equivalent.

Conditioning and Test Conditions

All test values indicated herein are based on material conditioned in a controlled atmosphere of 23 +/- 2 C and 50 +/- 5 % relative humidity for not less than 24 h prior to testing and tested under the same conditions unless otherwise specified.

Procedure

1. Prepare "L" type tensile bars per ASTM D 1822. A minimum of four tensile bars shall be prepared for each strain level specified in the Engineering Material Specification. In the instance of material suspected of exhibiting anisotropy, specimens should be obtained parallel and perpendicular to the "grain flow."
2. Condition test bars for 24 h at 23 +/- 2 C and 50 +/- 5 % relative humidity.

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FORD LABORATORY TEST METHOD

BO 127-03

3. Assemble the tensile bars in the appropriate test fixtures to achieve the strain level required by the material specification. (Figure 1)
4. Examine the samples for cracks using the stereo microscope (after application of stress, but prior to application of the "contact" material).
5. Apply the contact material (within two h of assembling the test bar onto the fixture) to a minimum of three tensile bars of each strain level to assure intimate contact. (Do not apply the contact material to one bar at each strain level. This bar will serve as a "control" sample for the specific strain level.)
 - . Specimens of flexible material such as sheet vinyl, gasketing, or elastomers may be secured by using a soft wire to tie them to the straining fixture.
 - . Materials with high viscosity such as grease and paste should be applied by coating the tensile bar.
 - . In the instance of liquids, the test bar and fixture assembly should be totally immersed.
6. Expose the samples for the time period and temperature required by the Engineering Material Specification.
7. At the end of the test period, remove the contact material mechanically or by wiping with a soft cloth. Do not use a solvent.
8. Allow the strained sample to condition for 1.0 h at 23 ± 2 C and 50 ± 5 % relative humidity.
9. Using a stereo microscope, examine the strained sample for cracking and crazing at 20 diameters magnification while the sample is still in the straining fixture.

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FORD LABORATORY TEST METHOD

BO 127-03

10. Report presence of cracking or crazing.

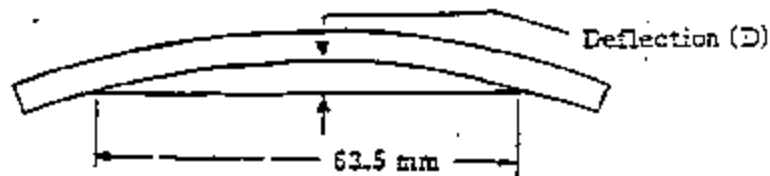
Note: Other types of fixtures and test samples may be used provided that the strain levels and test procedure details are followed (refer to Chart 1). Care should be taken to assure that the test fixtures are carefully cleaned prior to each test to avoid possible contamination from previous tests. If other type fixtures are used, they shall be made from materials which will not influence the test results.

Chemicals, materials, parts, and equipment referenced in this document must be used and handled properly. Each party is responsible for determining proper use and handling in its facilities.

Product Quality Office
Central Office F.O.E.
Brentwood

Matl's & Fastener Engrg.
Parklane Towers East
Dearborn

Figure 1



<u>Deflection (D) in 63.50 mm</u>	<u>% Strain</u>
0.47 mm	0.1
0.95 mm	0.2
1.43 mm	0.4
1.62 mm	0.5
1.92 mm	0.6
2.42 mm	0.8
3.35 mm	1.0

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FORD LABORATORY TEST METHOD

BO 127-03

STRESS CRACKING TEST FOR PLASTICS

Chart 1
Mandrel Radii Required to Produce Given
Strains for Various Test Sample Thicknesses

<u>Strain (%)</u>	<u>Sample Thickness</u>			
	<u>1.27 mm</u>	<u>1.91 mm</u>	<u>2.54 mm</u>	<u>3.18 mm</u>
0.25	253.4 mm	380.0 mm	506.7 mm	663.4 mm
0.50	126.4 mm	189.5 mm	252.7 mm	315.9 mm
1.00	62.9 mm	94.3 mm	125.7 mm	157.2 mm
1.25	50.2 mm	75.2 mm	100.3 mm	125.4 mm
1.50	41.7 mm	62.5 mm	83.4 mm	104.2 mm
2.00	31.1 mm	46.7 mm	62.2 mm	77.8 mm
2.50	24.8 mm	37.1 mm	49.5 mm	61.5 mm

For other sample thicknesses, the following formula may be used to determine the correct mandrel radius:

$$R = \frac{T}{2} \times \left[\frac{100}{E} + 1 \right]$$

Where R - mandrel radius
T - test sample thickness
E - % strain

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STRESS CRACKING TEST FOR PLASTICS

Figure 2

0.1% Strain

0.2% Strain

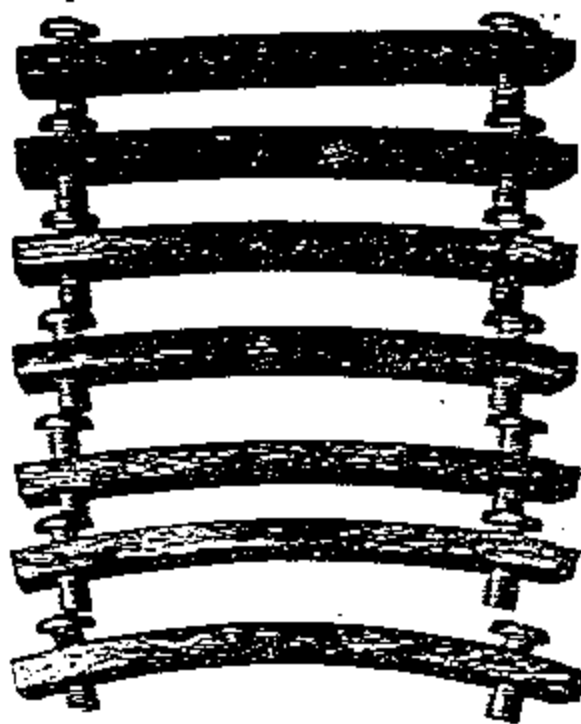
0.4% Strain

0.5% Strain

0.6% Strain

0.8% Strain

1.0% Strain



F
I
X
T
U
R
E
S



Mounted
Samples



ASTM D 1322
"L" Type
Tensile Bar

0600025

OVERHEAD CONSOLE MEETING
ASSIGNMENTS FROM 9/25

- Testing must be completed on the current released bracket material and proposed materials to confirm that materials are immune to aggressive solvents that may come in contact with the part.
- Prince must recommend a material that will pass all required solvent tests.
- Prince must verify what material was used on the WIN88 strap configuration.
- Prince must explain why polycarb, which is a notch sensitive material, was chosen in conjunction with clip barbs that bite into the material to retain. Can the clip design be revised to eliminate the barb feature?
- Prince must provide a short design summary of the differences between the WIN88 and WIN126 console attachment strategy. Pictorials of the WIN88/WIN126 designs must also be provided.
- Prince must identify a containment plan for both production units and units being retrofitted prior to shipment.

00000250

Name	Title	Phone	Pager
Don DeMaagd	Chief Engineer	616-394-8011	None
John Coxander	Engineering Manager	616-394-8807	670-8807
Mike Zepp	Plastic Material Specialist	616-394-8198	670-8198
Bob Hill	Materials Test Engineer	616-394-8808	670-8808
Craig Theisen	Director of Program Management	616-394-8884	670-8884
Mike Rumbarger	Chief Engineer	616-394-2269	670-2269
Steve Miskelley	Product Engineer	616-394-8879	670-8879
Jerry Heyerman	Program Manager	616-394-1081	670-1081

Rep Key
①

Post-It® Fax Note	7671	Date	# of pages 1
To	RIC BORSOS	From	JERRY HEYERMAN
Cell/Dect		Co	
Phone #		Phone #	
Fax #		Fax #	

00000250

- spring steel w/
zinc phosphate

Primer

plating material

- bracket - die lubricant

LOU

SWEET

- GE WINEE prior May, 1990

"GE" (1)
EM 3110 - VIRGINIA

N/A

- WIN126 (C17) - (1207)

(2)

"GE"

EM 3110 - 100% ZINC

(5) "GE" 807-5510

DIFFER to cold temp impact: chemical stress crack not performed

- WIN126 (1217) - (513*17) (3) WINEE (MAY 25, 1990) 50/50

(3) "GE"
KEMAN 141 - 100% ZINC

- WIN126 (J1+(9/15), EM 3110 virgin

with poly carbonate (1)

- ALTERNATE:

(4) mineral filled nylon

(6/16) 394 2250

Contaminant: phosphate wash - E coat bracket

stress whitening

power wash / phosphate dip

00000250

Interior Trim Prevent Action Matrix

GENERAL: CHAMPION - ??

- 2/7/94 The program DVP&R should include all items which verify compliance with all applicable SDS requirements (including requirements for INTRUM and the appropriate subsystem requirements).
- 2/7/94 All DVP&R tests need to be performed on parts which fully represent production intent. Design levels, materials and molding conditions need to be accurately represented.
- 2/7/94 Trim panels or components which are tested must be mounted to bucks or test fixtures which fully represent the production environment. Production representative sheetmetal and all hardware, wiring, weatherstrips, etc. need to be included for ALL tests.
- 2/7/94 Do not use oil finish fasteners on plastic components. The oil deteriorates plastic resulting in "Broken/Cracked" concerns. Finishes to be avoided include: S2, S4, S7, S39, S48M, S50, S52, S54, S55, S58, and S76. Also look at all S100 finish parts.
- 2/7/94 PVC and ABS have a chemical interaction which degrades ABS. This condition is worse when the parts are in compression and/or when a medium is present which allows migration of the ethers from the PVC to the ABS (petroleum lubricants).
- 2/7/94 Avoid brittle materials (ABS) for small snap-in parts (i.e. screw covers).
- 2/7/94 Radius corners in plastic mold to prevent stress concentrators which can lead to break points.
- 2/7/94 Painted polypropylene should not be used in high contact areas where the paint may chip and/or flake off. (Paints do not adhere well to polypropylene.)
- 8/16/93 Toy tabs used to retain components into trim panels must be a minimum of 5mm in width, 1mm thick and extend beyond the retaining surface by 1.2mm. Smaller components may limit tab width and length but thickness should not be compromised.
- 8/16/93 The use of very light colors must be reviewed for feasibility with Materials Engineering prior to program approval. They don't clean well and tend to have poorer fade performance.
- 2/7/94 All body cloth materials must be approved for functional characteristics by BE Materials Engineering. Body cloths selected for individual applications must have wear and marking ratings appropriate for that application.
- 8/16/93 Maximize Things-Gone-Right (TGR) features based on customer survey data such as additional stowage compartments and robust cup holders in support of QFD projects.
- 8/16/93 Use DFA (Design for Assembly) techniques during development and design of all parts.
- 8/16/93 Use CAE tools (FEA, Mold Flow Analysis, etc.) to design sections that result in rigid/robust interior trim components.
- 8/16/93 Maximize the use of "off the shelf" components with proven reliability such as assist handles, ash receptacles, reflectors, etc.
- 8/16/93 Trim panel attachment holes, locating features and surfaces must be designated as control holes/surfaces on the sheet metal drawing to assure trim panel alignment.

0000028*

1) STRESS INDUCED
WHITENING OR NOT

LEXAN 141

RECOMMENDED WASH
NON CHROME SEALANT

Test surface oils

ESCA

AT SCI

RESEARCH

502

- MOUNTING BRACKET

00000360

1999 WIN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE

Full Overhead Console (XF22-17519A58-A/B/C/E/F/G)

Level #1 - Immediate Production Strategy for Full Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98.
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98).
- Overhead console will utilize a mounting strap (PIA) molded from 100% virgin EM3110 polycarbonate (WSB-M4D627-A2).
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).
- Containment with the level #1 overhead console and bracket has been completed as of rotation # 2050.
- Service parts will be supplied with a mounting strap molded from Minlon (Mineral filled nylon) material (ESA-M4D572-A2). *(Applies to service mounting strap and complete console assembly)*
- Prince workplan for cost optimized solution, elimination of phosphate wash and E-Coat. to be finalized 10/12/98.

Level #2 - Retrofit Strategy for Full Overhead Console and Bracket

- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating.
- Overhead console will utilize a mounting strap molded from Minlon (Mineral filled nylon) material (ESA-M4D572-A2).
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).

Mini Overhead Console (XF22-17519A58-D/H)

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98.
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98).
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2).
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).
- Containment with the level #1 overhead console has been completed as of rotation # 2050.
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2).

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

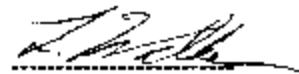
- No retrofit of parts required.
- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating.
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2).
Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10).

See attached


M. Miedema
GE Materials
Representative

See attached

J. Arnold
Prince Vice President
of Quality



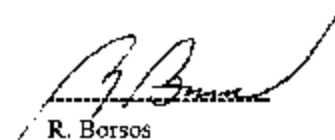
L. Walker
AVT Interior Trim



M. Masserant
AVT Materials Engr.

See attached

J. Chu
Visteon Materials Expert



R. Borsos
Body Engrg. Manager

Originator: B. Michalik (BMICHALI)
WIN126 Overhead Console .doc

Date Created: 9/28/98
Date Revised: 9/28/98

0000029

1999 WIN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE

Full Overhead Console (XF22-17519A58-A/B/C/E/FIG)

Level #1 - Immediate Production Strategy for Full Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a mounting strap (PIA) molded from 100% virgin EM1110 polycarbonate (WSB-M4D627-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console and bracket has been completed as of rotation # 2050
- Service parts will be supplied with a mounting strap molded from Minton (Mineral filled nylon) material (ESA-M4D572-A2)

Level #2 - Retrofit Strategy for Full Overhead Console and Bracket

- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a mounting strap molded from Minton (Mineral filled nylon) material (ESA-M4D572-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

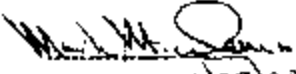
Mini Overhead Console (XF22-17519A58-D/H)

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console has been completed as of rotation # 2050
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2)

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

- No retrofit of parts required
- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)


 M. Miedema 9/28/98
 GE Materials
 Representative

 J. Arnold
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 L. Walker
 AVT Interior Trim

 M. Masterson
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 J. Chu
 Vision Materials Expert

 R. Borsos
 Body Engrg. Manager

Originator: B. Michalik (BMICHALI)
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** TOTAL PAGE 002 **

1999 WIN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE

Full Overhead Console (XF22-17519A58-A/B/C/E/F/G)

Level #1 - Immediate Production Strategy for Full Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a mounting strap (PLA) molded from 100% virgin EM3110 polycarbonate (WSB-M4D627-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console and bracket has been completed as of rotation # 2050
- Service parts will be supplied with a mounting strap molded from Minlon (Mineral filled nylon) material (ESA-M4D572-A2)
- Prince workplan for cost optimized solution, elimination of phosphate wash and E-Coat, to be finalized 10/12/98

Level #2 - Retrofit Strategy for Full Overhead Console and Bracket

- Steel overhead console bracket has been supplied with a Unipro 3080 and/or Unipro 3049 oil coating
- Overhead console will utilize a mounting strap molded from Minlon (Mineral filled nylon) material (ESA-M4D572-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

Mini Overhead Console (XF22-17519A58-D/E)

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64J19-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64J19-B1 through B4) brackets to OAP as of 9/27/98 (3000 shipped on 9/27/98)
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console has been completed as of rotation # 2050
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2)

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

- No retrofit of parts required
- Steel overhead console bracket has been supplied with a Unipro 3080 and/or Unipro 3049 oil coating
- Overhead console will utilize a housing molded from medium heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

M. Miedema
GE Materials
Representative

J. Arnold 9/28/98

J. Arnold
Prince Vice President
of Quality

L. Walker
AVT Interior Trim

M. Mascrant
AVT Materials Engrg.

J. Chu
Visteon Materials Expert

R. Borsos
Body Engrg. Manager

Originator: B. Michalik (BMICHALI)
WIN126 Overhead Console .doc

Date Created: 9/28/98
Date Revised: 9/28/98

** TOTAL PAGE:001 **

1999 WTN126
OK-TO-SHIP AUTHORIZATION FOR
MINI AND FULL OVERHEAD CONSOLE

Full Overhead Console (XF72-17519A58-A/B/C/E/F/G)

Level #1 - Immediate Production Strategy for Full Over

- Steel overhead console brackets have been phosphated as an interim action by OAP to support 1st shift production
- The bracket supplier, Delwal, has begun shipping ph B4) brackets to OAP as of 9/27/98 (5000 shipped on 9/27/98)
- Overhead console will utilize a mounting strap (PIA) n M4D627-A2)
- Overhead console mounting strap will utilize clips with Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console and brace
- Service parts will be supplied with a mounting strap mold (M4D572-A2)

Brian Michalik

X 55622

3237054

Level #2 - Retrofit Strategy for Full Overhead Console and Brace

- Steel overhead console bracket has been supplied with a Uni coating
- Overhead console will utilize a mounting strap molded from a filled nylon material (ESA-M4D572-A2)
- Overhead console mounting strap will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

Mini Overhead Console (XF72-17519A58-D/H)

Level #1 - Immediate Production Strategy for Mini Overhead Console and Bracket

- Steel overhead console brackets have been phosphate washed and E-Coated (ESA-M64119-B1 through B4) as an interim action by OAP to support 1st shift production on 9/28/98
- The bracket supplier, Delwal, has begun shipping phosphate washed and E-Coated (ESA-M64119-B1 through B4) brackets to OAP as of 9/27/98 (5000 shipped on 9/27/98)
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)
- Containment with the level #1 overhead console has been completed as of rotation # 2050
- Service parts will be supplied with a housing molded from high heat ABS (ESB-M4D483-A2)

Level #2 - Retrofit Strategy for Mini Overhead Console and Bracket

- No retrofit of parts required
- Steel overhead console bracket has been supplied with a Unipro 8080 and/or Unipro 3049 oil coating
- Overhead console will utilize a housing molded from high heat ABS (ESB-M4D483-A2)
- Overhead console housing will utilize clips with a Zinc Phosphate coating (WSD-M1P85-A1) and a Chromate sealer (WSB-M10P10)

M. Miedema
GE Materials
Representative

J. Arnold
Prince Vice President
of Quality

L. Walker
AVT Interior Trim

M. Masserant
AVT Materials Engrg

J. Chu
Visteon Materials Expert

R. Borsos
Body Engrg. Manager

Originator: B. Michalik (BMICHALI)
WTN126 Overhead Console.doc

Date Created: 9/28/98
Date Revised: 9/28/98

00000200

PRINCE

SON CONTROLS COMPANY

ONE PRINCE CENTER HOLLAND, MICHIGAN 48423 816-392-8151

FAX TRANSMITTAL

Date 10-20-98 Time 3:10 PM Number of Pages to follow 2

TO:

Name BRIAN MICHALIK Fax # 905/338-2060
Company FORD Department _____
Subject WIN126 BRACKET

FROM:

Name JOHN CEXANDER Phone 616/394-8807
Facility _____ Department _____ Fax _____

COMMENTS:

BRIAN

HERE IS AN UPDATED COPY OF THE
BRACKET OPTIONS LIST. I AM TRYING TO
CONTACT JIM CUTHRELL ON ITEM #4. ALSO
HAVE CALLS INTO SHARAD ON ITEM #9.

ITEMS #2+3 ARE NOT FEASIBLE.

JOHN C.

00000265

Any questions or problems please call (616) 394-8911

10/20/98

WIN126 OHC Bracket
XF22-16519K22-AB

Cost reduce coating and cleaning options.

Current Bracket Cost is \$1,9418 (Prior to any wash or coating)

Item	Action Item	Status	Cost Delta	Target Date	Actual Date	Owner
1	E-coat bracket.	Delwal is currently shipping brackets this way. Alert #A10899222	\$1.55		9/28/98	G. Heyerman
2	Have bracket assembled to the vehicle truck prior to vehicle E-coat.	Per Don Kerr this is not an option due to issues with the fly-s pieces.	\$0.00	9/30/98	9/29/98	S. Miskelley
3	Clean brackets prior to shipping to OAP, do not coat.	Parts have gone through salt spray testing. Feedback from Delwal is that rust is to an extent that would jeopardize structural integrity. Waiting for a copy of test result.	\$0.24	10/7/98 salt spray	10/13/98	J. Cokender
4	What does the UN93 supplier do to their bracket.	Midway is to provide data on their cleaning and rust inhibitor process. Prowash PW 125 by Diversified Chemical Technologies.	?	10/7/98		J. Cokender
5	Are there other lubricants that do not attach plastics?	Working with Delwal to determine what is available. There is a material called CADCO 03B-720 that we are investigating. This material has not been used since 1995.		10/12/98		G. Heyerman
6	Clean and paint brackets	This option was quoted on Nov. 19, 1996.	\$0.90		9/28/98	S. Miskelley
7	Changed to Galvanized w/ degrease		\$0.73		10/5/98	Delwal
8	Rack zinc coating		\$1.83		10/5/98	Delwal

10/20/98

9	Can brackets be E-coated at OAP?	Trying to review with Sharad Kamdar at OAP.	?	10/21/98	J. Cskandar
---	----------------------------------	---	---	----------	-------------

00000200

PRINCE

SON CONTROLS COMPANY

ONE PRINCE CENTER HOLLAND, MICHIGAN 49423 (616) 394-8911

FAX TRANSMITTAL

Date 10-21-98 Time 3:54 PM Number of Pages to follow 2

TO:

Name BRIAN MICHALIK Fax # 905/338-2060

Company FORD Department _____

Subject WINDS PART

FROM:

Name JOHN CEMANDER Phone 616/394-8807

Facility _____ Department _____ Fax _____

COMMENTS:

0000027

Any questions or problems please call (616) 394-8911

10/21/98

WIN126 OHC Bracket
XF22-16519K22-AB

Cost reduce coating and cleaning options.

Current Bracket Cost is \$1,94.16 (Prior to any wash or coating)

Item	Action Item	Status	Cost Delta	Target Date	Actual Date	Owner
1	E-coat bracket.	Delwal is currently shipping brackets this way. Alert #A10889222	\$1.55		9/28/98	G. Heyerman
2	Have bracket assembled to the vehicle buck prior to vehicle E-coat.	Per Dom Kerr this is not an option due to issues with the ILYS process.	\$0.00	9/30/98	9/29/98	S. Miskelley
3	Clean brackets prior to shipping to QAP; do not coat.	Parts have gone through salt spray testing. Feedback from Delwal is that rust is to an extent that would jeopardize structural integrity. Waiting for a copy of test result.	\$0.24	10/7/98 salt spray	10/13/98	J. Cokander
4	What does the UN93 supplier do to their bracket.	Prowash PW 125 by Diversified Chemical Technologies is used on UN93. Neither OST nor Delwal has the capabilities in house to coat the bracket with this product. Delwal, Jim Cuthrell, will check to see if there is an outside shop that does this.	?	10/7/98		J. Cokander
5	Are there other lubricants that do not attach plastics?	There is a material called CADCO 038-720 that we are investigating. This material has not been used since 1986. Samples need to be formulated for testing on Plastic. Not an option at this point.		10/12/98		G. Heyerman
	Clean and paint brackets	This option was quoted on Nov. 19, 1996.	\$0.90		9/28/98	S. Miskelley

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10/21/98

7	Changed to Galvanized w/ degrease					10/5/98	Delwal
8	Rack zinc-coating			\$0.73		10/5/98	Delwal
9	Cap brackets be E-coated at OAP7	Not feasible at OAP7		\$1.83	10/21/98	10/21/98	J. Calkender

PRINCE

ION CONTROLS COMPANY

ONE PRINCE CENTER HOLLAND, MICHIGAN 49423 616-397-6151

FAX TRANSMITTAL

Date ~~10-21-98~~ Time ~~3:30 PM~~ Number of Pages to follow 2-1
10-22-98 8:05 AM

TO:

Name BRIAN MICHALIK Fax # 905/375-2060
 Company FORD Department _____
 Subject WINDG BRKT

FROM:

Name SARA CEKANDER Phone 616/394-8807
 Facility _____ Department _____ Fax _____

COMMENTS:

0000027

Any questions or problems please call (616) 394-8911

Memo To: Jim Cuthrell, Delwal
 From: John Cekander, Johnson Controls
 CC: Brian Michalik, Ford
 Date: October 22, 1998
 Subject: Request for Quote

This note is a follow-up to our discussion on October 21, 1998 regarding the washing and coating of the WIN126 Overhead Console bracket, part number XF22-16519K22-AB.

Please provide a quote outlining the cost associated with having the brackets washed and coated using the following chemicals provided by Diversified Chemical Technologies. Prowash 342 is the cleaning liquid and the rust inhibitor is Prowash PW-125. Reference the MSDS sheets sent to you on October 20, 1998 for more details on these materials.

Please respond to this quote by COB October 28, 1998. Copies should be sent to me and Brian Michalik.

For details on the Prowash 342 and PW-125 contact:

Michael Joseph
 313/867-5444
 Diversified Chemical Technologies
 15477 Woodrow Wilson Ave.
 Detroit, MI 48238

0000027-

Ford Project 1937
Chemical Stress Matrix

2% Sisin

Samples placed on fixture at :

6:30 P.M

9/25/98

Check one

2:00

9/28/98

Post 48 Hours 85 C

Visual Check Matrix

Chemical on sample	EM 3110 Regrind	PC 141 Black	EM 3110 Black Virgin	PC 141 Re-grind	BCT 5510 ABS	Mylon (Mylon)
Zinc Sterate	2	2	2	2	2	2
Unipro 304B Delwall	2	1	2	1	2	2
GK-280	0	3	3	3	1	2
Non-Chrome Sealer Finish A/c AC	2	2	2	2	2	2
Unipro 8080 Delwall	1	1 (Severe)	1 (Severe)	1	2	2

- 1) Stress cracking seen
- 2) No change
- 3) Broken on failure

0000027

Ford Project 193Z

Chemical Stress Matrix

2 1/2 Strain

Samples placed on fixture at:

6:30 PM

9/25/98

Check one

12:30

9/26/98

Room Temp samples

Visual Check Matrix

Chemical on sample	EM 3110 Regrind	PC 141 Black	EM 3110 Black Virgin	PC 141 Regrind	BDT 5510 ABS	Minlon (Nylon)
Zinc Sterate	2	2	2	2	2	2
Unipro 3049 Delwall	2	2	2	2	1	2
GK-290	2	2	2	2	1	2
Non Chrome Sealer Finish Aid AC	2	2	2	2	2	2
Unipro 8080 Delwall	1	1	2	1	2	2

- 1) Stress cracking seen
- 2) No change
- 3) Broken samples seen

Check Two

1:14

9/28/98

Room Temp samples

Visual Check Matrix

Chemical on sample	EM 3110 Regrind	PC 141 Black	EM 3110 Black Virgin	PC 141 Regrind	BDT 5510 ABS	Minlon (Nylon)
Zinc Sterate	2	2	2	2	2	2
Unipro 3049 Delwall	2	2	2	2	3	2
GK-290	2	2	2	2	1 (Severe)	2
Non Chrome Sealer Finish Aid AC	2	2	2	2	2	2
Unipro 8080 Delwall	1 (Severe)	1 (Severe)	1 (Severe)	3	2	2

- 1) Stress cracking seen
- 2) No change
- 3) Broken samples seen

0600027

Date: 3/28/98

Samples: Post 48 hours at 85 C
Material: PC 141 Re grind

Chemical on sample	Max load lbs	zero slope yield (lbs)	Energy to failure	Comments
Zinc Sterate				
Unipro 3049 Dewall				
GK-290				
Non Chrome Sealer Finish Aid AC				
Unipro 8080 Dewall				

Samples: Post 48 hours at 85 C
Material: BDT 5510 ABS

Chemical on sample	Max load lbs	zero slope yield (lbs)	Energy to failure	Comments
Zinc Sterate	399.41	399.41	79.77	
Unipro 3049 Dewall	388.83	388.83	81.98	
GK-290	379.11	379.11	42.59	Cracks can be seen
Non Chrome Sealer Finish Aid AC	388.25	388.25	125.09	
Unipro 8080 Dewall	391.52	391.52	130.76	
Control	381.35	381.35	98.45	

Samples: Post 48 hours at 85 C
Material: Minlon Nylon

Chemical on sample	Max load lbs	zero slope yield (lbs)	Energy to failure	Comments
Zinc Sterate				
Unipro 3049 Dewall				
GK-290				
Non Chrome Sealer Finish Aid AC				
Unipro 8080 Dewall				

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GP

Date: 5/20/88

Samples: Room Temp Post 44 hrs exposure
Material: PC 141 Requiring

Chemical on sample	Max load lbs	zero slope yield (lbs)	Energy to failure	Comments
Zinc Sterate				
Unipro 3049 Delwall				
GK-290				
Non Chrome Sealer Finish Aid AC				
Unipro 8080 Delwall				

Samples: Room Temp Post 44 hrs exposure
Material: BDT 5510 ADS

Chemical on sample	Max load lbs	zero slope yield (lbs)	Energy to failure (Lbf-in)	Comments
Zinc Sterate	472.53	472.53	38.24	No Cracking seen
Unipro 3049 Delwall	244.8	244.8	9.28	Broken sample on fixture seen
GK-290	180.53	180.53	4.27	Severe Cracking seen
Non Chrome Sealer Finish Aid AC	467.4	467.4	33.87	No Cracking seen
Unipro 8080 Delwall	425.93	425.93	25.65	No Cracking seen
Control	454.9	454.9	65.5	

Samples: Room Temp Post 44 hrs exposure
Material: Minton Nylon

Chemical on sample	Max load lbs	zero slope yield (lbs)	Energy to failure	Comments
Zinc Sterate				
Unipro 3049 Delwall				
GK-290				
Non Chrome Sealer Finish Aid AC				
Unipro 8080 Delwall				

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00000287

 * Note printed by SPERRISS on 14 Oct 1998 at 09:47:19 *

From: SPERRISS--DRBN006 Date and time 10/14/98 09:46:25
 To: CASIS --DRBN006 TGR --DRBN006
 BMANN3 --DRBN006 BENOLEHA--DRBN006
 OKAERCHT--DRBN006

FROM: SAM SPERRISS
 *** Resending note of 10/05/98 11:10
 Subject: 25-0067 REPLACE OVERHEAD CONSOLE BRACKET

 * CASIS/TSS: Please use this as authorization to publish the CASIS/TSS *
 * for QSP 25-0067. Stock is available *

NAME OF SUBMITTER: Bob Mann
 PHONE: **** PROFS ID: BMANN3
 IF CURRENTLY WORKING WITH A PART SPECIALIST FOR THIS CONCERN, PLEASE
 PROVIDE NAME: Sam Ferrise

SHORT DESCRIPTION OF CONCERN: replace overhead console bracket
 WERS CONCERN NUMBER : C10900141

 | DATE OF WERS CONCERN : 09/29/98
 | DATE WERS NOTICE IS IN RELEASE STATUS: 10/02/98
 | DATE TO PARTS SPECIALIST : 10/02/98
IF QSP, DATE ADDED TO SINGLE AGENDA: **/**/**

SPECIAL INSTRUCTIONS / REMARKS: Call Don Kerr if problems DKERR4
 Sam|sev has TSS.

SUPPLIER DATA

SHEP POINT	NAME	CONTACT PERSON	CONTACT PHONE
U.S.Holland MI	Prince Corp.	London Toy	616 394-1505

PART NUMBER DATA

NAME	ENGINEERING NO	QTY	PER	SERVICE NO.	BUYER CODE	MDSR CODE	SOURCE CODE	LAUNCH
								QTY
1 Bracket	KF22 17519B06 AB	1		KF22 17519B05 AA	TMI	Q55	2879M	1000

REPAIR QTY NEEDED AS ESTIMATED BY ENGINEERING :2000
 VEHICLE APPLICATION :May 28 to July 3 windspar
 VEHICLE POPULATION :20,205 only those with overhead
 R/1000 :100/1000
 ARE MAZDA VEHICLES INCLUDED? : YES *** NO *xx
 ARE NISSAN VEHICLES INCLUDED?: YES *** NO *xx

 PART NAME REPLACED PARTS
 ENGINEERING PART NUMBER

 Bracket KF22 17519B06 AA

0000028

IS GEOGRAPHIC LOCATION SIGNIFICANT? *** YES *** NO

IF YES, FILL IN THE QUANTITIES. (where needed)

UNITED STATES	:508*	FORD OF CANADA	:10
ASSOCIATION	:****	FORD OF MEXICO	:10*
EUROPEAN MARKETS	:10*	DIRECT MARKETS	:****
ASIA/PACIFIC MARKETS:	*10	SOUTH AMERICAN MARKETS:	****

Template Version 05/20/97

Regards,

Sam Ferrise, QSF Parts Specialist

FCSD QSF/Recall Process Support

Profs: sferrise Ph: 734-633-3184 E-Mail: sferrise@ford.com

0000028

From: SPERRISE -DRBN006 Date and time 10/02/98 11:10:32
 To: ZSPRAGGI--DRBN006 PCUNNINI--DRBN006
 GMIMIKOS --DRBN006 NOGOLIK--DRBN006
 SCHAFFIN--DRBN006 BOLIVERT--DRBN006
 BENCLERA--DRBN006 USBOBIN --DRBN006
 NJACKMAN--DRBN007 DKAERCHS--DRBN006
 | KNILUSH --DRBN007 MSCHULTZ -DRBN006
 | SMURPHY --DRBN006 LAROCHE --DRBN004
 MSCHLAPP--DRBN006

FROM: SAM FERRISE
 *** Resending note of 10/07/98 10:05
 Subject: 25-0057 REPLACE OVERHEAD CONSOLE BRACKET

***** NOTIFICATION OF QUICKER SERVICE FIX *****

NAME OF SUBMITTER: Bob Mann
 PHONE: **** PROFF ID: 8YANNI
 IF CURRENTLY WORKING WITH A PART SPECIALIST FOR THIS CONCERN, PLEASE
 PROVIDE NAME: Sam Ferrise

SHORT DESCRIPTION OF CONCERN: replace overhead console bracket
 WERS# CONCERN NUMBER : 310900141

 | DATE OF WERS CONCERN : 05/29/98
 | DATE WERS NOTICE IS IN RELEASE STATUS: 10/02/98
 | DATE TO PARTS SPECIALIST : 10/02/98
IF QSF, DATE ADDED TO SINGLE AGENDA: **/**/**

SPECIAL INSTRUCTIONS / REMARKS: Call Don Kerr if problems DKERR#
 Sanjeev has ISB.

SUPPLIER DATA

SHIP POINT	NAME	CONTACT PERSON	CONTACT PHONE
L Holland MI	Prince Corp.	Landon Poy	616 394-1506

PART NUMBER DATA

NAME	ENGINEERING NO.	VEH	SERVICE NO.	BUYER CODE	MDSR CODE	SOURCE CODE	LAUNCH
							QTY
Bracket	XF22 17519B06	AB	1	XF22 17519B06	AA	7M1 Q55	P879M 1000

REPAIR QTY NEEDED AS ESTIMATED BY ENGINEERING :2000
 VEHICLE APPLICATION :May 28 to July 2 Windstar
 VEHICLE POPULATION :20,206 only those with overhead
 R/1000 :100/1000
 ARE MAZDA VEHICLES INCLUDED? : YES *** NO **x
 ARE NISSAN VEHICLES INCLUDED?: YES *** NO **x

REPLACED PARTS
 PART NAME ENGINEERING PART NUMBER

0000028

bracket

FORM 17513E06 AA

IS GEOGRAPHIC LOCATION SIGNIFICANT? YES NO *** NO

IF YES, FILL IN THE QUANTITIES: (where needed)

UNITED STATES	:60%*	FORD OF CANADA	:10
ASSOCIATION	:***	FORD OF MEXICO	:1:*
EUROPEAN MARKETS	:10*	DIRECT MARKETS	:***
ASIA/PACIFIC MARKETS:	:10	SOUTH AMERICAN MARKETS:	:***

Template Version 05/20/97

Regards,

Sam Ferrise, QSP Parts Specialist

FC&D QSP/Recall Process Support

Profs: sferrise Ph: 734-523-3181 E-Mail: sferrise@ford.com

0000028

* Note printed by SFERRISE on 7 Oct 1998 at 11:15:11 *

From: MSCHLAF--DRBN006 Date and time 10/07/98 10:02:59
To: SFERRISE--DRBN006

FROM: MIKE SCHLAF USAZC(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

NCA CORR CHANGED TO Q55 PER YOUR REQUEST.

Regards,
MIKE SCHLAF
734-266-3816 ---fax--734-503-5661
*** Forwarding note from SFERRISE--DRBN006 10/07/98 10:02 ***
To: MSCHLAF--DRBN006
cc: BENGLEBA--DRBN006 ZSPRAGGI--DRBN006

*** Resending note of 10/07/98 07:00
FROM: SAM FERRISE
Subject: 25-0067 REPLACE OVERHEAD CONSOLE BRACKET

* Mike Schlaf: Please transfer XFZZ 17519B06 AA to my analyst code (Q55) *
* for QSP handling. Thanks. *

NAME OF SUBMITTER: Bob Mann
PHONE: ***** PROPS ID: BWANN3
IF CURRENTLY WORKING WITH A PART SPECIALIST FOR THIS CONCERN, PLEASE
PROVIDE NAME: Sam Ferrise

SHORT DESCRIPTION OF CONCERN: replace overhead console bracket
WERS CONCERN NUMBER : 010900141

| DATE OF WERS CONCERN : 09/09/98
| DATE WERS NOTICE IS IN RELEASE STATUS: 10/02/98
| DATE TO PARTS SPECIALIST : 10/02/98
IF QSP, DATE ADDED TO SINGLE AGENDA: **/**/**

SPECIAL INSTRUCTIONS / REMARKS: Call Don Kerr if problems DXERR4
Sanjeev has TSB.

SUPPLIER DATA

SHIP POINT	NAME	CONTACT PERSON	CONTACT PHONE
L Holland Ni	Prince Corp.	Landon Foy	816 394-1506

PART NUMBER DATA

NAME	ENGINEERING NO.	VER	SERVICE NO.	QTY				
				BUYER CODE	MDSR CODE	SOURCE CODE	LAUNCH QTY	
1 Bracket	XP22 17519B06	A3	1	XP22 17519B06 AA	7ML	7MS	P975M	1000

REPAIR QTY NEEDED AS ESTIMATED BY ENGINEERING :2000
VEHICLE APPLICATION :may 28 to July 2 Windstar

0000028*

* Note printed by SPERRISE on 7 Oct 1998 at 10:28 98 *

From: BENGLERA--DRBN006 Date and time 10/07/98 09:33:42
To: SPERRISE--DRBN006
FROM: Becky Englehart USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

1000 pcs is fine. I'll input it.

Regards,
Becky Englehart QSP/Retail Process Support
Parts Supply & Logistics phone 26-69785 fax 52-33065
NPO 1554C
*** Forwarding note from SPERRISE--DRBN006 10/07/98 09:09 ***
To: BENGLERA--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

Becky, I just forwarded another note to you from Bob Mann that increased the vehicle population to 20,205. I think we should go with 1000 pcs. OK?

Regards,
Sam Ferrise, QSP/Retail Process Support
Parts Supply & Logistics_NPOC Rm. 1545C
Ph: 714-523-2184 Fax: 714-523-3135 sferrise@ford.com
*** Forwarding note from BENGLERA--DRBN006 10/06/98 09:27 ***
To: SPERRISE--DRBN006

FROM: Becky Englehart USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

Sam: Based on the price of this bracket, how does 500 sound for the final launch?

Regards,
Becky Englehart QSP/Retail Process Support
Parts Supply & Logistics phone 26-69785 fax 52-33065
NPO 1554C
*** Forwarding note from BMANN --DRBN006 10/06/98 09:34 ***
To: SPERRISE--DRBN006 BENGLERA--DRBN006

FROM: Bob Mann USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE
Sam,
please update the request

population 20,205
1000/1000

Our customers deserve the very best effort we can muster.
PCSD, Windsor PVT Oakville Assembly SAGER: (313) 851-3108
Phone: (905) 338-2634 Fax: (905) 845-9329
*** Forwarding note from SPERRISE--DRBN006 10/05/98 09:45 ***
To: BMANN --DRBN006
cc: BENGLERA--DRBN006

00000285

 * Note printed by SFERRISE on 7 Oct 1998 at 10:02:02 *

From: SFERRISE--DRBN006 Date and time 10/07/98 10:02:02
 To: MSCHLAPP--DRBN006
 cc: BENGLEHA--DRBN006 Z6994691--DRBN006

FROM: SAM FERRISE
 *** Resending note of 10/07/98 07:09
 Subject: 25-0067 REPLACE OVERHEAD CONSOLE BRACKET

 * Mike Schlapp: Please transfer XF32 17519806 AA to my analyst code (Q55) *
 * for QSF handling. Thanks *

NAME OF SUBMITTER: Bob Mann
 PHONE: **** PROCESS ID: RMAN03
 IF CURRENTLY WORKING WITH A PART SPECIALIST FOR THIS CONCERN, PLEASE
 PROVIDE NAME: Sam Ferrise

SHORT DESCRIPTION OF CONCERN: replace overhead console bracket
 WERS CONCERN NUMBER : 010000141

 | DATE OF WERS CONCERN : 09/29/98
 | DATE WERS NOTICE IS IN RELEASE STATUS: 10/02/98
 | DATE TO PARTS SPECIALIST : 10/02/98
IF QSF, DATE ADDED TO SINGLE AGENDA: **/**/**

SPECIAL INSTRUCTIONS / REMARKS: Call Don Kerr if problems DRERRR
 Sanjeev has TSB.

SUPPLIER DATA

SHIP POINT	NAME	CONTACT PERSON	CONTACT PHONE
1.Holland MI	Prince Corp.	Landon Foy	616 394-1506

PART NUMBER DATA

NAME	ENGINEERING NO.	VEH	SERVICE NO.	QUANTITY			
				BUYER CODE	MOBP CODE	SOURCE CODE	LAUNCH QTY
1 Bracket	XF32 17519806 AS	1	XF22 17519806 AA	7M1	7M2	P879M	1000

REPAIR QTY NEEDED AS ESTIMATED BY ENGINEERING :2000
 VEHICLE APPLICATION :May 29 to July 2 Windstar
 VEHICLE POPULATION :20,305 only those with overhead
 R/1400 :100/1500
 ARE MAZDA VEHICLES INCLUDED? : YES *** NO ***
 ARE NISSAN VEHICLES INCLUDED? : YES *** NO ***

PART NAME	REPLACED PARTS ENGINEERING PART NUMBER
bracket	XF22 17519806 AA

IS GEOGRAPHIC LOCATION SIGNIFICANT? xxx YES *** NO

0000028

* Note printed by SFERRISE on 7 Oct 1998 at 07:09:43 *

From: SFERRISE--DRBN006 Date and time 10/07-98 07:09:00
To: BENGLEHA--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

Becky, I just forwarded another note to you from Bob Mann that increased the vehicle population to 20,205. I think we should go with 1000 per. OK?

Regards,

Sam Ferrise, QSF/Recall Process Support
Parts Supply & Logistics, NPDC Rm. 1545C
Ph: 734-523-3134 Fax: 734-523-3135 sferrise@ford.com
*** Forwarding note from BENGLEHA--DRBN006 10/06/98 03:27 ***
To: SFERRISE--DRBN006

FROM: Becky Englehart USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

Sam: Based on the price of this bracket, how does 500 sound for the final launch?

Regards,

Becky Englehart QSF/Recall Process Support
Parts Supply & Logistics phone 04-69793 fax 52-33065
NPD 1354C
*** Forwarding note from BMANND --DRBN006 10/06/98 09:24 ***
To: SFERRISE--DRBN006 BENGLEHA--DRBN006

FROM: Bob Mann USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

Sam,
please update the request

population 20,205
100r/1000

Our customers deserve the very best effort we can muster.
FCSD, Windstar PVT Oakville Assembly PAGER: (310) 851-3103
Phone: (905) 338-2634 Fax: (905) 845-9325
*** Forwarding note from SFERRISE--DRBN006 10/05/98 09:45 ***
To: BMANND --DRBN006
cc: BENGLEHA--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODE

Bob, I don't understand your R/1000. Your repair estimate indicates 1000.
Is the r/1000 = 100? Also, you indicated that you have some stock available.
Please advise if only enough to handle emergency orders or if enough to close
this QSF. Probably only wishful thinking on my part.

Regards,

Sam Ferrise, QSF/Recall Process Support
Parts Supply & Logistics, NPDC Rm. 1545C
Ph: 734-523-3134 Fax: 734-523-3135 sferrise@ford.com

00000220

* Note printed by SFPRISE on 4 Oct 1998 at 10:36:24 *

From: BMANNS --DRBN006 Date and time 10/06/98 09:24:43
To: SFPRISE--DRBN006 BENGLEHA --DRBN006

FROM: Bob Mann USAET(UTC -04:30)
Subject: 25-0067 CONCERN IDENTIFIER CODE
Sam,
please update the request

population 20,205
100x/1000

Our customers deserve the very best effort we can muster.
FCSD, Windstar 8VT Oakville Assembly PAGER: (313) 951-3105
Phone:(905) 338-3614 Fax: (905) 348-9325
*** Forwarding note from SFPRISE--DRBN006 10/05/98 09:45 ***
To: BMANNS --DRBN006
cc: BENGLEHA--DRBN006

FROM: SAM FERRISE USAET(UTC -04:00)
Subject: 25-0067 CONCERN IDENTIFIER CODES

Bob, I don't understand your R/1000. Your repair estimate indicates 1000.
Is the R/1000 = 100? Also, you indicated that you have some stock available.
Please advise if only enough to handle emergency orders or if enough to close
this QSF. Probably only wishful thinking on my part.

Regards,
Sam Ferrise, QSF/Recall Process Support
Parts Supply & Logistics NPDC Rm. 1B45C
Ph: 734-523-3144 Fax: 734-523-3135 sferrise@ford.com
*** Forwarding note from BMANNS --DRBN006 10/02/98 16:32 ***
To: SFPRISE--DRBN006 BENGLEHA--DRBN006

*** Resending note of 10/02/98 16:32 3

FROM: Bob Mann USAET(UTC -04:00)
To: BENGLEHA--DRBN006
cc: OASIS --DRBN006 TSB --DRBN006
SPEKINS --DRBN006 TSB --DRBN006
BMANNS --DRBN006 DKERRS --DRBN004

FROM: Bob Mann USAET(UTC -04:00)
SUBJECT: 25-0067 CONCERN IDENTIFIER CODE

> Fill out all items as designated by the asterisks (*) >
> (Please use N/A (not applicable) where needed) >
> >
> Concern Identifier Code is 3 digit prefix followed by 4 digit counter >
> (Same number is used for TSB Draft template) >
> >
> Part Requester: Please send this form to PROPS id "BENGLEHA" >
> >

TARGET DATE MESSAGE REQUEST SENT TO OASIS, IF APPLICABLE: 10/02/98
TARGET DATE TSB DRAFT SENT TO TSB UNIT, IF APPLICABLE: 10/02/98

0000029

ACTIVITY PREFIX IDENTIFIER FOR PVT NON-QSF CONCERNS: **
(E.G. 62 (EXPEDITION))

NAME OF SUBMITTER: ***Smaras
PHONE: **** PROPS ID. ***
IF CURRENTLY WORKING WITH A PART SPECIALIST FOR THIS CONCERN, PLEASE
PROVIDE NAME: *****farrise

BRIEF DESCRIPTION OF CONCERN: replace overhead console bracket
WERS CONCERN NUMBER : 210900141

DATE OF WERS CONCERN : 09/28/98
DATE WERS NOTICE IS IN RELEASE STATUS: 10/02/98
DATE TO PARTS SPECIALIST : 10/02/98
IF QSF, DATE ADDED TO SINGLE AGENDA: **/**/**

SPECIAL INSTRUCTIONS / REMARKS: Call Don Kerr if problems DKERS
Sanjeev has ISB.

SUPPLIER DATA

SHIP POINT	NAME	CONTACT PERSON	CONTACT PHONE
1. Prince		Landon Foy	615 394-1906
2.			

PART NUMBER DATA

	QTY	BUYER	YGR	SOURCE	
NAME	ENGINEERING NO.	VEH	SERVICE NO.	CODE	CODE
1. bracket	K22 17519306	ab	1	unknown yet	7m 7mB P879m 1000
2.				XF22 17519306	AA

REPAIR QTY NEEDED AS ESTIMATED BY ENGINEERING :1000
VEHICLE APPLICATION :May 28 to July 2 Windstar
VEHICLE POPULATION :10,000only those with overhead
R/1000 :1000/100
ARE MAZDA VEHICLES INCLUDED? : YES *** NO ***
ARE NISSAN VEHICLES INCLUDED?: YES *** NO ***

REPLACED PARTS

PART NAME	ENGINEERING PART NUMBER
bracket	K22 17519306 AA

IS GEOGRAPHIC LOCATION SIGNIFICANT? xxx YES *** NO

IF YES, FILL IN THE QUANTITIES: (where needed)

UNITED STATES	:604*	FORD OF CANADA	:10
ASSOCIATION	:****	FORD OF MEXICO	:*10*
EUROPEAN MARKETS	:*10*	DIRECT MARKETS	:****
ASIA/PACIFIC MARKETS:	*10	SOUTH AMERICAN MARKETS:	****

Template Version 05/20/97

Our customers deserve the very best effort we can muster.
FORD, Windstar PVT Oakville Assembly PAGER: (313) 851-3105
Phone: (905) 338-2624 Fax: (905) 845-9328

0000020

From: BMANN3 --DRBN006 Date and time 10/02/98 16:32:52
To: SFERRISE--DRBN006 BENGLEHA--DRBN006

*** Resending note of 10/02/98 16:30 3
FROM: Bob Mann USABT(UTC -04:00)
TO: BENGLEHA--DRBN006
CC: OASTS --DRBN006 TSB --DRBN006
SDEKHEE --DRBN006 TSB --DRBN006
BMANN3 --DRBN006 DKR725 --DRBN006

FROM: Bob Mann USABT(UTC -04:00)
SUBJECT: 25-2087 CONCERN IDENTIFIER CODE

> Fill out all items as designated by the asterisks (*) >
> (Please use N/A (not applicable) where needed) >
> >
> Concern Identifier Code is 2 digit prefix followed by 4 digit counter >
> (Same number is used for TSB Draft template) >
> >
> Part Requester: Please send this form to PROPS id "BENGLEHA" >
> >

TARGET DATE MESSAGE REQUEST SENT TO OASIS, IF APPLICABLE: 10/02/98
TARGET DATE TSB DRAFT SENT TO TSB UNID, IF APPLICABLE: 10/02/98

ACTIVITY PREFIX IDENTIFIER FOR PVT NON QSF CONCERNS: **
(E.G. ER (EXPEDITION))

NAME OF SUBMITTER: ****Bmann3
PHONE: **** PROPS ID: ****
IF CURRENTLY WORKING WITH A PART SPECIALIST FOR THIS CONCERN, PLEASE
PROVIDE NAME: *****sferrise

SHORT DESCRIPTION OF CONCERN: replace overhead console bracket
WERS CONCERN NUMBER : c10900141

DATE OF WERS CONCERN : 10/28/98
DATE WERS NOTICE IS IN RELEASE STATUS: 10/02/98
DATE TO PARTS SPECIALIST : 10/02/98
IF QSF, DATE ADDED TO SINGLE AGENDA: **/**/**

SPECIAL INSTRUCTIONS / REMARKS: Call Don Kerr if problems DKERR%
Sarjeev has TSB.

SUPPLIER DATA

SHIP POINT	NAME	CONTACT PERSON	CONTACT PHONE
1.	Prince	Landon Fey	616 394-1506
2.			

PART NUMBER DATA

NAME	ENGINEERING NO.	QTY	PER	VEH	SERVICE NO.	BUYER	MESR	SOURCE
						CODE	CODE	CODE

0000029

1 bracket XF22 17519306 ab 1
2.

XF22 17519306AA
unknown yes

REPAIR QTY NEEDED AS ESTIMATED BY ENGINEERING :1000
VEHICLE APPLICATION :may 23 to July 2 Windstar
VEHICLE POPULATION :10,000only those with overhead
R/1000 :100r/100
ARE MAZDA VEHICLES INCLUDED? : YES *** NO *xx
ARE NISSAN VEHICLES INCLUDED? : YES *** NO *xx

PART NAME	REPLACED PARTS ENGINEERING PART NUMBER
bracket	XF22 17519306 AA

IS GEOGRAPHIC LOCATION SIGNIFICANT? xxx YES *** NO

IF YES, FILL IN THE QUANTITIES: (where needed):

UNITED STATES	:50%*	FORD OF CANADA	:10
ASSOCIATION	:***	FORD OF MEXICO	:*10*
EUROPEAN MARKETS	:*10*	DIRECT MARKETS	:***
ASIA/PACIFIC MARKETS	:*10	SOUTH AMERICAN MARKETS	:***

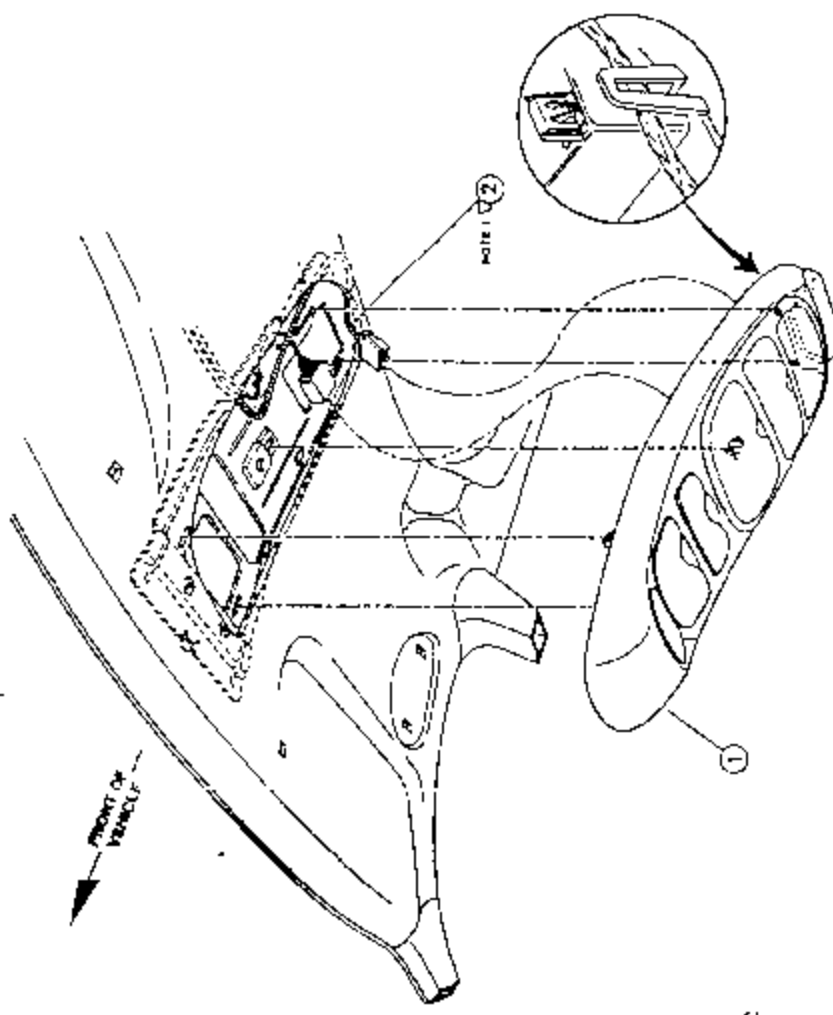
Template Version 05/20/97

Our customers deserve the very best effort we can muster.
FCSD, Windstar FVT Oakville Assembly PAGER: (313) 851-3105
Phone:(905) 338-2634 Fax: (905) 845-9325

0000020*

APPENDIX X

00000295



▽ NOTE 1: FOR CONTINUATION OF ITEM 10, SEE ELECTRICAL INSTALLATION MANUAL

▽ SYMBOLS: THE ▽ SYMBOL ALSO IDENTIFIES PRODUCT ENGINEERING DESIGN, MAJOR ELECTRICAL CHARACTERISTICS THEREOF, AND ADDITIONAL ELECTRICAL CHARACTERISTICS IDENTIFIED BY PRODUCT ENGINEERING, BUT APPEAR ON THE 0-111 CONTROL PLANS, WHICH REQUIRE PRODUCT ENGINEERING APPROVAL.

11188-1-00 OVERHEAD CONSOLE ASST
 11188-1-00 OVER HEAD CONSOLE ASST



DATE	BY	REVISION / APPROVAL	DA / C
11/27/00		REVISION 1 APPROVAL	10
		REVISION 2 APPROVAL	10
		REVISION 3 APPROVAL	10
		REVISION 4 APPROVAL	10
		REVISION 5 APPROVAL	10
		REVISION 6 APPROVAL	10
		REVISION 7 APPROVAL	10
		REVISION 8 APPROVAL	10
		REVISION 9 APPROVAL	10
		REVISION 10 APPROVAL	10

DATE/RELEASE NUMBER

THIS PART MUST COMPLY WITH FEDERAL SPECIFICATION HAS. NUMBER 10111 HELP SPECIFIED HEALTH, SAFETY AND THE ENVIRONMENT

DESIGN: 0-111 PRODUCT ENGINEERING

DATE: 11/27/00

BY: [Signature]

IN CHARGE: [Signature]

APPLICATION: WINDSTAR

REV. BY: ACR

REV. DATE: 11/27/00

TR. ILLUSTRATION MANUAL: OVERHEAD CONSOLE

DESIGN NUMBER: 11188-1-00

ITEM NUMBER: 10

00000302

SQ99-001 Windstar Overhead Console Summary of Design Modifications

Response 9, Part	Release C10844786	Release C10900141	Release C10899222
A. Date	May 28, 1998	October 2, 1998	September 28, 1998
<u>Affected Vehicles</u>	1998 MY vehicles from 5/28/98 through 7/3/98 and 1999 MY vehicles 8/4/98 through 9/28/98	1999 MY vehicles from 8/4/98 through 9/28/98 and 1998 MY vehicles from 5/28/98 through 7/3/98 that were identified in TSB 98-23-5	1999 MY current production after 9/28/98
B. Description	<ol style="list-style-type: none"> 1. decrease torque, add two openings for clips 2. Lexan 141 polycarbonate (black in color); add clip towers and clips; 3. can accommodate additional wiring for new features 	<ol style="list-style-type: none"> 1. none 2. Minlon - mineral filled nylon (identified as a natural white material); 3. none 	<ol style="list-style-type: none"> 1. phosphate washed and E-coated 2. EM3110 polycarbonate (identified by yellow circle on black strap) 3. none
C. Reason	1999 MY release pulled ahead to accommodate additional electronics and wiring	Minlon strap does not degrade in presence of oil and will be used to retrofit affected 1999 MY vehicles and to service affected 1998 MY vehicles	EM3110 strap does not degrade in presence of oil and will be used in current production
D. Engineering/Service Part Number	<ol style="list-style-type: none"> 1. XF22-16519K22-ABXF22-16519K22-AA 2. XF22-17519B06-AAXF22-17519B06-AA 3. F78B-16519A58-AMYADLJF78Z-16519A70-AA0 (typical part number for one console) 	<ol style="list-style-type: none"> 1. XF22-16519K22-ABXF22-16519K22-AA 2. XF22-17519B06-ABXF22-17519B06-AA 3. F78B-16519A58-AMYADLJF78Z-16519A70-AA0 (typical part number for one console) 	<ol style="list-style-type: none"> 1. XF22-16519K22-ACXF22-16519K22-AA 2. XF22-17519B06-ACXF22-17519B06-AA 3. XF22-17519A58-EGZLJF78Z-17519A70-AA0 (typical part number for one console)
E. Supplier	<ol style="list-style-type: none"> 1. Delwal Corporation 2. Johnson Controls Inc. 3. Johnson Controls Inc. 	<ol style="list-style-type: none"> 1. Delwal Corporation 2. Johnson Controls Inc. 3. Johnson Controls Inc. 	<ol style="list-style-type: none"> 1. Delwal Corporation 2. Johnson Controls Inc. 3. Johnson Controls Inc.
F. Parts Scrapped	Earlier parts were not scrapped but will be allowed to sell out	The steel mounting bracket (without E-coat) and the Lexan strap were withdrawn and scrapped on September 28, 1998	The steel mounting bracket (without E-coat) and the Lexan strap were withdrawn and scrapped on September 28, 1998
G. Interchangeability	steel bracket and Lexan strap are a set; sets are interchangeable with earlier levels	Minlon strap is interchangeable and replaces Lexan strap	Current E-coated bracket is interchangeable with earlier bracket (without E-coat) as is current EM3110 strap with both Lexan and Minlon straps

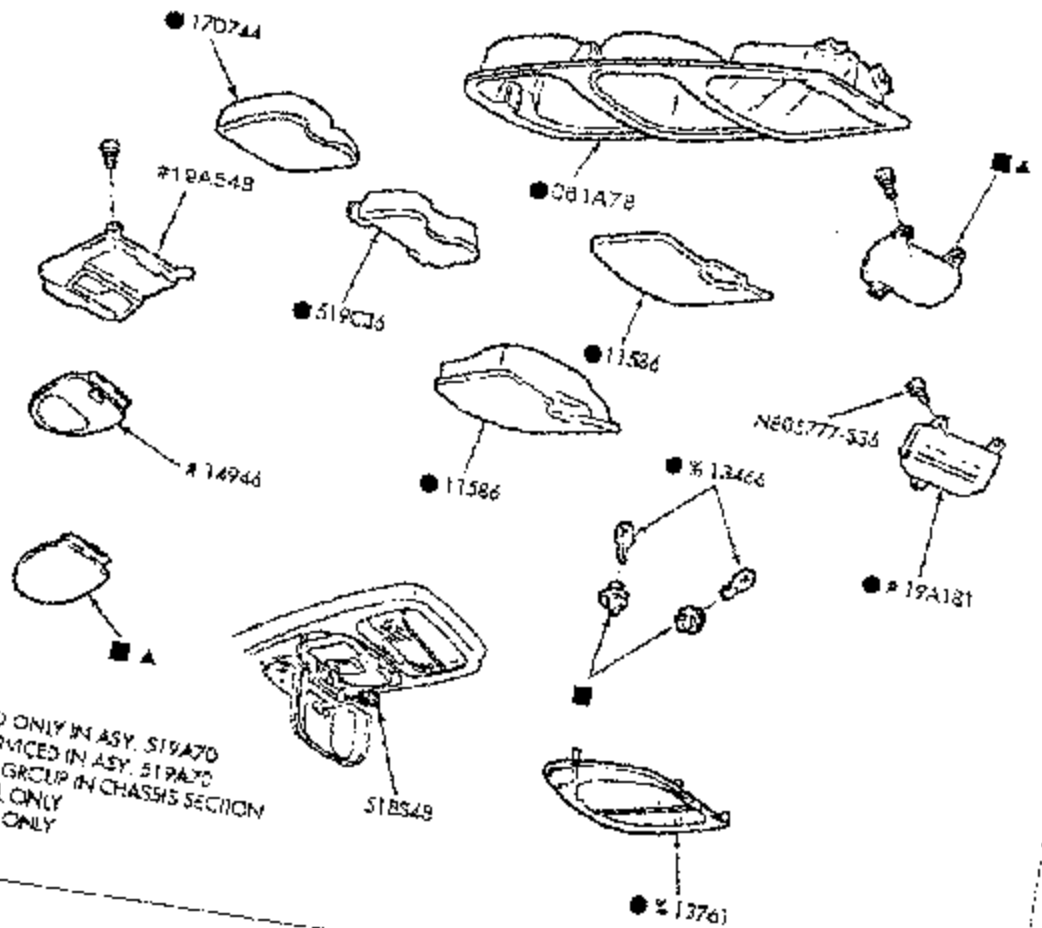
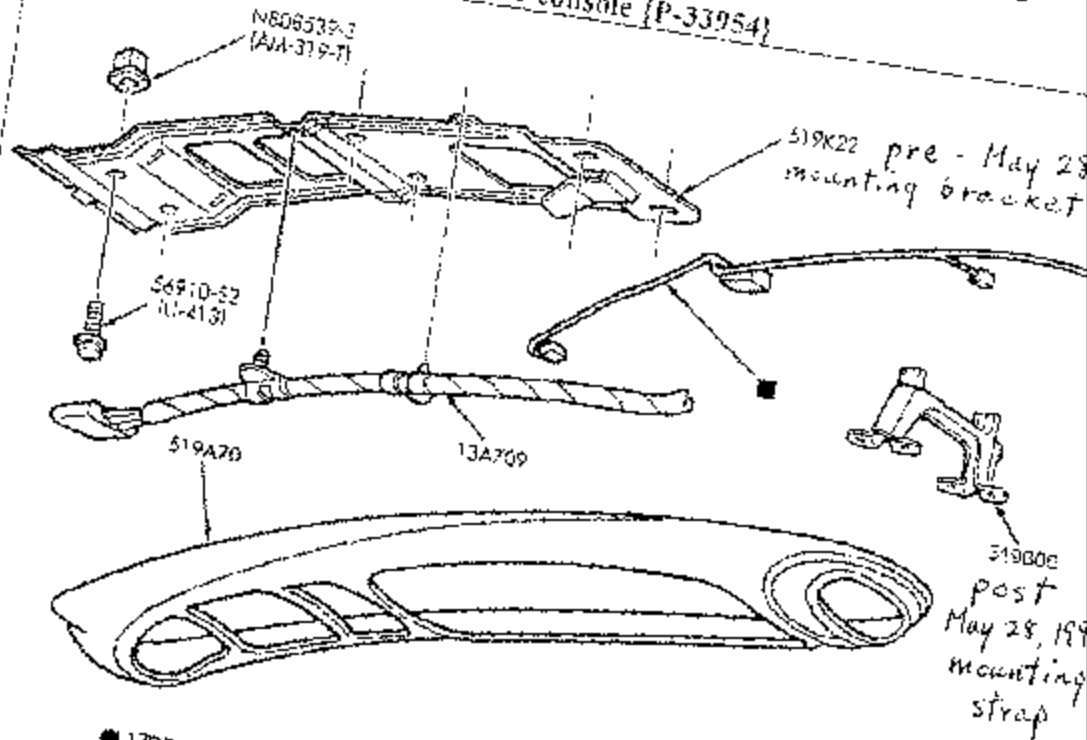
NOTE: Where indices are shown in individual cells, these numbers refer to:

1. steel headliner mounting bracket;
2. plastic console mounting strap;
3. overhead console assembly

00000300

1998 TW (Windstar)
 000 - Console, Instrument Panel, Mirror, Vents, Windshield

Roof console (P-33954)

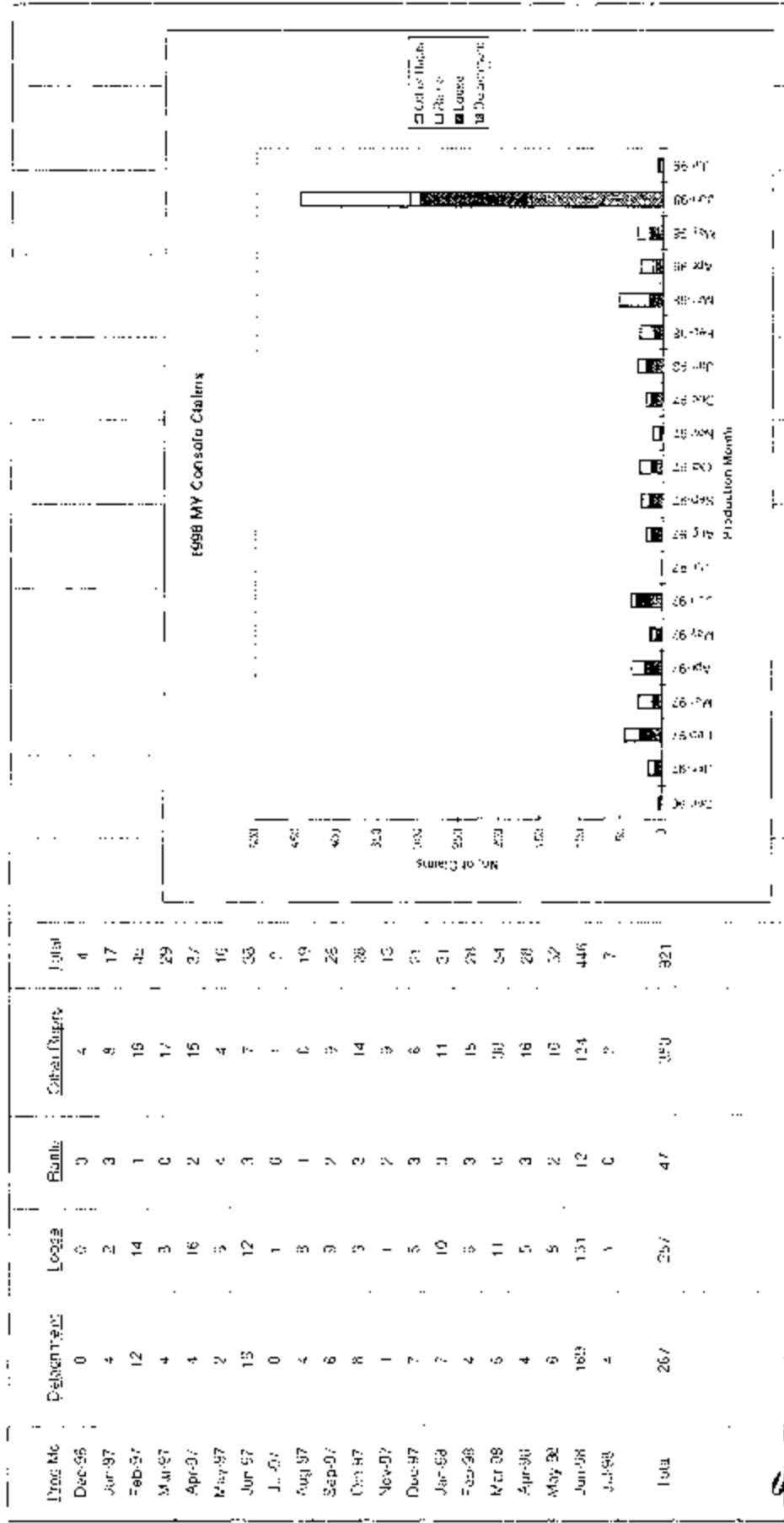


■ SERVICED ONLY IN ASY. 519A70
 ▲ ALSO SERVICED IN ASY. 519A70
 % REFER TO GROUP IN CHASSIS SECTION
 ▲ GL MODEL ONLY
 ■ LX MODEL ONLY

APPENDIX XII

00000301

Windstar Warranty Claims Involving Overhead Console Attachment Issues



0000030

APPENDIX XIII

00000300

Videotape Event Timeline

<u>Time</u>	<u>Description</u>
0:00	Exterior view of the 1999 Windstar used for demonstration.
0:13	Overhead console position relative to driver and passenger.
0:21	Demonstration of driver movement necessary to operate all central control, and to operate center storage bin and passenger side glove box. Shows positioning of driver head, and right shoulder and arm during these movements.
0:37	Close-up of center attaching screw in the overhead console, located in the sunglass holder compartment.
0:47	Medium range view of sunglass holder compartment in which the attaching screw is located.
0:54	Removal of the overhead console. Two wiring harnesses are visible - one for the audio entertainment controls (applicable to 1999 model year only), and one for the dome lamps
1:30	Weighing of the console - about 4.3 pounds - unsupported by the wires.
1:44	Rear support strap removed from console to simulate being broken.
1:52	Close-up showing positioning of the rear support strap in the console.
2:02	Close-up of the polycarbonate rear support strap, showing the columns on which the metal retaining clips are secured.
2:07	Reinstallation of console without rear support strap and center mounting screw. Console remains in place, secured only by two front retaining clips. An approximate ¼" gap is visible at the rear base of the console to the headliner, and the console is very visibly loose.
2:21	Close-up of rear of console showing gap to headliner and visible looseness.
2:31	Demonstration of light "bleed" visible at base of console to headliner, with rear support strap removed, and initially with center mounting screw in place. This light "bleed" provides another visual signal of attachment issue. As the center mounting screw is removed, the amount of light "bleed" increased significantly.
3:01	Console with rear support strap removed and center mounting screw in place, being driven over moderately rough, broken concrete road at 30 mph, showing slight looseness.
3:12	Console with rear support strap removed and center mounting screw in place, being driven over rough road at 30 mph, showing slight looseness.

0000030-

-2-

- 3:26 Center mounting screw being removed. Console with rear support strap removed being driven over rough road at 30 mph, showing significant looseness. Console remains attached by two forward mounting clips.
- 3:57 Simulated detachment with vehicle at rest. Console falls straight down and dome lamp wiring connectors separate. Some effort is required to force the console to detach.
- 4:09 Dome lamp wiring is reattached to show movement of a console that remained suspended by the wiring. Vehicle being driven at 30 mph on rough road.
- 4:30 Additional simulation of detachment. Rear support strap and center mounting screw are removed. Again, some effort is required to detach the console from the front retaining clips.
- 4:41 Simulation of detachment with driver who has reached across vehicle to open glove box - typically a furthest right reach for the driver. Console glances off head and shoulder without causing injury.
- 4:49 Repeat of the positioning of the console to the heads and shoulders of driver and passenger.
- 4:55 Concluding exterior view of the 1999 Windstar used for demonstration.
- 5:01 End of tape

00000301



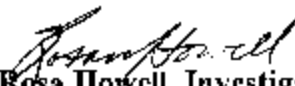
U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Memorandum

Subject: VIDEO TAPE: Submittal to the Public File
ODI Investigation, SQ99-001

Date: April 30, 1999

From: 
Rosa Howell, Investigation Case Assistant
Office of Defects Investigation/NSA-10

Reply To: SQ99-001
Attachment: SQ99-001

To: Kim Jackson, Director
Technical Information Service/NAD-50

Please forward the attached video tape(s) to George Washington University's
NHTSA/FHWA National Crash Analysis Center for Public access under SQ99-001.

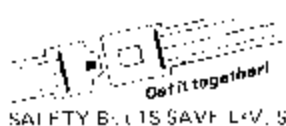
VIDEO TAPE

1 TAPE

Attachment(s)

#

00000307



VIDEO TAPE

AVAILABLE UPON REQUEST

VIDEO TAPE AVAILABILITY

**NIITSA/FHWA National Crash Analysis Center
George Washington University
Virginia Campus
20101 Academic Way, NCAC Library
Ashburn, VA 22011**

**Telephone: (703) 729-8236
(703) 478-8983 (fax)**

**contact person:
Ms Amy Reagan, GWU Film Technician**

00000311



A. R. O'Neill
 Director
 Vehicle Service and I
 Ford Customer Servi

Date 4/27 Pages 2

Ford Mini-FAX Transmittal

TO <u>Jon White</u> BLDG. _____ RM. _____ TELEPHONE _____ FAX NO. _____	FROM <u>Bob Whatlock</u> BLDG. _____ RM. _____ TELEPHONE _____ FAX NO. _____
--	---

11/99 1584 Final *Working for our Telecom Research*

Company
 1904
 Michigan 48121

April, 1999

99B10 Kit MA1

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345

Serial Number: 12345678901234567

Ford Motor Company is providing a no-charge Service Program, Number 99B10, to owners of Certain 1998 and 1999 Windstar vehicles .

REASON FOR THIS PROGRAM

On the affected Windstars, the overhead console rear retaining bracket can develop cracks and separate, allowing the overhead console to become loose and possibly fall down. If the console does fall down it may distract the driver or possibly strike a front seat occupant.

NO CHARGE SERVICE

The original overhead console rear retaining bracket will be removed. A redesigned retaining bracket will be installed in the same location as the original retaining bracket. This redesigned bracket will properly secure the overhead console and prevent it from loosening and falling.

Your Windstar is eligible for this program until April 30, 2003, regardless of mileage. (After this program expires, your Windstar may still be eligible for this service under any remaining vehicle warranty coverage.)

HOW LONG WILL IT TAKE?

The time needed for this repair is less than 1/2 day. However, due to service scheduling issues, your dealer may need your Windstar for a longer period. Please call your dealer for a service date.

CALL YOUR DEALER

Call your dealer without delay. Ask for a service date and whether parts are in stock for Owner Notification Program 99B10.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your Windstar in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

0000031

CHANGED ADDRESS OR SOLD THE WINDSTAR?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Windstar.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford-built vehicle.

Sincerely,

A. R. O'Neill
Director
Vehicle Service and Programs

0000031



Department
of Transportation
National Highway
Traffic Safety
Administration

ODI RESUME

INVESTIGATION: SQ99-001
 SUBJECT: Overhead Console Loose
 PROMPTED BY: TSB #98-23-5
 PRINCIPAL ENGINEER: Sonny Murianka *SM*

DATE OPENED: 1-12-99
 DATE CLOSED: 6-30-99

MANUFACTURER: Ford Motor Company

MODEL(S): Windstar

MODEL YEAR(S): Certain 1998 and 1999

VEHICLE POPULATION: 15,491 Vehicles built between 5/28/98 and 7/3/98

PROBLEM DESCRIPTION: Ford issued a service bulletin to address "overhead console loose or hanging down."

FAILURE REPORT SUMMARY

	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	1	*2,146	*2,146
CRASHES:	0	0	0
INJ CRASHES:	0	0	0
# INJURIES:	0	0	0
FAT CRASHES:	0	0	0
# FATALS:	0	0	0
OTHER:	0	0	0

DESCRIPTION OF OTHER: * Warranty claims

ACTION: This SQ is closed. Ford will conduct a Product Improvement Campaign, 991-001.

ENGINEER: *Sonny Murianka*
 DATE: *6/30/99*

DIV CHF: *[Signature]*
 DATE: *6-30-99*

OFC DIR: *[Signature]*
 DATE: *6-30-99*

Summary: This investigation was opened to evaluate the safety consequences of a detached overhead console. In January of 1999, Ford issued a service bulletin concerning loose overhead consoles. The console's load-bearing bracket could fracture and allow the console to fall. The stamping oil used on the headliner bracket was identified as the external contamination that led to the degradation of the mounting bracket. Ford maintains that the console is positioned between the driver and the passenger in such a way that when it falls it will fall in between them. ODI's complaint alleges that while driving, the overhead console detached from the ceiling attachment points.

While there are no reported crashes or injuries as the result of a reported detachment, Ford has decided to conduct an owner notification program to notify owners of the problem and provide revised retaining brackets without charge until April 30, 2003.

A safety trend has not been identified and this investigation is closed. Further use of agency resources does not appear to be warranted. The closing of this investigation does not constitute a finding by NHTSA that no safety defect exists. The agency reserves the right to take further action if warranted by the circumstances.

0000031