

EA03-004

FORD 8/27/03

ATTACHMENT J

BOOK 1 OF 3

PART 1 OF 4

474596

NY

ENG-004 8463

State Farm Insurance Companies

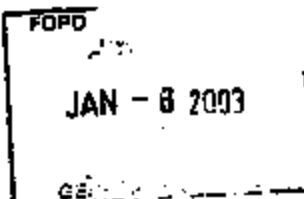


474596

December 27, 2002

m - 4:15pm

Ford Motor Company, Parklane Towers West
Suite 400, 3 Parklane Blvd
Dearborn, MI 48126-2568



RE: Claim Number: [REDACTED]
Date of Loss: October 13, 2002
Our Insured: [REDACTED]

Dear Sir/Madam :

VIN: 2FMZA5141WB[REDACTED] Make: FORD, Model: WINDSTAR 4x2 GL

The identified vehicle is insured by State Farm Mutual. This vehicle experience a collision due to a lug nut/ wheel stud failure.

State Farm would like to give you an opportunity to inspect the parts and give you advanced notice of our potential subrogation claim. Please contact Rayna Ashby at (866) 210-6588 to set up a time for your inspection.

Sincerely,

Kim White

Kim White
Claim Expediter
(888) 326-0153 Ext. 3831

State Farm Mutual Automobile Insurance Company

CERTIFIED MAIL

STATE FARM INSURANCE C
100 State Farm Place
PO Box 8014
Ballston Spa, NY 12020



7001 2510 0001 6707 4344



2nd



4812642568 06



ENR03-804 0487

State Farm Insurance Companies



January 3, 2003

ACC Subregion
PO Box 8014
101 State Farm Place
Bellaire Sp., NY 12020
Hours of Operation:
Monday - Friday: 8:00am - 4:15pm

Ford Motor Company, Parklane Towers West
Suite 400, 3 Parklane Blvd
Dearborn, MI 48126-2568

RE: Claim Number: 19-4072-333
Date of Loss: October 13, 2002
Our Insured: [REDACTED]

F.
JAN - 6 2003
C.C.

Dear Sir/Madam :

Year: 1998, Make: FORD, Model: WINDSTAR 4X2 GL Bodystyle: 3D VAN,
VIN: JWSHD17Y1RW [REDACTED]

This State Farm insured vehicle was in a collision. We settled a claim with our insured in the amount of \$3181. 22, which includes our insured's deductible.

Our investigation revealed the cause of loss was due to a lug nut/wheel stud failure. Enclosed is the documentation of State Farm's claim. The evidence is being held for your inspection. You may contact Rayna Ashby at (866) 210-6588 to make arrangements to inspect the parts. Please consider this letter as our demand to Ford Motor Company for reimbursement of \$3181.22.

Sincerely,

Kim White
Kim White
Claim Expediter
(888) 326-0153 Ext. 3831

State Farm Mutual Automobile Insurance Company

Drop File

Breakdown of Payments

Claim#: A - 4072 - 333

Amount	Pay Code	Type of loss
\$ <u>2181.22</u>	<u>403</u>	Collision <input checked="" type="checkbox"/> Total Loss ___ Comp ___
_____	<u>402-R</u>	Insured's deductible (refunded by State Farm)
<u>500.00</u>	<u>501</u>	Rental (<u>14</u> days @ \$ <u>40.99</u> /day) (80% <input checked="" type="checkbox"/>
_____	<u>501</u>	Non-rental/loss of use (___ days @ \$___/day)
_____	_____	Miscellaneous _____
_____	_____	UMBI _____ UMPD _____
_____	_____	PIP (medicals) ___ MPC (medical payments) ___
_____	_____	10% unallocated expenses on 051 coverage
_____	<u>052</u>	PIP (wages)
_____	_____	PIP (other)
(_____)	_____	minus salvage recovery ___ owner retained ___
+ <u>500.00</u>	_____	Plus deductible: waived ___ paid by insured <input checked="" type="checkbox"/>
\$ <u>3181.22</u>	_____	Total Subrogation Demand
(_____)	_____	(minus payments received to date, if any)
\$ _____	_____	Remaining balance due

Additional Notes:

Our insured has out of pocket rental of \$ _____ . Please contact our insured direct relative to their reimbursement of those expenses.



RBZ00032
date: 12-27-02
time: 03:34 PM

[REDACTED]

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

VEHICLE DAMAGE REPORT

[REDACTED]

date of loss
10-13-02

```
*****  
* Estimate Vehicle Info *  
*  
* Vehicle Owner: [REDACTED] *  
* Vehicle Description: 98 FORD WINDSTAR 4X2 GL 3D VAN MAROON/T *  
*  
*****
```

11/08/2002 AT 11:08 AM
62615

19-4072-33301

STATE FARM INSURANCE COMPANIES
PALMOUTH SERVICE CENTER
LIKE A GOOD NEIGHBOR, STATE FARM IS THERE.
325 U.S. ROUTE 1
SUPPLEMENTS, CALL (800) 547-4307
PALMOUTH, ME 04105
(800)547-4307 FAX: (207)874-9252

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: DALE ELLIS # 11/08/2002 11:08 AM
CLAIM REP: A TEAM PROCESSOR #

INSURED: [REDACTED]
OWNER: [REDACTED]
ADDRESS: [REDACTED]
ALBION, ME [REDACTED]
EVENING: [REDACTED]
DAY: [REDACTED]

CLAIM #19-4072-33301
POLICY #
DATE OF LOSS: 10/13/2002 AT 02:00 PM
TYPE OF LOSS: COLLISION
POINT OF IMPACT: 1. RIGHT FRONT

INSPECT CHARLIE'S FORD
LOCATION:

NON_DRIVE_IN

REPAIR
FACILITY:

DAYS TO REPAIR
LICENSE #

1998 FORD WINDSTAR 4X2 GL 5-3.8L-FI 3D VAN MAROON/TAN INT:
VIN: 2FMZ5141WB [REDACTED] LIC: 1761HB ME PROD DATE: ODOMETER: 53453
CLOTH SEATS 7 PASSENGER AUTOMATIC TRANSMISSION
POWER STEERING POWER BRAKES ANTI-LOCK BRAKES (4)
REAR WINDOW WIPER DRIVER AIR BAG PASSENGER AIR BAG
DIGITAL CLOCK TWO TONE PAINT CLEAR COAT PAINT

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2	REPL	BUMPER COVER	1	253.00	1.6	3.2
3		ADD FOR CLEAR COAT				1.3
4		ADD FOR TWO TONE				1.3
N 5#	REFN	RT WINDSHIELD POST				1.0
6		FENDER				
7	REPL	RT FENDER	1	220.00	2.0	2.2
8		ADD FOR CLEAR COAT				0.9
9		ADD FOR TWO TONE				0.9
10		ADD FOR EDGING				0.5
11		ADD FOR CLEAR COAT				0.1
12		DEDUCT FOR OVERLAP			-0.5	
13	REPL	RT SPLASH SHIELD	1	41.53	INCL.	
14	REPL	RT MUD GUARD	1	15.25		
15		HOOD				
16	BLND	HOOD				1.3
17		FRONT DOOR				
18	R&I	RT MIRROR ASSY MANUAL			0.4	

11/08/2002 AT 11:08 AM
62615

19-4072-33301

SUPPLEMENT OF RECORD 1 WITH SUMMARY
1998 FORD WINDSTAR 4X2 GL 6-3.8L-FI 3D VAN MAROON/TAN INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
19	R&I	RT HANDLE, OUTSIDE				0.3	
20	R&I	R&I TRIM PANEL				0.5	
21	BLND	RT OUTER PANEL ALL					1.3
22	R&I	RT BELT W'STRIP				0.3	
23*	R&I	RT BODY SIDE MLDG GL				0.5*	
24#	S01	REFN 2 TONE					0.5
25		FRONT SUSPENSION					
26	REPL	RT SPLASH SHIELD	1	10.87	M	0.2	M
27**	REPL	QUAL REPL PARTS RT CONTROL ARM	1	68.99	M	1.0	M
28	REPL	RT STRUT ROD	1	27.57	M	1.0	M
29	REPL	RT STRUT ROD INNER BUSHING	1	5.65			
30**	REPL	QUAL REPL PARTS RT ROTOR FROM 8/95	1	80.49	M	0.7	M
31*	REPL	RT HUB ASSY WHEEL STUD FROM 8/3/95	5	6.10		0.5*	M
32		WHEELS					
33	REPL	RT/FRONT WHEEL TYPE 3, SUNBURS T STYLE W/O NORTHWOOD PKG	1	252.08	M	0.3	M
34	REPL	RT/FRONT CENTER CAP TYPE 3, STARBURST GL	1	29.20			
35	REPL	WHEEL NUT	5	12.85			
36#	REPL	FLEX ADDITIVE	1	12.00	T		
37#	REPL	COVER CAR FOR REFINISHING	1	5.00	T	0.2	
38#	REPL	VALVE STEM	1	2.50	T		
39#	SUBL	WHEEL ALIGNMENT	1	69.95	T		
40#	REPL	MOUNT & BALANCE	1	12.00	T		
41#	SUBL	HAZARDOUS WASTE	1	3.00	X		
42	S01	CONL					
43*	S01	REPL VENT PANEL	1	187.91*		0.8	
44#	S01	SUBL FREIGHT	1	24.48	X		
SUBTOTALS ==>				1340.42		9.8	14.5

LINE 5 : BLEND WITHIN

ESTIMATE NOTES:

NO LKQ AVAILABLE. TRIED SUN & ABLE APS

PARTS				1211.49
BODY LABOR	6.1 HRS	@ \$ 38.00/HR		231.80
PAINT LABOR	14.5 HRS	@ \$ 38.00/HR		551.00
MECHANICAL LABOR	3.7 HRS	@ \$ 59.00/HR		218.30
PAINT SUPPLIES	14.5 HRS	@ \$ 18.00/HR		261.00
SUBLET/MISC.				128.93
SUBTOTAL				\$ 2602.52
SALES TAX				\$ 1573.94 @ 5.0000% 78.70

11/08/2002 AT 11:08 AM
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19-4072-33301

SUPPLEMENT OF RECORD 1 WITH SUMMARY
1998 FORD WINDSTAR 4X2 GL 6-3.8L-FI 3D VAN MAROON/TAN INT:

TOTAL COST OF REPAIRS	\$ 2681.22
ADJUSTMENTS:	
DEDUCTIBLE	500.00
TOTAL ADJUSTMENTS	\$ 500.00
NET COST OF REPAIRS	\$ 2181.22

NOTICE - REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.

THIS IS NOT AN AUTHORIZATION TO REPAIR
ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM REPRESENTATIVE

PART NUMBER USED ON THE ESTIMATE MAY DIFFER FROM SUPPLIER, PLEASE CALL YOUR SUPPLIER TO VERIFY PARTS.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR2MT95 DATABASE DATE 5/2002 AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM OR QUAL REPL PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECON. RECORDED PARTS ARE DESCRIBED AS RECOR. NAGS PART NUMBERS AND PRICES ARE PROVIDED FROM NATIONAL AUTO GLASS SPECIFICATIONS, INC. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES.

PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

11/08/2002 AT 11:08 AM
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19-4072-33301

SUPPLEMENT OF RECORD 1 WITH SUMMARY
1998 FORD WINDSTAR 4X2 GL 6-3.8L-FI 3D VAN MAROON/TAN INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
----- ADDED ITEMS -----							
24#	S01	REFN 2 TONE					0.5
42	S01	COWL					
43*	S01	REPL VENT PANEL	1	187.91*		0.8	
44#	S01	SUBL FREIGHT	1	24.48	X		
SUBTOTALS -->				212.39		0.8	0.5

ESTIMATE NOTES:
NO LKQ AVAILABLE. TRIED SUN & ABLE APS

PARTS			187.91
BODY LABOR	0.8 HRS	@ \$ 38.00/HR	30.40
PAINT LABOR	0.5 HRS	@ \$ 38.00/HR	19.00
PAINT SUPPLIES	0.5 HRS	@ \$ 18.00/HR	9.00
SUBLET/MISC.			24.48
SUBTOTAL			\$ 270.79
SALES TAX	\$ 196.91	@ 5.0000%	9.85
TOTAL SUPPLEMENT AMOUNT			\$ 280.64
NET COST OF SUPPLEMENT			\$ 280.64

ESTIMATE 2400.58 DALE ELLIS
SUPPLEMENT S1 280.64 DALE ELLIS

WORKFILE TOTAL \$ 2681.22

TOTAL ADJUSTMENTS \$ 500.00
NET COST OF REPAIRS \$ 2181.22

NOTICE - REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.

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11/08/2002 AT 11:08 AM
62615

19-4072-33301

SUPPLEMENT OF RECORD 1 WITH SUMMARY
1998 FORD WINDSTAR 4X2 GL 6-3.8L-FI 3D VAN MAROON/TAN INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR2MT95 DATABASE DATE 5/2002 AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLE'S ORIGINAL EQUIPMENT MANUFACTURER. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM OR QUAL REPL PARTS. USED PARTS ARE DESCRIBED AS LQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECON. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND PRICES ARE PROVIDED FROM NATIONAL AUTO GLASS SPECIFICATIONS, INC. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES.

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11/08/2002 AT 11:08 AM
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19-4072-33301

SUPPLEMENT OF RECORD 1 WITH SUMMARY
1998 FORD WINDSTAR 4X2 GL 6-3.8L-FI 3D VAN MAROON/TAN INT:

ALTERNATE PARTS SUPPLIERS

27 QUAL REPL PARTS RT CONTROL	PART NO.	NCP2605094	PRICE	68.99
30 QUAL REPL PARTS RT ROTOR FR	PART NO.	UP 86442	PRICE	80.49

NAPA
2999 CIRCLE 75 PARKWAY
ATLANTA, GA 30339

(800)LET-NAPA

11/08/2002 AT 11:08 AM
62615

19-4072-33301

SUPPLEMENT OF RECORD 1 WITH SUMMARY
1998 FORD WINDSTAR 4X2 GL 6-3.8L-FI 3D VAN MAROON/TAN INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE:	3
NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE:	2

Rental Invoice



270 KENNEDY MEMORIAL DR
WATERVILLE ME 04901-4536

Bill To:
STATE FARM-FALMOUTH
ATTN: Ivy-Angeles
PO BOX 8777
PORTLAND ME 04104

Date Out 10/19/02	Date In 11/01/02	Home Phone [REDACTED]
City ALBION	State ME	Office Phone [REDACTED]
Driver License [REDACTED]	State ME	Expires 1/05/08

Additional Driver

Name [REDACTED]	Age 25	Driver License [REDACTED]	State ME	Expires 11/17/02
--------------------	-----------	------------------------------	-------------	---------------------

Color BTH BLU	License No. [REDACTED]	Claim #/Policy #/P.C. # 194072883
Model 03 OCAR	Unit # VX4411	Insured [REDACTED]
Date of Loss 10/18/02	Type of Loss INSURED	Type of Car FORDINDST
Repair Shop UNKNOW**		

Rental Agreement *RA* 0738093 - 1083

Description	Rate	Amount
14 DAYS	40.98	573.88
SALES TAX	10.00	57.39
TOTAL CHARGES		631.25
LESS AMOUNT RECEIVED		100.00
CHARGED TO OTHERS		31.25
AMOUNT DUE		500.00

*PULL top
DROP [initials]*
NOV 15 2002
FALMOUTH, ME
AUTO

Billing Inquiries Call 207-877-8601	Fed Tax ID # 43-1528718
Billing Information	

Thank You For Choosing Enterprise
CALL 1-800-RENT-A-CAR TO ASK ABOUT LOW WEEKEND RATES

✂ Please Return This Portion with Remittance

Remit to:
ENTERPRISE RENT-A-CAR
ATTN: ACCTS RECEIVABLE
8 E PERIMETER RD
LONGONDERRY NH 03063

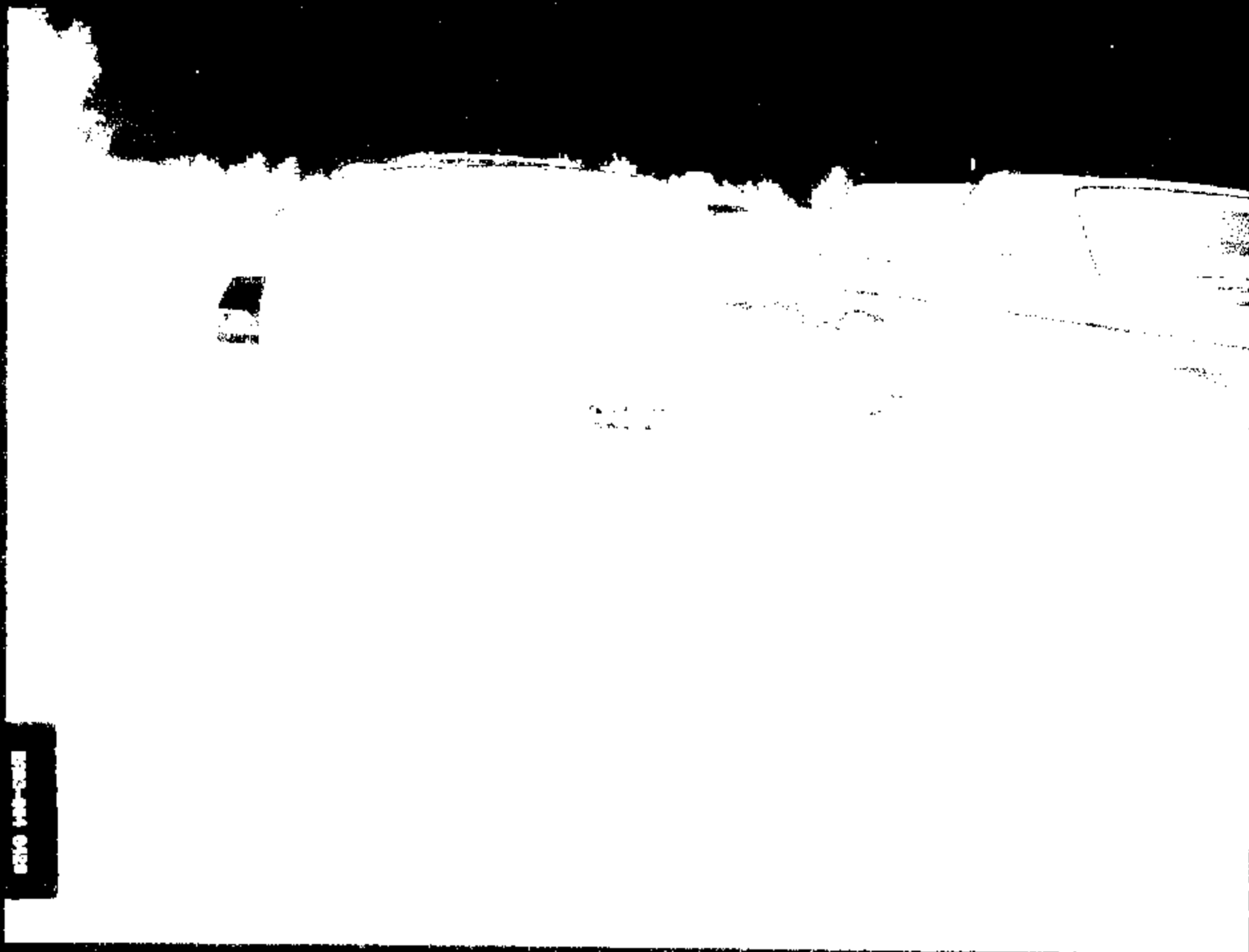
AMOUNT DUE **500.00**

Paid by:
STATE FARM-FALMOUTH
ATTN: Ivy-Angeles
PO BOX 8777
PORTLAND ME 04104

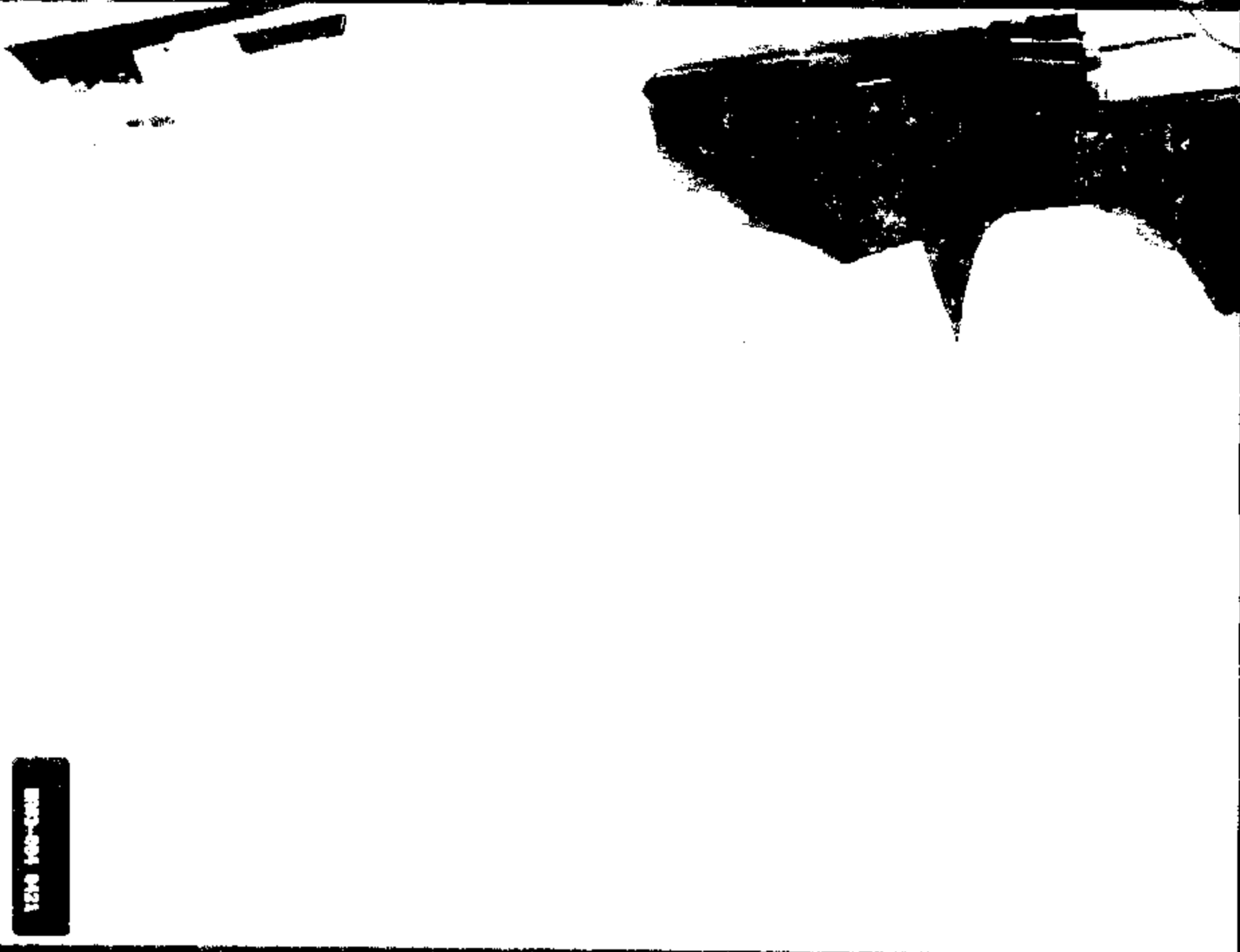
*501-1
11/20/02 JW*



ENC-004 0418



1980-1981 Olds



1216 100-0000



ERG-884 8422



1954-04-18-04



2703-004 0420



2023-004 0425



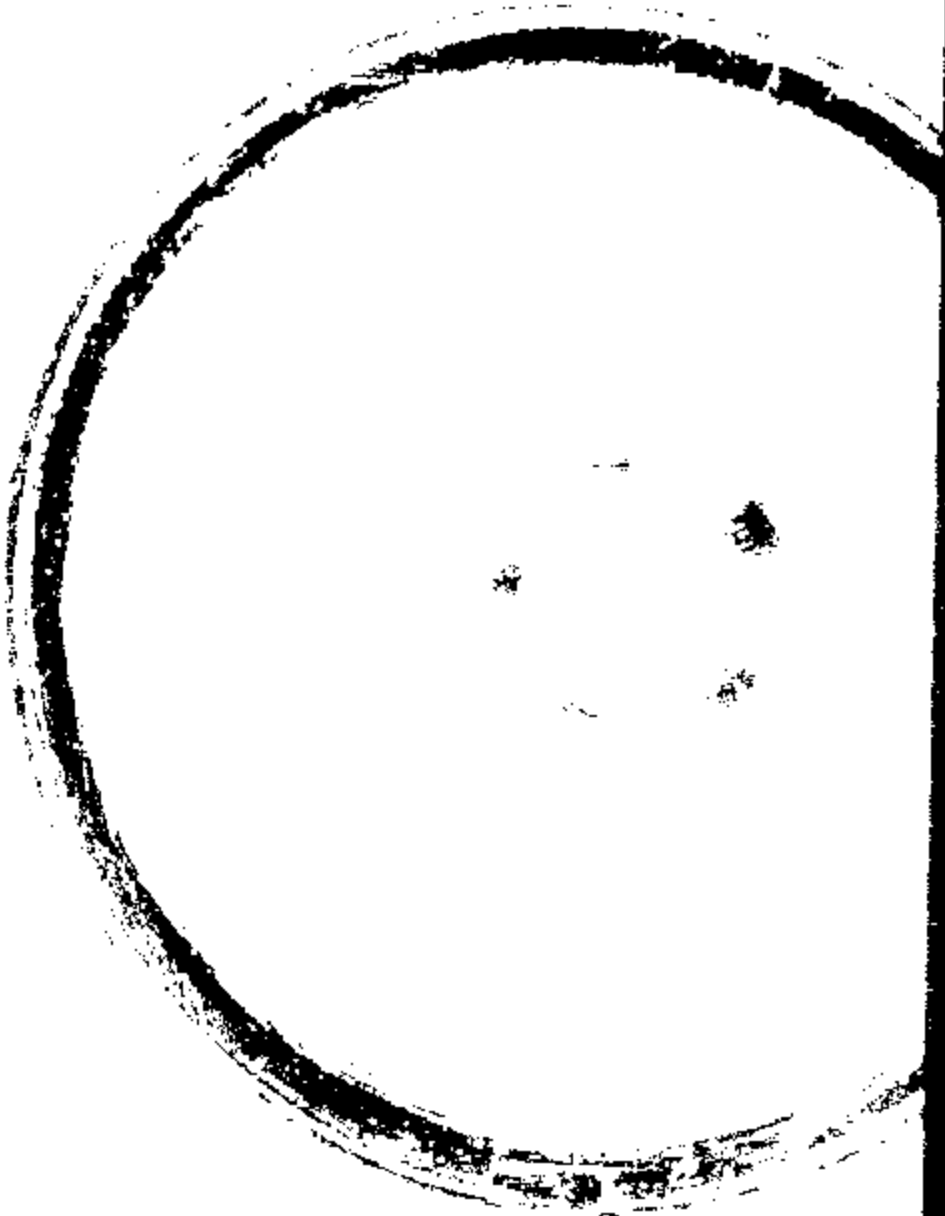
ENG-004 8427



EP53-054 6-23



ENG-884 8431

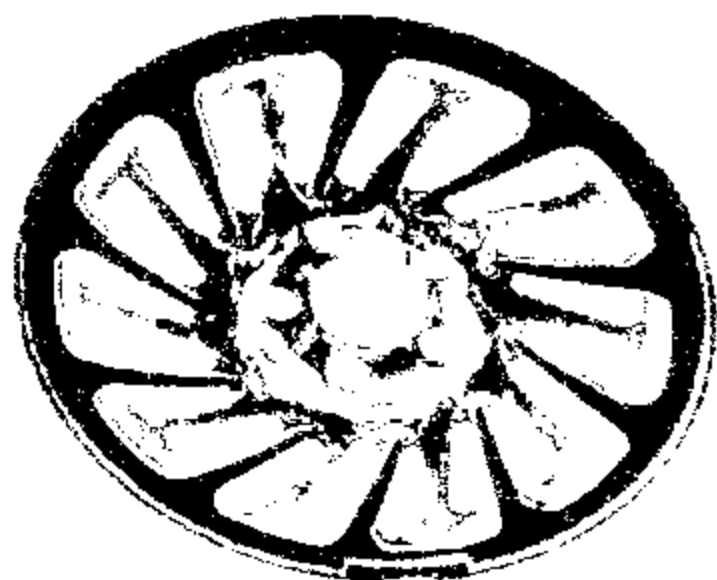


1983-004 0431



E983-004 0433

ERG-004 0434



2003-004 0438



479198

SNORTON1
ON

U
5/13

883-004 0438

State Farm Insurance Companies*



May 15, 2003

Claim Service Centre
1900 Dundas Street East
Whitby, ON L1N 2L4

Attention: Shawn Norton
Ford Motor Company
Parklane Towers West Suite 300
3 Parklane Blvd
Dearborn MI 48126-2568

RECEIVED MAY 20 2003

Re: Our Insured: [REDACTED]
Our Claim Number: [REDACTED]
Date of Loss: February 25, 2003
Vehicle: 1998 Ford Windstar

Dear Sir:

Further to your letter dated April 14, 2003, please find your questions answered.

1. The date of loss was February 25, 2003 and occurred on Highway 2 near Belleville, Ontario Canada.
2. Our insured was driving when the right, front tire came off the vehicle, causing the van to come into contact with the roadbed.
3. No police report was made as a result of this incident.
6. Mileage on the vehicle was 101,859 kilometres.
7. Enclosed are colour photographs of the damage and one of the wheel studs.
11. We enclose a Ford bulletin for servicing on the vehicles.
14. Copy of estimate and draft payment.
15. Copy of recent service.
16. No modifications we are aware of.

Ford Motor Company
60-C392-609
Page 2
May 6, 2003

21. The engine was running.
22. The keys were in the ignition.
25. The vehicle was purchased on November 25, 2002.

We anticipate your prompt investigation into this matter and look forward to hearing from you in the near future.

Sincerely,



Ian McLeod, FCIP
Claim Representative
(905) 434-4104
(905) 434-4120 - FAX
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

0206508001

Enclosure



2010 100-200

2003-004 0440

ENC-004 0461

Transport Canada Investigations

Source: Canadian Vehicle Recall Register

Document #: 95-157

Recall Date: July 31, 98

Model Year: 1996, 1997, 1998

Manufacturer: FORD

Year/Make/Model: 1996-1998 Ford Windstar

Summary: Control Loss, Wheel Failure

Details: These vehicles may have incorrect service replacement brake rotors installed which will cause an improper wheel to hub alignment condition to occur. With an incorrect rotor installed, the driver may experience wheel shudder on braking or shimmy at highway speeds. If the vehicle is not serviced, this condition could eventually cause the wheel studs to break.

Status: Correction: Front rotors and brake pads will be replaced on affected vehicles.

282 minivans affected (Campaign Code 98B19)

.....
Source: NHTSA ODI

Date Opened: 11/16/2002

Document Number: FE02-065

Date Closed:

Model Year(s): 2000, 1999, 1998

Manufacturer: FORD MOTOR COMPANY

Make: Ford

Year/Make/Model: 1998-2000 Ford Windstar

Summary:

Lug Nut/Wheel Stud Failure, Control Loss, Wheel Failure

Details:

Synopsis: WHEEL LUG BOLT BREAKAGE

..... **Subrogation Procedures**

DEFECTS AND FAILURES

Date: 3/5/03 09:53 AM
 Estimate ID: 60-C392-60901
 Estimate Version: 1
 Supplement: 1(P) 3/11/03 11:21:09 AM
 FINAL
 Profile ID: STATE FARM

TRENTON COLLISION
 362 GLEN HILLER RD. N.R. 5 TRENTON, ON K2V 5P6
 (613) 394-2226
 Fax: (613) 394-3488

Damage Assessed By: DENISE ROMANCO
 Supplemented By: DENISE ROMANCO

Type of Loss: Collision
 Date of Loss: 2/25/03
 Payer: Insurance
 File Number: 9772
 Claim Number: 60-C392-60901

Arrival Date: 2/26/03
 Deductible: 300.00

Insured: [REDACTED]
 Address: [REDACTED] TRENTON, ON [REDACTED]
 Telephone: [REDACTED] Work Phone: [REDACTED] Home Phone: [REDACTED]

Mitchell Service: 914622

Description: 1998 Ford Windstar GL
 Body Style: Van/Min
 VIN: ZFNDAS146UM156072
 Mileage: 101,839
 DEM/ALT: 0
 Options: Air Conditioning

Vehicle Production Date: 3 /97
 Drive Train: 3.BL Inj 6 Cyl/2B
 License: BAKY0394 ON
 Search Code: None

Line	Entry	Labor	Line	Item	Part	Type/	Dollar	Labor
Item	Number	Type	Operation	Description	Part	Number	Amount	Units
1	480050	REP	BLEND	HOOD OUTSIDE				C 1.0
2	480122	BOY	REPAIR	R FENDER PANEL	Existing			3.5 *#
3	AUTO	REP	REFINISH	R FENDER OUTSIDE				C 1.9
4	441637	BOY	REMOVE/INSTALL	SPARE TIRE/PANEL				0.2
5	931125	BOY	ADD'L LABOR OP	ALIGN & BALANCE TIRE	Sublet		16.00 *	1HC *
6	931008	NCH	ALIGN	FRONT/REAR SUSPENSION	Existing			1.4 *
7	400184	NCH	REMOVE/INSTALL	R FRONT SUSPENSION ONE SIDE		-N		1.2
8	401215	NCH	REMOVE/REPLACE	R FRNT SHIP BRACE BUTCH		-N	95.32	0.6 #
9	401732	NCH	REMOVE/REPLACE	R LNR STEERING TIE ROD		-N	41.17 *	0.6 #
10	401007	NCH	REMOVE/REPLACE	R STEERING TIE ROD END		-N	34.02 *	1HC #
11	900500	NCH*	REMOVE/REPLACE	R WHEEL STUDS-(1.60)	New		8.00 *	0.3 *
12	900306	NCH*	REMOVE/REPLACE	R FRNT WHEEL NUTS-(2.95)	New		14.63 *	0.3 *
13	400638	REP	BLEND	R FRNT DOOR OUTSIDE				C 1.0
14	936001		ADD'L COAT	TOWING			60.00 *	
15	936001		ADD'L COAT	TOWING			30.00 *	
16	AUTO	REP	ADD'L OPR	CLEAR COAT				1.3
17	AUTO		ADD'L COAT	PAINT/MATERIALS			124.80 *	

ESTIMATE RECALL NUMBER: 2/27/03 13:47:33 60-C392-60901

Mitchell Data Version: JAN_03_A
 UltraMate Version: 4.8.012

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Page 1 of 4

ES03-004 0443

Date: 3/5/03 09:53 AM
Estimate ID: 60-C392-60901
Estimate Version: 1
Supplement: 1(P) 3/11/03 11:21:09 AM
FINAL
Profile ID: STATE FARM

- - Judgment Item
- # - Labor Note Applies
- C - Included in Clear Cost Calc

Remarks

studs broke off wheel-mostly likely due to over torque

not sure of initial tow bill-quite towing#11023

ESTIMATE RECALL NUMBER: 2/27/03 13:47:33 60-C392-60901

Mitchell Data Version: JAN_03_A
UltraMate Version: 4.8.012

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Page 2 of 4

BR63-004 8444

I. Labor Subtotals						Add'l Labor		Sublet	Totals		II. Part Replacement Summary			Amount
Units	Rate	Amount	Amount	Amount	Amount									
Body	3.7	45.00	0.00	16.00	162.50 T						Taxable Parts		193.16	
Refinish	5.2	45.00	0.00	0.00	234.00 T						Sales Tax @ 8.000%		15.45	
Mechanical	4.4	56.00	0.00	0.00	246.40 T						BST-E Tax @ 7.000%		13.92	
Tumble Labor					662.90						Total Replacement Parts Amount		222.13	
		BST-E Tax @ 7.000%			46.40									
		Labor Tax @ 8.000%			53.03									
Labor Summary					13.3									
III. Additional Costs					Amount	IV. Adjustments					Amount			
Taxable Costs					124.80	Insurance Deductible					300.00-			
		Sales Tax @ 8.000%			9.98	Customer Responsibility					380.00-			
		BST-E Tax @ 7.000%			8.74									
Non-Tumble Costs					90.00									
Total Additional Costs					239.82									
						I. Total Labor:					762.33			
						II. Total Replacement Parts:					222.13			
						III. Total Additional Costs:					239.82			
						Gross Totals:					1,224.28			
						IV. Total Adjustments					300.00-			
						Net Totals:					924.28			
						Less Original Net Totals:					893.63			
						Net Supplement Amount:					30.65			
						BT: DESIGN WORKING					30.65			

Point(s) of Impact

1 RIGHT FRONT CORNER (P)

ESTIMATE RECALL NUMBER: 2/27/03 13:47:33 60-C392-60901

Mitchell Data Version: JAN_03_A
 Ultratec Version: 4.8.012

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Date: 3/5/03 09:53 AM
Estimate ID: 60-C392-60901
Estimate Version: 1
Supplement: 1(P) 3/11/03 11:21:09 AM
FINAL
Profile ID: STATE FARM

Insurance Co: STATE FARM INSURANCE

Inspection Site: TRENTON COLLISION INC.
Address: BERTON PLY FORD, 613-962-9141

Body Shop: TRENTON COLLISION
Address: RR #5 GLEN HILLER RD
TRENTON, OH 45326

Cycle Time Information

Is Vehicle Drivable (Y/N)? N
Assisted With Rental (Y/N)? N

WARNING: Accidental air bag deployment is possible. Personal injury may result. Avoid areas near steering wheel and instrument panel even if air bags have deployed. Dual-stage air bag modules may be present that could contain an undeployed stage. When disposing of a deployed dual-stage air bag, always treat it as a "live" module. See appropriate MITCHELL(R) AIR BAG SERVICE & REPAIR MANUAL, or OEM information.

ESTIMATE RECALL NUMBER: 2/27/03 13:47:33 60-C392-60901

Mitchell Data Version: JAN_03_A
UltraRate Version: 4.8.012

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Page 4 of 4

EM3-204 0442



301 COLEMAN STREET
BELLEVILLE ON K8P 5H9

Bill To/Facteur à:

STATE FARM-CLAIMS CENTRAL CANAD
ATTN: TEAM 13**
100 CONSILIUM PLACE, FLOOR #4
SCARBOROUGH ON M1R 5M4

Rental Agreement/Contrat de Location D274480 - C331

DÉTAILS DÉTAILLÉS DE LA FACTURE		
Description	Taux	Montant
1 DAYE/COURS	29.99	29.99
GST		1.13
PETITVO	8.00	2.43
RUEL TAX		.40

RENTAL INFORMATION
INFORMATION POUR LA LOCATION

Date Out / Date de sortie: 26/06/08
Date In / Date de retour: 26/06/08

City / Ville: OBERON ON
Province / Province: ON
Country / Pays: CANADA

Additional driver/Conducteur supplémentaire: NO OTHER DRIVER PERMITTED

AMOUNT DUE/MONTANT DÙ: 34.55

RENTAL VEHICLE
VEHICULE LOUÉ

Make/Modèle: LTALNCH
Model/Modèle: DE NEON
Licence/Permis: AM2H388
Insurance/Assurance: COLP-3LL*

Color/Color: RED
Type/Type: HATCHBACK

IMPORTANT INFORMATION
INFORMATION IMPORTANTE

1-800-200-2004
1-800-200-2004

Thank You For Choosing Enterprise/Merci

PLUS DE 100 SUCCURSALES AU CANADA
ET 1 SEUL NUMÉRO DE TÉLÉPHONE À COMPOSER
1-800-LOC-AUTO

Please return this portion with remittance
Veuillez renvoyer cette partie avec votre règlement

Bill To/Facteur à:
ENTERPRISE RENT-A-CAR
2900 STEVENAGE DRIVE
OTTAWA ON K1G 5W5

AMOUNT DUE/MONTANT DÙ: 34.95

Paid by/Payé par:
STATE FARM-CLAIMS CENTRAL CANAD
ATTN: TEAM 13**
100 CONSILIUM PLACE, FLOOR #4
SCARBOROUGH ON M1R 5M4

27/02

Q208 / Révisé Rental Agreement / Contrat de loc. Am. / Montant: 34.95
S7FC2CC D274480 C331



RBZ0003H
date: 05-08-03

page:

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

AUTO PAYMENTS

[REDACTED]
named insured
[REDACTED]

policy number
0364-201-60
date of loss
02-25-03

C denotes consolidated payment		E denotes EFT payment		
P denotes previous date				
payment number	payee	total amount	issued	status
103605325J	INSURANCE SEARCH BUREAU	26.84	03-20-03	PAID
E 103269169K	TRENTON COLLISION INC.	924.28	03-12-03	PAID
E 103468142K	ENTERPRISE RENT-A-CAR	34.95	03-06-03	PAID

Ford Motor Company

Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 309
Three Parklane Boulevard
Dearborn, Michigan 48120-2589

April 14, 2003

State Farm Insurance
1800 Dundas Street East
Whitby, ON L1N 2L4
ATTENTION: IAN MCLEOD

Re: Claimant: [REDACTED]
Your File #: [REDACTED]
D/E: February 25, 2003

Dear Mr. McLeod:

Thank you for your recently submitted letter dated March 14, 2003. In order to assist us in evaluating your claim, we request that you provide us with the following information: (Please note that the information requested is in regard to the alleged defective Ford-manufactured vehicle.)

1. The date of incident and the city and state in which it occurred.
2. A complete description of the incident, including events which occurred prior to and subsequent to the loss.
3. A copy of the police and/or fire report.
4. For each person alleged injured: full name, date of birth, home address, marital status and name of spouse, social security number, occupation, a complete description of the injuries, the names and addresses of all treating physicians, and copies of all medical bills and reports.
5. The vehicle year, model, and serial number.
6. The mileage on the vehicle at the time of the incident.
7. Expert's original color photographs of the vehicle's collision/fire damage & the alleged defective part(s), from several different angles.
8. Original color photographs of the inside of the vehicle showing the steering wheel, dash and roof areas.
9. Original color photographs of the accident scene showing the grade of the road.
10. What is the alleged defect?
11. Documentation to substantiate your defect allegation, including a copy of your expert's report and the expert's original color photographs.
12. Has the alleged defective part been repaired or replaced?
13. The present location of the alleged defective part and the vehicle.
14. The repair estimate, repair order, or your total loss worksheet for the vehicle's damage and any losses associated with this incident, and copies of draft payments.
15. A complete service history for the subject vehicle, including any tune-ups or oil changes.
16. List any after market additions or modifications that were made to the vehicle.

- 17. We will be pleased to conduct non-destructive testing on your alleged defective part should you choose to remove the part and assembly and ship it at your own expense. Please follow the directions listed in the attached shipping instructions.
- 18. Lost wage verification (if applicable).
- 19. Was the parking brake fully engaged?
- 20. What gear was the vehicle in at the time of the incident?
- 21. Was the engine running?
- 22. Were the keys in the ignition?
- 23. Has any insurance company been advised of this incident? If so, please state the name, address, and telephone number of those insurance companies; their claim number; and the agent's name.
- 24. If an attorney has been retained by you to settle this claim, please include his/her name, telephone number, and address.
- 25. If this vehicle was purchased as used by the insured please provide: the date of purchase, mileage at the time of purchase, and from whom the vehicle was purchased.

Once we are in receipt of the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Shawn Norton
Claims Analyst

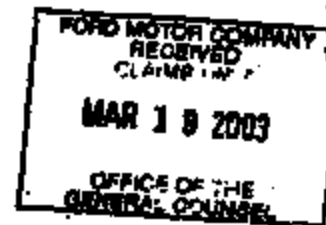
State Farm Insurance Companies



March 14, 2003

TEL: 111

Ford Motor Company
Parklane Towers W, Suite 400
3 Parklane Blvd
Dearborn MI 48126-2568
USA



Claim Service Centre
1900 Dundas Street East
Whitby, ON L1N 2L6

Re: Our Claim Number: [REDACTED]
Vehicle: 1998 Ford Windstar
Date of Loss: February 25, 2003
VIN: 2FMDA5146WBA56072

Dear Sir or Madam:

State Farm Mutual Automobile Insurance Company insures the identified 1998 Ford Windstar. This vehicle experienced a wheel stud failure on the right front tire.

State Farm would like to give you an opportunity to inspect the vehicle and give you advance notice of our potential subrogation claim. Please contact myself to set up a time for your inspection.

Sincerely,

Ian McLeod, F.C.I.P.
Claim Representative
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
(905) 434-4104
(905) 434-4120 - FAX

019/0314005

REDACTED

ENR3-004 0482M

**OASIS RESULT:
2FMDA5146WBA56072**

02/21/2003
13:10:38

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▶ **VEHICLE INFORMATION**

VEHICLE DESCRIPTION 1998 WINDSTAR	BODY STYLE WAGON STDLN 4X2	ENGINE 3.8L EFI	ENGINE CALIBRATION 882JR11A
TRANSMISSION AX48 4 SPD TRANSAXLE	AXLE CODE 16		

▶ **GENERAL WARRANTY INFORMATION**

WARRANTY START DATE 04/21/1997	BUILD DATE 03/03/1997	SALE MILEAGE
--	---------------------------------	---------------------

▶ **WARNING MESSAGES**

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

VERIFY VIN/WARRANTY COVERAGE

VEHICLE SOLD IN CANADA

SERVICE INFO MAY BE UNAVAILABLE

▶ **FIELD SERVICE ACTIONS**

**01/00/03 CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT.
PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE
FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE
REGARDLESS OF MILEAGE**

▶ **EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

▶ **REPAIR HISTORY**

NO REPAIR HISTORY ON VEHICLE

END OF OASIS REPORT FOR 2FMDA5146WBA56072

ISSUE LIST

Last Handling Date/ Issue Status	Name/ Reason Desc	Vin/ Case No.	Model Year and Vehicle Line	Issue Type
2/25/2003 CLOSED	TODD COLE MISC INQUIRY - FORD/MERCURY KEYCODES	2FMDA6148WBA [REDACTED] 1294810673	1998 WINDSTAR	02

REDACTED

ENG-004 045/01

All Action Details for Issue

Print

VIN: 2FMDA5140WB	Year: 1998	Model: WRDSTAR	Case: 1284810673
Name: MR TODD COLE	Owner Status: Subsequent	WSD: 1997-04-21	
Symptom Desc:		Primary Phone:	
Reason Desc: MISC INQUIRY - FORD/MERCURY KEYCODES		Secondary Ph:	
Issue Type: 02 INFORMATION	Issue Status: CLOSED		

Action: PROVIDE KEY CODE INFORMATION	Origin Desc: CAN INQUIRY CASE BASE
Dealer: B1472 BENTON FRY FORD SALES LTD.	
Operator:	Case Type: PHONE
Analyst Name: PHIONA DURRANT	Analyst: PDURRANT
Action Date: 02/28/2003	Action Time: 05.10.59.198
	Action Date: No

Caller Information if Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
				DEALER

Comments: CUSTOMER SAYS: DEALER CALLING ON CUST BEHALF TO GET KEYCODE PER CUSTOMER, DEALER SAYS: B1472 CAC ADVISED: OBC TO BENTON FRY FORD FROM DE JOHN (SVC MGR) WITH KEYCODE - ADVISE CUST TO ASK FOR CRMPARTS/SERVICE MANAGER (PROVIDE NAME) AND TO BRING THE FOLLOWING 2 PIECES OF I.D.: 1. PERSONAL I.D.; EG. VALID DRIVER'S LICENSE OR STATE ISSUED PICTURE I.D.; AND 2. VEHICLE DOCUMENTATION WITH VIN SHOWING NAME OF PERSON SEEKING KEY CODES (EG. CURRENT VEH REGISTRATION, CURRENT CERTIFICATE OF AUTOMOBILE INSURANCE, VEH TITLE, BILL OF SALE) FOR 'PATS' PROGRAMMING. - CUST HAS AT LEAST 2 KEYS AVAIL: CUST CAN PURCHASE BLANK 'PATS' KEY FROM DLRSHP AND PROGRAM THEMSELVES (SEE OWNER'S MANUAL) - CUST DOES NOT HAVE AT LEAST 2 KEYS AVAIL: CUST MUST BRING VEH IN TO DLRSHP; IF TOWING REQUIRED, CBR TO CONTACT ROADSIDE ASSISTANCE ON THEIR BEHALF TO OBTAIN NAMES OF SERVICE PROVIDERS FOR CUST (1-800-895-2008) INFERENCE CASE ID: 1630

ANALYTICAL WARRANTY SYSTEM

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Related Claims)

VE#	2FMDA3140WB	VE# Line	T/A3 - WINDSTAR (WINS/WIN126) [B3-B3] Body Shell	*	
Model Year	1998	Market Description	* - [N/A]	North King Serial No	L
VE# Type	T	Drive Code	T/A - 2 WEL. L/H FRONT DRIVE	Engine	T/LM - 3.0L OHV EFI M/
Inv. Dealer	B1717	Body Cab Style	- EXTENDED WAGON	Transmission	T/D1 - 4 SPD AUTO TR/
Vehicle Status Code	000	Version/Serial	* - [N/A]		
Trans Eng Serial No:	-----				

Types Trans Serial No:
N/A

BUILD INFORMATION:

Region	NA - 00000000	Plant	A3 - OAKVILLE PLANT BULD
Country	CAN - 00000000	Prod Date	03-MAR-1997

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 481211 - *
Country: CAN - 00000000 Selling Div: SO/Prov: ON
Buyer SO/Prov: ON

Arrival Date: 07-MAR-1997 Red Carpet Lease: *
Sale Date: 21-APR-1997 Fleet/Resale/Co. Lease: N
Warranty Start Date: 21-APR-1997 Modified Vehicle: * Vehicle Count Flag
Orig Warranty Date: 21-APR-1997 Recaptured Vehicle: * Vehicle Export Flag: N

VOCEOC:

AS1W0A0072L21370W HQ2 2480184 78 NT 218 71 W 3C M33 3 2D 810717 G T000 8903 D Q00 43

INDEX 00114 94L 8 Y387A 1 41

INSTALLED OPTION INFORMATION:

Air Conditioning	T/D - HIGH OUTPUT AIR CONDITIONER	GVW Code:	
Alternator Amp Rating	BB	GVW Class Code	D
Audio Data	* - [N/A]	Instrumentation	* - [N/A]
Axis Ratio:	* - [N/A]	Mirror(Driver Side)	AD - DRIVER POWER MIRROR
Axis Type:	* - [N/A]	Mirror(Pass Side)	AD - PASS POWER CONVEX MIRROR
Battery Amp Rating	MD	Paint	FRSR - SILVER FRONT CAC
Brake Code	* - [N/A]	Power Antenna	* - [N/A]
Brake Code(Service)	* - [N/A]	Radio	AG - ELITE AM/FM/STRO/CLOCK
Calibration Code	MSL11A	Sound System	* - [N/A]
Color(Account)	FRSD - MID SCARLET	Steer Tendon Axle	
Color(Type)	000ZV -	Tire Manufacturer	CH -
Delivery Type	0	Tire Brand	*
Drivetrain Code	D	Tire Size	D00E - P215/70R15 HFW - STYLE 1
Front Seat	T/S - SEAT-INDIVIDUAL H/S DR/PAK	Traction Control	* - [N/A]
Fuel Type	* - [N/A]	Wheel Size	

TIRE DOT INFORMATION:

LF: * HP: *
 LR: * HP: *
 LL: * HP: *
 SPARE: * DOT Plant Manufacturer: *

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	T/D - T/D
ESP Coverage(Miles):	* Emission Cert Type:	H
ESP Coverage(Years):	* Emission Dept (State):	MD
ESP File Year:	* Engine Family:	WFOCTUSGAA
ESP Signature Date:		

Any comments?

ANALYTICAL WARRANTY SYSTEM

Standard Claims List For Model Year 1998

Note: All Costs are in US Dollars

VIN	VBI LINE	SECT	BODY	VER	DRIVE	PLT	TR5	ENG	PROD	WARR	SELLING	SELL	TR5	WCC	CPSC_6	PKRF	BASE	SUFF	CCC	CD	DIST (Miles)
2FMDA5146WBA	0001	TIA3	TWB	TIA	AS	TOT	TRM	03-MAR-1997	21-APR-1997	48221	CAN	15	1318
AWS Claim Key		0001	Trz Code:	00017	Labour Hour:	1.5	Labour Cost:	48.8904	Material Cost:	15.1416	Total Cost:	64.0320									
Dr-Cl-Sub-Cl:		0001	Name:	PAUL PRICE FORD SALES INC	Ph:	615-3320018	St:	OH	City:	CAN	Reg-Cl:	NA	Reg-Date:	21-APR-1997	Doc-Date:	08-02-2001					
2FMDA5146WBA	0002	TIA3	TWB	TIA	AS	TOT	TRM	03-MAR-1997	21-APR-1997	48221	CAN	28	3697
AWS Claim Key		0002	Trz Code:	00017	Labour Hour:	3	Labour Cost:	71.2915	Material Cost:	0	Total Cost:	71.2915									
Dr-Cl-Sub-Cl:		0002	Name:	PAUL PRICE FORD SALES INC	Ph:	615-3320018	St:	OH	City:	CAN	Reg-Cl:	NA	Reg-Date:	21-APR-1997	Doc-Date:	08-02-2001					
2FMDA5146WBA	0003	TIA3	TWB	TIA	AS	TOT	TRM	03-MAR-1997	21-APR-1997	48221	CAN	36	4672
AWS Claim Key		0003	Trz Code:	01019	Labour Hour:	3	Labour Cost:	31.3678	Material Cost:	31.2981	Total Cost:	62.6659									
Dr-Cl-Sub-Cl:		0003	Name:	PAUL PRICE FORD SALES INC	Ph:	615-3320018	St:	OH	City:	CAN	Reg-Cl:	NA	Reg-Date:	25-OCT-2001	Doc-Date:	08-02-2001					

Any comments?

2003-04-04

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1998; Claim Key = 1912924

Vehicle Information

Model Year: 1998

Market Derived: * - [N/A]

Body/Cab Type: T/WB - EXTENDED WAGON

Version/Series: *- [N/A]

Drive Type: T/A-2 WHL L/H FRONT DRIVE

Vehicle Line: T/A3-WINDSTAR (WIN88/WIN126)
[95-03]

Warranty Start Date: 21-APR-1997

Production Date: 03-MAR-1997

VIN: 2FMDA5146WB

Claim Information

Document Number: 02403301

Repair Date: 21-APR-1998

Distance: 13218

TIS: 13

Dealer Information

Dealer Name PAUL PRICE FORD SALES INC

Dealer Code: B1211 - *

Address: 38 HASTINGS STREET NORTH

City: BANCROFT

State: ON Zip Code: K0L1C0

Country: CAN Region Code: NA

Phone: (613)301-3018

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 49.88984

Misc. Expense Amount: 4.55455

Part Markup Amount:

Material Cost: 15.14149

Total Cost Gross: 69.58588

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

B17D 49.88984

Causal Full Part Number Part Part Extended

Flag PREF BASE SUFF Description CPSC Quantity Amount

N PS 57 * NANANA 1 15.14149

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1998; Claim Key = 10815609

Vehicle Information

Model Year: 1998

Market Derived: * - [N/A]

Body/Cab Type: T/WB - EXTENDED WAGON

Version/Series: *- [N/A]

Drive Type: T/A-2 WHL L/H FRONT DRIVE

Vehicle Line: T/A3-WINDSTAR (WIN88/WIN126)
[95-03]

Warranty Start Date: 21-APR-1997

Production Date: 03-MAR-1997

VIN: 2FMDA5146WBA

Claim Information

Document Number: 02785001

Repair Date: 01-SEP-1999

Distance: 36491

TIS: 29

Dealer Information

Dealer Name PAUL PRICE FORD SALES INC

Dealer Code: B1211 - *

Address: 38 HASTINGS STREET NORTH

City: BANCROFT

State: ON Zip Code: K0L1C0

Country: CAN Region Code: NA

Phone: (613)301-3018

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 10.16015

Misc. Expense Amount: 4.33797

Part Markup Amount:

Material Cost: 0

Total Cost Gross: 14.49812

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

99S17B

10.16015

Causal Full Part Number Part Part Extended

Flag PREF BASE SUFF Description CPSC Quantity Amount

Any comments?

ANALYTICAL WARRANTY SYSTEM

Claim Detail Report

Note: All Costs are in US Dollars

Model Year = 1998; Claim Key = 20987484

Vehicle Information

Model Year: 1998

Market Derived: * - [N/A]

Body/Cab Type: T/WB - EXTENDED WAGON

Version/Series: *- [N/A]

Drive Type: T/A-2 WHL L/H FRONT DRIVE

Vehicle Line: T/A3-WINDSTAR (WIN88/WIN126)
[95-03]

Warranty Start Date: 21-APR-1997

Production Date: 03-MAR-1997

VIN: 2FMDA5146WBA

Claim Information

Document Number: 03360001

Repair Date: 29-OCT-2001

Distance: 46472

TIS: 56

Dealer Information

Dealer Name PAUL PRICE FORD SALES INC

Dealer Code: B1211 - *

Address: 38 HASTINGS STREET NORTH

City: BANCROFT

State: ON Zip Code: K0L1C0

Country: CAN Region Code: NA

Phone: (613)301-3018

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 21.36498

Misc. Expense Amount: 7.49749

Part Markup Amount:

Material Cost: 31.29581

Total Cost Gross: 60.15828

Cust. Concern Code: * -

Condition Code: * - [N/A]

Technician Comment:

Customer Comment:

Labor Op Code Labor Op Description Labor Op Cost

01S19B

21.36498

Causal Flag	Full Part Number	Part Description	Part CPSC	Extended Quantity	Amount
N	1FZZ 5304 AB	KIT-FRT PRING RR SHA	0401XX	1	31.29581

Any comments?

ENTER VIN ==> 2FMDA5146WBA
NAME ==> COLE, TODD ZIP ==> K0K1X0 MODEL YR ==>
OWNER NAME :
STREET ADDR :

CITY : DESRONTO N/A YY-MM-DD 03-03-19
ST/PRV: ON CTRY: ZIP/POSTAL CODE: N/A SOURCE: C
MODEL YEAR : 98 PLANT: B SALE YY-MM-DD 97-04-21
BODY STYLE DESC: WAGON STDLM 4X2 PRODUCTION YY-MM-DD 97-03-03
VEHICLE DESC : 1998 WINDSTAR

	DIVISION	DISTRICT	ZONE	DEALER	PDC CODE	PCSD	REGION
SHIP-TO	4	B1	6	211			01
FACING	4	B1	6	211			
RESPONSIBLE	4	B1	6	211			

CA EMISSION : 7 ENGINE TAG CODE : HK542AA CAMPAIGN COUNTS
NAVIS STATUS : 800 COMPANY CAR IND : TOTAL CAMPAIGNS : 04
DSO DISTRICT : FLEET CODE : OPEN : 01 CLOSED : 03
DSO NUMBER : FLEET STATUS : ACTIVE: 03 HISTORY: 01

F1-INQUIRY F3-EXIT F4-G160 F5-G150 F8-CONTINUE SEARCH F9-G130

OGDB1662

ENTER CAMPAIGN NUMBER==> 01M03 VIN==> 2FMDA5146NBA TYPE OF SEARCH: A
MODEL YEAR: 98 DEFECT: SPRINGS BODY STYLE: WAGON STDLN 4X2

NEW STATUS CODE: CAMP DIV : 7
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE : AA
MICRO REF: CLAIM NUM: OASIS DATE : 01-06-06
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: IND: MATCH CODE:

CURRENT: 4 B1 211 ASSIGNED: 03-03-20 SOURCE: PX EXTRACT DATE:
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****

CODE DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
M RELEASED FOR MAILING	01-06-28							
R READY TO RELEASE	01-06-06							

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037-NO MORE DATA TO DISPLAY

OGDB1662

```

-->
ENTER CAMPAIGN NBR ==> 01M03      VIN ==> 2FMDA5146WBA
DEPECT      : SPRINGS           BODY STYLE DESC: WAGON STDLN 4X2
RESP DEALER : 4B1211           BEGINNING MAILED DATE: 01-09-18 YY-MM-DD
RELEASE DESC: NEW ISSUE TOTAL   ENDING MAILED DATE   : 00-00-00 YY-MM-DD
CAMPAIGN DIV: 7                FLEET CODE:          FLEET MGMT LOC CODE:
LAST NAME   :                   INITIALS:
STREET ADDR1:                   ST/PRV: ON
      ADDR2 :
CITY        : APSLEY,           CTRY:
ZIP/POSTAL CODE:                N-A SOURCE: P N-A EFF DATE: 01-06-28 YY-MM-DD
*****
RESP DEALER :                   BEGINNING MAILED DATE:          YY-MM-DD
RELEASE DESC :                   ENDING MAILED DATE   :          YY-MM-DD
CAMPAIGN DIV :                   FLEET CODE:          FLEET MGMT LOC CODE:
LAST NAME   :                   INITIALS:
STREET ADDR1:                   ST/PRV:
      ADDR2 :
CITY        :                   CTRY:
ZIP/POSTAL CODE:                N-A SOURCE: N-A EFF DATE:          YY-MM-DD
F1-INQUIRY  F3-EXIT  F4-QUIT  F5-G150  F7-FIRST PAGE  F8-NEXT PAGE  F9-G140
I048-LAST PAGE
                                CGDB1662

```


ENTER CAMPAIGN NBR ==> 01819 VIN ==> 2PMDA5146WBA
DEFECT : COIL SPRINGS BODY STYLE DESC: WAGON STDLN 4X2
RESP DEALER : 4B1211 BEGINNING MAILED DATE: 01-11-13 YY-MM-DD
RELEASE DESC : ALL OSU FOLLOWUP ENDING MAILED DATE : 00-00-00 YY-MM-DD
CAMPAIGN DIV : 7 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS:
STREET ADDR1 :
ADDR2 :

ST/PRV: ON

CITY : APSLEY, CTRY:
ZIP/POSTAL CODE: N-A SOURCE: P N-A EFF DATE: 01-06-28 YY-MM-DD

RESP DEALER : 4B1211 BEGINNING MAILED DATE: 01-09-18 YY-MM-DD
RELEASE DESC : NEW ISSUE TOTAL ENDING MAILED DATE : 00-00-00 YY-MM-DD
CAMPAIGN DIV : 7 FLEET CODE: FLEET MGMT LOC CODE:
LAST NAME : INITIALS:
STREET ADDR1 :
ADDR2 :

ST/PRV: ON

CITY : APSLEY, CTRY:
ZIP/POSTAL CODE: N-A SOURCE: P N-A EFF DATE: 01-06-28 YY-MM-DD

F1-INQUIRY F2-EXIT F3-QUIT F4-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140
F048-LAST PAGE OGD81662

ENTER CAMPAIGN NUMBER--> 99817 VIN--> 2FMDA5146WBJ TYPE OF SEARCH: A
MODEL YEAR: 98 DEFECT: BRK FLD LABL BODY STYLE: WAGON STDLN 4X2

NEW STATUS CODE: _____ CAMP DIV : 7
REPAIR INFORMATION: TYPE CODE: _____ SUPP CODE :
REPAIR DATE: _____ DEALER P/A: _____ KIT CODE : BB
MICRO REF: _____ CLAIM NUM: _____ OASIS DATE : 99-06-18
DELETE REASON: _____ VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: _____ IND: MATCH CODE:

CURRENT: 4 B1 211 ASSIGNED: 03-03-20 SOURCE: PI EXTRACT DATE:

***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****

CODE	DESCRIPTION	DATE	TYPE	DATE	P/A	CLAIM#	MICRO#	CL	SRC
C	COMPLETE	99-09-03	B	99-09-01	B1211	027850	RS1NA9J		AC
M	RELEASED FOR MAILING	99-07-26							
R	READY TO RELEASE	99-06-03							

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037-NO MORE DATA TO DISPLAY

OGDB1662

ENTER CAMPAIGN NBR ==> 99817 VIN ==> 2FMDA5146WBA

DEFECT : BRK FLD LABL BODY STYLE DESC: WAGON STDLN 4X2
 RESP DEALER : 4B1211 BEGINNING MAILED DATE: 99-08-24 YY-MM-DD
 RELEASE DESC : NI REL REMAINING ENDING MAILED DATE : 99-08-24 YY-MM-DD
 CAMPAIGN DIV : 7 FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : INITIALS:
 STREET ADDR1 :
 ADDR2 : ST/PRV: ON
 CITY : APSLEY, CTRY:
 ZIP/POSTAL CODE: N-A SOURCE: G N-A EFF DATE: 99-07-07 YY-MM-DD

RESP DEALER : BEGINNING MAILED DATE: YY-MM-DD
 RELEASE DESC : ENDING MAILED DATE : YY-MM-DD
 CAMPAIGN DIV : FLEET CODE: FLEET MGMT LOC CODE:
 LAST NAME : INITIALS:
 STREET ADDR1 :
 ADDR2 : ST/PRV:
 CITY : CTRY:
 ZIP/POSTAL CODE: N-A SOURCE: N-A EFF DATE: YY-MM-DD

F1-INQUIRY F3-EXIT F4-QUIT F5-G150 F7-FIRST PAGE F8-NEXT PAGE F9-G140
 IO&B-LAST PAGE OGDB1662

ENTER CAMPAIGN NUMBER==> 97B17 VIN==> 2FMDA5146NEA TYPE OF SEARCH: H
MODEL YEAR: DEFECT: BRK FLD LABEL BODY STYLE:

NEW STATUS CODE: CAMP DIV :
REPAIR INFORMATION: TYPE CODE: SUPP CODE :
REPAIR DATE: DEALER P/A: KIT CODE :
MICRO REF: CLAIM NUM: QASIS DATE :
DELETE REASON: VENDOR N/A INFORMATION:
RESP DEALER INFORMATION: NEW: -- -- -- IND: MATCH CODE:

CURRENT: ASSIGNED: SOURCE: EXTRACT DATE:
***** STATUS INFORMATION: ***** REPAIR INFORMATION: *****
CODE DESCRIPTION DATE TYPE DATE F/A CLAIM# MICRO# CL SRC
C COMPLETE D 98-04-22 024033 CG40Z8D AC

DELETE REASON:

F1-INQUIRY F2-G140 F3-EXIT F5-G130 F7-FIRST F8-NEXT F9-MORE STATUS
F10-ADD STATUS F11-REVISE (ALL DATA FIELD DATES YY-MM-DD)
I037-NO MORE DATA TO DISPLAY

OGDB1662

	Torque Stick (120 Nm)	Clicker (133 Nm)
1	95.2	148.0
2	97.7	155.8
3	90.3	169.0
4	93.5	153.8
5	89.3	142.2
6	114.5	143.5
7	97.1	141.1
8	118.0	164.7
9	97.5	187.8
10	123.4	174.6
11	92.9	153.6
12	87.3	150.0
13	118.9	164.3
14	104.8	185.7
15	114.3	155.7
16	114.6	158.4
17	101.7	151.5
18	100.1	153.8
19	101.4	170.4
20	95.6	155.8
21	89.7	148.9
22	83.2	164.7
23	94.4	155.1
24	100.8	155.3
25	95.7	154.1
26	101.4	167.1
27	110.2	176.2
28	97.4	170.6
29	109.5	151.4
30	98.9	160.8
	101.0	155.5
	10.0	10.7

From: Chandra Rachakonda [Chandra.Rachakonda@trw.com]
Sent: Thursday, August 15, 2002 1:39 PM
To: Plassounov, Stanislav (S.I.)
Subject: RE: Lug nut torque study at OAP

Stan,

Please find attached the Minitab Project containing 2 worksheets: 1) Vehicle mounted LRO data from 100 x 2 front corners collected during our 1st visit to OAP. (2) Dynamic Residual torque audit data collected over a month provided by David Forte.

If Keith did not give already you, I will send you the Residual Torque data we collected (two days back) after Keith comes back from OAP.

Regards,

Chandra Rachakonda
 TRW Automotive
 Phone: 734-266-6467
 Fax: 734-266-5734

>>> "Plassounov, Stanislav (S.I.)" <splasso@ford.com> 08/07/02 04:23PM >>>

Sherif,

I will need support from production to perform the study: one repairmen and one hoist while day shift B/14.

Thank you.

Regards,

Stan Plassounov

OAP - PVT Chassis Systems Engineer

> Phone: (905) 845-2511 ext. 3711

> Dial Net 853-3711

> Fax: (905) 845-0132

> E-mail: SPPLASSO@ford.com

>

> —Original Message—

> From: Fratila, Dan (D.)

> Sent: Tuesday, August 06, 2002 1:02 PM

> To: Plassounov, Stanislav (S.I.)

> Cc: Sarmast, Syed (S.H.); Salmon, Thomas (T.A.); 'Keith.Hirvonen@trw.com';

'chandra.rachakonda@trw.com'; Ayub, Muhammed (M.); Marakby, Sherif (S.)

> Subject: RE: Lug nut torque study at OAP

>

> Stan,

>

> Just to let you know that we'll be coming to OAP on Monday 8/12/02 afternoon to start on the torque audit exercise on Tuesday morning.

>

> Thanks,

>

> Dan

>

> —Original Message—

> From: Plassounov, Stanislav (S.I.)

> Sent: Wednesday, July 31, 2002 3:37 PM

> To: Fratila, Dan (D.)

> Cc: Sarmast, Syed (S.H.); Salmon, Thomas (T.A.); 'Keith.Hirvonen@trw.com';

7/9/2003

ERR3-824 8082

'chandra.rachakonda@trw.com'; Seashora, Patricia (P.J.); Ayub, Muhammed (M.); Marakby, Sherif (S.)

> Subject: RE: Lug nut torque study at OAP

>

> Dan,

> week of 8/12 is a good timing for me. I will talk to Sherif Ayub to get production support (I guess one man and one hoist per shift should be sufficient). Please confirm your arrival date at list 3 days prior to that.

>

> As to the plan - I strongly agree with that except item #3. My suggestion is to identify 10 or more vehicles rejected by multipindle DC nut runner station, then follow them to make sure they are repaired using current process, then get residual torque readings. By doing this we will be able to gather data representing real subpopulation. Besides, I am strongly against of using an impact gun in the repair bay deliberately (It is already difficult to reinforce usage of clicker wrenches and I do not want to set a bad precedent). Any way we can discuss this item more detail later.

>

> Dave Forte will be involved. He is going to run TPPS study soon. We will be able to compare torque statistics from OAP's data (as max as 0.5 hour after wheels get mounted) with yours from the yard.

>

>

> Regards,

> Stan Pliassounov

> OAP - PVT Chassis Systems Engineer

> Phone: (906) 845-2611 ext. 3711

> Dial Not 853-3711

> Fax: (906) 845-0132

> E-mail: SPLIASSO@ford.com

>

> —Original Message—

> From: Fratila, Dan (D.)

> Sent: Wednesday, July 31, 2002 3:01 PM

> To: Pliassounov, Stanislav (S.I.)

> Cc: Sarmast, Syed (S.H.); Salmon, Thomas (T.A.); 'Keith.Hirvonen@trw.com';

'chandra.rachakonda@trw.com'; Seashora, Patricia (P.J.)

> Subject: Lug nut torque study at OAP

>

> Stan,

>

> To confirm our conversation yesterday, Dearborn PD and TRW would like to come to Oakville for a wheel lug nut torque study on the WIN128. This study will help us understand if we have any torque relaxation in this joint and also investigate if there is a strong correlation between MLRO and torque unevenness.

> The people that would come for this study are: Syed Sarmast (WIN128 wheels), Keith Hirvonen and/or Chandra Rachakonda from TRW and myself. We are thinking of coming on Monday 8/12/02 in the evening and start the study on Tuesday 8/13/02 and continue on Wednesday 8/14/02.

> We would like to perform the following study:

> 1 - Check static residual torque (torque to tighten) on 100 vehicles from the yard, with a larger population of AL wheels (70 AL and 30 steel).

> 2 - If non uniform torque is found on one vehicle, then measure MLRO (mounted lateral runout) on the vehicle. After that, retorque the lug nuts to specified torque (even across the lug nuts) and measure MLRO again. Try to understand correlation of uneven torque vs. MLRO (very important step in our Brake Roughness Investigation I). Need OAP PVT help on identifying a hoist where the measurements can be made. TRW will provide all the necessary gauges for this exercise (similar to what we did back in May 02).>

> 3 - Identify 10 vehicles that had no repairs made (wheels removed) and did successfully pass the multipindle DC nut runner station. Work with the repair bay personnel to have the front wheels removed and then reassembled using the current process - air impact guns. Re-measure static residual torque on the lug nuts after the repair procedure. Need OAP PVT to facilitate the use of a repair bay for 3-4 hours.

> Please let me know if the chosen dates work for you and if there is anything else that I missed or you would like to add.

> P.S. David Forte might be able to provide more static residual torque values that his people take on-line after the multi spindle DC nut runner.

>

>

> Regards,

7/9/2003

ERG3-884 0083

- › Dan Fratle
- › Brake System Engineer
- › Windstar Chassis Engineering
- › Phone/fax # 313 39 06399
- › Bldg. # 1 Cube # 11D061
- ›

7/9/2003

ER83-054 0004

Unit	Wheel	Stud	Milage/date	Residual torque, NM	Milage/date	Residual torque, NM	Milage/date
2BA32589, Blue AAYC-817, pool unit	RF	1	[REDACTED]	233	[REDACTED]	[REDACTED]	[REDACTED]
		2		158.6			
		3		233.5			
		4		188.7			
		5		187.8			
	LF	1		201.8			
		2		185			
		3		217.8			
		4		233.6			
		5		222.4			
	LR	1		178.2			
		2		165.1			
		3		168.4			
		4		178.9			
		5		148.6			
RR	1	216					
	2	144.8					
	3	189.4					
	4	189.8					
	5	188.8					
YBA00001, Navy Blue 861-DFE, cleaver plate, High mila	RF	1	85419.5 ml	140.3	[REDACTED]	[REDACTED]	[REDACTED]
		2	878/2302	138			
		3	171.7				
		4	75.8				
		5	170.4				
	LF	1	140.6				
		2	187				
		3	145.3				
		4	167.2				
		5	161.3				
	LR	1	172.2				
		2	185.7				
		3	130.7				
		4	178.2				
		5	87.8				
RR	1	172.8					
	2	51.2					
	3	168					
	4	131.7					
	5	180.8					

Residual to Mileage/dati Residual to Mileage/dati Residual torque, NM

Knuckle	Stud	Residual torque, first reading	Flat top for Ultimate strength (stud broken)	
1	1	254.7	395.3 *	
1	2	290.8	382 *	
1	3	224.7	345.4 *	
1	4	265.4	429.6 *	
1	5	227.5	385.9 *	
2	6	382.2	341.3 *	
2	7	349.7	302 *	
2	8	346.8	316.5 *	
2	9	385.9	342 *	
2	10	345.4	316.5 *	
3	11	320.2	307.2 *	
3	12	314	306.2 *	
3	13	308.4	318.4 *	
3	14	274	282.4 *	
3	15	312.1	280.8 *	
4	16	337	331.2 *	
4	17	353.7	347.7 *	
4	18	331.6	334.4 *	
4	19	320.2	325.2 *	
4	20	328.8	324.6 *	
5	21	310.1	313.9 *	
5	22	318.8	328.8 *	
5	23	322.8	324.3 *	
5	24	308.8	289.4 *	
5	25	278.8	278.1 *	
6	26	228.5	281.9 *	
6	27	212	248.6 *	
6	28	236.5	252.7 *	
6	29	208.6	241.4 *	
6	30	207.3	245.7 *	
7	31	273.3	267.4	227.8
7	32	310.3	305.8	228.7
7	33	287.3	279.8	221.5
7	34	281.1	279.2	236.2
7	35	258	240.8	215.4
8		188.1		
8		197.8		
8		188.3		
8		172.2		
8		184.8		
9		210.2		
9		180.8		
9		204.4		
9		172.2		
9		179.8		
10		201.4		
10		225		
10		199.2		
10		220.2		
10		215.1		
11		235.4		

11
11
11
11

209.9
227.8
280
283

Initiator Log Mats.

8820-004 00001

REDACTED



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Consumer Complaints Database

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Report Date: December 10, 2002 09:41:11 AM

NOTE: Click the checkboxes in the first column to order more research on those records.

Search for records on

Year: 1995
 Make: FORD TRUCK
 Model: WINDSTAR
 Component: WHEELS:LUGS:NUTS:BOLTS

Consumer Complaints

9 Record(s) found

<input type="checkbox"/> <small>Click to order research. Submit below.</small>	ODI ID: 533983 Incident: No Date of Failure: 10/17/1997 Component: WHEELS:LUGS:NUTS:BOLTS Summary: WHEEL STUDS SNAPPED OFF, CAUSING WHEEL TO FALL OFF AND FRONT END TO COLLAPSE.	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1995
---	---	--	--	-------------------

<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 535190 Make: FORD TRUCK Model: WINDSTAR Year: 1995 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 05/01/1998 Component: WHEELS:LUGS:NUTS:BOLTS Summary: ONE OF THE LUGS:NUTS:BOLTS BROKE OFF. MANUALLY REMOVED FOUR LUGS:NUTS:BOLTS FROM THE OTHERS. NOTICED THESE LUGS:NUTS:BOLTS WERE NOT FIRM.
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901096 Make: FORD TRUCK Model: WINDSTAR Year: 1995 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 11/23/2000 Component: WHEELS:LUGS:NUTS:BOLTS Summary: WHILE DRIVING THE LUG NUTS CAME OFF. CLAIM# 22-V658-695 *YH
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901097 Make: FORD TRUCK Model: WINDSTAR Year: 1995 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 10/15/2000 Component: WHEELS:LUGS:NUTS:BOLTS Summary: WHILE THE INSURED WAS TRAVELING THE VEHICLE'S WHEEL CAME OFF. CLAIM #38-J549-690 *YH
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901100 Make: FORD TRUCK Model: WINDSTAR Year: 1995 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 01/31/2000 Component: WHEELS:LUGS:NUTS:BOLTS Summary: WHEN THE INSURED PULLED THE VEHICLE INTO PARKING LOT THE FRONT PASSENGER TIRE SHEARED OFF 5 LUG NUTS CAUSING DAMAGE TO ROTOR AND BUMPER. CLAIM #13-9132-767 *YH
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 763932 Make: FORD TRUCK Model: WINDSTAR Year: 1995 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 07/06/2002 Component: WHEELS:LUGS:NUTS:BOLTS Summary: THREE OF THE FIVE LUG STUDS IN ONE FRONT WHEEL BROKE SIMULTANBOUSLY, CAUSING SEVERE VIBRATIONS OF THE WHOLE CAR. WE WERE ABLE TO MAINTAIN CONTROL AND SLOW DOWN TO A SAFE STOP AT THE

ENR3-804 8811

	<p>SIDE OF THE FREEWAY. WE WERE TOWED 150 MILES FROM AKRON TO COLUMBUS. WE HAVE FOLLOWED THE MANUFACTURER HAD HAD AN ALIGNMENT AND WHEEL ROTATION AT GERMAIN FORD IN COLUMBUS IN MARCH 2002. THREE POSSIBLE CAUSES: METAL FAILURE OF THE STUDS, TORQUING THE LUGS TOO TIGHT WHEN THE TIRES WERE ROTATED, OR LUGS COMING LOOSE. THE SERVICE PEOPLE AT GERMAIN FORD HAVE RULED OUT LOOSE LUGS DUE TO THE FINDING THAT NONE OF THE LUG HOLES WERE OUT OF ROUND. IF ALL FIVE LUG STUDS HAD FAILED AT ONCE, WE PROBABLY WOULD HAVE HAD A FATAL ACCIDENT. WE HAD DRIVEN ABOUT 10 HOURS FROM MANCHESTER, CT AND BROKE DOWN JUST EAST OF AKRON, OH. SPEED WAS GENERALLY BETWEEN 65 & 75 MPH. WE WERE TOWED HOME TO COLUMBUS. GERMAIN FORD DID A TORQUE TEST ON THE OTHER STUDS IN ALL WHEELS TODAY, AND NONE OF THEM FAILED. HOWEVER, WE CHOSE TO REPLACE ALL STUDS IN ALL WHEELS.</p>			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 780100 Incident: No Date of Failure: Component: WHEELS:LUGS:NUTS:BOLTS Summary: MISSING/NOT PROPERLY TIGHTENED LUGS:NUTS:BOLTS.	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1995
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 809146 Incident: Yes Date of Failure: 02/09/1997 Component: WHEELS:LUGS:NUTS:BOLTS Summary: PASSENGER'S SIDE LUGS: NUTS SHEARED OFF WHEEL, CAUSING VEHICLE TO BE IN A CRASH. *AK	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1995
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 877799 Incident: No Date of Failure: 01/06/2001 Component: WHEELS:LUGS:NUTS:BOLTS Summary: FOUR STUDS BROKE WHILE REMAINING ON NUTS. *AK	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1995



1-800-424-9012

~~1995-201~~
~~ODI # 764893~~
~~MAY 5, 1995~~
 NEW ON 719103
 MIS-RINJ.

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Report Date: December 10, 2002 09:38:13 AM

NOTE: Click the checkboxes in the first column to order more research on those records.

Search for records on

Year: 1996

Make: FORD TRUCK

Model: WINDSTAR

Component: WHEELS: MULTIPLE: LUGS: NUTS: BOLTS

Consumer Complaints

1 Record(s) found



Click to
order
research.
Submit below.

ODI ID: 812348

Make: FORD TRUCK

Model: WINDSTAR

Year: 1996

Incident No

Fire: No

Number of Injuries: 0

Date of Failure: 05/18/1997

Component: WHEELS: MULTIPLE: LUGS: NUTS: BOLTS

Summary: WHILE DRIVING 20 MPH LUGS: NUTS SHEARED OFF, CAUSING TIRE TO DISCONNECT, VEHICLE FELL TO THE

GROUND, COULD RESULT IN AN ACCIDENT. *AK

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Report Date: December 10, 2002 09:38:49 AM

NOTE: Click the checkboxes in the first column to order more research on those records.

Search for records on

Year: 1996

Make: FORD TRUCK

Model: WINDSTAR

Component: WHEELS:SINGLE:LUGS:NUTS:BOLTS

Consumer Complaints

1 Record(s) found



Click to
order
research.
Select below.

ODI ID: 824436

Make: FORD TRUCK

Model: WINDSTAR

Year: 1996

Incident: No

Fire: No

Number of Injuries: 0

Date of Failure: 06/15/1998

Component: WHEELS:SINGLE:LUGS:NUTS:BOLTS

Summary: CONSUMER WAS PULLING AWAY FROM A STOP SIGN AT APPROXIMATELY 10 MPH WHEN SUDDENLY THE

PASSENGER'S SIDE FRONT WHEEL CAME OFF DUE TO LUGS:NUTS:BOLTS COMING OFF. NO ACCIDENT & NO INJURY. DEALER NOTIFIED AND REFUSED TO REPAIR WITHOUT COST TO THE CONSUMER. *AK

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Report Date: December 10, 2002 09:39:43 AM

NOTE: Click the checkboxes in the first column to order more research on those records.

Search for records on

Year: 1996

Make: FORD TRUCK

Model: WINDSTAR

Component: WHEELS:LUGS:NUTS:BOLTS

Consumer Complaints

12 Record(s) found

Due to the large number of records return from the Consumer Complaints database, we did not display Summary description. To read this description for each specific compliance investigation, click on the [Get Summary](#) link.

<input type="checkbox"/>	ODI ID: 554268	Make: FORD TRUCK	Model: WINDSTAR	Year: 1996
--------------------------	----------------	------------------	-----------------	------------

888-884 8817

<input type="checkbox"/> order research. Submit below.	<p> Incident: No Fire: No Number of Injuries: 0 Date of Failure: 07/28/2000 Component: WHEELS:LUGS:NUTS:BOLTS <i>CANON</i> </p> <p style="text-align: center;"> Get Summary <i>RF</i> </p>
<input type="checkbox"/> Check to order research. Submit below.	<p> ODI ID: 604721 Make: FORD TRUCK Model: WINDSTAR Year: 1996 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 10/27/1996 Component: WHEELS:LUGS:NUTS:BOLTS <i>ROCKW LUG</i> </p> <p style="text-align: center;"> Get Summary <i>FRONT L/R?</i> </p>
<input type="checkbox"/> Check to order research. Submit below.	<p> ODI ID: 6901081 Make: FORD TRUCK Model: WINDSTAR Year: 1996 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 04/27/2001 Component: WHEELS:LUGS:NUTS:BOLTS <i>ALL 5.</i> </p> <p style="text-align: center;"> Get Summary <i>LOCATION?</i> </p>
<input type="checkbox"/> Check to order research. Submit below.	<p> ODI ID: 6901082 Make: FORD TRUCK Model: WINDSTAR Year: 1996 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 06/19/2001 Component: WHEELS:LUGS:NUTS:BOLTS <i>ALL 5</i> </p> <p style="text-align: center;"> Get Summary <i>FRONT L/R?</i> </p>
<input type="checkbox"/> Check to order research. Submit below.	<p> ODI ID: 6901083 Make: FORD TRUCK Model: WINDSTAR Year: 1996 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 02/02/2001 Component: WHEELS:LUGS:NUTS:BOLTS <i>ALL 5</i> </p> <p style="text-align: center;"> Get Summary <i>RF</i> </p>

<u>Get Summary</u>				
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 732590 <i>ok</i> Incident: Yes Date of Failure: 03/10/2000 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1996
<i>CRASH</i>				
<u>Get Summary</u>				
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 736132 <i>ok</i> Incident: No Date of Failure: 11/10/2000 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1996
<i>NOT ALL</i>				
<u>Get Summary</u>				
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 742579 <i>ok</i> Incident: No Date of Failure: 03/15/2001 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1996
<i>MUS</i>				
<u>Get Summary</u>				
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 8010464 Incident: No Date of Failure: 02/24/2002 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1996
<i>NOT ALL</i>				
<u>Get Summary</u>				
<input type="checkbox"/> Check to order research.	ODI ID: 8018799 Incident: No	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1996
<i>NOT ALL</i>				
<i>Went down?</i>				

Submit below.	Date of Failure: 01/02/2000 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: right;">Get Summary</p>			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 867057 Make: FORD TRUCK Model: WINDSTAR Year: 1996 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 07/05/2000 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: right;">Get Summary</p>			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 876863 Make: FORD TRUCK Model: WINDSTAR Year: 1996 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 12/29/1999 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: right;">Get Summary</p>			



ODI NEW 2/3/03 SEARCH
 ODI 10018055
 1996 MY
 MAY 1, 2003
 RIGHT FRONT WHEEL SEP.

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Report Date: December 10, 2002 09:25:10 AM

NOTE: Click the checkboxes in the first column to order more research on these records.

Search for records on

Year: 1998

Make: FORD TRUCK

Model: WINDSTAR

Component: WHEELS:LUGS:NUTS:BOLTS

Consumer Complaints

31 Record(s) found

Due to the large number of records return from the Consumer Complaints database, we did not display Summary description. To read this description for each specific compliance investigation, click on the [Get Summary link](#).

<input type="checkbox"/> Check to	ODI ID: 544810	Make: FORD TRUCK	Model: WINDSTAR	Year: 1998
--------------------------------------	----------------	------------------	-----------------	------------

EP03-004 0021

<http://www.nhtsa.dot.gov/cars/problems/complain/central2.cfm>

12/10/02

<input type="checkbox"/> <small>order research. Submit below.</small>	<p>Incident: No Fire: No Date of Failure: 03/05/1999 Component: WHEELS:LUGS:NUTS:BOLTS</p>	<p>Number of Injuries: 0 <i>4/5 Fractured. Left rear</i></p> <p>Get Summary</p>
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	<p>ODI ID: 545765 Make: FORD TRUCK Incident: No Fire: No Date of Failure: 04/08/1999 Component: WHEELS:LUGS:NUTS:BOLTS</p> <p><i>crash</i></p>	<p>Model: WINDSTAR Year: 1998 Number of Injuries: 0</p> <p><i>LF</i></p> <p>Get Summary</p>
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	<p>ODI ID: 558799 Make: FORD TRUCK Incident: No Fire: No Date of Failure: 10/25/2000 Component: WHEELS:LUGS:NUTS:BOLTS</p> <p><i>all 5</i></p>	<p>Model: WINDSTAR Year: 1998 Number of Injuries: 0</p> <p><i>LF</i></p> <p>Get Summary</p>
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	<p>ODI ID: 6901078 Make: FORD TRUCK Incident: No Fire: No Date of Failure: 12/16/2001 Component: WHEELS:LUGS:NUTS:BOLTS</p> <p><i>all 5</i></p>	<p>Model: WINDSTAR Year: 1998 Number of Injuries: 0</p> <p>Get Summary</p>
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	<p>ODI ID: 6901085 Make: FORD TRUCK Incident: No Fire: No Date of Failure: 11/27/2001 Component: WHEELS:LUGS:NUTS:BOLTS</p> <p><i>all 5</i></p>	<p>Model: WINDSTAR Year: 1998 Number of Injuries: 0</p>

E983-884 8822

Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901087 Incident: No Date of Failure: 08/31/2001 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0 Year: 1998
<i>all 5</i> <i>front</i>			
Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901088 Incident: No Date of Failure: 08/18/2001 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0 Year: 1998
<i>all 5</i> <i>right side</i>			
Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901089 Incident: No Date of Failure: 06/06/2001 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0 Year: 1998
<i>all 5</i> ?			
Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901091 Incident: No Date of Failure: Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0 Year: 1998
? ?			
Get Summary			
<input type="checkbox"/> Check to order research.	ODI ID: 6901092 Incident: No	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0 Year: 1998
<i>all 5</i> ?			

<input type="checkbox"/> Submit below.	Date of Failure: 11/16/2000 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: right;">Get Summary</p>			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901093 Incident: No Date of Failure: 09/10/2001 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No <i>all 5</i>	Model: WINDSTAR Number of Injuries: 0 <i>RF</i>	Year: 1998 <p style="text-align: right;">Get Summary</p>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 6901094 Incident: No Date of Failure: 08/30/2001 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No <i>all 5</i>	Model: WINDSTAR Number of Injuries: 0 ?	Year: 1998 <p style="text-align: right;">Get Summary</p>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 715402 Incident: Yes Date of Failure: 11/28/1999 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No <i>all 5</i>	Model: WINDSTAR Number of Injuries: 0 <i>RF</i>	Year: 1998 <p style="text-align: right;">Get Summary</p>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 717736 Incident: Yes Date of Failure: 01/21/2000 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No <i>all 5</i>	Model: WINDSTAR Number of Injuries: 0 <i>RF</i>	Year: 1998 <p style="text-align: right;">Get Summary</p>

ERG-004 0024

<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 740846 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 02/07/2001 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: center;"><i>all 5</i> ?</p> <p style="text-align: center;">Get Summary</p>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 744779 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 07/27/2000 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: center;"><i>not all</i> ?</p> <p style="text-align: center;">Get Summary</p>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 752205 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: Yes Fire: No Number of Injuries: 0 Date of Failure: 08/31/2001 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: center;"><i>all 5</i> RF</p> <p style="text-align: center;">Get Summary</p>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 753530 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 10/20/2001 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: center;">? ?</p> <p style="text-align: center;">Get Summary</p>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 754856 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 11/24/2001 Component: WHEELS:LUGS:NUTS:BOLTS <p style="text-align: center;"><i>not all</i> RF LF</p> <p style="text-align: center;"><i>2 seen.</i></p>

FR03-001 0020

	Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 765482 Incident: No Date of Failure: 08/01/2002 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No <i>not all</i>	Model: WINDSTAR Number of Injuries: 0 <i>LR</i>	Year: 1998
	Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 768657 Incident: No Date of Failure: 10/20/2002 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No <i>all 5</i>	Model: WINDSTAR Number of Injuries: 0 <i>RF</i>	Year: 1998
	Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 781573 Incident: No Date of Failure: Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No ?	Model: WINDSTAR Number of Injuries: 0 ?	Year: 1998
	Get Summary			
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 8003202 Incident: No Date of Failure: 12/19/2000 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No <i>all 5</i> <i>multiple events.</i>	Model: WINDSTAR Number of Injuries: 0 <i>RF</i>	Year: 1998
<input type="checkbox"/> Check to	ODI ID: 8007505	Make: FORD TRUCK	Model: WINDSTAR	Year: 1998

<input type="checkbox"/> order research. Submit below.	Incident: No Fire: No Number of Injuries: 0 Date of Failure: 12/20/2001 Component: WHEELS:LUGS:NUTS:BOLTS <i>all 5</i> <i>LF & RF</i> Get Summary <i>2 events</i>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 8021582 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 07/01/2002 Component: WHEELS:LUGS:NUTS:BOLTS <i>all 5</i> <i>RF</i> Get Summary
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 836556 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 03/27/1999 Component: WHEELS:LUGS:NUTS:BOLTS <i>not all</i> <i>?</i> Get Summary
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 855355 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 04/01/1999 Component: WHEELS:LUGS:NUTS:BOLTS <i>not all</i> <i>LF</i> Get Summary
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 857485 Make: FORD TRUCK Model: WINDSTAR Year: 1998 Incident: No Fire: No Number of Injuries: 0 Date of Failure: 01/05/2000 Component: WHEELS:LUGS:NUTS:BOLTS <i>all 5</i> <i>RF</i>

ERG-004 8827

<u>Get Summary</u>				
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 873132 Incident: No Date of Failure: 11/08/1999 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1998
		<i>all 5</i>	<i>LF</i>	<u>Get Summary</u>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 876723 Incident: No Date of Failure: 10/05/2000 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1998
		<i>all 5</i>	<i>Front</i>	<u>Get Summary</u>
<input type="checkbox"/> Check to order research. Submit below.	ODI ID: 898646 Incident: No Date of Failure: 10/29/2001 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No	Model: WINDSTAR Number of Injuries: 0	Year: 1998
		<i>not all</i>	<i>RF</i>	<u>Get Summary</u>

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NEW 7/3/03

1998MY

ODI # 10017591

LEFT FRONT WHEEL SEA

March 30, 2003

1998M

ODI # 10025077

RIGHT FRONT WHEEL SEA

June 19, 2003

8230 100-CARS



Office of Defects Investigation

Consumer Complaints Database

Call the **Auto Safety Hotline** toll free at 1-888-DASH-2-DOT to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: December 10, 2002 09:28:49 AM

NOTE: Click the checkboxes in the first column to order more research on those records.

Search for records on

Year: 1999

Make: FORD TRUCK

Model: WINDSTAR

Component: WHEELS:LUGS:NUTS:BOLTS

Consumer Complaints

5 Record(s) found

Check to order research. Submit below.

ODI ID: 6901077

Make: FORD TRUCK

Model: WINDSTAR

Year: 1999

Incident: No

Fire: No

Number of Injuries: 0

Date of Failure: 02/19/2000

Component: WHEELS:LUGS:NUTS:BOLTS

Summary: WHILE DRIVING, CONSUMER HEARD A RATTLENG NOISE AND PULLED OVER, THERE WERE 2 LUG NUTS THAT

888-884 8888

	HAD SHEARED OFF, CONSUMER CONTINUED DRIVING WHEN THE WHEEL CAME COMPLETELY OFF, THE VEHICLE CRASHED INTO A CEMENT WALL, CLAIM 55-S208-332. *SLC			
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	ODI ID: 8015438 Incident: No Date of Failure: 08/01/2002 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No Summary: WHILE DRIVING LESS THAN 20MPH FRONT PAX WHEEL CAME OFF. *AK CONSUMER STATED ALL 5 LUGS SNAPPED AT THE ROTOR, CAUSING THE WHEEL TO SEPARATE FROM THE VEHICLE, INDICATING THAT THE LUGS WERE LOOSE. *JB	Model: WINDSTAR Number of Injuries: 0	Year: 1999
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	ODI ID: 860605 Incident: No Date of Failure: 03/09/2000 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No Summary: WAS MAKING A LEFT TURN RIGHT FRONT PASSENGER'S WHEEL FLEW OFF. THIS WAS CAUSED BY 5 OF THE WHEEL BOLTS BREAKING OFF IN HALF. IT MADE A LOUD BOOM & THEN A BANG TYPE OF NOISE. CONTACTED FORD & INFORMED NOT THEIR FAULT & WILL NOT PAY FOR REPAIRS. *AK	Model: WINDSTAR Number of Injuries: 0	Year: 1999
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	ODI ID: 864068 Incident: No Date of Failure: 06/02/2000 Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No Summary: CONSUMER WAS AT THE STOP LIGHT AND WHILE TURNING RIGHT FRONT PASSENGER'S WHEEL FELL OFF. VEHICLE WAS TOWED TO THE DEALERSHIP. MECHANIC TOLD CONSUMER THAT WHEEL LUGS: NUTS WERE TOO TIGHT, AND ALL FIVE WERE SEVERED. *AK	Model: WINDSTAR Number of Injuries: 0	Year: 1999
<input type="checkbox"/> <small>Check to order research. Submit below.</small>	ODI ID: 889431 Incident: No Date of Failure: Component: WHEELS:LUGS:NUTS:BOLTS	Make: FORD TRUCK Fire: No Summary: LUGS: NUTS: BOLTS ON RIGHT FRONT WHEEL HAVE SHEARED OFF. DEALER WILL INSPECT AND CORRECT	Model: WINDSTAR Number of Injuries: 0	Year: 1999

EPC3-004 0001

PROBLEM *AK

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NEW on 7/3/03

1999 MV

OD# 10021333

THREE STUDY MAKE
NO COMPL SEP.

JUNE 7, 203

2003-001 0032



Office of Defects Investigation

Consumer Complaints Database

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Report Date: December 10, 2002 09:38:40 AM

NOTE: Click the checkboxes in the first column to order more research on those records.

Search for records on

Year: 2000

Make: FORD TRUCK

Model: WINDSTAR

Component: WHEELS:LUGS:NUTS:BOLTS

Consumer Complaints

2 Record(s) found

Check to
order
research.
Select below.

ODI ID: 751303

Make: FORD TRUCK

Model: WINDSTAR

Year: 2000

Incident: No

Fix: No

Number of Injuries: 0

Date of Failure: 08/26/2001

Component: WHEELS:LUGS:NUTS:BOLTS

Summary: THE THREADED SCREWS THAT THE LUGNUTS SCREW ONTO SNAPPED IN HALF AND CAR WAS INSPECTED BY

2002-004 0033

FORD DEALERSHIP MECHANIC AND THEY DO NOT WANT TO TAKE RESPONSIBILITY FOR THIS PROBLEM BEING A DEFECT IN WORKMANSHIP. ALSO, THEY WONT HONOR A SECOND OPINION FROM ANOTHER EXPERT MECHANIC. IN ADDITION, I PURCHASED THE EXTENDED SERVICE CONTRACT FOR \$1400 WHICH IS EFFECT UNTIL 100,000 MILES. I NEED SOMEONES HELP WITH THIS MATTER. *AK

Check to order research below.

ODI ID: 863590 Make: FORD TRUCK Model: WINDSTAR Year: 2000
Incident: No Fire: No Number of Injuries: 0

Date of Failure: 06/10/2000
Component: WHEELS:LUGS:NUTS:BOLTS

RF

Summary: WHILE DRIVING WHEELS ON RIGHT FRONT PASSENGER'S SIDE CAME COMPLETELY OFF. ALL LUGS:NUTS WERE BROKEN WITH NO SIGN OF WEAR AND TEAR. VAN WAS TOWED TO DEALERSHIP. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK



NEW on 7/9/03

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2000 MY.

*ODI # 10019334
NO DATE OF FAILURE
WHEEL SEP.*



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ONE ENTRY

*2001 MY 7/9/03
NOT NEW on 7/9/03
8001238
12/19/01
RF WHEEL SEP*

2002 MY

*ODI # 10023822
JUNE 20, 2003
3-studs fault.
-10 wheel sep.
12/10/02*

1000-894-0000

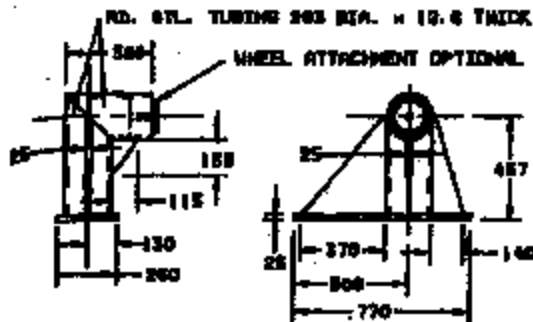


FIGURE 4—DETAIL OF WHEEL-HOLDING FIXTURE

3.5 Procedure—When running the impact test all necessary precautions must be taken to provide a safe operation.

Before the test, examine and measure the test wheel and the test tire and record all the criteria to be evaluated.

Mount the test wheel to the wheel-holding fixture and locate the assembly so that both the wheel flanges are just touching the striker with the pendulum in the free hanging position. The contact of the rim should also be aligned with the centerline of the pendulum and striker. Clamp the wheel-holding fixture securely to the test plate.

Mount the test tire to the test wheel and inflate to the required test pressure. Mount the tire and wheel assembly to the holding fixture and tighten the wheel nutters to the specified torque.

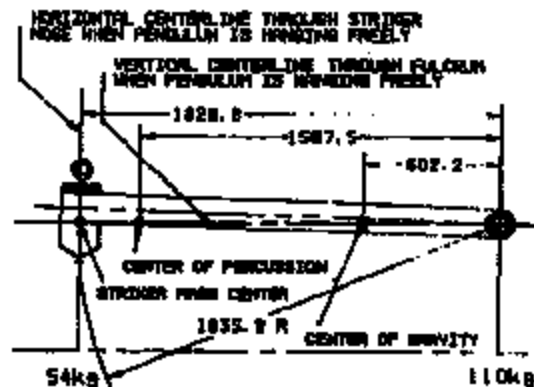


FIGURE 5—MASS DISTRIBUTION REQUIRED FOR PENDULUM ASSEMBLY

Raise the striker to the predetermined drop height. (Height of the striker mass center above the wheel hub center.)

Allow the pendulum to fall freely from this predetermined height. (A mechanism may be operational that will prevent any rebound impacts.)

After the single impact remove the wheel and tire assembly from the wheel-holding fixture and disconnect the tire.

Examine and measure the test arrangements and record any changes to the criteria being evaluated.

4. Performance Criteria—It is not within the scope of this document to determine levels of performance since correlation with field performance depends on variables other than the wheel and tire assembly. The greatest value of this test is to determine the threshold at which damage begins to occur and relate this to field performance of individual vehicles.

WHEEL NUT BEAT STRENGTH —SAE J2315 FEB98

M2115 SK 107.9
SAE Recommended Practice

Issue of the SAE Wheel Nut Beat Test Procedure of the SAE Wheel Standards Committee approved February 1998. Estimate amount available.

1. Scope—The purpose of this test is to evaluate the axial strength of the nut seat of wheels intended for use on passenger cars, light trucks, and multipurpose vehicles. In addition, a minimum contact area is recommended to ensure enough contact for the rotational force in tightening a nut against the nut seat. While this test measures the minimum strength of the nut seat, the wheel must also have a degree of flexibility. This flexibility, as well as bolt tension, are important to maintain wheel position.

2. References

2.1 Applicable Publications—The following publications form a part of the specification to the extent specified herein. Unless otherwise indicated the latest editions of SAE publications shall apply.

2.1.1 SAE PUBLICATIONS—Available from SAE, 400 Commonwealth Drive, Warrendale, PA 15096-0001.

SAE J2315—Wheel Nut Seat System Test

2.1.2 Related Publications—The following publications are provided for information purposes only and are not a required part of this document.

2.2.1 SAE PUBLICATIONS—Available from SAE, 400 Commonwealth Drive, Warrendale, PA 15096-0001.

J1328—Wheels—Passenger Car and Light Truck Performance Requirements and Test Procedures

SAE J1192—Nuts and Washers—Wheels for Passenger Car, Light Trucks, and Multipurpose Passenger Vehicles

SAE J2283—Mechanical and Material Requirements for One Piece Wheel Rims

3. Test Procedure

3.1 Wheels for Test—Use only fully processed wheels including all castings representative of production parts intended for the vehicle.

3.2 Test Equipment—See Figure 1.

The test equipment must be capable of supporting the complete wheel mounting assembly with a rigid flat surface. The equipment will provide a hardened (Rc 43 min) punch with a constant angle slope representative of the surface specified for the wheel. The punch applies a measured axial force (F) (non-sectional) perpendicular to the supporting surface. Only one nut seat of a wheel is loaded at a time. In addition to the loading mechanism, devices to measure punch travel (X) are required.

3.3 Deformation Test

3.3.1 Test Method

- Insert the test wheel in the loading device and align the punch with the nut seat.
- Apply a load (F₀) to the nut seat and measure the nut seat height (H₀).
- Apply a load (F) and hold for 15 s.
- Reduce the load to (F₀) and measure the nut seat height (H1).
- Repeat steps C and D five times and measure the nut seat height (H_n) at F₀ load each time.
- Repeat steps A through E on each nut seat of the wheel.

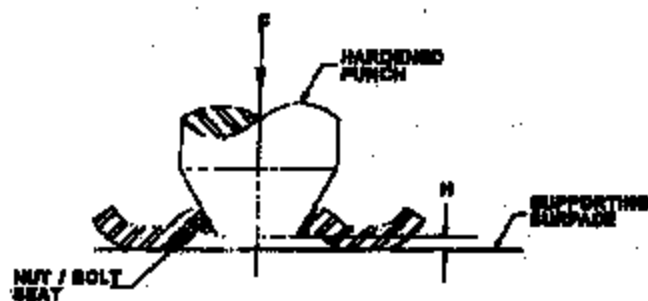


FIGURE 1—TEST EQUIPMENT AND NOMENCLATURE

The initial force (F_0) and final force (F) for some fastener sizes are shown in Table 1. For size not shown or for evaluation of new finishes, materials, or systems, the fastener shall be tightened using the procedure defined in SAE J2316 and the maximum force value obtained for five sample initial tightwings to the minimum white torque (Ref. Table 1 SAE J2316) should be used as F and 0.6 times F should be used for F_0 . The values for the test should be for the largest fastener used with the wheel.

TABLE 1—REFERENCE TEST FORCE

Fastener Size	F_0 (kg)	F (kg)	Fastener Torque Value (kg)
M10 x 1.5 1.5-60	0.8	16.4	60
M12 x 1.5 1.5-60	12.7	25.1	110
M14 x 1.5 1.5-75	19.7	31.1	150

1. F_0 is 0.6 times the minimum force of recommended torque.
2. F is the maximum load obtained at the torque value.

3.3.2 PERFORMANCE REQUIREMENTS

- a. The nut seat height change (Ho-H1) after the first cycle shall not exceed 0.6 mm.
- b. The fifth nut seat height change (Ho-H5) shall not exceed 0.90 mm.

3.4 Yield Strength Test

3.4.1 TEST METHOD

- a. Insert a new test wheel on the loading device and align the punch with the nut seat.
- b. Apply the load to the individual nut seat until the complete collapse or cracking.
- c. Record the maximum load prior to collapse or cracking.
- d. Repeat test on all nut seat positions, but tests are not to be performed on adjacent nut seats.

Two or more new wheels will be required to completely evaluate all nut seat positions.

3.4.2 PERFORMANCE REQUIREMENTS—The maximum load prior to collapse or cracking shall exceed the values in Table 3 for the largest fastener used with the wheel. For size not shown, the system torque/tension test should be performed and the initial tension value for the torque listed in Table 2 should be used.

TABLE 4—CALCULATED STEEL WHEEL BEARING SURFACE CONTACT STRESS DIFFERENTIALS (MPa)

	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm	Applied Torque N-m	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm
Wheel Size—N	60	100	150	180	190	190	190	190
12 000	12.7	97.6	108.0	127.0	171.5	176.0	181.5	188.1
16 000	128.0	114.1	118.0	128.0	128.4	133.0	137.5	141.7
20 000	128.0	128.7	135.5	148.0	148.0	148.5	148.5	155.0
24 000	148.5	147.5	155.0	155.0	161.5	166.4	171.1	175.0
28 000	168.1	168.0	168.0	175.4	175.0	180.0	187.7	195.0

This calculation assumes a min yield of 241 MPa (35 ksi) and a nut seat diameter of 17.4 mm (0.69 in) to represent typical low-surface steel.

3.5 Bearing Surface Recommendation—The applicability of the yield strength test and deformation test is lost when the following criteria is met or exceeded. This recommendation uses the applied stresses to predict yielding at a critical value given by the maximum shear stress (Tresca) criterion. At the critical value, the sum of the applied stresses from the stud tension and nut torque equal the yield point of the nut seat material. The applied stresses are a conservative approximation for the principal stresses. It is important to note that stud tension creates a compressive stress on the nut seat. See Figure 2.

TABLE 2—TORQUE VALUES

Fastener Size	Minimum Torque (kg)
M10 x 1.5 1.5-60	60
M12 x 1.5 1.5-60	110
M14 x 1.5 1.5-75	150

TABLE 3—YIELD LOAD CAPACITY

Fastener Size	Yield Load (kg)
M10 x 1.5 1.5-60	60
M12 x 1.5 1.5-60	44



FIGURE 2—NUT SEAT BEARING SURFACE AND MEAN RADIUS

$$B_s = [T_s + (T_q/R)]/Y \quad (Eq. 1)$$

B_s = Bearing surface stress

T_s = Bolt Tension

T_q = Applied torque

R = Mean radius of nut seat

Y = Yield strength of the wheel material

Tables 4 and 5 give example values of B_s for typical assumed properties. Use Equation 1 to calculate bearing surface stress for wheels made from materials with other properties.

TABLE 6—CALCULATED ALUMINUM WHEEL MINIMUM SLIPAGE SUPPORT
LIMITS (TYRES DIFFERENTIALS (mm²))

	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm	Applied Torque Nm
Steel Roader—4	87	100	110	120	130	140	150	160
12 000	126.0	144.1	156.2	168.3	180.4	192.5	204.6	216.7
18 000	189.0	216.1	234.2	252.3	270.4	288.5	306.6	324.7
24 000	252.0	288.1	312.2	336.3	360.4	384.5	408.6	432.7
30 000	315.0	360.1	396.2	432.3	468.4	504.5	540.6	576.7
36 000	378.0	432.1	474.2	516.3	558.4	600.5	642.6	684.7

This calculation assumes a min yield of 116.5 MPa (16.9 ksi) and a mass per unit diameter of 18.85 mm (0.74 in.) to represent typical aluminum wheels.

WHEEL NUT SEAT SYSTEM TEST PROCEDURES AND PERFORMANCE REQUIREMENTS FOR PASSENGER CARS AND LIGHT TRUCKS—SAE J2315 JAN88

SAE Recommended Practice

Report of the SAE Wheel Nut Seat Test Task Force of the SAE Wheel Standards Committee approved January 1988.

1. Scope—This SAE Recommended Practice provides minimum performance requirements and test procedures for nut seat systems (strength of wheels included for normal highway use on passenger cars, light trucks, (except dual wheels, which are covered by SAE J1363) and multipurpose passenger vehicles. The nut seat system includes the wheel, wheel bolts, and wheel nuts as applicable. Many factors must be considered in design and validation of wheel attachments for each specific vehicle. The individual components should be evaluated per the SAE standards referenced.

2. References

2.1 Applicable Publications—The following publications form a part of the specification to the extent specified herein. Unless otherwise indicated the latest revision of SAE publications shall apply.

2.1.1 SAE PUBLICATIONS—Available from SAE, 400 Commonwealth Drive, Warrendale, PA 15086-0001.

SAE J1102—Mechanical and Material Requirements for Wheel Bolts

SAE J1363—Road Vehicles—Wheels for Commercial Vehicles and Multipurpose Passenger Vehicles—Flaring Nuts—Test Methods

SAE J2263—Mechanical and Material Requirements for Con-Place Wheel Nuts

SAE J2315—Wheel Nut Seat Strength Recommendations

3. Definitions

3.1 Wheel Nut Seat—See Figure 1.

3.2 Wheel Bolt—See Figure 1.

3.3 Wheel Nut—See Figure 1.

3.4 Ultimate Strength—Minimum values of bolt tension and tightening torque achieved when tightened to failure (bolt break or wheel nut seat yield when torque and tension no longer increase during tightening).

4. Test Procedure—Two system tests are specified: Torque-Tension/Torque, which evaluates the initial wheel installation when all components are new, and Torque-Tension/Torque, which evaluates the effect of redistribution of the components in service.

Although a wheel attachment consists of multiple fasteners, the torque-tension tests in this document shall be conducted with only one fastener at a time.

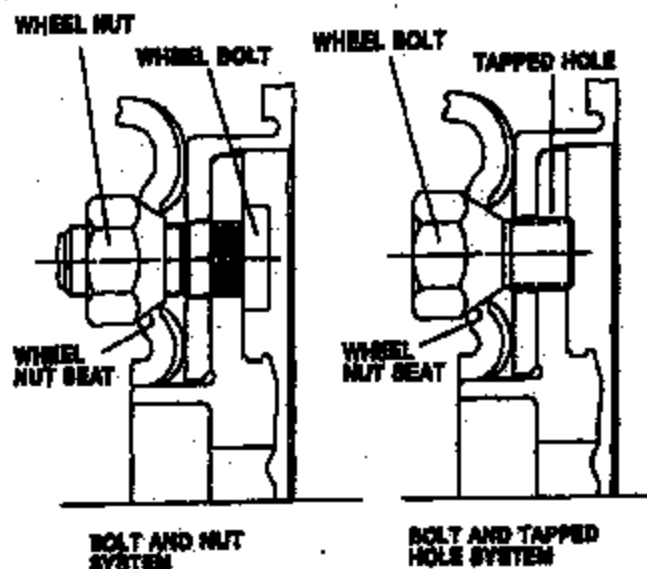


FIGURE 1—DEFINITIONS

4.1 Test Components—Fully assembled (including finish) wheels or wheel discs, wheel bolts, and wheel nuts representative of production parts intended for the vehicle. For systems where wheel nuts are tightened into existing wheel bolts (bolt and nut system), hexagon head nut bolts may be used in place of the wheel bolts, but they must be the same thread size and finish with similar hardness as the wheel bolts. For systems where wheel bolts are tightened directly against the wheel and into a tapped hole in the hub or axle (bolt and tapped hole system), special nut blocks may be used in place of the bolt or nuts, but they must be the same thread size, length of thread, material, and finish as the bolt or nuts against hole. All components shall be new (unused) for each test sample.

4.2 Test Equipment

4.2.1 Torque Measurement Device—Must be capable of measuring axial tension induced in the wheel bolt as it is tightened. Accuracy shall be $\pm 5\%$ of torque reading.

4.2.2 Torque Measurement Device—Must be capable of measuring torque applied to the wheel nut (or wheel bolt on a tapped hole system) as it is tightened. Accuracy shall be $\pm 5\%$ of torque reading.

4.2.3 Test Socket—Socket shall not contact the wheel nut nut or the threaded end of the wheel bolt at any time during the test.

4.2.4 Support Plate—A flat plate to fully support the wheel disc mounting surface for the wheel nut seat being tested. Thickness of the support plate and tension mounting device shall allow sufficient length of thread engagement between the wheel bolt and wheel nut when tightened.

4.2.5 Torque Device—Must be capable of tightening to the Ultimate Torque of the components being tested. Recommended tightening speed shall not exceed 20 rpm at 30 Nm and above and shall be slower than (graph of applied torque versus nut rotation recorded continuously during tightening, shall not exhibit cyclic torque fluctuations).

4.3 Torque-Tension/Flow—Using all new components, insert the wheel bolt (or the tapped hole if bolt and tapped hole system) into the tension measuring device and ensure such that it contact mate during tightening. Place the wheel

disc against the support plate and engage the wheel nut (or wheel bolt if bolt and tapped hole system) with the mating thread.

Tighten the wheel nut (or wheel bolt if bolt and tapped hole system) until steady state torque (bolt break or bolt tension no longer increases during tightening) or to 150% of Minimum Ultimate Torque specified in Table 1.

Measure torque and tension continuously during tightening (cyclic torque and tension).

Insert new components (wheel nut nut, wheel bolt, and wheel nut) and repeat previous procedure for a total of ten samples.

4.4 Torque-Tension/Flow—Insert new test components as specified in 4.3. Tighten the fastener continuously at a speed not to exceed 10 rpm (to allow to maintain heat buildup) to the Test Torque specified in Table 1.

Measure torque and tension continuously during tightening. Record bolt tension at the Test Torque.

Completely loose the fastener and reinsert the same components to the Test Torque as described previously. Repeat this step for a total of 10 cycles, recording bolt tension for each cycle. Pause a minimum of 30 s between cycles to minimize heat buildup which may affect test results.

Insert new components (wheel nut nut, wheel bolt, and wheel nut) and repeat previous procedure for a total of five samples.

5. Performance Requirements—The wheels, wheel bolts, and wheel nuts when tested according to the procedures specified in Section 4, shall meet the following minimum performance requirements:

5.1 Torque-Tension/Flow—When tightened to the Test Torque, the average and average minus 3 standard deviations of bolt tension shall not be less than the corresponding Minimum Service Torque established by the vehicle manufacturer. Minimum tension requirements may depend on many variables such as vehicle mass, tire static loaded radius, wheel attachment configuration (bolt and size of fastener and bolt shank diameter). The torque tension relationship is dependent on configuration, material, and finish of the fastener and wheel nut. Any change to these variables will affect minimum tension achieved at the Test Torque.

Ultimate Torque for each sample shall not be less than the maximum bolt tension torque specification for the vehicle application being tested and the average Ultimate Torque shall not be less than 120% of the maximum service torque specification for that vehicle. If the vehicle torque specifications are not known, the Minimum Ultimate Torque values shown in Table 1 should be used in place of the manufacturer installation torque specification and the maximum service torque specification.

The bolt and nut threads shall not strip.

5.2 Torque-Tension/Flow—Average bolt tension at the Test Torque achieved in cycles 2 to 10 shall not be less than 60% of the average torque achieved in cycle 1 (first tightening with new components).

The bolt and nut threads shall not strip.

The nut (or bolt if tapped hole system) shall be removable by hand at completion of test (after bolt tension has been released).

TABLE 1—MINIMUM TORQUE (NEW COMPONENTS)⁽¹⁾

Thread Size	Test Torque (Nm)	Minimum Ultimate Torque (Nm)
M10 x 1.5	80	80
M12 x 1.5	110	140
M16 x 1.5	115	140
M14 x 1.5	140	170
M8-90	140	140
M12-90	140	170

1. Threaded surface profile to vehicle and application fit and configurations. Other thread sizes, such as tapered or captive nutting methods, may require other values.
2. Minimum installation torque specification for the vehicle application being tested. If no specification is not known, use the values shown in the table.

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Fratila, Dan (D.)

From: Renouf, Joe (J.H.)
Sent: Thursday, January 30, 2003 2:05 PM
To: Patel, Bharat (B.J.); Souchock, Peter (P.D.); Renouf, Joe (J.H.); Fratila, Dan (D.); Johnson, Kathy (K.D.); Hawkins, Lana (L.M.); Barmast, Syed (S.H.)
Subject: Wheel Stud Draft

The following is a portion of the draft response to Question 11 that we will review in our 3:30 phone call. Please review and suggest changes/additions.
Thanks.

It is Ford's opinion that there is no significant risk to motor vehicle safety related to the alleged defect. As provided in documents in response to other Requests of this inquiry, Ford has investigated occasional reports of wheel stud breakage on the subject vehicles in various locations. Those investigations always resulted in the same conclusions. There is no evidence of a systemic design or manufacturing defect. Improper vehicle service/maintenance appears to be the key contributing factor in this issue.

The agency's inquiry letter noted that the average vehicle mileage at the time of failure of the incident reports provided was approximately 40,000 miles. The average reported mileage for the non-ambiguous reports Ford has provided in response to your requests is 25,000 miles. It is highly unlikely that vehicles that have accumulated these types of mileages would not have had their wheels removed at least one or more times during vehicle servicing of some type. Tire repairs and tire rotation (recommended every 5,000 miles after the first 10,000 miles), brake repairs or inspection and certain suspension repairs are examples of vehicle service that would require the wheels to be removed. Ford's records concerning the A1 category reports supplied with this response indicate that 75% of them had warranty repairs that most likely included removing the road wheels prior to the reported incident.

Ford believes the most common stud fracture type is during lug nut removal when high levels of torque are required to overcome corrosion/dirt accumulation. Obviously, if this were to occur, the need for service is apparent. Ford's vehicles are designed to operate safely without one stud, assuming the other studs are torqued properly, but we do not recommend such a practice. In general, Ford believes that wheel stud failures that occur other than when they are being installed or removed, are caused by insufficient clamp load between the road wheel, brake rotor/drum and hub. If the clamp load is not adequate, the normally present microscopic movement between these parts increases to the point that the studs can begin to fracture. The first stud to fail most likely will fail in a reverse bending mode. If not replaced and if the remaining lug nuts are not re-torqued, a second stud will break, again, most likely in a reverse bending mode. After two studs have failed, if warnings of noise and/or vibration do not alert the driver that service is needed, the remaining three studs will most likely fail either sequentially in a short period of time or simultaneously. Depending on the vehicle's duty cycle (making many turns), loosely fastened lug nuts may actually "walk off" and cause stud failure.

Ford's investigation of wheel stud breakage on the subject vehicles has found no design or manufacturing issues that would be considered a systemic condition that would result in the reported failures. It is Ford's belief that the majority of the reported issues are a result of service related issues. Not properly torquing the lug nuts to the recommended 100 ft/lbs, even when using power tools, is very common. (Installing lug nuts on damaged or corroded studs may cause a reduction of clamp load even if the nuts are torqued to the correct level.) Corrosion, dirt, or damage present on the road wheel at the nut interface can also reduce the amount of clamp load that can be obtained. Additionally, corrosion and/or dirt build up on the wheel mounting surface and rotor/drum to hub mounting surfaces, if not removed prior to wheel installation, can cause a relaxation of clamp load and possible stud fracture.

Regards,

Joe Renouf: Automotive Safety Office

PROPERTY INFORMATION

Seq	APN	Area	Acres	Year	Month	Day	Time	City	State	Zip
24	SPN2AS140000000000000000	1	1	January 18, 1999	10-31	veh.	1999	ALABAMA	AL	35000000
20	SPN2AS140000000000000000	28000	1	April 1, 1999	One Part		1999	ALABAMA	AL	35000000
40	SPN2AS140000000000000000	28000	1	February 8, 2000	umpson		1999	ALABAMA	AL	35000000
30	SPN2AS140000000000000000	28000	1	January 21, 2000			1999	ALABAMA	AL	35000000
78	SPN2AS140000000000000000	28000	1	November 18, 2000	umpson		1999	ALABAMA	AL	35000000
74	SPN2AS140000000000000000	41600	1	January 21, 2000	Pa Pr		1999	ALABAMA	AL	35000000
28	SPN2AS140000000000000000	19000	1	May 4, 1999	LS-Pr-veh		1999	ALABAMA	AL	35000000
39	SPN2AS140000000000000000	20000	1	January 28, 2000	CCO Pa Pr		1999	ALABAMA	AL	35000000
25	SPN2AS140000000000000000	19000	1	August 20, 1999	LS-Pr		1999	ALABAMA	AL	35000000
77	SPN2AS140000000000000000	28000	1	December 22, 2000	umpson		1999	ALABAMA	AL	35000000
3	SPN2AS140000000000000000	28000	1	October 8, 1999	Pa Pr-veh		1999	ALABAMA	AL	35000000
44	SPN2AS140000000000000000	24000	1	October 21, 2000	LS-Pr		1999	ALABAMA	AL	35000000
76	SPN2AS140000000000000000	28000	1	August 21, 2001	Pa Pr		1999	ALABAMA	AL	35000000
75	SPN2AS140000000000000000	61000	1	June 7, 2001	LS-Pr-veh		1999	ALABAMA	AL	35000000
21	SPN2AS140000000000000000	4800	1	August 13, 1999	Pa Pr		1999	ALABAMA	AL	35000000
69	SPN2AS140000000000000000	20000	1	March 28, 2001	Pa Pr		1999	ALABAMA	AL	35000000
61	SPN2AS140000000000000000	49000	1	September 12, 2000	LS Pr 110		1999	ALABAMA	AL	35000000
2	SPN2AS140000000000000000	2800	1	August 14, 1999	One Pr		1999	ALABAMA	AL	35000000
49	SPN2AS140000000000000000	70000	1	August 14, 2000	LS-Pr		1999	ALABAMA	AL	35000000
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65	SPN2AS140000000000000000	24000	1	April 12, 2000	umpson 110		1999	ALABAMA	AL	35000000
5	SPN2AS140000000000000000	28000	1	September 27, 1999	umpson-veh		1999	ALABAMA	AL	35000000
23	SPN2AS140000000000000000	28000	1	December 2, 1999	Pa Pr		1999	ALABAMA	AL	35000000
1	SPN2AS140000000000000000	28000	1	July 6, 1999	Pa Pr		1999	ALABAMA	AL	35000000
18	SPN2AS140000000000000000	20000	1	July 6, 1999	LS-Pr		1999	ALABAMA	AL	35000000
19	SPN2AS140000000000000000	6110	1	August 28, 1999	Leak		1999	ALABAMA	AL	35000000
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69	SPN2AS140000000000000000	8000	1	October 11, 1999	Pa Pr 1100		1999	ALABAMA	AL	35000000
56	SPN2AS140000000000000000	20000	1	August 1, 2000	CCO Pa Pr		1999	ALABAMA	AL	35000000
64	SPN2AS140000000000000000	20000	1	August 1, 2000	Pa Pr		1999	ALABAMA	AL	35000000
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44	SPN2AS140000000000000000	130000	1	October 22, 2000	Pa Pr and		1999	ALABAMA	AL	35000000
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30	SPN2AS140000000000000000	40000	1	September 20, 2000	Pa Pr and		2000	ALABAMA	AL	35000000
60	SPN2AS140000000000000000	60000	1	July 17, 2000	umpson 110		1999	ALABAMA	AL	35000000
25	SPN2AS140000000000000000	2000	1	March 12, 1999	One part		1999	ALABAMA	AL	35000000
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8	SPN2AS140000000000000000	62000	1	June 20, 2000	Pa Pr - No		1999	ALABAMA	AL	35000000
46	SPN2AS140000000000000000	1	1	July 7, 1999	One part		1999	ALABAMA	AL	35000000
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11	SPN2AS140000000000000000	28000	1	August 22, 1999	Pa Pr - No		1999	ALABAMA	AL	35000000
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51	SPN2AS140000000000000000	20400	1	November 8, 1999	Pa Pr		1999	ALABAMA	AL	35000000
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4	SPN2AS140000000000000000	28400	1	January 8, 1999	One Pr		1999	ALABAMA	AL	35000000
49	SPN2AS140000000000000000	1	1	February 18, 2000	umpson		1999	ALABAMA	AL	35000000
14	SPN2AS140000000000000000	28015	1	November 24, 2000	One Pr		1999	ALABAMA	AL	35000000
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19	SPN2AS140000000000000000	10784	1	June 18, 2000	Pa Pr		1999	ALABAMA	AL	35000000
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34	1873	April 8, 1873	W-Fri	1873	WILLIAMS	VA	VOC	1873
35	1874	November 18, 1874	W-Fri	1874	WILLIAMS	VA	MS	1874
36	1875	May 20, 1875	W-Fri	1875	WILLIAMS	VA	VOC	1875
37	1876	May 20, 1876	W-Fri	1876	WILLIAMS	VA	MS	1876
38	1877	April 22, 1877	W-Fri	1877	WILLIAMS	VA	MS	1877
39	1878	April 22, 1878	W-Fri	1878	WILLIAMS	VA	VOC	1878
40	1879	April 22, 1879	W-Fri	1879	WILLIAMS	VA	MS	1879
41	1880	April 22, 1880	W-Fri	1880	WILLIAMS	VA	VOC	1880
42	1881	April 22, 1881	W-Fri	1881	WILLIAMS	VA	MS	1881
43	1882	April 22, 1882	W-Fri	1882	WILLIAMS	VA	VOC	1882
44	1883	April 22, 1883	W-Fri	1883	WILLIAMS	VA	MS	1883
45	1884	April 22, 1884	W-Fri	1884	WILLIAMS	VA	VOC	1884
46	1885	April 22, 1885	W-Fri	1885	WILLIAMS	VA	MS	1885
47	1886	April 22, 1886	W-Fri	1886	WILLIAMS	VA	VOC	1886
48	1887	April 22, 1887	W-Fri	1887	WILLIAMS	VA	MS	1887
49	1888	April 22, 1888	W-Fri	1888	WILLIAMS	VA	VOC	1888
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51	1890	April 22, 1890	W-Fri	1890	WILLIAMS	VA	VOC	1890
52	1891	April 22, 1891	W-Fri	1891	WILLIAMS	VA	MS	1891
53	1892	April 22, 1892	W-Fri	1892	WILLIAMS	VA	VOC	1892
54	1893	April 22, 1893	W-Fri	1893	WILLIAMS	VA	MS	1893
55	1894	April 22, 1894	W-Fri	1894	WILLIAMS	VA	VOC	1894
56	1895	April 22, 1895	W-Fri	1895	WILLIAMS	VA	MS	1895
57	1896	April 22, 1896	W-Fri	1896	WILLIAMS	VA	VOC	1896
58	1897	April 22, 1897	W-Fri	1897	WILLIAMS	VA	MS	1897
59	1898	April 22, 1898	W-Fri	1898	WILLIAMS	VA	VOC	1898
60	1899	April 22, 1899	W-Fri	1899	WILLIAMS	VA	MS	1899
61	1900	April 22, 1900	W-Fri	1900	WILLIAMS	VA	VOC	1900
62	1901	April 22, 1901	W-Fri	1901	WILLIAMS	VA	MS	1901
63	1902	April 22, 1902	W-Fri	1902	WILLIAMS	VA	VOC	1902
64	1903	April 22, 1903	W-Fri	1903	WILLIAMS	VA	MS	1903
65	1904	April 22, 1904	W-Fri	1904	WILLIAMS	VA	VOC	1904
66	1905	April 22, 1905	W-Fri	1905	WILLIAMS	VA	MS	1905
67	1906	April 22, 1906	W-Fri	1906	WILLIAMS	VA	VOC	1906
68	1907	April 22, 1907	W-Fri	1907	WILLIAMS	VA	MS	1907
69	1908	April 22, 1908	W-Fri	1908	WILLIAMS	VA	VOC	1908
70	1909	April 22, 1909	W-Fri	1909	WILLIAMS	VA	MS	1909
71	1910	April 22, 1910	W-Fri	1910	WILLIAMS	VA	VOC	1910
72	1911	April 22, 1911	W-Fri	1911	WILLIAMS	VA	MS	1911
73	1912	April 22, 1912	W-Fri	1912	WILLIAMS	VA	VOC	1912
74	1913	April 22, 1913	W-Fri	1913	WILLIAMS	VA	MS	1913
75	1914	April 22, 1914	W-Fri	1914	WILLIAMS	VA	VOC	1914
76	1915	April 22, 1915	W-Fri	1915	WILLIAMS	VA	MS	1915
77	1916	April 22, 1916	W-Fri	1916	WILLIAMS	VA	VOC	1916
78	1917	April 22, 1917	W-Fri	1917	WILLIAMS	VA	MS	1917
79	1918	April 22, 1918	W-Fri	1918	WILLIAMS	VA	VOC	1918
80	1919	April 22, 1919	W-Fri	1919	WILLIAMS	VA	MS	1919
81	1920	April 22, 1920	W-Fri	1920	WILLIAMS	VA	VOC	1920
82	1921	April 22, 1921	W-Fri	1921	WILLIAMS	VA	MS	1921
83	1922	April 22, 1922	W-Fri	1922	WILLIAMS	VA	VOC	1922
84	1923	April 22, 1923	W-Fri	1923	WILLIAMS	VA	MS	1923
85	1924	April 22, 1924	W-Fri	1924	WILLIAMS	VA	VOC	1924
86	1925	April 22, 1925	W-Fri	1925	WILLIAMS	VA	MS	1925
87	1926	April 22, 1926	W-Fri	1926	WILLIAMS	VA	VOC	1926
88	1927	April 22, 1927	W-Fri	1927	WILLIAMS	VA	MS	1927
89	1928	April 22, 1928	W-Fri	1928	WILLIAMS	VA	VOC	1928
90	1929	April 22, 1929	W-Fri	1929	WILLIAMS	VA	MS	1929
91	1930	April 22, 1930	W-Fri	1930	WILLIAMS	VA	VOC	1930
92	1931	April 22, 1931	W-Fri	1931	WILLIAMS	VA	MS	1931
93	1932	April 22, 1932	W-Fri	1932	WILLIAMS	VA	VOC	1932
94	1933	April 22, 1933	W-Fri	1933	WILLIAMS	VA	MS	1933
95	1934	April 22, 1934	W-Fri	1934	WILLIAMS	VA	VOC	1934
96	1935	April 22, 1935	W-Fri	1935	WILLIAMS	VA	MS	1935
97	1936	April 22, 1936	W-Fri	1936	WILLIAMS	VA	VOC	1936
98	1937	April 22, 1937	W-Fri	1937	WILLIAMS	VA	MS	1937
99	1938	April 22, 1938	W-Fri	1938	WILLIAMS	VA	VOC	1938
100	1939	April 22, 1939	W-Fri	1939	WILLIAMS	VA	MS	1939

Szalay, Michael (M.A.)

From: Patel, Bharat (B.J.)
Sent: Thursday, January 30, 2003 11:37 AM
To: Szalay, Michael (M.A.); Souchock, Peter (P.D.); Ranouf, Joe (J.H.); Fratila, Dan (D.); Johnson, Kathy (K.D.); Hawkins, Lana (L.M.); Samast, Syed (S.H.)
Subject: RE: Windstar Wheel Lugs

Please use the below info for the subject meeting teleconf.

Dial In: 1-866-694-4499
FordNet: 954-1155
International Participants: 1-847-619-6478
Passcode: 6581680#

Engineering team: Lets meet in my office (Rm. 1GC058, Building #1).

Bharat J. Patel

Critical Concerns Manager - NAC
Phone: 313-248-6312; Fax: 313-390-6002
Text Pager: 313-795-3457 or bpatel7@ford.com

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—Original Appointment—

From: Szalay, Michael (M.A.)
Sent: Thursday, January 30, 2003 9:55 AM
To: Patel, Bharat (B.J.); Souchock, Peter (P.D.); Ranouf, Joe (J.H.); Fratila, Dan (D.); Johnson, Kathy (K.D.); Hawkins, Lana (L.M.); Samast, Syed (S.H.)
Subject: Windstar Wheel Lugs
When: Thursday, January 30, 2003 3:30 PM-4:30 PM (GMT-05:00) Eastern Time (US & Canada).
Where: Conf. Call

Bharat Patel will send the teleconference numbers later this morning.

Qty
90 A1
50 B1
~ 1000 A2
1200 B2

stud fract. w/ wheel separation
wheel off unknown cause
stud fract w/o wheel separation
wheel fastener issue unknown cause

Ford Motor Company 1998 MY through 2000 MY Windstar Wheel Lugs

RE: NHTSA Inquiry PE02-086

Item	Action/Title	Start Date	End Date	Summary/Objective
1	Windstar Broken wheel studs Report # 9903525	10/27/98	12/5/98	Failure analysis of wheel studs and lugs.
2	Windstar Broken wheel studs VIN 2FMZA51U3WBD76880 Report # 9901413	4/30/99	6/25/99	Failure analysis of wheel studs and lugs.
3	Windstar Broken wheel studs Report # 9903401	7/23/99	8/27/99	Failure analysis of wheel studs.
4	1999 Windstar Broken Stacks VIN 2FMZA5246XCBC58889 Report # 0-3439	10/31/00	2/2/01	Failure analysis of wheel studs, lugs and wheel.
5	Windstar Broken wheel studs Report # 0-3438	10/31/00	5/18/01	Failure analysis of wheel studs, hub, and lugs.
6	1999 Windstar Broken Stacks VIN 2FMZA5246XCBC58888 Report # 10185	1/23/01	5/18/01	Failure analysis of wheel studs, lugs, hub, rotor and wheel.
7	Windstar Broken wheel studs VIN 2FMZA57481B671018 Report # 11366	4/4/01	9/24/01	Failure analysis of wheel studs, lugs, rotor and wheel.

Engineering Group	Conclusions
Windstar Chassis Eng.	Studs conform to material specification. Lugs nut is slightly lower than specification.
Windstar Chassis Eng.	Studs conform to material specification. Stud thread had root cracks due to forming operation.
Windstar Chassis Eng.	The case depth on one failed stud was slightly below specification but determined to be NOT contributory. All other parts conform to specifications.
Windstar Chassis Eng.	All parts conform to specifications. Studs fractured due to inadequate clamp load.
Windstar Chassis Eng.	All parts conform to specifications. No defect of manufacturing origin and no indication of overtorque.
Windstar Chassis Eng.	All parts conform to specifications. Studs fractured due to inadequate clamp load.
Windstar Chassis Eng.	Specific cause of failure could not be determined. Stud hardness is slightly below specification. Stud threads exhibit non-permissible folds. All other parts conform to specifications.

hardness

microstructure & chemical composition of lug nuts slightly softer. Hardness of lugs is slightly lower than engineering drawing

all other wheels not torqued to spec 45-55 ft-lb at 110 lbs

Specific cause of failure could not be determined

? ? 0-3437
? Hertz

The specific cause of failure is not determined. Inboard area of the wheel where hub-to-rotor assembly attaches w/ 3 screws shows evidence of binetting. This may have affected clamp load when the lug nuts were torqued down.

CHECK LIST

Part #	DFMEA	PFMEA	CONTROL PLAN	TWR	DATE
F78A-107-BD	YES	YES	YES	YES	YES
F58A-105-CA					YES
F4DC-107-DA* 15x60 Steel				YES	YES
F78A-107-DC 16x6 ¹¹ Hanger wheels	YES	YES	YES	YES	YES
XF22-107-FA* 15x60 Steel	YES	YES	YES	YES	YES
XF22-107-CC <i>NOTE: changed offset from spec through part & changed CB to CA</i>	YES	YES	YES	YES	YES
XF22-107-BD <i>NOTE: added pilot diam 0.18 offset part & changed BC to BD</i>	YES ^{NOTED}	YES	YES	YES	YES
XF22-107-EC <i>Same as XF22-107-BD mechanical CB TO EC offset here</i>		YES	YES	YES	YES
YF22-107-BA** 15x60 Steel	YES	YES	YES	YES	YES
YF22-107-AA <i>REMOVED PRIMER FROM BC</i>	YES	<i>SAME AS (REVISED) XF22-107-EC</i>	YES	<i>SAME AS XF22-107-EC</i>	YES
YF22-107-DA	YES	YES	YES	YES	YES

* 15x60 Steel wheels - Identical ^{Dimensionally and material} except note DI for ECB added in - PA and does not affect fit and function.

** Same as F4DC-107-DA / XF22-107-FA except for ^{supplies} changed for Monaca to Hayes. Minor DWG updates to match ^{supplies} looking & process

2025-08-08



U.S. Department
of Transportation
Nation of Highway
Traffic Safety
Administration

ODI RESUME

INVESTIGATION: 9802-085
DATE OPENED: NOV 18 2002
SUBJECT: Wheel Lag Bolt Breakage
PROMPTED BY: 1802-112
PRINCIPAL ENGINEER: Chris Lash

MANUFACTURER: Ford Motor Company
MODEL: Windstar
MODEL YEARS: 1998-2000
VEHICLE POPULATION: 770,000

PROBLEM DESCRIPTION: Owners allege failure of the wheel mounting lugs resulting in potential wheel separation. Wheel separation can result in loss of vehicle control and crash.

FAILURE REPORT SUMMARY

	ODI	MANUFACTURER	TOTAL
COMPLAINTS:	38	Unknown	38
CRASHES:	3	Unknown	3
INV CRASHES:	0	Unknown	0
# INJURIES:	0	Unknown	0
FAT CRASHES:	0	Unknown	0
FATALITIES:	0	Unknown	0

ACTION: A Preliminary Evaluation has been opened.

ENGINEER: Chris Lash

DIV CHIEF: [Signature]

OFFICE: [Signature]

DATE: 11-18-02

DATE: 11/18/02

DATE: 11-18-02

SUMMARY: Since April 1998, ODI has received 38 owner complaints alleging wheel lag failure on model year (MY) 1998 through 2000 Ford Windstar minivans. This includes 20 MY 1998, 4 MY 1999, and 3 MY 2000 vehicles. Fifteen of these complaints allege that the lag failure resulted in wheel separation while the vehicle was in motion, with two resulting in crashes. The average vehicle mileage at the time of failure is approximately 40,000 miles.

In addition, in May of this year ODI received information regarding 12 insurance claims related to wheel lag failure in subject vehicles, including one crash.

VLT
11/19/02

1/10/03.

95-99 large # of stud failures All Ford.

98 16" Hager cones First 16" At wheel.
change seat surface and lug seat
increased seat surface.
50K units for 98 MY Limited.

8 - KNMC customer failures that
stud analysis.

of one failure during Ford
development.

A ~~WERS~~ OVP

A ~~Stud~~ front 98 MY.

9. Design Overview. Joe RouseF

- Time chart } user provided template.
- WERS

Stud & cone.

'98 JHU OVPK not available.

11. same information as #9.

1/27/03

WR what stud / unit

- 1) Spink will compile design chronology for unit
- 2) Larson will pull together existing design chronology for stud.
- 3) Spink will pull together design exp summaries of test reports.

1/17/03

UW 126 wheel mounting stud / nut qty.

<u>Name</u>	<u>Qty.</u>	<u>CPS</u>
Michael Szalay	NAC - CPS	MSZALAY
Lana Hawkins	Core Bolts	L Hawkins
BARRET PATEL	NAC - DECK INVESTIGATIONS	BPATEL7
SYED SARMAST	Chairs	SSARMAST

1/10/03

WIN 126 Wheel Mounting Studs/Nuts mfg.

- 1) Dan Fratila - WIN 126 BRAKES DEFRILLO X06399
- 2) Fred Lemack - Windefa Wheels/Tires SSARMIST X01949
- 3) Kathy Johnson - Car Wheel 2 Air Ryobansio 71687
- 4) Mike Sulay NAC Camp Fire MARIWAY 82704
- 5) Brock Pace NAC SAFETY RACK BPA7627 86312

OFF_DESCR

COMPLAINT_ID	MOORE_YEAR	CITY	STATE	BATCH	INCIDENT_DATE	DATE_FILE	CRASH	CRASH_TYPE	COMPLAINT	RELEASE	UNRESOLVED
48474	1984	DANVILLE	IL	4088	30708	4/18/84	N	EVOC	EVOC	2842A1488	N
48668	1988	GRANITE SP	NY	4088	3888			LEVER	EVOC	2842A1488	N
47821	1988	GARDEN CT	MI	0388	0888			IF	EVOC		Y
51028	1988	LINDY	IL	11048	11088	12/18/88		NOO	EVOC	2842A1488	Y
61814	1988	WALLEY	NY	12188	4/18/88		N	EVOC	EVOC	2842A1488	N

WHILE DRIVING AT 75 MPH 2 LUGS NUTS CAME OFF, AND THE DRIVER HAD TO PULL OVER TO THE SIDE OF THE ROAD. COMPLAINANT TOOK OFF THE LUG CAP AND NOTICED THAT TWO OF THE LUGS NUTS CAME OFF, AND THE OTHER TWO WERE COMING OFF. THE STUDS REMAINED OFF INSIDE THE LUG NUTS. 'N/A'

VEHICLE FROM SIDE DROPPED SIDE WHEEL DUE TO 4 LUG NUTS FALLING OFF WHEEL, WHEEL WAS BEING SECURED BY 1 LOCK LUG NUT.

LUG NUTS BROKE OFF OF RIGHT FRONT TIRE AND PIECE OF WHEEL FELL OFF, RESULTING IN THE FALLING OFF OF VEHICLE AND CAUSING DAMAGE TO VEHICLE. (DND TRUCK TO CRASH REPORT). 'N/A'

WALLS LUGS: NUTS WERE OFF FROM THE RIGHT FRONT PASSENGER SIDE, CAUSING THE WHEEL TO LOOSE THE VEHICLE. THE BODY OF THE VEHICLE IMPAIRED APPROXIMATELY 200 FEET FROM IT STOPPED. (DND NUTS SHOULD NOT BE REPLACED WITH NEW NUTS AND BOLDS. DRIVER COULDN'T STOP AND FIX THE WHEEL FROM THE SIDE OF THE ROAD. THE PASSENGER SIDE WHEEL ELECTRIC SYSTEM NO LONGER WORKED. (THE PASSENGER WHEEL CONSTANTLY DOES NOT WORKS AFTER THE WHEEL. WE NO LONGER USE IT. FORMERLY CHECKED SAFETY RECORD. IN THE VEHICLE APPROXIMATELY STALLS OUT AT LOW SPEEDS OR UPON STOPPING. ADDITIONALLY THE WHEEL SHOULD ONLY TURN AND LOCK. IN THE FRONT WHEEL WILL NOT MOVE ON THE TRACK. 'N/A'

THE LEFT WHEEL LUGS NUTS BROKE OFF OR SHIPPED OFF WHEN SHEY CAUSE THE WHEEL TO FALL OFF. OCCURRED TRUCK. PLEASE PROVIDE FURTHER INFORMATION. 'N/A'

81728	1984	CHARLOTTE	NC	10298	10298	11/188	Y	NOC	71778	SPRINT414888
81728	1984	CHARLOTTE	NC	30409	1096		N	8700	87485	
81733	1986	BLUE SPRING	MO	101706	11546	40380	N	8700	87312	SPRINT414888
81816	1988	INDEPENDENCE	UT	12291	12291	87988		VCC	88788	SPRINT414888
81822	1988	PHOENIX	MO	27884	2701	11/180		NOC	74288	SPRINT414888

MY WIFE WAS TURNED LEFT AT A RED LIGHT AND WAS WAITING FOR PEDESTRIANS TO CROSS THE STREET. AS SHE TURNED THE CORNER THE FRONT FRONT TIRE SNAPPED OFF OF THE HUB AND ALMOST HIT A LANYARD ALL FIVE OF THE STUDS BROKE OFF. THE METAL BECAME VERY WARM FROM SHEAR. THERE WAS NOT ANY INDICATION OF THE HUBS BEING LOOSE. THE HUBS WERE STILL SECURED ON THE STUDS. THE HUBS AND NUTS DID NOT LOOK BOUNDED AS IF THEY HAD BEEN LOOSE FOR TO THE WHEEL BECAME OFF THERE WAS BEEN NO ENERGY OR VIBRATION AT ALL. I HAD DEPARTED THE VEHICLE THE PREVIOUS NIGHT AND HAD NOT FELT ANYTHING OUT OF THE ORDINARY. SHE HAD ONLY ACCELERATED FROM THE LEFT TURN POSITION ABOUT 50FT AND COULD NOT HAVE BEEN GOING FASTER THAN 15 MPH. THE VEHICLE HAD NOT BEEN SHAKED AFTER WE PURCHASED IT. THANK GOD SHE WAS NOT ON THE INTERSTATE IN 500LOCK TRAFFIC '88.

PEDESTRIANS CAME FROM THE BELTS SHEARED OFF AND WHEEL ROLLED DOWN THE HIGHWAY. CAR HEATED ON FRONTING BRAKE THEN IT CAME TO A STOP. MECHANIC SAID THE BELTS BROKE OFF, AND NUTS WERE WEL ON THEM. '88.

WHEEL BECAME AT 75 MPH FRONT RIGHT WHEEL LUGS SHEARED OFF CAUSING WHEEL TO COME OFF. '88.

LEFT FROM WHEEL LUG BELTS SHEARED OFF CAUSING THE TIRE AND WHEEL TO COME OFF AND HIT ANOTHER VEHICLE. COMPLETE REPAIRS NEEDED. '88.

MY CONCERN IS WHY ALL FIVE STUDS THAT HOLD THE WHEEL ON BROKE AT ONCE, RESULTING IN LOSS OF STEERING. THE BODY SHOP AND THE REPAIRMAN AGENT COULD OFFER NO GOOD REASON FOR THIS FAILURE. THEY SAID SINCE THE LUG NUTS WERE OVERTIGHT. NOW IM CONCERN ABOUT IF HAPPENS AGAIN TO ANOTHER WHEEL IF SOMETHING IS DEFECTIVE. '88.

41880 Y
37888 Y
30888 Y
32888 Y
Y

01532	1808	GASTONIA	NC	87701	22780	87100	MOQ	74070	2FWD04040000	<p>ALL 4 WHEELS HAVE HAD LUG NUTS TIGHTENED OFF AND HAVE FALLEN INTO THE HUBCAP. THE MY FRONT PASSENGER WHEEL CAME OFF MY CAR WHEN I CAME TO A STOP TO ALLOW A CAR PASS BY. I WENT TO MAKE A LEFT HANDED TURN WHEN MY ENTIRE WHEEL CAME OFF MY CAR AND SPOT ACROSS THE ROAD. MY HUSBAND CAME TO LOOK AT THE CAR AND TELL AS A TOW TRUCK HAD TO TOW OUR CAR HOME, BOTH MADE THE COMMENT THAT ALL FOUR BOLTS SCREWED OFF. STATE FARM OUR INSURANCE COMPANY PLUGGED THE INFORMATION INTO THEIR SYSTEM AND SAID THAT IT IS A FORD ISSUE AND THAT I NEED TO FILL OUT THE COMPLAINT FORM FOR THEM TO INVESTIGATE. STATE FARM IS SAYING THAT IT HAS TO DO WITH THE BUSHING AND WHETHER IF THE WIPERS PARTS ARE INSTALLED THE SITUATION COULD HAPPEN. WELL I TOLD STATE FARM AND I WILL TELL YOU, THE PARTS ARE FROM THE FACTORY AND SO THE "WRONG PARTS" WERE NOT USED AND IT IS NOT A POSSIBILITY BECAUSE IT DID HAPPEN TO ME. FORTUNATELY I WAS NOT INJURED AND MY FRIENDLY GIRLS WERE NOT IN THE CAR WITH ME, BUT I DON'T WANT THIS TO HAPPEN TO ANYONE ELSE OR FOR THAT MATTER WHO IS TO SAY THE OTHER WHEEL MIGHT DO THIS ON THE OTHER SIDE. PLEASE CALL ME IF YOU HAVE ANY QUESTIONS OR NEED ADDITIONAL INFORMATION.</p>	7000	N
037110	1808	LUCAS	TX	81701	801401	27100	MOQ	72220	2FWD04040000	<p>WHILE DRIVING IN MFS HEARD A NOISE FROM PASSENGER'S SIDE FRONT WHEEL. HE PULLED OVER AND TOOK OFF HUBCAP TO CHECK TIRE. AS SOON AS HUBCAP WAS OFF, 3 OF THE 5 LUG NUTS FELL OFF WITH POB ATTACHED. MK</p>		Y
013464	1808	WICKSBORO	VA	11701	202801	N	EV00	88000	400		4000	N

84078	1988	CHESTERFIELD	WA	152281	11/24/81	3/1/81	FORD	73888	2FWD4142880				
882121	1988	GRAYSON	GA	103082	12/18/80		FORD	884222	NA			8880	Y
891288	1988	MELVILLE	NY	412382	12/28/81	8/1/82	FORD	882788	2FWD4142880			7388	N
873140	1988	WILLOW CREEK	PA	871482			FORD	881181	2FWD4142880				
873441	1988	CHARLOTTE/NC	NC	871482	11/18/88		FORD	881182	2FWD4142880				Y
878822	1988	ST. JOSEPH	MO	871482	12/18/81		FORD	881183	2FWD4142880				
78808	1988	WATERBURY	CT	180282	7/2/82		FORD	881182	2FWD4142880				Y
	1988	PLYMOUTH	MI		8/1/82	8/1/82	FORD	78428	2FWD4142880			2088	N

6TH TIME IN 6 MONTHS LUGAR BOLTS HAVE SHEARED, NORMAL EFFORTS TO NO AVAIL. 48 WHEELS, 48 NUTS, 48 BOLTS AND 48 STUDS WERE ALL WHEN REPLACED BY THE CHANGE IN REGULARITY OF EVENT. NO SUBSTANTIAL VARIATION EXPERIENCED. THEREAFTER ALL NEW ADVISOR OF HISTORY. CONSUMER FORM, CALLED, ONE NUT, 48 AND AND FRONT WHEEL NUTS SHEARED THE INCIDENT. REQUESTED REASON ON THIS AND OTHER COMPLAINTS TO FORD - TO NO AVAIL. REAR VEHICLE - ONE TO FOUR LUGAR NUTS SHEARED ON EACH INCIDENT; SHEARED BOTH FRONT WHEEL ASSEMBLY AND ONE REAR ASSEMBLY.

FRONT FRONT WHEEL NUT WAS SHEARED OFF WHILE DRIVING AT 40 MPH. THE FRONT LUGAR NUTS THAT WERE IN PLACE FELL OFF FROM THE DRIVER'S SIDE AND PASSENGER SIDE, ALMOST CAUSING LOSS OF TIRE. FRONT WHEEL MECHANIC REPLACED LUGAR NUTS AND STUDS. 48 "TT"

CONSUMER POSSIBLY EXPERIENCED PROBLEMS WITH THE WHEEL STUDS SHEARING OFF, CLAIMING 48-48-48. WHILE DRIVING, THE STUDS SHEAR OFF THE WHEEL, CAUSING THE VEHICLE TO SWAY TO THE PASSENGER SIDE, CLAIMING 48-48-48.

WHILE DRIVING, THE STUDS ON THE REAR SHEAR OFF, CAUSING DAMAGE TO THE WHEEL AND VEHICLE, CLAIMING 48-48-48.

CONSUMER STATED THAT ALL 8 STUDS ON THE FRONT FRONT WHEEL SHEARED OFF WHILE DRIVING. CONSUMER STATED THAT ALL STUDS SHEARED AT THE SAME TREAD LENGTH.

WHEEL NUTS SHEARED OFF WHILE DRIVING. REAR WHEEL NUTS SHEARED OFF WHILE DRIVING. REAR WHEEL NUTS SHEARED OFF WHILE DRIVING.

53727	1988	WELLSFORD	FL	82288	8800	N	8400	8800	SP2247-4228	CONSUMER WAS AT THE STOP LIGHT AND WHILE TURNING RIGHT FRONT PASSENGER WHEEL FELL OFF. VEHICLE WAS TOWED TO THE DEALERSHIP. MERCHANT TOLD CONSUMER THAT THESE LAME PLUGS WERE TOO THIN, AND ALL FIVE WERE REORDERED. *K	1870	Y
8018428	1988	ARMERLAIN	MI	82202		Y			SP2248-4220	ALL 5 LAME COMPRES. CRACKED CRASH LAME: 8078: BOLTS ON RIGHT FRONT WHEEL HAVE CRACKED OFF. DEALER WILL INSPECT AND CORRECT PROBLEM. *K		Y
68872	1988	SAUTE PE	MI	82101		N	8400	8804	SP2249-4204	WAS MAKING A LEFT TURN RIGHT FRONT PASSENGER WHEEL FELL OFF. THIS WAS CAUSED BY 5 OF THE WHEEL SCREWS BEING OFF IN FULL. IT WAS A LAMBO HORSE & WHEEL SPREAD TYPE OF HORSE. CONTACTED FORD & INFORMED NOT THEIR FAULT & WILL NOT PAY FOR REPAIR. *K	23	
821901	1988	SILVER	TX	81888	3888	N	8400	8888	SP2250-4288	WHEEL SPRING WHEELS ON RIGHT FRONT PASSENGER SIDE DAMGE COMPLETELY OFF. ALL LAMBOLETS WERE BROKEN WITH NO SIGN OF REPAIR AND TIRE. VEHICLE TOWED TO DEALERSHIP. PLEASE PREVIEW ANY FURTHER INFORMATION. *K	13	Y
88887	2000	WOLF FOREST	NC	87408	87088	N	8400	8888		THE MERCHANT SAYS THAT THE CLIENTS CREDIT CARD SWIPPED IN HALF AND CAR WAS INSPECTED BY FORD DEALERSHIP AND MERCHANT WENT TO NOT BE RESPONSIBLE FOR THE PROBLEM BEING A DEFECT IN WORKMANSHIP. ALSO, THEY WONT TAKE A SECOND OPINION FROM ANOTHER COMPANY MERCHANT. IN ADDITION, I FORGOTTEN THE EXTENDED SERVICE CONTRACT FOR 3 YEARS WHICH IS 87000 MILE. 100,000 MILE. I NEED SOMEONE HELP WITH THE MATTER. *K		Y
88082	2000	WELLSFORD	PA	82001	82001	4188	NOQ	8888	SP2251-4288		8888	N

- WIN 126 OPD - Raj Kosuri (Rajkumar)

- Frank Kostley - Supervisor

- Rob Golden - Manager