

**EA03-004**

**FORD 8/27/03**

**ATTACHMENT J**

**BOOK 1 OF 3**

**PART 2 OF 4**

**CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)**

- Page 1 -

File# →	8103	Opened:	June 20, 2000	Closed:	September 12, 2000
VLD →	Mary Ellen Heyde	Analysis Activities:		CAMPAIGN:	NONE
Issue	North American Car	NAC/Litigation Prevention		Contacts:	John McInerney - 20278 Lynn Black - 50036 Syed Sarwat - 01949 Joe Neme - 09133

<b>MODELS:</b>	<b>1999-2000 WINDSTAR</b>
<b>Input Source:</b>	<b>LITIGATION PREVENTION / FCSD</b>
<b>Concern Description:</b>	<b>Wheels falling off</b>

**1811/Date: CONCERN INVESTIGATION DATA**

1811/Jun 20  
2000 Walk-In by Steve Parkin and Lynn Black.  
1999-2000 Windstar wheels falling off.

**Litigation Prevention:**

- Two 1999 Windstars, identical problem...front wheel (one left, one right) falling off. When reviewing pictures, they look exactly the same. The lugs are sheared completely off. One has 10,000 miles and the other one has 13,000 miles. Customer hears noise, then it happens.
- Investigating a 2000 Windstar with 10,000 miles and the same thing happened.

**ASO: NHTSA VOC:**

- ODI 860805 - 1999 Windstar in Killeen, TX. 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.

**NAC-CCC/FCSD**

- AWS and MORS searches being made.
- May be a service issue (wheels removed/rotated/etc). Need service history on these vehicles.

1813/Jun 27 **NAC-CCC:**

- Extensive review a few months ago found a high percentage had to do with wheels taken off for repair/change/rotation.

**OGC:**

- MORS reports given to NAC-CCC.

1818/Jul 18 **NAC:** Investigating each report, doing warranty runs, will contact customers.

1820/Jul 25 **ASO:**

- Copies of selected photos and complaint documents from the three (3) Litigation Prevention files attached. Files given to NAC-CCC.

**NAC:**

- Met with engineering. Engineering updating last year's assessment.

**CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)**

- Page 2 -

File:→	6K03	Opened:	June 20, 2000	Closed:	September 12, 2000
VLD→ (Lead)	Mary Ellen Heyda North American Car	Assisting Activities:	NAC/Litigation Prevention	CAMPAIGN:	NONE
				Contacts:	John McInerney - 20276 Lynn Black - 33636 Syed Barakat - 01949 Jag Nene - 05133

MODELS:	1999-2000 WINDSTAR
Input Source:	LITIGATION PREVENTION / FCSD
Concern Description:	Wheels falling off

**Mta #/Date: CONCERN INVESTIGATION DATA**

- 1822/Aug 1 NAC-CCC/OGC: E-mail note from Mr. Nick Marin:
- Mr. Marin's e-mail indicates on July 2/2000 driving to Detroit he heard an irregular noise in the front end. The next day driving home from work the right front wheel completely fell off and that all 5 studs were sheared.
  - Mr. Marin proclaimed his concern for the safety of this vehicle as a family car and he fears the driving of this vehicle would put "mine and my family life in danger".
  - Through this letter he requests an explanation for the incident and reassuring confidence in order for him to drive this vehicle again.
- 1828/Aug 22 NAC\_CCC:
- Have updated warranty analysis. Checking if any indications wheels were taken off prior to incidents for any reasons.
  - One customer admitted torquing to 100 NM, spec is 135 NM.
- 1833/Sep 12 NAC-OPD closure attached.
- Customer will notice vibration and/or steering wheel nibble if lug nuts are loose. If left unchecked, may lead to breaking of wheel studs and possible wheel separation from vehicle.
  - Engineering analysis indicates design is robust and since majority of incidents occurred after wheels were removed when servicing vehicle, may be related to improper service and/or maintenance.
  - No defect trend indicated.

**Closed.**

**NHTSA's Vehicle Owner Questionnaire (VOQ) Database  
Summary Report From  
ODI No : 860605**

PI#7

Record No	1
ODI No	860605
Manufacturer	FORD MOTOR COMPANY
Model Yr	1999
Make	FORD TRUCK
Model	WINDSTAR
VIN#	2FMVA3147XBA
City	KILLEEN
State	TX
Component	WHEELS:LUGS:NUTS:BOLTS
Causng Fault	FASTNER,THREAD FAILURE
Resulting Fault	DISCONNECTED,FELL OFF, FELL APART
Summary	<p>WAS MAKING A LEFT TURN RIGHT FRONT PASSENGER'S WHEEL FLEW OFF. THIS WAS CAUSED BY 3 OF THE WHEEL BOLTS BREAKING OFF IN HALF. IT MADE A LOUD BOOM &amp; THEN A BANG TYPE OF NOISE. CONTACTED FORD &amp; INFORMED NOT THEIR FAULT &amp; WILL NOT PAY FOR REPAIRS. *AK</p>
Failure Date	09-MAR-00
Miles	13
Accident	N
Injured	0
Deaths	0
Fire	N
Occur	0
Date of Letter/Received	
Date added to file	19-APR-00

[ First ] [ Next ] [ Last ] [ Go Back ]

Data Contact Contact: Bruce Keith  
Data Downloaded Date: June 8, 2000  
This Report Generated / Tue Jun 20 12:59:55 2000

PRODUCT INVESTIGATION REPORT

Date of Incident 02.19.1970 Hour 6:00 PM

I. COMPANY INFORMATION

Owner name \_\_\_\_\_  
 Address \_\_\_\_\_ Phone No. \_\_\_\_\_  
 Dealer Name \_\_\_\_\_  
 Address \_\_\_\_\_ Roch., NY. Phone No. \_\_\_\_\_  
 Claimant Name BARB A. ALBRECHT Phone No. \_\_\_\_\_  
 Address \_\_\_\_\_  
 Is claimant approved by an attorney?  Yes  No  
 If "Yes", give name and address \_\_\_\_\_

MAR 11 11 19  
 RECEIVED  
 CONSUMER AFFAIRS

II. VEHICLE

Make Ford VIN 2F8A5140X1 Year 1969 Model Mustang V.A.  
 Mileage 13,511 Trans. Type MAN. Oil \_\_\_\_\_ Air Type \_\_\_\_\_ Engine Type 5-cyl.  
 Delivery Date 05/14/69 New Unit or Demo new L.A. No. NR 13 State N.Y.  
 Dealer Rochester Auto. Co. Address 510 Ridge Road, Webster, N.Y.  
 Reporter Order No. 8832580 Reporter Order No. \_\_\_\_\_ E.A. \_\_\_\_\_ Exp. Date 05/26/69  
 Principal use of vehicle Personal and pleasure  
 Special vehicle features, equipment, modifications \_\_\_\_\_  
 Is vehicle in a truck, van, gross weight and license and description of load or class of business \_\_\_\_\_

Name and amount of damage to vehicle and estimated cost of repair. (Attach copy of estimate) L/R fender, front bumper, L/R rocker panel, L/R backing plate, L/R wheel was also damaged - see estimate of \$785.25 attached.

Is vehicle subject to any recall campaigns?  Yes  No E\*Co, Inc. # \_\_\_\_\_  
 Was campaign preferred?  Yes  No

III. PROPERTY DAMAGE

Was another vehicle involved? No Yes, make and model \_\_\_\_\_  
 Other vehicle and vehicle \_\_\_\_\_  
 Owner name and address \_\_\_\_\_  
 Dealer name and address \_\_\_\_\_  
 Name of damage \_\_\_\_\_  
 Was property (other than a motor vehicle) damaged (give name and amount of damage, name of owner) \_\_\_\_\_  
There was no damage to any other property.

**IV. INJURIES**

Indicate following on injuries and whether the injured person(s) was sitting in (A) owner's vehicle, (B) other vehicle, (C) pedestrian or (D) other

**No Injuries**

(1) Name and address \_\_\_\_\_  
 Age \_\_\_\_\_ Color A, B, C or D \_\_\_\_\_ Injury position \_\_\_\_\_  
 Name of injuries \_\_\_\_\_

(2) Name and address \_\_\_\_\_  
 Age \_\_\_\_\_ Color A, B, C or D \_\_\_\_\_ Injury position \_\_\_\_\_  
 Name of injuries \_\_\_\_\_

(3) Name and address \_\_\_\_\_  
 Age \_\_\_\_\_ Color A, B, C or D \_\_\_\_\_ Injury position \_\_\_\_\_  
 Name of injuries \_\_\_\_\_

When was injured incident and by whom \_\_\_\_\_

**V. IDENTIFICATION**

How, when, and by whom was manufacturer notified of incident? Call from dealership service mgr.  
 Location of incident (specify exact location) Tuck Hill Rd. --Farrington, N.Y.

Head eye \_\_\_\_\_ contact \_\_\_\_\_ good \_\_\_\_\_ X splash \_\_\_\_\_ cracked seat \_\_\_\_\_ dit  
 Head condition \_\_\_\_\_ wet \_\_\_\_\_ X dry \_\_\_\_\_ by \_\_\_\_\_ other spots on the side \_\_\_\_\_  
 Shoulder eye \_\_\_\_\_ contact \_\_\_\_\_ good \_\_\_\_\_ splash \_\_\_\_\_ X cracked seat \_\_\_\_\_ X dit  
 Shoulder condition \_\_\_\_\_ wet \_\_\_\_\_ dry \_\_\_\_\_ by \_\_\_\_\_ other \_\_\_\_\_

Name and address of dealer who tested (include how dealer's name, street and/or poached telephone number is changed vehicle) Vehicle towed by Ricci's Towing 773 Linden Ave. E. Roch.

Where can vehicle be seen? Whester auto collection 810 Ridge Rd Webster, NY

Did vehicle run over?  Yes  No Vehicle speed estimate 30-40 MPH Ford speed limit 35 MPH  
 Name of speed estimate MARZANI, Mirra Read and sign certificate 0225/60R16

Tire condition R.F.  Good  Fair  Flat L.R.  Good  Fair  Flat  
 L.F.  Good  Fair  Flat L.R.  Good  Fair  Flat  
 Other (mark or open) SPARE TIRE -good

Did your search of the vehicle service history produce service repair orders?  Yes  No If "Yes", attach copies of all R.O.'s. (indicate how many \_\_\_\_\_) If "No", explain NO SERVICE WORK at this dealership.

Police report attached?  Yes  No If "No", what station or other made report?  No report filed

Witness name and address: \_\_\_\_\_ None

Photos taken?  Yes  No If "Yes", how many 17 By whom (name and address) Robby Mathers 8 Castle Gate Fairport, N.Y.

Note: Furnish photos to Ford Motor Company  
 Name of insurance representative, if present, at the investigation No one present at this inspection

VI. CLAIM DESCRIPTION

Driver's description of incident and statement of owner. The driver states that she had been driving for about 30 to 45 mins. when she heard a noise and felt the vehicle shaking. She called her husband from the cell phone, and while talking to him the right wheel came off and ran pass. She then pulled to the side of the road and stopped.

Did you personally speak with driver?  Yes  No If "No", give names of driver's description.

Was vehicle inspected?  Yes  No If "No", identify all parties. Bobby Mathews--(K.A. AG

Was vehicle components are allegedly defective? The wheel lug nuts. Who made allegation?

If the alleged defective part has been removed from the vehicle, indicate name, phone, present location and contact info.

No parts removed at the time of this inspection. The engine cover was put on the vehicle so it could be moved.

Information from further investigation of incident, including examination of vehicle and scene of incident.

There was damage to the left front fender, bumper and the left front backing plate. There was signs of expansion on the L/E control arm and the cross member. One lug nut was broken off flush with the rotor, and the other four had about 1/2 inch of thread left.

How and when was matter left with claimant? No promises was made to the owner.

Suggested that the owner work with her insurance company.

DATE OF INVESTIGATION 03/09/00 REPORTED NAME Bobby Mathews

DATE RECORDED 03/09/00 RECORDED Bobby Mathews

Mark Contact number on matter sheet if necessary.







Ford Motor Company  
Executive Office  
18000 Executive Plaza Drive  
Mail Drop 304E-D  
Dearborn, MI 48126

Ford Customer Community

## Facsimile transmittal

To: Mr. John Hamrick	From: Jody Charlton - FMC Consumer Affairs
Fax: (810)363-4777	Pages: 7
Phone: (810)363-3700	Date: 6/14/00
Re: Vehicle Inspection Request	CC: NA

Comments: John: I would like to request your services to perform an inspection of the vehicle in the following information. If you have any questions please contact me at (313) 645-8891. Also my fax is (313) 645-8888. The information on the case follows:

1) Customer:	Craig Ford
Dealer:	Capital Ford Inc.
Vehicle:	2000 Windsor VIN: 2FMZA6244YR [REDACTED]

Concern: Customer alleges that while his wife was driving the vehicle on Saturday, June 10 she went to make a turn when the right front wheel fell off. Wheel struck two other vehicles. The customer was able to stop the vehicle without injury. Service Manager Peter Duerksen said that it feels as if all five lug nuts sheared off. As usual your findings are strictly CONFIDENTIAL and cannot be discussed with the customer. Please fax your report and send the photos overnight mail so that we may make our decision sooner. Also please obtain police report if available. Thank you.



## INVESTIGATIVE SUMMARY

CONSUMER AFFAIRS  
SECTION

To: **Ms. Jody Charlton - Ford Motor Company, Consumer Affairs**

Subject: [REDACTED]

00 JUN 21 11:13

*The following information was gathered during our investigation of this report:*

*Our inspection took place at Capital Ford in Raleigh, NC, on June 16, 2000 to determine if alleged defective wheel lug nuts caused the right front wheel to come off damaging this vehicle and another vehicle.*

*This vehicle is a 2000 Ford Windstar. The odometer reading at the time of our inspection was 11,267 miles.*

*We found the vehicle with light damage to the rear of the right front fender and the door. The right front wheel was broken off the vehicle. The vehicle was on a jack stand.*

*The following information was gathered on the inspection program:*

- *All five wheel lugs were sheared off at the hub.*
- *The broken parts of the remaining lugs, in the hub, did not show signs of heat build-up from flexing or continued shifting which is usually present if the lugs were defective.*
- *The mounting holes in the wheel are not elongated or damaged which would normally occur if the lug nuts were loose.*
- *The inner side of the wheel has a couple light gouges, which occurred when the wheel came off.*
- *The center hub area of the wheel is loaded with small nicks and scratches from the lug nuts bouncing around between the hubcap and wheel as they broke off.*
- *Mr. Farri was able to recover three of the broken lugs. One was broken off and still remained between the wheel and hubcap. It was in good condition and spun freely on the lug. Two others were found several days later on the road. They had been driven on and were badly scratched. The lug nuts would not turn on what remained of the lugs. All three lugs that had sheared off at the hub measure 1 3/8" long to the end of the lug.*
- *The lugs on the other three wheels measure 1 3/8" from the hub to the end of the lug. We found it odd that only the broken lugs were 1/4" shorter than all the others.*
- *The wheel did not take an impact, which could have broken the lugs.*

**CASE# [REDACTED]**

**We pulled the remaining three wheel for comparison and found the following:**

- **The rear wheels had no road dirt buildup, which means the tires had never been rotated. The front tires have 755<sup>mm</sup> of tread remaining while the rear tires have 955<sup>mm</sup> left. This would also indicate the tires were not rotated. The owner said the wheel had never been removed since he owned the vehicle.**
- **The left front, left rear and right rear wheels all had the number 1116997 stamped on the inside. The right front wheel had 1625998 stamped on the inside of it. This number is WAY out of sequence. Normally the wheel would have the same number coming directly from the factory.**
- **The left front wheel had a date of 116999 stamped on the inside**
- **The left rear wheel had a date of 116999 stamped on the inside**
- **The right rear wheel had a date of 111999 stamped on the inside**
- **The right front wheel had a much different date of 161992 stamped on the inside. The date is out of sequence by nearly a month**

**Vehicles come from the factory with a complete set of tires that have the same DOT number and are mounted with the DOT number on the same side of each wheel. An inspection of the tires revealed the following:**

- **The left front, left rear and right rear tires all have the same DOT number of M9MS CYDR 449 on the inner side of the tire. The right front tire has a DOT number of 41MS CYDR 449 on the outside of it. This number is way out of sequence and the tire is mounted opposite of the other tires. The number is on the outside. Normally they would all be mounted the same the same way.**
- **We found the right front tire had a plug in it to patch a prior puncture. We removed the tire to check if a patch was also used on the inside. There was no patch. The tire and wheel assembly could have been removed in order to patch it. The tire, although not patched, might have been removed in order to inspect the inside to see if it needed a patch or just a plug. This could explain why the DOT number is on the opposite side but it would not explain why the tire and wheel are not even close to being in sequence with the other three.**

**[REDACTED] - CASE# [REDACTED]**

*A police report was secured from the Raleigh Police. A copy of that report is attached.*

*The owner said he had never had the wheels off the vehicle. It appears someone did have the right front off and replaced it with a different tire and wheel than the one that came from the manufacturer. **WHO DID IT and WHO OVERTIGHTENED THE LUG NUTS?***

*A check of the dealer's service file found no prior repairs related to this alleged failure. The dealer history and warranty history give no indication that the right front wheel had ever been removed or replaced by them prior to the sale of this vehicle.*

*An estimate of repairs had not been completed by the time of our inspection. A guess to repair this vehicle would be \$1,500.*

*25 photographs were taken with emphasis on the right front tire, wheel and lugs. A photo log is also attached identifying each photo.*

*\*Our findings were not discussed with the owner or dealership personnel.*

*If you have any questions or require additional assistance on this report, please let us know.*

<i>Investigator:</i>	<i>J. T. Haiswick</i>
<i>Company:</i>	<i>Engineering Analysis Associates</i>
<i>Date:</i>	<i>June 16, 2000</i>





**Edwards, Lynn (L.M.)**

**From:** Parks, Steve (S.J.)  
**Sent:** Wednesday, June 14, 2000 11:02 AM  
**To:** Edwards, Lynn (L.M.); McInerney, John (J.T.); Canal, Ronn (R.A.)  
**Cc:** Dearing, Zanita (Z.F.); Wheelock, Bob (B.J.); Gearing, Kimberly (K.L.); Neme, Joseph (J.S.)  
**Subject:** FW: 1999 Windstar Problem - Whisk falling off (steering wheel) on low mileage vehicles

John,  
Heads up - I plan to walk this in to the OCRG next week. If you can have somebody look at AMS prior to the meeting, that would be great.

Ronn,  
Can you do a quick check of MORS?

Lynn,  
For info.

Regards,

**Steve Parks**

Recall/Service Programs, FCSD  
Suite 801 DSO B; (313) 248-7819

-----Original Message-----

**From:** Smith, Andrew (A.D.)  
**Sent:** Wednesday, June 14, 2000 9:27 AM  
**To:** McClure, Randy (R.M.); Parks, Steve (S.J.)  
**Cc:** Gearing, Kimberly (K.L.)  
**Subject:** RE: 1999 Windstar Problem - Whisk falling off (steering wheel) on low mileage vehicles

Steve, I spoke to Wheelock about this since he was here this morning. Randy, can we request during investigation of these unit they make sure to pull the service records, it would be interesting if service had been performed on either of these wheel. Please be sure to include Lynn Edwards for copies of these reports. Thanks for the heads up, good catch on duplicates.

-----Original Message-----

**From:** McClure, Randy (R.M.)  
**Sent:** Wednesday, June 14, 2000 9:11 AM  
**To:** Smith, Andrew (A.D.); Gearing, Kimberly (K.L.)  
**Subject:** FW: 1999 Windstar Problem - Whisk falling off (steering wheel) on low mileage vehicles

I thought we would give a heads up regarding this issue. We will be getting you details and information on any similar cases soon.

-----Original Message-----

**From:** Black, Lynn (L.M.)  
**Sent:** Wednesday, June 14, 2000 5:08 AM  
**To:** McClure, Randy (R.M.)  
**Subject:** RE: 1999 Windstar Problem - Whisk falling off (steering wheel) on low mileage vehicles

It is something Alvin and Michelle noticed. The pictures are the same. Jody is just investigating a 2000 Windstar with 10,000 miles and the same thing happened. She has arranged for an inspection and pictures.

**Lynn Black**  
Litigation Prevention Team Leader  
Consumer Affairs  
Ph. (313) 848-8638, FAX (313) 848-8888





**CRISLEY & CHAPPS, P.A.**

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Fax (561) 489-5131

Jack Edward Crisley  
Steven Chapps

Enclosed herewith for the office represents [redacted], whose 1999 Ford Windsor lost a right rear tire due to a manufacturer's defect. Due to the emotional distress that this accident caused Mr. O'Boyle, a monetary award is hereby made to Ford Motor Company to deliver to the O'Boyles a replacement of like cost and quality. In addition, [redacted] automobile will never be the same and we submit no there has been a diminution in value of said automobile.



Ford Motor Company, Attn: Ms. Brigitte Ergle

Date: 06/02/1994 21:46  
 From: [Redacted]  
 To: [Redacted]

Mr. [Redacted]  
 On June 2, 1994, I was contacted by my 1988 Ford Whaler  
 80 off the water in a canal in Ft. Lauderdale. A police  
 report # [Redacted] was filed in Ft. Lauderdale  
 regarding the accident. The police officer who filed the report  
 advised me that the accident was the result of a collision with  
 another boat.

The car was damaged to the extent of \$1500 by InterCity Auto Appraisal  
 Service, Inc. The report of the accident was clearly caused by  
 the other boat. The accident caused me a great deal of  
 trouble.

I was contacted by Mr. Adam Taylor, a legal analyst at Ford Consumer  
 Affairs, in Miami, Florida. He informed me that an "independent agent  
 of the Ford Motor Company" would be investigating the accident.  
 He advised me that the accident was the result of a collision with  
 another boat. Taylor will also  
 contact the police officer who filed the report: Wednesday, Tuesday (01500). Mr.

Taylor informed me that the report was not correct and that the  
 wheel had "gone off the water" as a result of the accident.  
 This morning, Mr. Taylor called and informed my wife that,

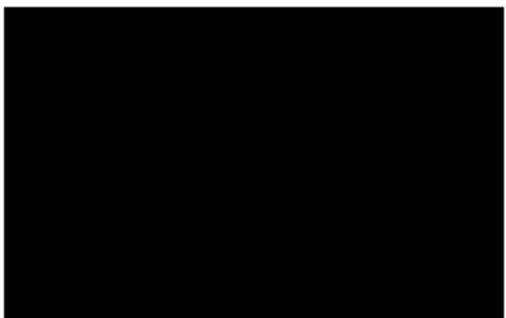
"the Ford Whaler was damaged with an oil leak and (b) legal release  
 is signed."

Mr. Adam Taylor  
 Ford Consumer Affairs  
 Ford Motor Company  
 15000 W. Boca Blvd.  
 Boca Raton, FL 33433

My insurance company was notified of this incident (0200) and has been  
 advised of the accident. The accident was caused by:  
 1. [Redacted]  
 2. [Redacted]  
 3. [Redacted]

Mr. [Redacted]  
 [Redacted]  
 [Redacted]

[Redacted]



1-13-85-  
 6555

impact rule  
 Diminution in value  
 emotional distress



Edwards, Lynn (L.M.)

**From:** [REDACTED]  
**Sent:** Monday, July 31, 2000 10:37 AM  
**To:** Whelan, Bob (B.J.); Edwards, Lynn (L.M.)  
**Cc:** Noss, Joseph (J.S.); Ganaghy, Brian (B.J.)  
**Subject:** FW: front wheel of my 1999 WINSTAR fell off while driving

-----Original Message-----

**From:** Noss, Joseph (J.S.)  
**Sent:** Monday, July 31, 2000 8:48 AM  
**To:** Whelan, Robert (R.T.)  
**Subject:** FW: front wheel of my 1999 WINSTAR fell off while driving

-----Original Message-----

**From:** Jashuran, David (D.J.)  
**Sent:** Saturday, July 29, 2000 3:38 PM  
**To:** Noss, Nick (N.); Noss, Joseph (J.S.)  
**Cc:** Southern, Patrick (P.L.)  
**Subject:** RE: front wheel of my 1999 WINSTAR fell off while driving

[REDACTED] we have been down during the previous three weeks for summer shut down so I have not been able to respond to your letter until now. I have checked the Winstar Chassis Manager (Patricia Sammons) about the wheel issue. She informed me that Joe Noss is the expert on this concern, so I am forwarding your letter to Joe. Please let me know if require further assistance.

Joe, Pat suggested you might be the best person to address the letter below, so I forwarding it to you. Thanks.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, July 30, 2000 4:31 AM  
**To:** Jashuran, David (D.J.)  
**Subject:** front wheel of my 1999 WINSTAR fell off while driving  
**Importance:** High

Dear Mr. Jashuran,

I am writing to you to complain about the breakdown of my vehicle.

On the day of July 2/2000 I was driving my 1999 WINSTAR MINIVAN to Detroit and about half an hour after I left home I heard irregular noise coming from the front of vehicle.

The next day I was driving home from work and the front wheel on the passenger side completely fell off. Looking at the damage I noticed that ALL 5 STUDS WERE SHEARED. I took it to Moe Campbell, Ford Dealership and the technicians were unable to explain to me why this had occurred. The following day I took the vehicle to Lally Ford in Tibury, the dealership where I purchased it. As well, the technicians were unable to explain why this had occurred. The service manager explained to me that he has no provisions to which he can qualify this damage as a warranty repair.

I would like to proclaim my concern for the SAFETY OF THIS VEHICLE AS A FAMILY CAR. I believe

REDACTED

0003-004 000301

this should not have happened for this is a great danger regarding the security of passengers.

Even though this damage can be fixed I FEAR THE DRIVING OF THIS VEHICLE WOULD PUT MINE AND MY FAMILY LIFE IN DANGER.

Through this letter I request an explanation for the incident that had occurred would also request some reassurance building my confidence back in order for me to drive this vehicle once again.

Thank you

[REDACTED]

**Edwards, Lynn (L.M.)**

**From:** Neme, Joseph (J.S.)  
**Sent:** Monday, November 27, 2000 8:45 AM  
**To:** Edwards, Lynn (L.M.)  
**Cc:** Sushara, Patricia (P.J.); Sarmaat, Syed (S.H.); Karsow, Carl (C.H.); Goering, Kimberly (K.L.); Legal, Jay (J.D.)  
**Subject:** FW: this is second time the wheel fell off.

Lynn,

Please add this letter to the CCRG closure file for this item (W\* wheel separation)... thanks

-----Original Message-----  
**From:** [REDACTED]  
**Sent:** Wednesday, November 22, 2000 7:21 AM  
**To:** Neme, Joseph (J.S.)  
**Cc:** McInerney, John (J.T.)  
**Subject:** FW: this is second time the wheel fell off.

Thank you for the note, Joe.

As you know it's been two weeks since the van was fixed and so far no problems. Next week I will go to Moe Campbell for a check up on that wheel. Hope everything will be fine. I am, still, very eager to find out the results of the lab test.

Once again, Thank you.

-----Original Message-----  
**From:** Neme, Joseph (J.S.)  
**Sent:** Wednesday, November 22, 2000 4:48 PM  
**To:** [REDACTED]  
**Cc:** McInerney, John (J.T.); Sushara, Patricia (P.J.); Sarmaat, Syed (S.H.); Karsow, Carl (C.H.); Goering, Kimberly (K.L.)  
**Subject:** FW: this is second time the wheel fell off.

Engineering is concerned when they hear of a condition like the one you originally expressed last summer when the wheel came off your vehicle. Unfortunately, you did not get timely response back on what all happened after your initial contact. Hopefully this note will help you understand some other items that were done regarding your concern.

As you recall, immediately after you notified the PVT manager I sent you an e-mail to get specific information on your vehicle so that I can present your concern to the Critical Concern Review Group (CCRG). This group was established to review potentially critical customer concerns and is chaired by the Automotive Safety Office and includes personnel from Engineering, Vehicle Operations, Research, Legal, and Customer Service. I presented your concern to the committee on the Tuesday following your original notification and you were contacted by my engineer John who made arrangements to meet with you to get the parts off your vehicle. This group takes all concerns very seriously!

Based on the data you provided, you were also informed of the proper torque specification for lug nuts on your vehicle.

All corporate data bases were searched for other similar concerns on all 1995-2001 Windstars not just the

model year of your vehicle. Based on a thorough review of all the data bases, it was determined by the committee that there is not a trend of wheel separation on Windstar vehicles.

Parts from your vehicle were also sent to the materials lab for analysis and as you know, engineering has not received a report out from the lab yet. As John told you, results from this analysis will be provided to you when available.

You second incident was a concern to us as it was to you and that is why I sent John and Syed to look at your vehicle to see if there is something uniquely different with your vehicle compared to others. At the review, it was discovered that the wheel on your vehicle that was repaired and replaced by a Ford Dealership had witness marks on the back side that may indicate that it was not sitting properly on the rotor/hub. We removed the parts and are bring them back to see if the same witness marks exist on your original wheel to help determine where they may of come from. John may be contacting you to look at your vehicle again if that wouldn't be too much of an imposition.

May I suggest that you use John and me as your contacts on this item. I understand that noise and requests for information have gone to many different areas. Unfortunately instead of helping to get you a good response, this has added confusion.

-----Original Message-----  
From: [REDACTED]  
Sent: Wednesday, November 18, 2009 1:00 PM  
To: Seshers, Patricia (P.J.)  
Cc: McNamey, John (J.T.); Barnast, Syed (S.H.); Karrow, Carl (C.H.); Nema, Joseph (J.S.)  
Subject: RE: this is second time the wheel fell off.

Am I satisfied how the whole problem was handle? Definitely NOT. Why?

1. First time it happened, **NOBODY** paid any attention to me. Wasn't it a serious enough safety incident to have somebody looking into it? Nobody did not even bother answering my E mail. After they repaired the minivan and I paid for it Joe Nema ask me for the parts to do some tests on them. Results... Nobody knows, yet !!!

2. Second time, after two weeks of silence John McNamey was the only person to answer my calls and he actually did something for me. Syed Barnast did come with John to see the problem, but the way he tried to solve the problem was not appropriate at all. Oh, you've got a broken what? We chg some new parts and we got rid of you. You are not the only problem we have. I showed him what I think was the problem and he blamed Lilly Ford for not fixing it right the first time. Any tests done on the parts? Who knows! When I finally talked to Karl Karrow he said, "yes, I got your E mail and this may be your priority but I got 1000 of other priorities." What should I say to such an answer?

Patricia, I am a Ford Motor Company employee and I hoped that with the way we can communicate would be easy for me to explain to the right people what happened. But it looks like just about everybody chooses to "click DELETE," and ignore me.

How about the rest of the people who buy Ford vehicles? Do you choose to ignore them, as well? I was **LUCKY TWICE**, if that wheel would fall off on the highway me and my family would be history now. Do you need to have some **DEAD** people in order to look at this kind of problems? Isn't this a serious enough safety issue worth of looking into?

Windstar minivan is supposed to be one of the safestest **FAMILY** vehicle on the road. Is this how you show you concern for the customer **SAFETY** and **SATISFACTION**? Should I recommend this vehicle to somebody else?

To answer your last question. Yes, at 1000Km after repair I will go to the dealer for a check up.

-----Original Message-----  
From: Seshers, Patricia (P.J.)  
Sent: Wednesday, November 18, 2009 6:06 AM  
To: [REDACTED]



Subject: RW: this is second time the wheel fell off.

I was obviously not aware of all the background on your vehicle; that it had happened previously and that you had been doing work on the vehicle. Safety is my top concern, as well as reassuring you that we are concerned about customer satisfaction for all. One of the engineers in my group met with you last week, Syed Sarwat. Are you pleased with the assistance you received from Syed? Do we have some follow up steps in place with you or do we need to add some?

Patrick J. Seashore  
SSE, 1 11F221 Phone: 313-33-8855  
Windsor/Village Chassis Manager  
Lincoln Vehicles Brake/Tire/Wheels/Steering Chassis Manager

-----Original Message-----

From: Mark, MIC (M.)  
Sent: Wednesday, November 21, 2007 7:30 AM  
To: Seashore, Patrick (P.J.)  
Cc: Kurnow, Carl (C.H.)  
Subject: RW: this is second time the wheel fell off.

Pat, this is not the first time the RH side front wheel tear down the studs. First time it happened in JULY 2000. At that time I was coming from work and the wheel came off COMPLETELY TEARING OFF ALL 4 STUDS. I had about 28000Km on board at that time. I sent notes to CARL K. and some other people but nobody paid any attention to me. Everybody blamed me FOR ROTATING THE TIRE MYSELF AT 9400Km. So, after driving the vehicle for another 20000Km the wheel fell off because of me. Lally Ford in Tibury (Ford dealer where I bought the vehicle) REPAIRED THE MUVAN WITH THEIR CERTIFIED TECHNICIAN and I paid for it \$1700. Here we go again 10000KM AND THREE MONTH LATER THE EXACTLY SAME WHEEL DOES THE SAME THING AGAIN. Within these three month I did not do anything to the vehicle. Am I the SCAPE GOAT again? This would be an easy way out. Pat, WOULD YOU DARE TO TAKE YOUR FAMILY FOR A DRIVE ON THE HIGHWAY IN THIS VEHICLE ?

Thank you for paying attention,  
Nick Marin.

-----Original Message-----

From: Seashore, Patrick (P.J.)  
Sent: Tuesday, October 31, 2006 2:45 PM  
To: [REDACTED]; Kurnow, Carl (C.H.)  
Cc: Jaraman, David (D.R.)  
Subject: RW:

[REDACTED] - I asked Carl Kurnow to follow up and obtain additional information from you regarding the service that had been done to your Windsor. Have you ever had the wheels removed for any kind of service? If so, when?

-----Original Message-----

From: Seashore, Patrick (P.J.)  
Sent: Friday, October 27, 2006 11:41 AM  
To: Kurnow, Carl (C.H.)  
Cc: Sarwat, Syed (S.H.); Loop, James (J.R.); Parsby, Sherif (S.); Jaraman, David (D.R.); Hsieh, Bill (B.)  
Subject: RW:

Carl: please have the OAP FCSD PVT rep research this vehicle and determine what service has been done to it -- specifically if the wheels have ever been removed. If the answer is yes, then we can only assume it was improperly serviced (under or over torqued).

-----Original Message-----

From: Kurnow, Carl (C.H.)  
Sent: Friday, October 27, 2006 11:36 AM  
To: Seashore, Patrick (P.J.)  
Cc: Sarwat, Syed (S.H.); Loop, James (J.R.); Parsby, Sherif (S.); Jaraman, David (D.R.); Hsieh, Bill (B.)  
Subject: RW:

I think that someone should look at this specific vehicle.

-----Original Message-----

From: [REDACTED]

**From:**  
**To:**  
**CC:**  
**Subject:**

Friday, October 27, 2006 11:16 AM

Johnson, David (D.A.)

Kurama, Carl (C.M.); Long Dr., Jürgen (J.M.); Pflanzmann, Stephan (S.L.); Foster, Dave (D.); Traynor, Greg (G.P.); Zibat, Mark (M.)

**GENTLEMEN, I NEED YOUR HELP. PLEASE, READ MY ATTACHMENT.**

**THANK YOU**

< File: '99 WINDSTAR.doc' >>

Sept. 18, 2008

## MODEL YEAR 1995-2000 WINDSTAR WHEEL CONCERN

To: CCRG Chairman  
Subject: 1995-2000 Windstar Wheel Concern

**CONCERN DESCRIPTION:** Allegations of wheel nuts with insufficient torque and loose wheel stud/nuts on 1995-2000 Windstar vehicles were reported to the CCRG by Ford of Canada - FCSD.

**CONCERN INVESTIGATION:** The following data was investigated to assess this concern:

**Field Data:** (Approximately 1.5 Million vehicles were sold during 1995-2000)

(1) CCRG claims:

The indicator summary for 1995-2000 model years is as follows:

EDSR 11 wheel separated

CAC 33 wheel separated

NHL 6 wheel separated

Note: 21 out of 50 Le 42% vehicles had wheels removed under warranty per AWS prior to incident

(2) AWS claims:

19 total claims of wheel separation were reported in AWS (cut-off date 6/30/00). Twelve (12) out of Nineteen (19) Le 63% confirmed instances where wheels were removed and reinstalled prior to separation.

(3) Accidents and injuries: Total Four (4) were reported, three (3) claims and 1 lawsuit which were closed.

(4) No assembly issue: The nut runner torque capability (CPR) was 1.4 -1.5 (Acceptable 3 Sigma is 1.33) between Jan.95 and Jan.00 using a pneumatic nut runner. A D.C nut runner has since been installed at Oakville Assembly Plant which increased the torque capability to 3 -4.1.

(5) No design or material defect issues: Review of Durability vehicle concerns for Model Years 1995-2001 conducted with all past wheels Design and Release Engineers on durability vehicles indicate that no wheel separation concerns were ever reported during testing. Also, material analysis of parts returned from two vehicles in the field performed by Ford Central Laboratories indicates that the studs met all material specifications.

(6) Mileage study: The average mileage of all claims for wheel separation is 26,000 which is high enough to reasonably assume that tires were likely removed for tire rotation as part of routine maintenance.

### **ASSESSMENT OF EFFECT ON VEHICLE OPERATION:**

The customer will notice vibration and/or steering wheel shimmy if lug nuts are loosening. This condition would gradually increase as wheel lug-nuts nut elongates. If left unchecked, it may lead to breaking of wheel studs and possibly the wheel separating from the vehicle.

### **RECOMMENDATION:**

No field action required since engineering analysis indicates that the wheel design is robust and since the majority of the incidents of wheels separating occurred after the wheels were removed when servicing the vehicle the condition may be related to improper service and/or maintenance. Also, this investigation does not indicate a defect trend in the field. Based upon this information, Windstar OPD Chassis Engineering and NAC Safety/Recall Engineering recommends closure of this concern.

  
(Byrd Bennett) Date: 9/18/00  
Windstar OPD - Chassis

**CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)**

- Page 1 -

File:→	5K00	Opened:	December 5, 2000	Closed:	January 18, 2001
VLD→ (Lead)	Mary Ellen Heyde North American Car	Analysis Activities:	NAC-GCC/OPD	CAMPAIGN:	NONE
				Contacts:	Tommy Jonsson - 46 8 629 25 48 Dave Jochum - 8-1-853-3418 Jon Neme - 08133

<b>MODELS:</b>	<b>1999 WINDSTAR (Sweden)</b>
Input Source:	WHITE ALERT 80011/00
Concern Description:	Wheel fell off vehicle

**Mo/Date: CONCERN INVESTIGATION DATA**1855/Dec 5  
2000

Walk-in by Tommy Jonsson. White Alert 80011/00 attached.

- 1999 Windstar in Norrköping, Sweden, with 10000 km (9 MIB). When the driver was driving on the motor way he notice a noise from the right front wheel, he did think it was a wheel bearing noise. He decided to take the nearest exit from the motor way to check what the problem was. When he turned in to a parking spot at a petrol station the wheel fell of the vehicle. Luckily at very low speed.
- DEALER STATEMENT: The dealer find that all wheel studs had broken. They were all in the hub cap with the nuts on. The wheels have never been removed from the vehicle.

**NAC-GCC:**

- Appears similar to previously closed "no defect trend identified incidents".
- Have reviewed Warranty, etc. again after being informed of this incident. Nothing
- Have requested wheel through CCRG-E. Hold till receipt of wheel and analysis.

1855/Jan 18  
2001**NAC-GCC:**

- Sweden has reported the wheel has been scrapped (E-mail attached), cannot do more.
- Appears to be a low torque issue but stud material is OK.
- No trend in the U.S.

**Closed.**

**Edwards, Lynn (L.M.)**

**From:** Johnson, Tommy (T.)  
**Sent:** Wednesday, November 15, 2000 12:08 PM  
**To:** Hoyda, Mary Ellen (M.E.); Johnson, David (D.R.); Wheelock, Bob (B.I.); Holman, Keith (K.E.); Maxwell, Mitch (M.P.); Woodcock, Peter (P.); Tilly, Lee (L.A.); Woodcock, Graham (G.); Papp, Joerg (J.); Davis, Marcus (M.); Gore, Wendy (W.); Edwards, Lynn (L.M.); Johnson, Stephen (S.A.)  
**Cc:** Mangelndorf, Bernd (B.); Mueller Dr, Hans (H.W.)  
**Subject:** White Alert - Report of possible safety or Regulatory concern - confidential / 80011/00

**THIS DOCUMENT SHOWS THE FORMAT YOU SHOULD USE WHEN PREPARING A WHITE ALERT**

*Note 1: This format can be copied and pasted directly onto your Outlook message screen.  
Note 2: Study the White Alert Guidelines before preparing a White Alert. Copy available from M Data 2/30, 879-13315*

**Heading: WHITE ALERT - REPORT OF POSSIBLE SAFETY OR REGULATORY CONCERN - CONFIDENTIAL**

**MARKET:** Bremen ..... **ALERT NUMBER:** 80011/00 ..... (Include Alert Number in Subject Title when Alert is distributed electronically.)

**NEW ALERT OR FOLLOW-UP REPORT:** New ..... **DATE OF THIS REPORT:** 15/11/2000

**SUBJECT:** Wheel stud broken ..... (Provide a brief summary title, detailing: Carline - part - condition) .....

**Section 1) DATA:**

**MODEL:** Wipac .....  
**VIN:** 3842430000.....

**SYSTEM:** ..... (ie: Engine, Steering, Airbag, Body, Fuel, etc)..... **FRONT WHEEL**.....

**SPECIFICATION:** - **ENGINE SIZE:** 1.8 L V6 ..... **FUEL TYPE:** Petrol .....  
- **MANUAL/AUTOMATIC:** Automatic ..... **BODYTYPE:** 4 D MPV .....  
- **SEATS (ie: Base, CL, etc):** 4/2/4 .....  
- Any Extra Equipment or other relevant specifications, such as ABS .....

**BUILD DATE:** 1998/09 ..... **SALE DATE:** .....

**INCIDENT DATE:** 5/10/2000 ..... **TIME BY SERVICE:** 3 months .....

**MESSAGE:** ..... (Short Message or Email, 10000 bytes) .....

**CUSTOMER NAME:** ..... Dealer: 000 00 .....

**REPAIRING DEALER NAME:** Familien AG .....

- Dealer Code: 151 00 .....

- Town: Munching .....

**PART NAME:** .. Wheel stud ..... **PART NUMBER:** ...XF12 1107 AA.....

**PRICE:** ...387999 ..... **ANY SUPPLIER CODES:** .....

**WHERE ARE THE PARTS?** (Should be sent to PRC by courier - see White Alert Procedure - paragraph 4.6.3) .....

**SHIPPING DETAILS:** NAME OF COURIER: ...DHL..... **AIRWAY BILL NUMBER:** 9694334902.....

**DATE SHIPPED:** .....

**Section 2) INCIDENT REPORT:**

**CUSTOMER STATEMENT:** ..... (Quote customer exactly) ..... When the driver was driving on the motor way he noticed a noise from the right front wheel, he did think it was a wheel bearing noise. He decided to take the nearest exit from the motor way to check what the problem was.

When he turned in to a parking spot at a petrol station the wheel fell off the vehicle. Luckily at a very low speed.

**DEALER STATEMENT:** The vehicle was taken to the dealer in Munching (151 00) on a motor transport. The dealer had that all wheel studs had been replaced. They were all in the hub cap with the nuts on. The wheels have never been removed from the vehicle.

..... Did the dealer repair for the concern? ... Yes .....

**HAS THE VEHICLE BEEN REPAIRED YET? (or: Is it available for inspection?)**...The wheel studs have been replaced and the wheel fixed, but the dealer waits for additional parts that need to be replaced from the incident, (Right front fender) .....

**ACCIDENT ALLEGED?:** No .. (If "Yes", provide FULL details)

**INJURY ALLEGED?:** No .. (If "Yes", provide FULL details)

**HAS LEGAL ACTION BEEN TREATED/ID AGAINST FORD OR THE DEALER?:** No .. (If "Yes", provide FULL details)

The vehicle is owned by dealer 000 000 .....

**ESSENTIAL INFORMATION ON AIRBAG CONCERN:**

- WAS SEAT BELT BEING WORN AT THE TIME? .....
- WHAT FLASH-SEQUENCE IS NOW GIVEN AT KEY-ON? .....
- WHAT DID THE VEHICLE HIT AND AT WHAT ANGLE? .....
- DESCRIBE ANY STRUCTURAL DAMAGE TO VEHICLE: .....

Number of similar cases reported previously by this dealer: ...5.....

This White Alert submitted by (Name): Tommy Jensen .....

Telephone Number: +45 8 623 25 48

Mailing Symbol:

ET2 .....

*The completed White Alert should be distributed in accordance with the current European White Alert Address List, issued by Id Data 1999*

*Note: Retention of the completed White Alert is covered by Schedule 8.03 of the Global Information Standard 1.*

*Form issued by: Id Data 1999, 87341888*

White Alert Process - Attachment 3, Page 1 of 1 - Issued dated October 2008

W0000000

1983-84 883

B12  
1-16-01

Edwards, Lynn (L.M.)

**From:** McInerney, John (J.T.)  
**Sent:** Friday, January 12, 2001 7:14 AM  
**To:** Jonsson, Tommy (T.)  
**Cc:** Edwards, Lynn (L.M.); Nana, Joseph (J.S.)  
**Subject:** RE: Wind\* Wheel issue, Sweden. (White Alert 5001100)

Thanks for your help Tommy, I will close over here as "no trend". It looks like a low torque issue, but not in the materials of the studs...they are OK.

-----Original Message-----

**From:** Jonsson, Tommy (T.)  
**Sent:** Friday, January 12, 2001 3:43 PM  
**To:** Dale, Marcus (M.)  
**Cc:** Edwards, Lynn (L.M.); Nana, Joseph (J.S.); McInerney, John (J.T.); Johnson, Stephen (S.A.)  
**Subject:** RE: Wind\* Wheel issue, Sweden. (White Alert 5001100)

AL

I am sorry but the wheel have been scrapped.

Regards  
Tommy Jonsson  
Phone: +46 (0)8-823 25 48  
Fax: +46 (0)8-823 25 89  
e-mail: [jonss10@ford.com](mailto:jonss10@ford.com)

-----Original Message-----

**From:** Dale, Marcus (M.)  
**Sent:** 11 January 2001 10:08  
**To:** Jonsson, Tommy (T.)  
**Cc:** Edwards, Lynn (L.M.); Nana, Joseph (J.S.); McInerney, John (J.T.); Johnson, Stephen (S.A.)  
**Subject:** RE: Wind\* Wheel issue, Sweden. (White Alert 5001100)

Tommy: US is asking for the wheel to be returned from this vehicle. Is it still available? Can you please get it back to FRC by DHL.

Regards,

Marcus Dale  
FCSD-E 1/325  
Telephone: 8734-5338  
e-mail: [mdale@ford.com](mailto:mdale@ford.com)

-----Original Message-----

**From:** McInerney, John (J.T.)  
**Sent:** 11 January 2001 14:21  
**To:** Dale, Marcus (M.)  
**Cc:** Edwards, Lynn (L.M.); Nana, Joseph (J.S.)  
**Subject:** Wind\* Wheel issue, Sweden. (White Alert 5001100)

'morning Marcus, 'bout a month ago I requested the subject wheel itself for Engineering analysis. Just wondering if we are going to get the wheel? I need to close this off the CCRG if nothing is going to happen. Thanks



**Edwards, Lynn (L.M.)**

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**From:** Johnson, Stephen (S.A.)  
**Sent:** Monday, February 05, 2001 3:55 AM  
**To:** Dain, Marcus (M.)  
**Cc:** McInerney, John (J.T.); Edwards, Lynn (L.M.)  
**Subject:** RE: S11/00

Gents,

The wheel was requested at the time, but had already been scrapped - the alert does not state whether it was steel or alloy. Sorry cannot assist - that was one reason why CCRG-U closed the issue.

Regards,

**Stephen A. Johnson**

Design Safety Analysis Engineer, FVSSC, ABO (Europe)  
CCRG Secretary (Europe)  
GB-40486 8718-3385 (tel) 8718-3747 (fax)  
e-mail SJOHNS18@mail.ford.com

-----Original Message-----

**From:** Dain, Marcus (M.)  
**Sent:** 02 February 2001 16:38  
**To:** Johnson, Stephen (S.A.)  
**Cc:** McInerney, John (J.T.); Edwards, Lynn (L.M.)  
**Subject:** S11/00

Steve: Can you help John, please?

Regards,

Marcus Dain  
PCSD-E 1/325  
Telephone: 8734-3336  
e-mail: mdain@ford.com

-----Original Message-----

**From:** McInerney, John (J.T.)  
**Sent:** 28 November 2000 11:10  
**To:** Dain, Marcus (M.); McInerney, John (J.T.); Edwards, Lynn (L.M.)  
**Subject:**

morning Marcus. I am with NAC Safety/Recall and would like to get some info on the S0011/00 Write Alert issue. Was the wheel an aluminium wheel? If so can you get it back for me? Thanks

**CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)**

- Page 1 -

<b>File:</b>	SND1	<b>Opened:</b>	October 13, 1998	<b>Closed:</b>	October 13, 1998
<b>VLD:</b> (Lead)	LVC Mary Ellen Heyde	<b>Assisting Activities:</b>	LVC-OPD	<b>CAMPAIGN:</b>	NONE
				<b>Contacts:</b>	John Monroney - 20278 Bill Kennedy - 20210 Melanie Gutz - 42873

<b>MODELS:</b>	1998-1998 WINDSTAR
<b>Input Source:</b>	WORLDWIDE DIRECT MARKET OPERATIONS (WDMO)
<b>Concern Description:</b>	Wheel lug studs breaking

**Mtn #/Date: CONCERN INVESTIGATION DATA**

1848/Oct 13

Walk-in by Melanie Gutz.

A dealer in Panama reports 3 instances of the front wheel studs breaking on Windstars. In addition, there are 3 CQIB reports, one from Pennsylvania, one from New York and one from Europe.

- All have been the front wheel studs.

LVC-OPD:

- The type of fracture is that seen using an impact tool rather than a torque stick when servicing.
- All vehicles had been serviced for brake work.
- Low R/1000.
- FORD has made torque sticks available through a TSB.
- Conclude the incidents were the result of remounting of wheel.

**Closed.**

**FAX**Date June 24, 1998Number of pages including cover sheet 8

**TO:** Bob Wheelock  
Internal Safety  
Investigations  
ASES  
FPS - 800E

Phone  
Fax Phone

**FROM:** Trevor G. Williams  
Ford Motor Company of  
Canada, Limited  
P.O. Box 2000  
The Canadian Road  
Oakville, Ontario  
L6J 5E4  
Phone (905) 845-2511 ext-1145  
Fax Phone (905) 845-5380

**CC:**

**REMARKS:**  Urgent  For your review  Reply ASAP  Please Comment

**Bob:**

Thought you should have a copy of the memo that got the ball rolling on the Windstar rotor issue.

**Trevor**

June 12th, 1998

To: Mr. G. Turcyn  
Plant Vehicle Team Manager  
Windsor, O.A.P.

From: Alex Sailer  
Commercial Truck Service  
Support, C.O.B. Colville  
Ext: 1485

cc: Bob Munn, FCEDPVT

**SUBJECT: WINDSOR F30Z STEER BRIDGE 1125-1128**

George:

A few people on our Technical Hotline have received cases with dealing with this issue. What we've been able to determine at the cause of the issue is incorrect brake rotor being installed at the Dealership level.

**LTW contains as follows:**

- The parts microfilm and CPD list the parts correctly. When the Dealer orders no rotor for the correct rotor assembly, the parts system was substituting the wrong rotor if the correct rotor was not available. Example: Dealer orders F30Z 1125 RD and the system substitutes F30Z 1125 A rotor.
- The F30Z 1125 A rotor is for units built before 8/3/95 and the F30Z 1125 RD rotor is for units built from 8/3/95.
- We worked with a Dealer in Quebec to try and determine why the wheel studs were breaking after the rotor change. At the time we were not able to determine the cause.
- I spent a few hours at Kennedy Ford here in Colville and worked with a technician that was working on a 1998 Windsor for brake shudder. What we were able to determine is the "A" rotor is .030" thicker than the "RD". When you install the "A" rotor on a vehicle hub(1104) that requires a "RD" the rotor mounting surface on the hub protrudes out beyond the rotor hub surface by 1.6304. This 1.6304 does not allow the wheel assembly to mount flush on the rear surface. Thus, when you torque the wheel nuts you are distorting the wheel rim, ( refer to attached drawings).
- When the customer drives the vehicle for a period of time the wheel rim distorts more and the sharp edge of the hub seat into the aluminum wheel. The end result is loose wheel nuts and eventually the studs break.

-3-

Current vehiclesUnit: 2FMDA11417

- Vehicle brought into Dealership 2/24/1998 for a brake shudder. Dealer installed F36Z 1125 A rotor because the parts system substituted the "BB" rotor that he ordered for the "A" rotor.
- Vehicle returned to Dealer 4/22/1998 for broken wheel studs. Dealer called Hotline for technician assistance. We told the Dealer not to substitute the rotors. Since the "BB" rotors installed the vehicle has been fine.
- When the wheel studs broke the vehicle was involved in an accident. Cost to repair the vehicle was \$4,331.92.

Unit: 2FMDA11417

- Vehicle brought into Dealership 3/11/1997 for a brake shudder. Dealer installed F36Z 1125 A rotor because the parts system substituted the "BB" rotor that he ordered for the "A" rotor.
- Vehicle returned to Dealer 3/27/1998 for broken wheel studs. We told the Dealer not to substitute the rotors. Since the "BB" rotors installed the vehicle has been fine.
- When the wheel studs broke the vehicle was involved in a minor accident. Cost to repair the vehicle was \$634.83.

Unit: 2FMDA11417

- Vehicle brought into Dealership 4/01/1998 for a brake shudder. Dealer installed F36Z 1125 A rotor because the parts system substituted the "BB" rotor that he ordered for the "A" rotor.
- Vehicle returned to Dealer 4/03/1998 for ABS light on and severe brake shudder. The Dealer because of previous concerns with the "A" being the wrong rotor, installed the correct "BB" rotors.
- No broken wheel studs on this one, but issue was resolved.

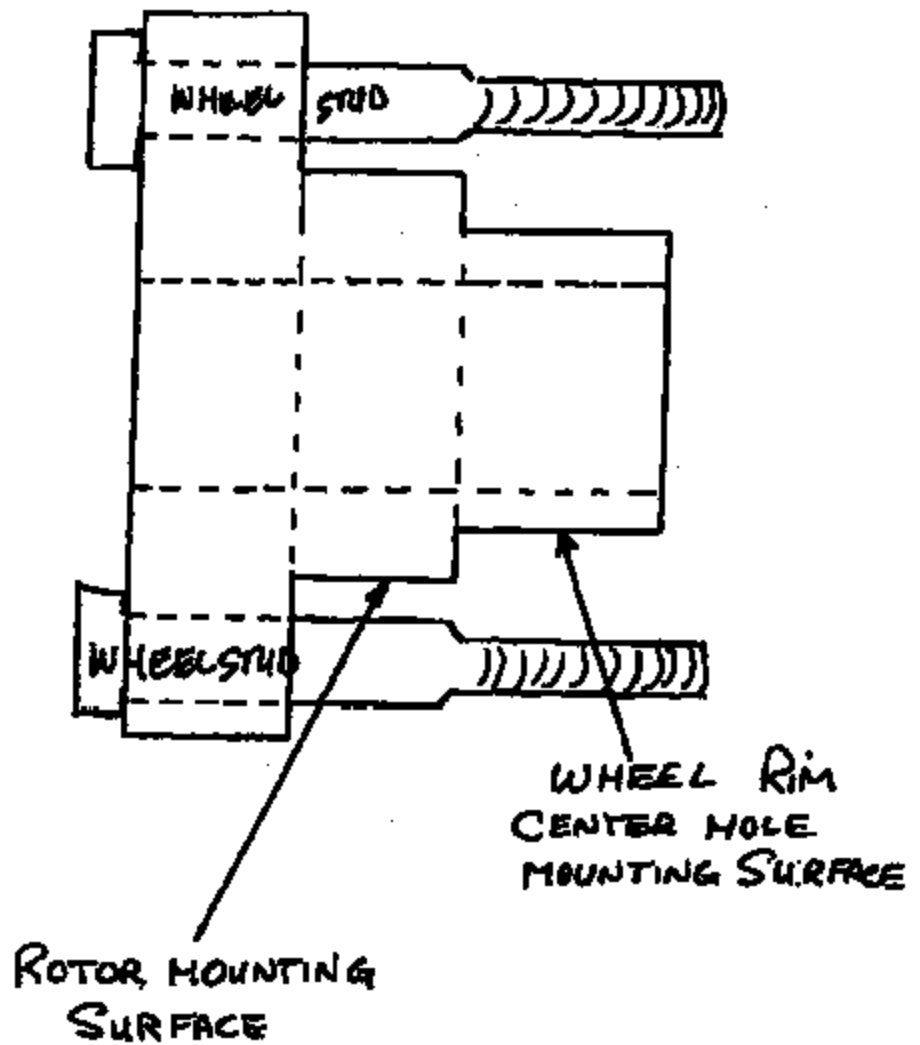
Conclusion:

- I have already advised our FDC in BRAMALEA to remove all substitution clues.
- We are running a ABS report to try and determine how many Windstars 1996/98 have the wrong rotors installed on them.
- Do you agree that we should submit this to Joe Bradley, Recall and Owner Notification Manager?

Regards,

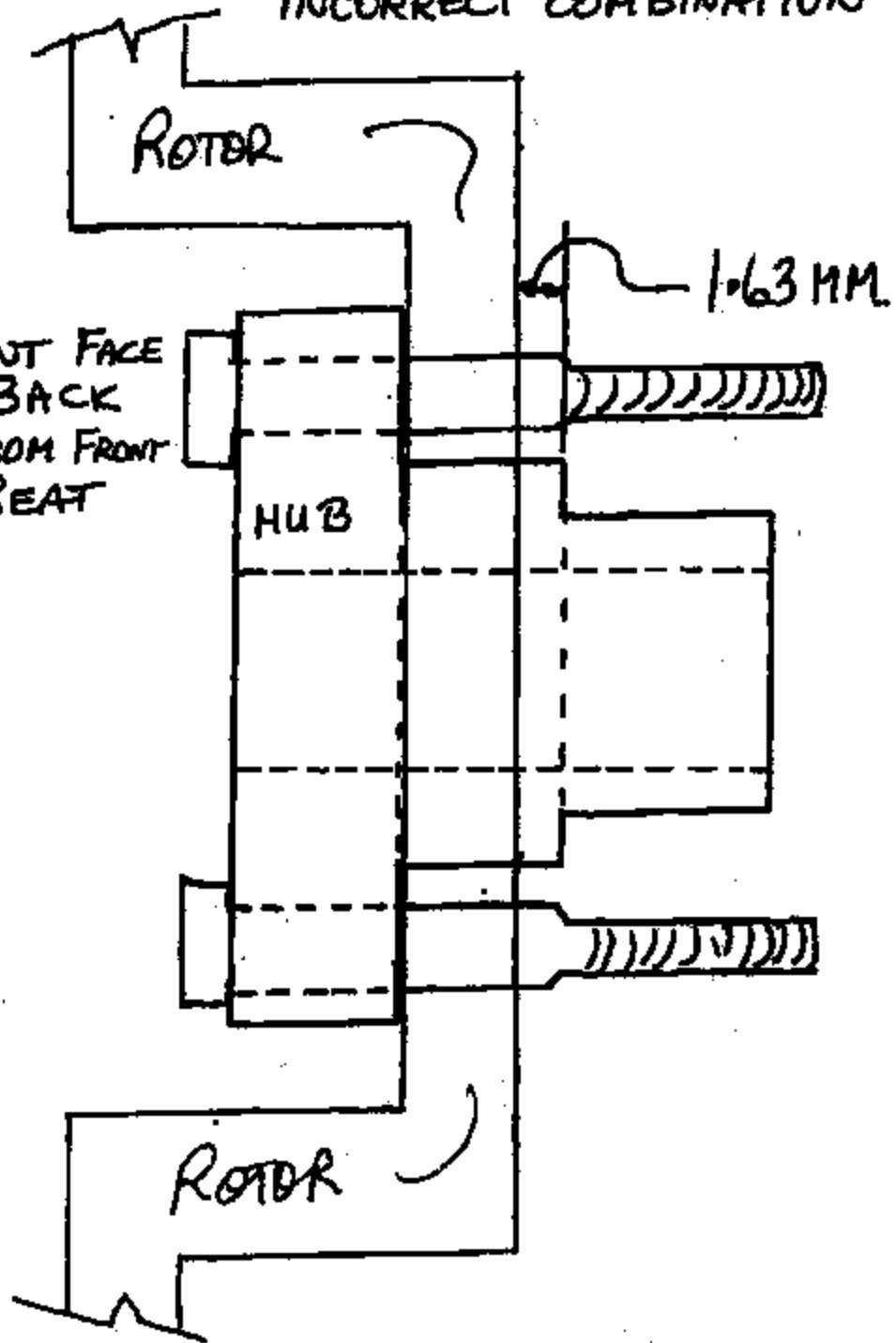


# HUB ASSEMBLY (1104)



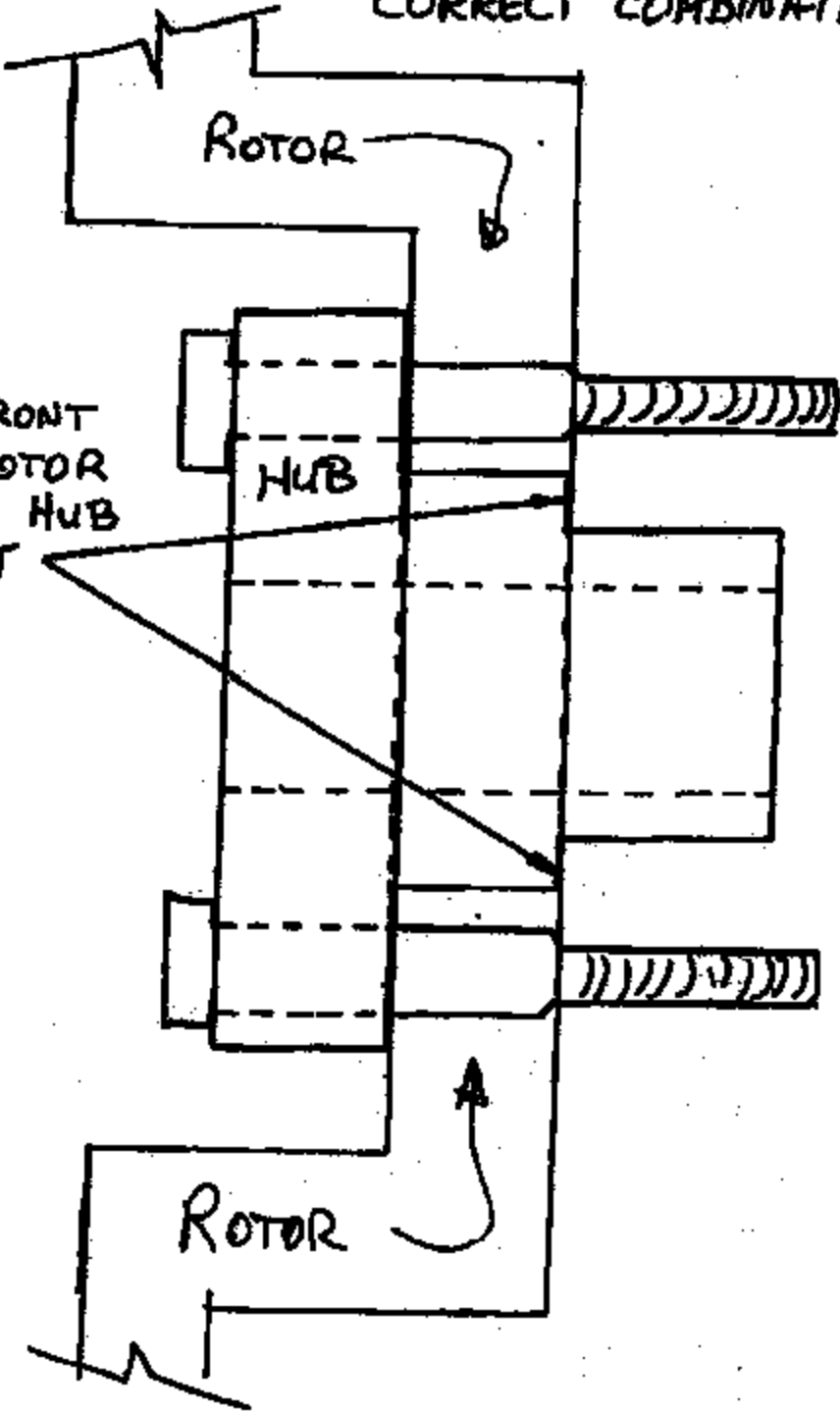
1996-98 HUB WITH 1995  
LEVEL ROTOR F5BZ-1125-A  
INCORRECT COMBINATION

NOTE: FRONT FACE  
OF ROTOR BACK  
1.63 MM FROM FRONT  
OF ROTOR SEAT  
ON HUB.



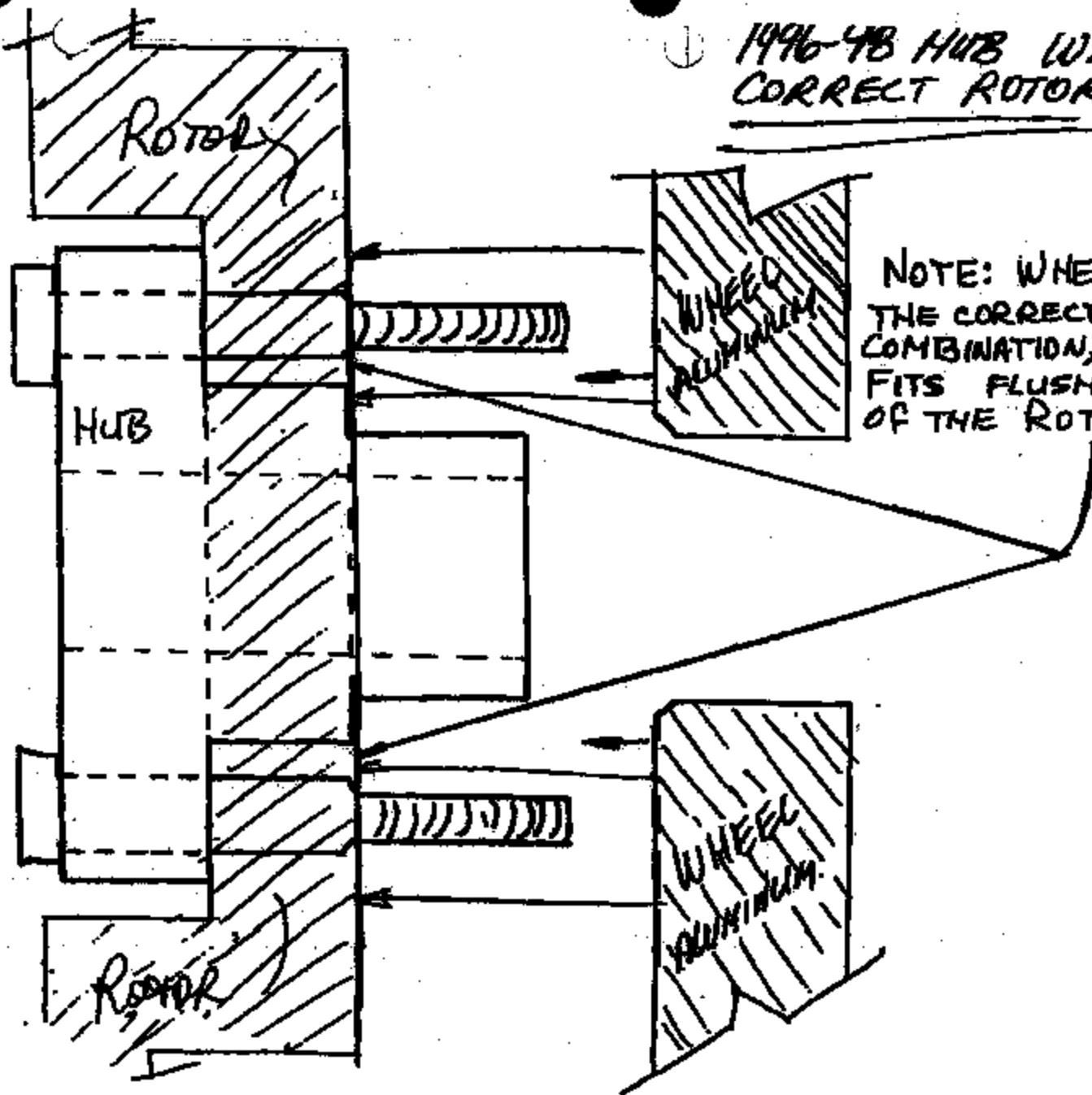
1996-98 HUB WITH  
F58Z-1125 BB ROTOR  
CORRECT COMBINATION.

NOTE: FRONT  
FACE OF ROTOR  
EVEN WITH HUB  
ROTOR SEAT





1946-48 HUB WITH F58Z-2588  
CORRECT ROTOR.



NOTE: WHEN YOU HAVE  
THE CORRECT ROTOR & HUB  
COMBINATION, THE WHEEL  
FITS FLUSH ON THE FACE  
OF THE ROTOR

P. 87/88

885 845 5388 TO RESED 5086

JUN 24 '98 18:12 FR FORD CANADA C082

EM33-004 0183



Transmission per Microphone

To: *Bob Wheelock*  
Location: *Dearborn*

Date: *6/24/98* Page: *13*  
From: *Alex Snider*  
Location: *Orkville*

Comments: *1996-98 WINDSTAR WHEEL STUD BRAKING*

*Bob, attached is my first report  
to George Turczyn date 6/12/98.  
The second report is a result of  
checking further into the A.W.S. system  
and also thinking what else could be  
involved.*

*Our Canada Day holiday is July 1/98.  
I won't be able to attend tomorrow's  
meeting.*

*Regards.*

June 30, 1998

To: Mr. George Turcotte  
Fleet Vehicle Team Manager  
Windsor, O.A.F.

From: Alex Sneider  
Commercial Truck Service  
Support, C.O.B., Oakville  
Ext: 1483

cc: Bob Mann, JCED/PVT  
Bob Whistler, A.S.O.

**SUBJECT: WINDSTAR WHEEL STUD BREAKAGE 1996-1998**

More information has become available since the last meeting:

Between April 28 and June 12, 1998 when the Canadian FDC's was substituting the "A" rotor for the "B" rotor, there were 217 orders processed for the "A" rotor. The total number of pieces shipped to the Dealers as a result of these orders is 892.

The Canadian parts system can not determine how many of the "A" were shipped as a substitution for the "B" rotor.

Attached to this note are the serial numbers on record of having the wrong rotor installed. There were 36 for the 1996 model year and 34 for the 1998 model year.

Of the 70 serial numbers listed, 26 of them had a repair date prior to the Canadian FDC's substitution date of April 28, 1998.

Over the counter retail sales to do it yourself customers and also retail jobs performed at the Dealership would also be suspect for being supplied the incorrect rotor.

Regards,



Alex Sneider

**1994 MODEL YEAR**

<b>SERIAL NUMBER</b>	<b>PRODUCTION DATE</b>	<b>INSTALLATION DATE</b>
ZFM0AS145TBA	MAY 27, 96	MAY 11, 98
ZFM0AS146TBA	JUNE 4, 96	APRIL 4, 98
ZFM0AS146TBA	SEPT. 13, 95	MARCH 30, 98
ZFM0AS145TBA	MAY 24, 96	MAY 28, 98
ZFM0AS145TBC	SEPT. 20, 96	MAY 25, 98
ZFM0AS147TBC	AUGUST 27, 96	MAY 27, 98
ZFM0AS141TBA	APRIL 18, 96	MAY 12, 98
ZFM0AS146TBA	AUGUST 30, 95	MAY 21, 98
ZFM0AS147TBA	DECEMBER 5, 95	MARCH 27, 98
ZFM0AS142TBA	OCTOBER 30, 95	MAY 12, 98
ZFM0AS146TBA	APRIL 4, 96	APRIL 24, 98
ZFM0AS146TBA	MARCH 13, 96	MAY 21, 98
ZFM0AS146TBC	JULY 24, 96	MAY 6, 98
ZFM0AS145TBA	MAY 10, 96	MAY 26, 98
ZFM0AS144TBA	DECEMBER 2, 95	MAY 5, 98
ZFM0AS145TBC	JULY 25, 96	JUNE 1, 98
ZFM0AS145TBA	FEBRUARY 17, 96	MAY 4, 98
ZFM0AS145TBA	FEBRUARY 17, 96	APRIL 2, 98
ZFM0AS141TBC	SEPT. 27, 96	MAY 20, 98
ZFM0AS140TBA	MAY 15, 96	MAY 14, 98
ZFM0AS146TBA	NOVEMBER 1, 95	MAY 20, 98
ZFM0AS145TBA	MAY 6, 96	APRIL 30, 98
ZFM0AS146TBA	APRIL 18, 96	MAY 25, 98
ZFM0AS146TBA	JANUARY 18, 96	MAY 13, 98
ZFM0AS146TBA	AUGUST 18, 95	APRIL 8, 98
ZFM0AS148TBA	MAY 3, 96	MAY 12, 98
ZFM0AS146TBA	APRIL 24, 96	APRIL 14, 98
ZFM0AS146TBA	APRIL 10, 96	MAY 4, 98
ZFM0AS146TBA	SEPT. 13, 95	APRIL 28, 98
ZFM0AS147TBA	JANUARY 22, 96	MAY 22, 98
ZFM0AS147TBA	OCTOBER 16, 95	APRIL 22, 98
ZFM0AS146TBC	AUGUST 8, 96	MAY 26, 98
ZFM0AS146TBA	MARCH 11, 96	MARCH 27, 98
ZFM0AS146TBA	MARCH 12, 96	MAY 7, 98
ZFM0AS146TBA	MARCH 6, 96	MAY 8, 98
ZFM0AS146TBA	OCTOBER 16, 95	APRIL 16, 98

**1998 MODEL YEAR**

<b>SERIAL NUMBER</b>	<b>PRODUCTION DATE</b>	<b>INSTALLATION DATE</b>
ZFTDAS107WB	MARCH 10, 97	JUNE 1, 98
ZFMZAS107WB	DECEMBER 4, 97	MAY 20, 98
ZFMZAS145WB	SEPT. 10, 97	JUNE 11, 98
ZFMZAS146WB	OCTOBER 29, 97	MAY 30, 98
ZFMZAS147WB	APRIL 4, 97	APRIL 14, 98
ZFMZAS148WB	MAY 8, 97	MAY 23, 98
ZFMZAS149WB	AUGUST 11, 97	APRIL 15, 98
ZFMZAS150WB	AUGUST 25, 97	FEBRUARY 16, 98
ZFMZAS151WB	AUGUST 15, 97	DECEMBER 18, 97
ZFMZAS152WB	SEPT. 6, 97	APRIL 29, 98
ZFMZAS153WB	AUGUST 27, 97	MAY 7, 98
ZFMZAS154WB	AUGUST 29, 97	NOVEMBER 19, 97
ZFMZAS155WB	JANUARY 14, 97	FEBRUARY 25, 98
ZFMZAS156WB	AUGUST 12, 97	NOVEMBER 25, 97
ZFMZAS157WB	AUGUST 25, 97	APRIL 24, 98
ZFMZAS158WB	AUGUST 28, 97	MAY 26, 98
ZFMZAS159WB	MAY 7, 97	APRIL 23, 98
ZFMZAS160WB	AUGUST 12, 97	APRIL 7, 98
ZFMZAS161WB	AUGUST 21, 97	MAY 28, 98
ZFMZAS162WB	AUGUST 11, 97	JUNE 11, 98
ZFMZAS163WB	AUGUST 24, 97	NOVEMBER 6, 97
ZFMZAS164WB	FEBRUARY 21, 97	MAY 1, 98
ZFMZAS165WB	AUGUST 15, 97	JUNE 2, 98
ZFMZAS166WB	AUGUST 14, 97	MAY 28, 98
ZFMZAS167WB	MARCH 14, 97	MARCH 20, 98
ZFMZAS168WB	AUGUST 14, 97	MAY 28, 98
ZFMZAS169WB	AUGUST 13, 97	MAY 19, 98
ZFMZAS170WB	AUGUST 13, 97	APRIL 1, 98
ZFMZAS171WB	MAY 23, 97	JUNE 1, 98
ZFMZAS172WB	AUGUST 13, 97	APRIL 1, 98
ZFMZAS173WB	AUGUST 14, 97	JUNE 5, 98
ZFMZAS174WB	AUGUST 11, 97	APRIL 28, 98
ZFMZAS175WB	MAY 16, 97	MAY 8, 98
ZFMZAS176WB	MARCH 1, 97	SEPT. 16, 97

June 12th, 1998

To: Mr. G. Torrey  
Plant Vehicle Team Manager  
Windsor, O.A.P.

From: Alan Solder  
Commercial Truck Service  
Support, C.O.B. Oakville  
Ext: 1425

cc: Bob Mura, FCEDPVT

**SUBJECT: FRONT/REAR WHEEL STUD MISMATCH 1125-1125**

**Change:**

A few people on our Technical Hotline have received some calls dealing with this issue. What we've been able to determine as the cause of the issue is incorrect brake rotors being installed at the Dealership level.

**Issue details as follows:**

- The parts catalogue and CVD list the parts correctly. When the Dealer submits an order for the correct rotor assembly, the parts system was substituting the wrong rotor if the correct rotor was not available. Example: Dealer orders F302 1125 HB and the system substitutes F302 1125 A rotor.
- The F302 1125 A rotor is for wide built hubs 92/93 and the F302 1125 HB rotor is for wide built from 93/95.
- We worked with a Dealer in Quebec to try and determine why the wheel studs were breaking after the rotor change. At the time we were not able to determine the cause.
- I spent a few hours at Kennedy Ford here in Oakville and worked with a technician that was working on a 1998 Windsor for brake checks. What we were able to determine is the "A" rotor is .050" thinner than the "HB". When you install the "A" rotor on a vehicle hub(1104) that requires a "HB" the rotor mounting surface on the hub protrudes out beyond the rotor hub surface by .050". This .050" does not allow the wheel assembly to mount flush on the rotor surface. Thus, when you torque the wheel nuts you are distorting the wheel rim, (refer to attached drawings).
- When the customer drives the vehicle for a period of time the wheel rim distorts more and the sharp edge of the hub cuts into the aluminum wheel. The end result is loose wheel nuts and eventually the studs break.

**Current vehicles****Unit #2000411427**

- Vehicle brought into Dealership 3/24/1996 for a brake shudder. Dealer installed P30Z 1125 A rotor because the parts system substituted the "BB" rotor that he ordered for the "A" rotor.
- Vehicle returned to Dealer 4/28/1996 for broken wheel studs. Dealer called MoTors for technical assistance. We told the Dealer not to substitute the rotors. Since the "BB" rotors installed the vehicle has been fine.
- When the wheel studs broke the vehicle was involved in an accident. Cost to repair the vehicle was \$4,531.92.

**Unit #2000411427**

- Vehicle brought into Dealership 5/13/1997 for a brake shudder. Dealer installed P30Z 1125 A rotor because the parts system substituted the "BB" rotor that he ordered for the "A" rotor.
- Vehicle returned to Dealer 3/7/1998 for broken wheel studs. We told the Dealer not to substitute the rotors. Since the "BB" rotors installed the vehicle has been fine.
- When the wheel studs broke the vehicle was involved in a minor accident. Cost to repair the vehicle was \$694.85.

**Unit #2000411427**

- Vehicle brought into Dealership 4/6/1998 for a brake shudder. Dealer installed P30Z 1125 A rotor because the parts system substituted the "BB" rotor that he ordered for the "A" rotor.
- Vehicle returned to Dealer 6/8/1998 for ABS light on and reverse brake shudder. The Dealer because of previous comments with the "A" being the wrong rotor, installed the correct "BB" rotor.
- No broken wheel studs on this one, but issue was resolved.

**Conclusions**

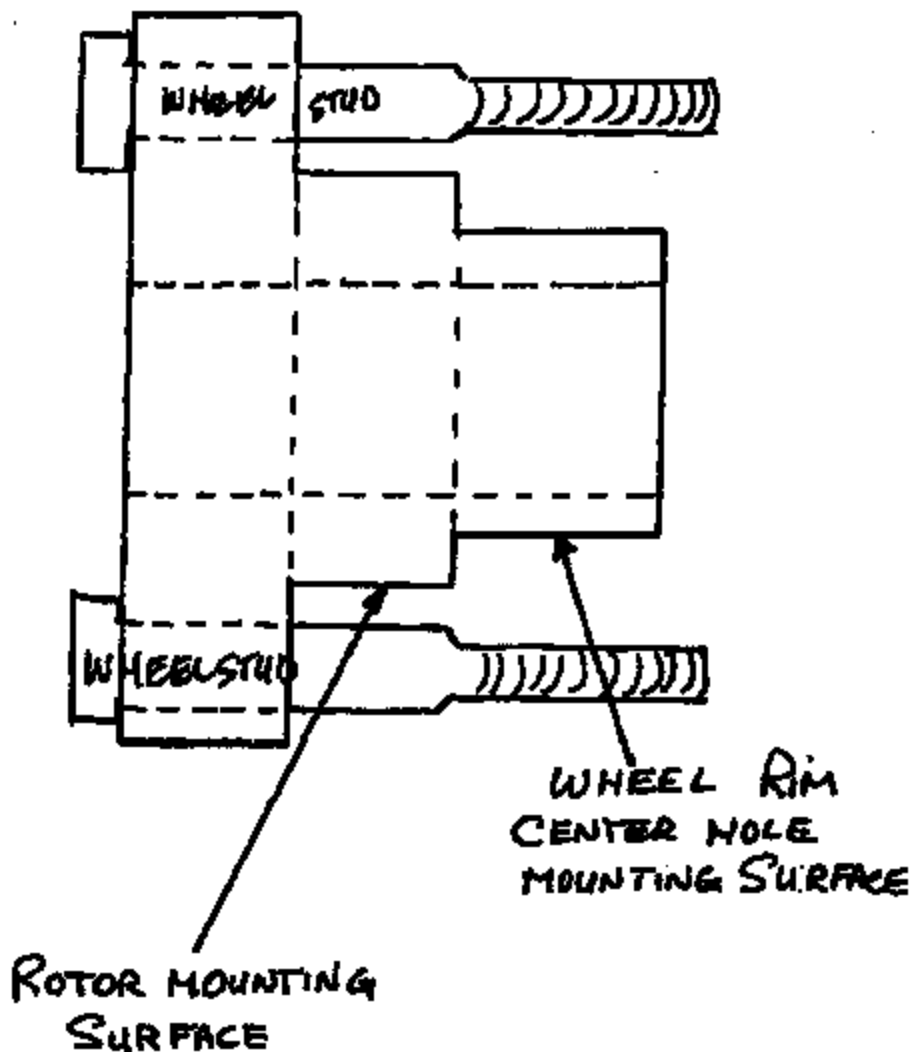
- I have already advised our NDC in HERAKALEA to remove to substitution class.
- We are running a AWS report to try and determine how many Windmax 1996/98 have the wrong rotor installed on them.
- Do you agree that we should submit this to Joe Bradley, Recall and Owner Notification Manager?

Regards,

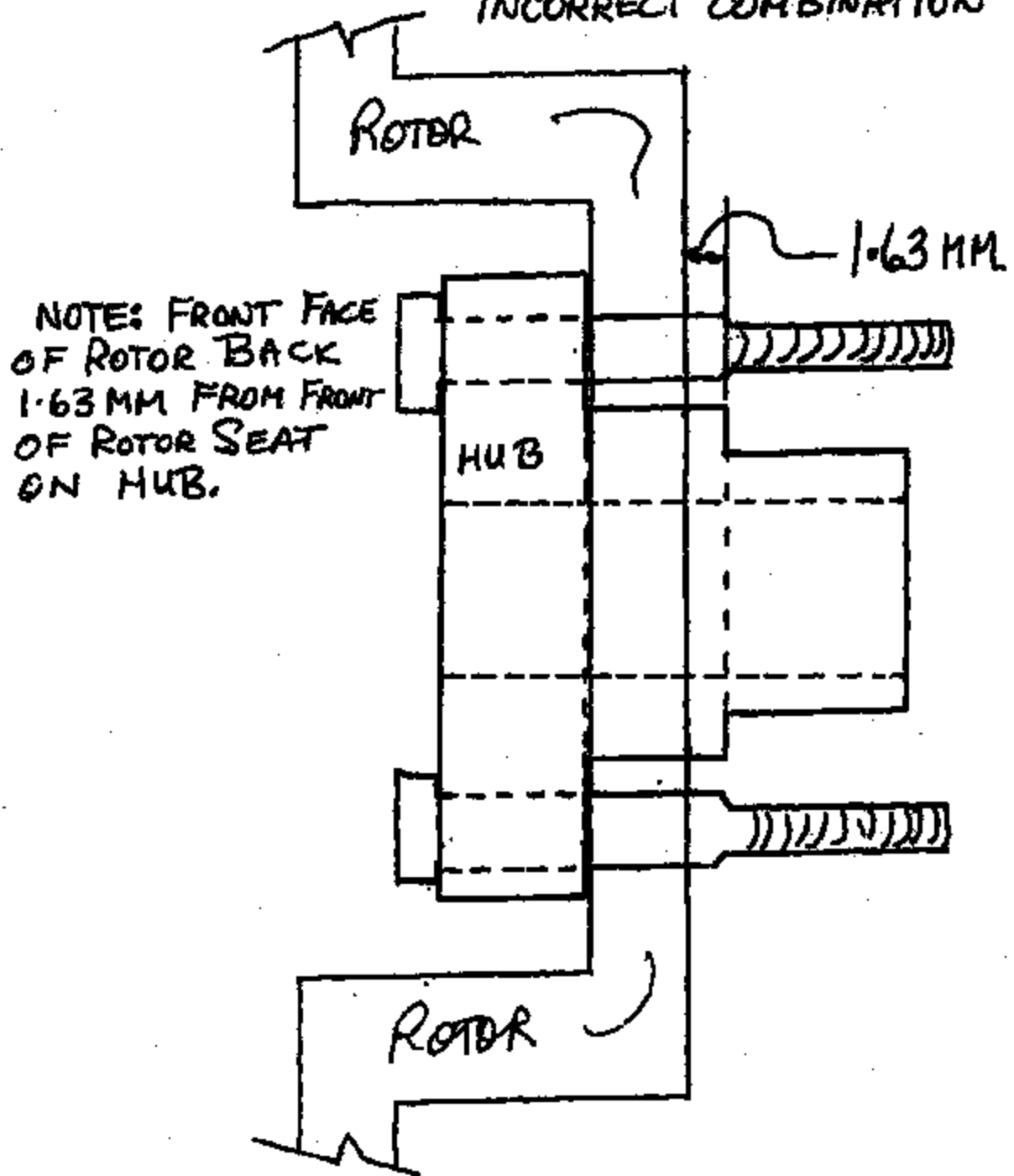




# HUB ASSEMBLY (1104)

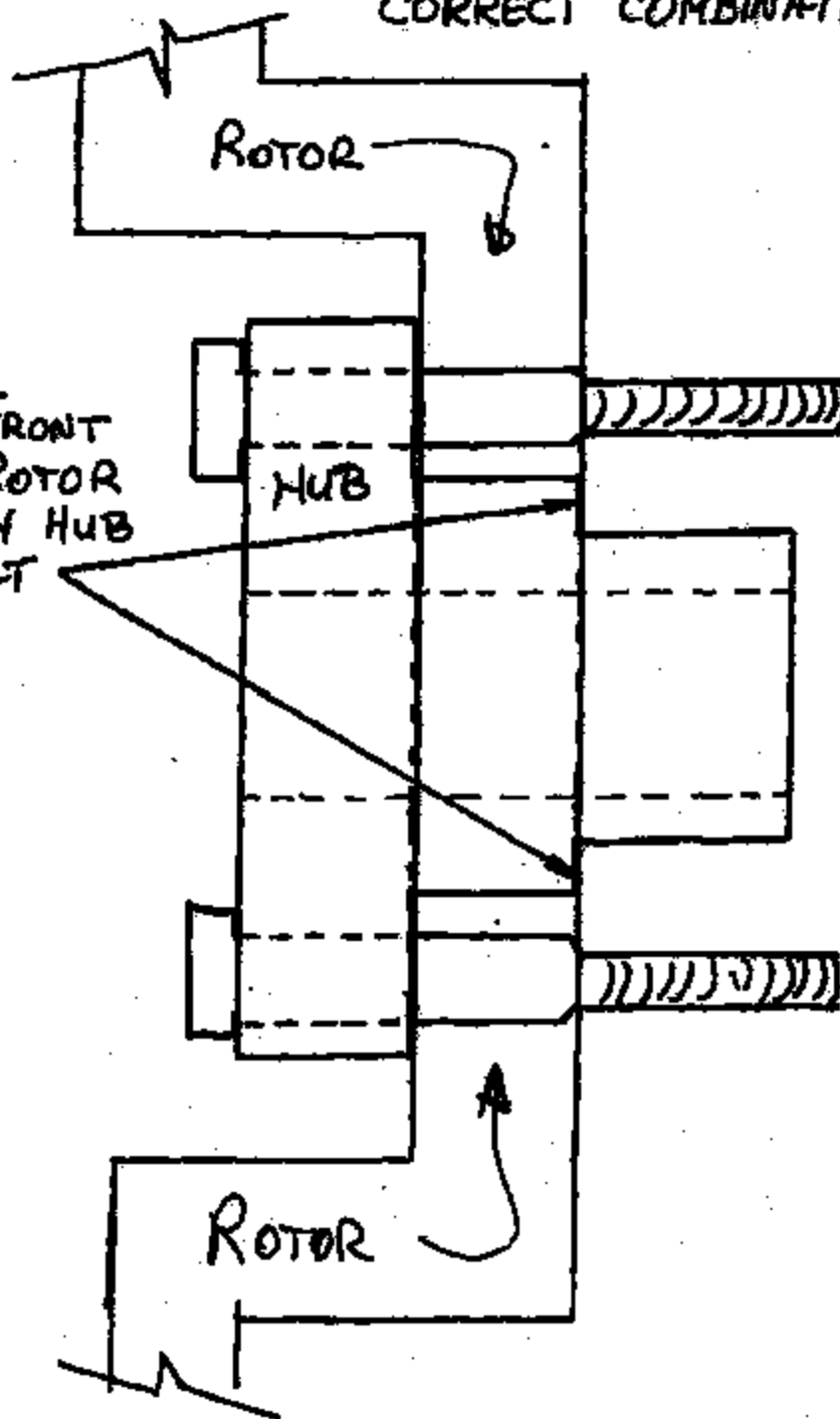


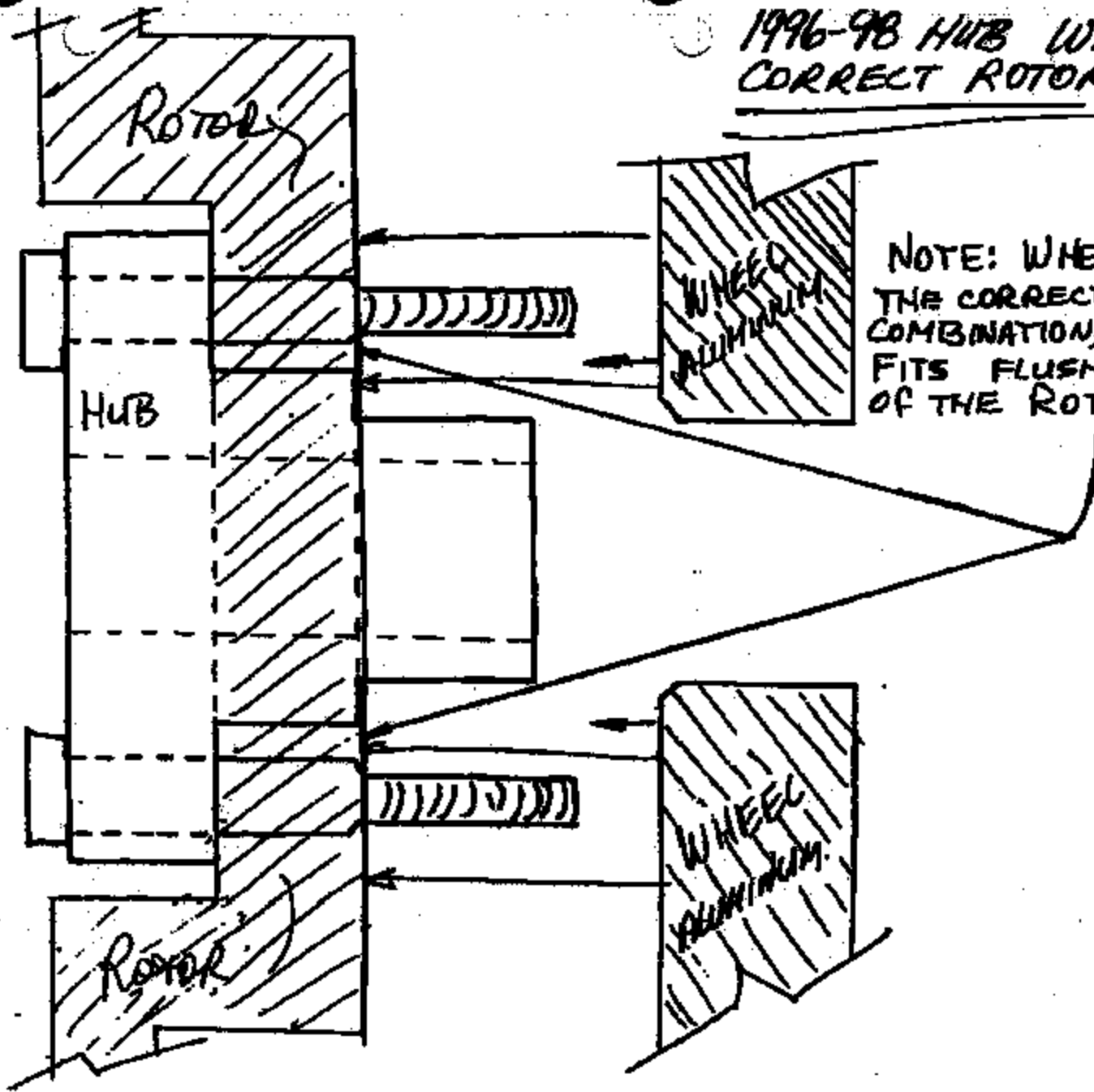
1996-98 HUB WITH 1995  
LEVEL ROTOR F5BZ.1125.A  
INCORRECT COMBINATION



# 1996-98 HUB WITH F58Z-1125 BB ROTOR CORRECT COMBINATION.

NOTE: FRONT  
FACE OF ROTOR  
EVEN WITH HUB  
ROTOR SEAT





1996-98 HUB WITH FEBZ-2588  
CORRECT ROTOR.

NOTE: WHEN YOU HAVE  
 THE CORRECT ROTOR & HUB  
 COMBINATION, THE WHEEL  
 FITS FLUSH ON THE FACE  
 OF THE ROTOR.

ROTOR

HUB

ROTOR

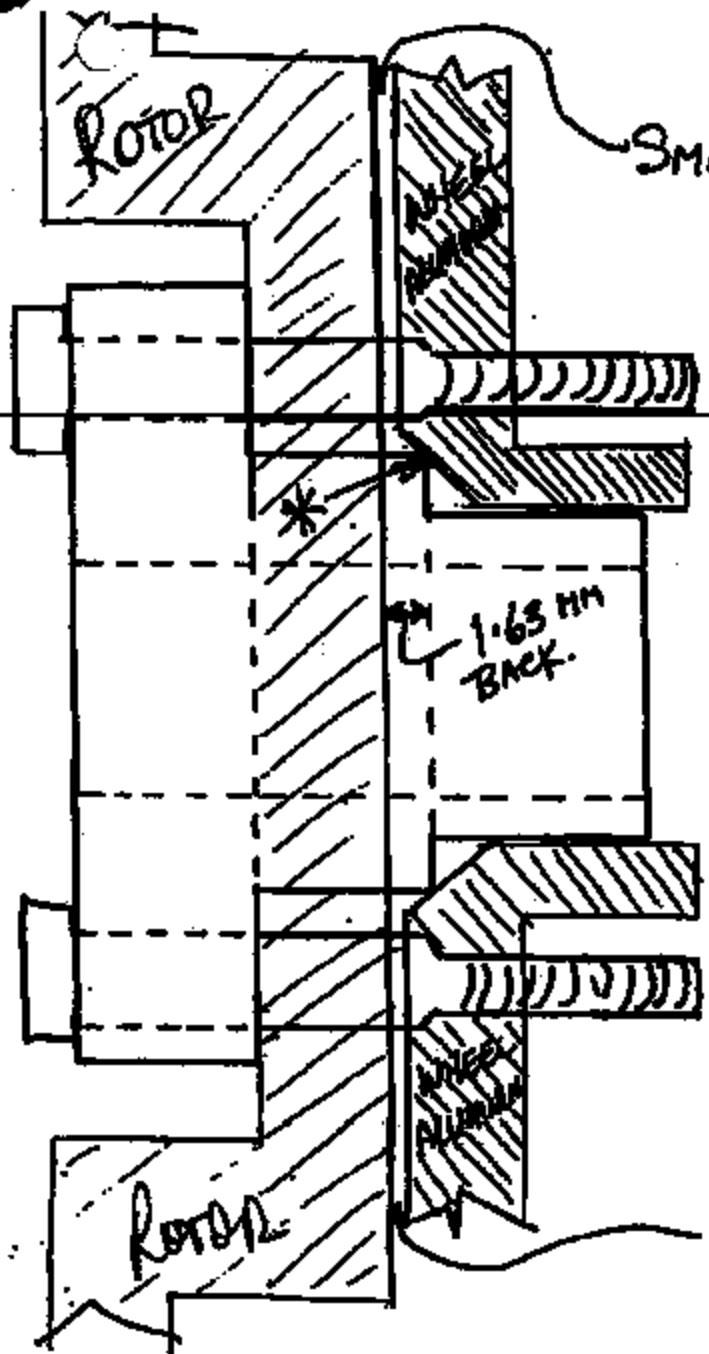
WHEEL  
 ALUMINUM

WHEEL  
 ALUMINUM

P. 11/13

MANUFACTURE OF RAIL AND TROLLEY BUSES TO BS EN 15254:2004

ENR-004 0118



1996-98 HUB WITH FSBZ-11-5A ROTOR.

SMALL GAP

NOTE: WITH THE WRONG ROTOR ON HUB. THE ROTOR (\*) SEAT PROTRUDES PAST TO ROTOR MOUNTING SURFACE BY 1.63MM.

NOTE: WITH THE WHEEL INSTALLED, THE RIM HITS THE EDGE (\*) BEFORE THE RIM MOUNTS FLUSH AGAINST THE ROTOR SURFACE.

NOTE: WHEN THE WHEEL NUTS ARE TORQUED THE WHEEL IS TIGHT, ONCE THE CUSTOMER DRIVE VEHICLE FOR SOME TIME, THE METAL HUB WEARS INTO THE RIM. THEREFORE, TORQUE LOSS AND THEN

SMALL GAP. WHEEL STUDS BREAK.

06/15/98  
07:37:44

CUSTOMER SERVICE PARTS COMMENTS

PHONIC23:

PART F58Z 1125B  
RPLS F58Z 1125A  
CUSTOMER SERVICE ID TJP

ENG F58A1125B  
RPLD

DESC ROTOR ASY  
FIN 380228  
CREATE/MOD. DATE 06/12/91

EXPIRY DATE(MM/DD/YY) 00/00/00

NOTE::: WHEN THE PARTS CATALOGUE ( MICROFICHE OR C.P.D.) ADVISES  
TO USE F58Z 1125 BB ; DO NOT UNDER ANY CIRCUMSTANCE  
SUBSTITUTE " F58Z 1125 A "

EXPIRY DATE(MM/DD/YY) 00/00/00

06/15/98  
07:38:06

PART NUMBER	***** DSA *****	PROG	PKTY	DE	PKMSP	RTM
F502 1125R	REV/CTR REVV/CL STE	NUM	NUMM	DEMT	MLTG	MLTG
ROTOR ASY	A 1	699	NO	NO		YES

MISC PART NUMBERS  
 ENGINEER F50A1125R2  
 REF/INIT 3802287  
 SUBST PART

PACKAGING INFO  
 STYLE  
 USP 0000  
 MATL A  
 MATL B  
 LEGAL CD  
 3RD PRG LVL  
 4TH PRG LVL  
 CODE  
 PALLET QTY 0000000  
 TOX NUMBER 000000

RECALL  
 NUMBER  
 DMTY/PTY  
 IR NO 00000  
 IR QTY 0  
 IR DTE 00/00/00  
 FLEXIBLE YES

OTHER INFO  
 INSTALL DATE 10/26/98  
 PRIME CLS .0  
 SUB CLS .0  
 US NUM  
 PRG GRP  
 COM CODE NO  
 DANG GOOD ITEM NO 0000

REPLACED BY NUM  
 699 - FOR HELP

REPLACES NUM  
 F502 1125R

**CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)**

- Page 1 -

File:	8901	Opened:	May 4, 1989	Closed:	July 27, 1989
VLD: (Lead)	LVC Mary Ellen Heyde	Responsible Activities:	LVC	CAMPAIGN:	NONE
Contacts:				Eyes Sennet - 6168 Alex Snider - 9-1-893-4488 John Montgomery - 38279	

MODELS:	1985-89 WINDSTAR
Input Source:	FORD OF CANADA-FCSD
Concern Description:	Falled and/or loose wheel studs/nuts

**File #/Date:**

**CONCERN INVESTIGATION DATA**

- 1688/May 4 Walk-in by Alex Snider. CAC report and CQIS Folders #893188 and #893187 attached. 1985-89 Windstar wheel nuts insufficient torque and wheel stud and nut failures FORD OF CANADA-FCSD -
- CAC report: 1989 Windstar in Montreal. Wheel separated from vehicle. FCSD-FOC retrieved the wheel rim, rotor, hub and failed studs.
  - Shipped to CCRG. Received and given to LVC.
  - CQIS Folder #893188 - 1985-89 MY's. 17 Reports. Selected verbalisms:
    - 1985 MY - Came to a stop and wheel came off. No previous work done.
    - 1985 MY - Right hand wheel fell off.
    - 1985 MY - Dr states when torquing to 90 ft-lbs studs stretch and break
    - 1988 MY - Right front wheel fell off while traveling at highway speeds. Found all 5 studs sheared off. Wheel nuts & studs recovered. Three studs have a rust line through the shear.
    - 1985-88 MY - Left front wheel studs broken; wheel studs breaking on front pass thru, etc.
  - CQIS Folder #893187 - 1988 MY's at PDI = 3 to 8 miles.
    - Wheel nuts loose, were not even finger tight
    - Wheels on drivers side loose
    - Right front wheel nuts loose. One cross-threaded, others not properly torqued
- 1700/May 11 WINDSTAR OPD:
- WARRANTY: 89 reports for nut and bolt broken or stripped.
    - Broken - 9 Stripped - 48 Not correct (words not match code/part) - 1
    - Unknown - 3
- 1702/May 18 Parts are at Central Lab.
- 1708/Jun 8 FOC-FCSD:
- Allegedly a lawyer has 21 cases and has been retained to start a class action suit against Ford.
- 1710/Jun 15 QAP-GRC:
- Review of torque data on all four wheels reveals all wheel stud capable (PFK above 1.33). Operator flagging system in place for missed or deficient assembly. Wheel nut loose/missing/wrong inspected at both chassis left-side and right-side inspection and in pre-delivery.
- 1714/Jun 28 VOGO:
- Parts have been at Central Lab about 45 days now. No report yet.

W-Star Wheel Studs & Nuts



**CRITICAL CONCERNS REVIEW GROUP (NORTH AMERICA)**

- Page 2 -

File:	5K01	Opened:	May 4, 1999	Closed:	July 27, 1999
VLD: (Lead)	LVC Mary Ellen Heyde	Assessment Activities:	LVC	CAMPAIGN:	NONE
Contacts:				Lynn Stewart - 614-49 Alan Sailer - 9-1-803-1488 John Mahoney - 30371	

MODELS:	1995-99 WINDSTAR
Input Source:	FORD OF CANADA-PCSD
Concern Description:	Failed and/or loose wheel studs/nuts

**Mtr #Date: CONERN INVESTIGATION DATA**

1718/Jul 8 Investigation continuing.

1718/Jul 13 LVC:

- Review of report indicates 8 of 10 had service prior to the incident.
- Think issue can be closed.

1720/Jul 20 LVC: Met with management. Feel issue can be closed. Will draft a potential closure paper.

1722/Jul 27 OPD closure attached:

- Customer will notice vibration and/or steering wheel rattle if lug nuts are loosening. Condition will gradually increase as wheel lug nuts seat elongates. If left unchecked, may lead to breaking of studs and possibly wheel falling off.
- Average miles of incidents is 28,000.
- 34 of the 60 total reports had wheels removed under warranty per AWS prior to incident.
- 9 of 11 confirmed instances where wheels were removed and reinstalled prior to falling off.
- Condition related to improper service and maintenance
- No defect trend.

**Closed.**

September 25, 1988

Deliver to: Joseph C. Pin  
Customer Assistance Center  
COB 4

From: Mr. M. Desjardins  
Ford Motor Company of Canada  
Eastern Regional Office  
Pointe-Claire

Subject: [REDACTED]  
1988 Windsor  
Broken Steer

Unit serial number: ~~XXXXXXXXXX~~  
ZFNZAS1UJNDC [REDACTED]

Joseph,

I have inspected the vehicle located at Partier Auto Montréal Ltd B3347 this morning and retained the rotor and the hub with the broken shade (4) were recovered in the wheel cover. These parts are attached to this memo and sent by Purcator.

The dealership has submitted an EDR under the technician name of Daniel Parent and the customer name is Sylvain Bétabé.

We then took the torque reading of the remaining 3 wheels on each stud and are as follows:

Left Front	Left Rear	Right Rear
100	95	95
105	105	95
105	105	95
105	105	95
111	95	95

If you require any additional information, please call me on ext. 4915.

Regards,

*Michel Desjardins*

ENCLOSURE

DAWISZ - WARRANTY SUMMARY

ACBSME02

VIN: 2PMEAS1U3WBD [REDACTED] ODOM: DATE: 1998/09/24  
 MDL-YR: 1998 FLT: B PC: WT TC: S2 REG: UU TRMS: L AXLE: 16  
 VEH-DESC: WINDSTAR WINDSTAR WAGON  
 SELL-DLR: B2347 FLKFT: 2X001 SALE-TYPE: A WRITE-OFF:  
 W/O/REF : W/OFF PROV: PRDD: 1998/04/21  
 WSD: 1998/05/06 RTLD: 1998/05/06 RPD: 1998/05/08 ODD:  
 LAST REPR--> RO#: ODOM: DLR: DATE:  
 NAME & ADDR: NAME: [REDACTED]  
 EFF-DATE: ADDR: [REDACTED]

CITY: MONTREAL

PROV: PQ P/C: [REDACTED] APT:

COVERAGES:  
 BASIC 36/60 WARRANTY \$00  
 36/60 EMISSION WARRANTY \$00  
 36/60 ROADSIDE ASSISTANCE \$00  
 60/UNL CORROSION PERFORATION \$00  
 60/60 SAFETY RESTRAINT WARR \$00

OPEN RECALLS:

TOTAL REPAIRS T/DATE \$:  
 \$: .00

ENTER-CHANGE VIN F2-HISTORY F3-MSPS F8-RETURN F12-EXIT

## DAVIS2 - REPAIR HISTORY

VIN: 2FMEAS1U5WE1 [REDACTED]

DLR	R.O.#	CONTROL-SUB#	VISIT DATE	ODOM	CAUSAL	CCC	CC	REPR	AMT	STAT
-----	-------	--------------	------------	------	--------	-----	----	------	-----	------

NO REPAIRS FOR THIS VIN

F1-SUMMARY F3-ESPS F4-CAUSAL F5-REPAIR F8-RETURN F10-NEXT F11-PRIOR F12-EXIT



HLN DATE:04/30/1999

FORD CUSTOMER SERVICE DIVISION PAGE: 2

CS011571 14:24 091598

SERVICE, WARRANTY, AND FINANCIAL SYSTEMS DEPARTMENT  
COMMON QUALITY INDICATOR SYSTEM

TRF01

CQIS Concern Folder

Folder: 992187 2 WINDSTAR WHEEL NUTS INSUFFICIENT TORQUE AT FDI  
Status (T,A,C): T TRACKING CON. Status Date: 04/16/1999  
Follow-up Date: 12/31/9999 Owner: ASWIDER  
Index Points: Part Nbr: -  
YTD Part Sales: Part Desc:  
Backorder: Resp Person:  
Total Reports: 4 Resp Phone: ( )

Folder Comments

Date Comments

Rpt#: WQRA174 RICH --cr-- 0 182816-97 Rpt: 10/09/1997 Odom: 8 M  
 Vehicle: 1998 WINDSTAR, STEEL, HAGON 2FMAK5142WBC Mld: 10/02/1997  
 Engine: 3.8L EFI F Carb: Trans: AX4S Axle: FWD 3.86 A/C: YES  
 Dealer ID: A8084 HONDA AUTO SALES LIMITED Phone: (519) 485-3340  
 Province: Ontario City: Ingersoll Orig/Caller: JOCK TULLOCH  
 Symptom: 3 06 9 99 CHASS., TIRES/WHEELS, N/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: Images: 0  
 Fix: Y Caus. Comp: WHEEL LAG NOT -- ADV Condition Code:  
 Region Code: 08 Region Name: 08 PCED REGION-CANADA

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

Type	Comments
CONCERN	THREE OF THE RIGHT REAR WHEEL NUTS, WERE NOT EVEN FINGER TIGHT.
REPAIR	TIGHTENED ALL WHEEL NUTS. NOTE, THIS IS NOT SUPPOSED TO BE NEEDED ON PDI.
ADDT	10/09/1997 09:54AM HONDA WHEELS MRS - PCED - CQIS
	SYMPTOM 3 06 9 99 CHANGED TO 3 06 9 99 BY HONDA

Rpt#: W08AA154 HDR --cr-- Q 210973-99 Rpt: 07/16/1998 Odom: 6 M  
 Vehicle: 1998 WINDSTAR, STEEL, WAGON 2F9WAS142WE Bld: 06/17/1998  
 Engine: 3.5L SPI F Cyl: 662J21A Trans: A148 Axle: FWD 3.56 A/C: YES  
 Dealer ID: A4710 LAMAR LINC MERC SALES LTD Phone: (204) 772-2411  
 Province: Manitoba City: Winnipeg Orig/Caller: ROBERT BOWEN  
 Syptom: 3 06 9 99 CHASS., TIRES/WHEELS, N/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: Images: 0  
 Fix: Y Caus. Comp: WHEEL ASSY -- RFR Condition Code:  
 Region Code: 04 Region Name: 04 FCSD REGION-CANADA

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

Type	Comments
CONCERN	BOTH WHEELS ON DRIVERS SIDE LOOSE.
REPAIR	TIGHTEN WHEEL NUTS ON BOTH WHEELS TO PROPER SPEC.
AUDIT	07/16/1998 02:57PM DINA, HWRYT7 HSE - FCSD - Q0FS
	SYNPTOM 3 06 9 99 CHANGED TO 3 06 9 99 BY QACR02



Rpt#: MIAA0084 HDER --or-- Q 224265-98 Rpt: 10/17/1998 Odom: 5 M  
 Vehicle: 1998 WINDSTAR, STEEL, WAGON 2FMEAS142WEE Sld: 06/11/1998  
 Engine: 3.0L EFI F Calb: 862JR21A Trans: AX4H Acls: FWD 3.56 A/C: YES  
 Dealer ID: A2098 LES VENTES LE CIRCUIT MERCURY Phone: (514) 328-4700  
 Province: Quebec City: Montreal Orig/Caller: SEAN BOUGHT  
 Symptom: 3 06 0 00 CHASS., TIRES/WHEELS, OTHER-CODE NA, OTHER-CODE NA  
 Addl Sym: Images: 0  
 Fix: Y Cras. Comp: -- Condition Code:

Region Code: 02 Region Name: 02 FCSD REGION CANADA

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

Type	Comments
CONCERN	RIGHT FRONT WHEEL NUTS LOOSE.
REPAIR	FOUND 1 WHEEL NUT CROSS THREADED, & THE OTHER NUTS ON THE RIGHT FRONT WHEEL WERE NOT PROPERLY TORQUED. REPLACED 1 STUD & NUT & RETORQUED THE REMAINDER TO SPEC. CONCERN IDENTIFIED AT PDI.

Rpt#: XCR2A211 EDGR --cr-- Q 261965-99 Rpt: 03/11/1999 Odom: 3 M  
 Vehicle: 1999 WINDSTAR,4X2 ,WAGON 2FWDAS2247XN Mld: 03/09/1999  
 Engine: 3.0L EFI F Carb: Trans: AX48 Axle: FWD 3.56 A/C: YES  
 Dealer ID: B7198 RICHPORT FORD SALES LTD Phone: (604) 273-7331  
 Province British Colu City: Richmond Orig/Caller: DEAN SPENCER  
 Symptom: 3 06 0 00 CHASS.,TIRES/WHEELS,OTHER-CODE NA,OTHER-CODE NA  
 Addl Sym: Images: 0  
 Fix: Y Caus. Comp: WHEEL ASSY -- RFR Condition Code:  
 Region Code: 07 Region Name: 07 FCED REGION-CANADA

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

Type	Comments
CONCERN	THE WHEEL WAS LEFT LOOSE AT THE RIGHT REAR WHEEL.
REPAIR	WE TORQUED THE WHEEL NUT.

END DATE:04/30/1999

FORD CUSTOMER SERVICE DIVISION PAGE: 1

SERVICE, WARRANTY, AND FINANCIAL SYSTEMS DEPARTMENT

CS011571 14:24 091598

COMMON QUALITY INDICATOR SYSTEM

TRPO1

QGIS Concern Folder

Folder: 983186 2 WINDSTAR WHEEL STUD AND NUT FAILURES  
 Status (T,A,C): T TRACKING CON. Status Date: 04/16/1999  
 Follow-up Date: 12/31/9999 Owner: ASHMER  
 Index Points: Part Nbr: -  
 YTD Part Sales: Part Desc:  
 Backorder: Resp Person:  
 Total Reports: 17 Resp Phone: ( ) -

Folder Comments

Date	Comments
------	----------

Rpt#: 8088002 FOCHL Rpt: 07/19/1998 Odom: 3,214 W  
 Vehicle: 1995 WINDSTAR,STOLEN ,WAGON 2FWDAS1428BC Sld: 04/19/1998  
 Engine: 3.0L EFI F Calb: 462JRL1A Trans: AX4S Axle: FWD 3.37 A/C: YES  
 Dealer ID: B6049 GRIFFITHS MOTORS (HINTON) LTD. Phone: (780) 865-3354  
 Province Alberta City: Hinton Orig/Caller: LYLE SCHOOLEY  
 Symptom: 3 06 0 00 CHASS.,TIRES/WHEELS,OTHER-CODE NA,OTHER-CODE NA  
 Addl Sym: WHEEL FELL OFF Images: 0  
 Fix: Caus. Comp: -- Condition Code:  
 Botliner: MCHAFE Phone: 905 845-2511 Dist Ch: 06 06 PCSD REGION CANADA  
 Engineering: Phone: TAR:  
 Dir Contact: Phone: Title Cde: SN

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

Type	Comments
REPAIR	DLR STATED CUSTOMER CAME TO STOP AND WHEEL CAME OFF. NO PREVIOUS WORK DONE
RECOMM	ADVISED DLR TO REPLACE LOGS AND WHEEL ALSO TO TORQUE ALL OTHER WHEELS TO SPEC

Rpt#: 00YRA103 EDSR --cr-- Q 65427 Rpt: 07/27/1995 Odom: 3,214 M  
 Vehicle: 1995 WINDSTAR, STOLW , WAGON 2FMDAS1428PC [REDACTED] Mfg: 04/19/1995  
 Engine: 3.8L EFI F Cld: 4620R11A Trans: AX4S Axle: FWD 1.37 A/C: YES  
 Dealer ID: 86849 GRIFFITHS MOTORS (WINTCM) LTD. Phone: (780) 865-3354  
 Province: Alberta City: Hinton Orig/Caller: LYLE SCHOCKLEY  
 Symptom: 3 06 9 99 CHASS., TIRES/WHEELS, W/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: Insps: 0  
 Fix: Y Caus. Comp: SUB BOLT -- RPL Condition Code:

Region Code: 06 Region Name: 06 FCHD REGION CANADA

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

Type	Comments
CONCERN	RIGHT REAR WHEEL FELL OFF.
REPAIR	REPLACED ALL WHEEL STUDS, NUTS AND RIM. CALLED MIKE CHAFF AT HOT LINE.
REMIT	07/27/1995 09:50AM KIRBY
	SUMPTON 3 06 0 00 CHANGED TO 3 06 9 99 BY KIRBY

Rpt#: T8UC1003 FOCML  
 Vehicle: 1988 WINDSTAR, STOLN , WAGON  
 Engine: 3.8L EFI F Cals: 462011A Trans: AX4S  
 Dealer ID: A6170 RELIANCE I/M SALES LTD  
 Province: Ontario City: Chatham  
 Symptom: 3 06 0 00 CHASS., TIRES/WHEELS, OTHER-CODE NA, OTHER-CODE NA  
 Addl Sym: WHEEL STUDS BREAK  
 Fix: Y Caus. Comp: NIB BOLT  
 Retliner: MCHAVE Phone: 905 848-3811  
 Engineering: Phone:  
 Dlr Contact: Phone:

Rpt: 02/21/1986 Odom: 15,503 M  
 2FWDAS1458E Bld: 10/25/1984  
 Axle: FWD 3.17 A/C: YES  
 Phone: (708) 888-4804  
 Orig/Caller: LUC BOUNDIA  
 Images: 0  
 -- RPL Condition Code:  
 Dist Cd: 88 08 FCRD REGION-CANADA  
 TAR:  
 Title Cde: T

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

Type	Comments
REPAIR	DLR STATES THAT WHEN TIGHTENING WHEELS TO 90 FT LBS STUCK STRUTCH AND BREAK ANY NUTS
RECOMM	ADVISE DLR TO KNOWS REPL STUDS AND LOGS

Rpt#: VERAA370 NDR --or-- Q 155634-97 Rpt: 08/02/1997 Odom: 5,715 K  
 Vehicle: 1998 WINDSTAR, STEEL, WAGON 2FWD/141XWHL Bld: 06/24/1997  
 Engine: 3.8L EFI F Cylb: Trans: AX4S Axl: FWD 3.86 A/C: YES  
 Dealer ID: B1395 STERLING FORD SALES (OTTAWA) Phone: (613) 741-2720  
 Province: Ontario City: Ottawa Orig/Caller: STEVE FRASER  
 Symptom: 3 06 9 99 CHASS., TIRES/WHEELS, R/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: Images: 0  
 Fix: Y Cons. Comp: NDB BOLT -- RPL Condition Code:

Region Code: 01 Region Name: 01 PCSD REGION-CANADA

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

Type	Comments
CONCERN REPAIR	THE RIGHT FRONT WHEEL, FELL OFF WHILE TRAVELING AT HIGHWAY SPEEDS. WE FOUND THAT ALL FIVE WHEEL STUDS WERE SHEARED OFF. THE WHEEL NUTS AND BROKEN STUDS WERE RECOVERED. TRUCK WHEEL STUDS HAVE A MUST LINE THROUGH THE BEAR SURFACE AS THOUGH A POSSIBLE FLAW. THE PARTS HAVE BEEN RETURNED FOR INVESTIGATION. THE CUSTOMER HAS PAID FOR THE REPAIR. WE REQUEST THAT THE DEALER CONTACT AFTER ELIMINATION OF FAILED PARTS. POSSIBLE CLAIM?
ADDT	08/02/1997 11:24AM DATA ENTRY'S MBS - PCSD - QSPS SYMPTON 3 06 0 00 CHANGED TO 3 06 9 99 BY KBAKERS

Rpt#: VIVAR348 EDGR --or-- Q 159679-97 Rpt: 09/24/1997 Odom: 19,138 M  
 Vehicle: 1996 WINDSTAR, STEEL, WAGON 2FWDAS148TS Bld: 03/20/1996  
 Engine: 3.8L EFI F Carb: Trans: AX4S Axle: FWD 3.56 A/C: Y28  
 Dealer ID: 84082 GREAT PLAINS FORD SALES LTD Phone: (306) 842-2645  
 Province: Saskatchewan City: Weyburn Orig/Caller: CHAD WELLMER  
 Symptom: 3 06 9 99 CHASS., TIRES/WHEELS, N/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: Images: 0  
 Fix: Y Caus. Comp: HUB BOLT -- 2PL Condition Code: 01

Region Code: 04 Region Name: 04 FCSD REGION-CANADA

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

Type	Comments
CONCERN	THE WHEEL STUDS ARE BREAKING ON THE FRONT PASSENGER'S TIRE.
REPAIR	CHECKED OUT AND REPLACED THE WHEEL STUDS AND RIM.
ADMIT	09/24/1997 11:10AM DATA ENTRY'S MBS - FCSD - CSFS
	SYMPTOM 3 06 9 99 CHANGED TO 3 06 9 99 BY SDAVIS20



Rpt#: WY12A160 EDGE --or-- Q 166880-97 Rpt: 10/31/1997 Odom: 6,328 M  
 Vehicle: 1996 WINDSTAR, STDLS , WAGON 2FWDAS146T34 Bld: 05/03/1996  
 Engine: 3.8L EFI F Cylb: Trans: AX48 Axle: FWD 3.86 A/C: YES  
 Dealer ID: B4076 CAM CLARK FORD SALES (WPG) LTD Phone: (204) 837-3636  
 Province Manitoba City: Winnipeg Orig/Caller: BOB DEVIKRE  
 Symptom: 3 06 9 99 CHASS.,TIRES/WHEELS,N/L TIRES/WHEEL,NOT LISTED  
 Addl Sym: Images: 0  
 Fix: Y Caus. Comp: NUB BOLT -- RPL Condition Code: 01

Region Code: 04 Region Name: 04 FCSD REGION-CANADA

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

Type	Comments
CONCER	THE LEFT FRONT WHEEL STUDS WERE BROKEN.
REPAIR	REPLACED 3 WHEEL STUDS AND NUTS ON THE DRIVERS FRONT WHEEL.
ADDT	10/31/1997 12:03PM DATA ENTRY MSB - FCSD - Q6FB
	SYMPTOM 3 06 0 00. CHANGED TO 3 06 9 99 BY JERRYJ

Rpt#: VLEED008 FOCHE  
 Vehicle: 1996 WINDSTAR, STDLS , WAGON  
 Engine: 3.0L EFI V Cab: Trans: AX4S  
 Dealer ID: 88401 Rose City Ford Sales Limited Phone: (519) 948-7800  
 Province Ontario City: Windsor Orig/Caller: GRSB BREAULT  
 Symptom: 3 06 9 00 CHASS., TIRES/WHEELS, W/L TIRES/WHEEL, OTHER-CODE NA  
 Addl Sys: LFT FRNT WHEEL FELL OFF. Images: 0  
 Fix: Y Chas. Comp: -- Condition Code:  
 Notliner: ARSENEAU Phone: 905 845-2511 Dist Cd: 08 08 FCSD REGION-CANADA  
 Engineering: Phone: TAR:  
 Dir Contact: Phone: Title Cde: SW

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

Type	Comments
REPAIR	ALL 8 STUDS SNAPPED, NO WEAR ON WHEEL INDICATING A LOOSE WHEEL. DLR HAS INDICATED THAT THIS TIRE HAS A PRESH REPAIR PLUG IN IT. PLUG PROTRUDING FROM THE TREAD. WHEEL POSSIBLY OVER TORQUED. NO ACCIDENT OCCURRED.
RECOM	NO KNOWN ISSUES, INVESTIGATE WHEN TIRE WAS LAST REMOVED FROM VEH. ADVISED CUST SHOULD SEEK CLAIM THROUGH HIS INSURANCE COMPANY.
RECOM	12/15/1997 03:36PM ANDRE ARSENAU NSS - FOC - CWS NAT'L HOTLINE VEH WAS INSPECTED BY JOHN CARRY FORD OF CANADA.
TECH/C	01/19/1998 04:20PM SURVEY ENTRY NSS - FCSD - TECH SVC HOTLINE INSURANCE MATTER

Rpt#: NDNMA420 HDSE --or-- Q 196299-98 Rpt: 04/16/1998 Odom: 32,350 K  
 Vehicle: 1994 HINDSTAR, SYDNE , WAGON 2FNDAS1437E4 Bld: 12/20/1995  
 Engine: 2.8L EFI F Cmb: 662J210A Trans: AX4S Axle: FWD 3.56 A/C: YES  
 Dealer ID: A2023 LES VENTES CASTEL MERCURY LTRE Phone: (514) 645-7441  
 Province Quebec City: Pointe-Aux-Trem Orig/Caller: PIERRE HENRY  
 Symptom: 3 06 5 99 CHASS.,TYRES/WHEELS,WHEEL COVERS,NOT LISTED  
 Addl Sym: Insured: 0  
 Fix: Y Caus. Comp: HUB BOLT -- EPL Condition Code:

Region Code: 02 Region Name: 02 FCHD REGION CANADA

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

Type	Comments
CONFER	LEFT WHEEL FELL OFF FROM HUB, BROKEN STUD.
REPAIR	REPLACED BROKEN STUDS (5).
ADDT	04/16/1998 08:08AM DATA ENTRY
	SYMPTOM 3 06 5 99 CHANGED TO 3 06 5 99
	MSS - FCHD - OSFM NY CHRONO3

Rpt#: WDRM429 HDR --cr-- Q 196308-98 Rpt: 04/16/1998 Odom: 17,551 K  
 Vehicle: 1998 WINDSTAR, STEEL ,WAGON 2FMDA8142NEA Eld: 02/17/1997  
 Engine: 3.8L EFI F Cylb: Trans: A14S Axle: FWD 2.56 A/C: YES  
 Dealer ID: A2023 LES VENTES CASTEL MERCURY L/RS Phone: (514) 646-7441  
 Province: Quebec City: Pointe-Aux-Trem Orig/Caller: PIERRE HARDY  
 Symptom: 3 06 1 99 CHASS.,TIRES/WHEELS,TIRE WEAR,NOT LISTED  
 Addl Sym: Images: 0  
 Fix: Y Caus. Comp: WHEEL ASSY -- RFL Condition Code:  
 Region Code: 02 Region Name: 02 PCSD REGION CANADA

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

Type	Comments
CONCER	LEFT WHEEL FELL OFF FROM HUB, BROKEN STUDS.
REPAIR	ALL FIVE STUDS BROKEN, LIKE IF YOU WOULD HAVE CUT IT WITH A METAL SAW. REPLACED BROKEN STUDS AND BOLTS AND BOLT WORK. PARTS SEND TO WARRANTY PART EVALUATION CENTER.
ADMIT	04/16/1998 08:56AM DATA ENTRY? MES - PCSD - QMPS
	SYMPTOM 3 06 0 00 CHANGED TO 3 06 1 99 BY QBRONKZ

Rpt#: WSK0001 FOCHL Rpt: 04/14/1998 Odcm: 17,351 W  
 Vehicle: 1998 HINDSTAR,STDL# ,NAGOW 2FNDAS142WBA Bld: 02/17/1997  
 Engine: 3.8L HPI F Callb: Trans: AX4S Axle: FND 3.86 A/C: YES  
 Dealer ID: A2022 LES VEHICL CANTL, MCKEY 1/2RE Phone: (814) 848-7441  
 Province: Quebec City: Pointe-Aux-Trem Orig/Caller: PIERRE HARDY  
 Symptom: 3 06 0 00 CHASS.,TIRES/WHEELS,OTHER-COCH NA,OTHER-COCH NA  
 Addl Sym: WHEEL STUD BROCKEN Images: 0  
 Fix: Y Caus: Comp: DISC - FRONT WHEEL BRAKE -- RPT. Condition Code:  
 Motliner: SCHARITT Phone: Dist Cd: 02 02 FCED KENNICW CANADA  
 Engineering: Phone: TAR:  
 Dir Contact: Phone: Title Cd: SM

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

Type	Comments
REPAIR	DLR CALLED TO REPORT THAT WHEEL STUDS ARE BROCKEN ON LEFT FRT WHEEL. D LR DID A SERVICE ON FRT PAIR AT 23485 KM AND STATE THAT ALL OF IS TECH NICIANS ARE USING MCU-TORQUESUPPLIED BY SHOP TO EACH TECHNICIANS.
BROCKEN	NO KNOW. REPLACE WHEEL STUDS AND SUBMIT A RMR. SEND WHEEL STUDS TO A LEE SWIDER ATTENTION.
ADD-ON	04/29/1998 09:42AM SCHARITT DLR PREVIOUSLY REPLACED ROTORS AND INSTALL P88-A ROTORS. THE THICKNESS S OF CENTER OF THE ROTOR IS .222". THE CWD LIST 2 DIFFERENT ROTORS. NA RLY 1995 BUILD AND LATE 1995 BUILD. LATE 1995 BUILD IS STILL USE. THE THICKNESS OF LATE BUILD IS .272" AND THE PART 8788-88. THERE IS A DIP FERRENCE OF .050" OF THICKNESS BETWEEN THE 2 OF THEM, AND CAN RESULT OF BROCKEN STUDS BECAUSE THE NUT IS NOTTOPING ON THE STUD.
TECH/C	05/19/1998 10:12AM SURVEY ENTRY HSS - FCED - TECH SVC ROUTINE ORDER RIGHT ROTOR, BUILD AFTER 08-05-98.

Rpt#: NEWCOGS POCHEL Rpt: 04/23/1998 Cdm: 9,320 N  
 Vehicle: 1998 WINDSTAR, STEEL, WASH 2FWDAS149NS Bld: 01/31/1997  
 Engine: 3.0L EFI 4 Cylb: TRNS: AX4S Axle: FWD 3.56 A/C: YES  
 Dealer ID: B6220 CITY FORD SALES LTD. Phone: (780) 454-2000  
 Province Alberta City: Edmonton Orig/Caller: DAVE GOODWIN  
 System: 3 06 0 00 CHASS., TIRES/WHEELS, OTHER-CODE NA, OTHER-CODE NA  
 Addl Sys: STEER BREAKING FRONT WHEELS Images: 0  
 Fix: Csm. COND: -- Condition Code:  
 Hotliner: BROOKLYN Phone: 905 845-2511 Dist Cd: 06 06 FORD REGION CANADA  
 Engineering: Phone: TRM:  
 Dir Contact: Phone: Title Cde: SM

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

Type	Comments
REPAIR	CUSTOMER ALLEGES STEER BREAKING BECAUSE NUTS ARE LOOSING UP BY THEM SEALERS CURRENT DEALER IS REPORTING THIS AND CUSTOMER WILL BRING CAR IN FOR INSPECTION ON APRIL 28.
RECOMM	ADVISED DEALER TO INSPECT CORRECT TORQUES ON NUTS AND NOTE WHEEL CONDITIONS FOR WEAR
CRS/D	09/11/1998 09:17AM ANDREW SMITH MBS - FOC - CAN NAT'L HOTLINE TECH CALLING BACK TO SAY CONCERN IS STILL OCCURING. ADVISED TECH TO VERIFY CORRECT NUTS AND HIS TORQUE.

Rpt#: WPSCD002 FOCML Rpt: 06/19/1998 Cdm: 55,500 M  
 Vehicle: 1996 WINDSTAR, STEEL, WAGON IFFH0A5147TBC Bld: 09/08/1995  
 Engine: 1.8L EFI F Carb: Trans: AX4S Axle: FWD 3.56 A/C: YMS  
 Dealer ID: B1130 City Ford Ltd. Phone: (905) 804-9261  
 Province: Ontario City: Richmond Hill Orig/Caller: JACK WARREN  
 Symptom: 3 04 2 00 CHASS., TIRES/WHEELS, VIBRATION, OTHER-CODE NA  
 Addl Sym: REPEAT FRONT STUO BREAKAGE. Images: 0  
 Fix: Dms. Comp: -- Condition Code:  
 Notliner: AARGENEA Phone: 905 845-2811 Dist Cd: 01 01 FORD REGION-CANADA  
 Engineering: Phone: TAR;  
 Dlr Contact: Phone: Title Cde: 84

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

Type	Comments
REPAIR	REPEAT FRONT WHEEL STUO BREAKAGE.
RECOMM	ADVISED DLR TO REPLACE FRONT ROTORS, ORDER PARTS PER CTD.

Rpt#: WFOA374 EDGR --or-- Q 207937-99      Rpt: 06/25/1998 Odom: 19,231 M  
 Vehicle: 1998 WINDSTAR, STDLN , WAGON      2FWDAS145N92      Bld: 04/29/1997  
 Engine: 3.8L EFI V      Cmb: 862J211A Trans: AX4G      Axle: FWD 3.56      A/C: YES  
 Dealer ID: B4400      MID-TOWN FORD SALES      Phone: (204) 284-7480  
 Province Manitoba      City: Winnipeg      Orig/Caller: JAMES FLEET  
 Symptom: 3 06 9 99 CHASS.,TIRES/WHEELS,N/L TIRES/WHEEL,NOT LISTED  
 Addl Sym:  
 Fix: Y Caus. Comp: NUB BOLT      Images: 0      -- RPL      Condition Code:

Region Code: 04      Region Name: 04 FCSD REGION-CANADA

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

Type	Comments
CONCR	THE CUSTOMER STATED THAT THE PASSENGER SIDE FRONT WHEEL CAME OFF WHILE DRIVING . VEHICLE WAS TOWED INTO SHOP.
REPAIR	CHECKED VEHICLE, ALL WHEEL STUDS SWAPPED OFF. REPLACED WHEEL STUDS AND HAD RIM REPAIRED. INSTALLED WHEEL & TORQUE TO SPEC.
ADDIT	06/25/1998 09:41AM DATA ENTRY7      NIS - FCSD - CSFS SYMPTOM      3 06 9 99      CHANGED TO 3 06 9 99      BY OSBROW2



Rpt#: WP4BR017 POCEL  
 Vehicle: 1998 WINDSTAR, STILN , WAGON  
 Engine: 3.8L EFI P Cylb: Trans: AX4S Axl: FWD 3.55 A/C: YES  
 Dealer ID: B6208 FESTIVAL FORD SALES (1983) LTD Phone: (403) 343-3673  
 Province Alberta City: Red Deer Orig/Caller: COLIN TETTERSHILL  
 Symptom: 3 05 9 99 CHASS., TIRES/WHEELS, N/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: LEFT FRONT WHEEL FELL OFF Images: 0  
 Fix: Y Crum. Comp: -- Condition Code:  
 Notliner: ASMTN74 Phone: 905 845-2511 Dist Cd: 04 05 FORD REGION CANADA  
 Engineering: Phone: TAR:  
 Dir Contact: Phone: Title Cde: T

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

Type	Comments
REPAIR	DEALER REPORTS LEFT FRONT WHEEL CAME OFF WHILE DRIVING. ALL WHEEL STUDS SHEARED OFF AND FENDER WAS DAMAGED. CUSTOMER SAYS VEHICLE HAS ONLY HAD OIL CHANGES DONE SINCE THEY TOOK DELIVERY.
RECOMM	ADVISED TECH TO REPAIR AS REQUIRED AND RETURN PARTS FOR EVALUATION TO BOB HANN

Rpt#: WYTAJ359 HGRH --or-- Q 223089-98 Rpt: 09/29/1998 Odom: 8,555 K  
 Vehicle: 1998 WINDSTAR, STDLN ,WAGEN 2FMDA81U3WED Eld: 04/21/1998  
 Engine: 3.0L EFI Calb: 856K18A Trans: AX4S Axle: FWD 3.98 A/C: YES  
 Dealer ID: R2347 MORTIER AUTO MONTREAL NTER Phone: (514) 353-9845  
 Province Quebec City: Ville D Anjou Orig/Caller: DANIEL PARENT  
 Symptom: 3 06 9 99 CHASS.,TIRES/WHEELS,N/L TIRES/WHEEL,NOT LISTED  
 Addl Sym:  
 Fix: Y Caus. Comp: HUB BOLT -- RPL Condition Code: 98  
 Diagram: 0

Region Code: 02 Region Name: 02 FCSD REGION CANADA

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

Type	Comments
CONCER	VEHICLE WAS TOWED IN. THE RIGHT FRONT WHEEL FELL OFF FROM HUB.
REPAIR	WE FOUND OUT THAT ALL 5 STUDS ON THE RIGHT FRONT WHEEL WERE BROKEN. WE REPLACED ALL STUDS AND BOLTS, HUB AND ROTOR, REPLACED THE RIGHT FRONT FENDER AS IT WAS DAMAGED BY THE WHEEL WHEN IT CAME OFF. WE ALSO CHECKED THE TORK READING ON ALL WHEEL NUTS ON THE 3 OTHER WHEELS AND FOUND OUT THAT THEY WERE WITHIN SPECS. WE REMITTED HUB, ROTOR AND BROKEN STUDS AND NUTS TO MICHEL DESJARDINS OF FORD CANADA EASTERN REGIONAL OFFICE.
MDIT	09/29/1998 10:34AM DIANE STELZER MRS - FCSD - Q878 SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY DITELER

Rpt#: XCOA092 RDR --CF-- Q 259011-99 Rpt: 03/17/1999 Odom: 16,024 M  
 Vehicle: 1998 NISSAN, STOLS, NISSAN 2FMRAN149W8W Sld: 03/10/1998  
 Engine: 3.5L EFI V Call: 863JURISA Trans: AX4S Axle: FWD 3.56 A/C: YES  
 Dealer ID: A2009 LE BLANC MERCURY INC. Phone: (450) 681-4130  
 Province: Quebec City: Chateauguay Orig/Caller: GUY BROUSSARD  
 Symptom: 3 06 9 99 CHASS., TIRES/WHEELS, N/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: Images: 0  
 Fix: N Cause: Coop: -- Condition Code:

Region Code: 02 Region Name: 02 FCSD REGION CANADA

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

Type	Comments
CONCERN	THE CUSTOMER LOST A WHEEL.
REPAIR	INSPECTED THE RIGHT FRONT WHEEL STUDS AND ALL WERE BROKEN NEAR HUB. FOUND RUST IN CENTER OF STUD. IT LOOKED LIKE THE STUDS CRACKED AND BROKE DUE TO STRESS OF THE ROAD. NO SERVICE ACTION TAKEN.
AUDIT	03/17/1999 10:30AM ERITA EWYYS MMS - FCSD - Q978 SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY SDAVIS20

Rpt#: K0001001 POCBL Rpt: 03/15/1999 Odm: 14,024 N  
 Vehicle: 1998 WINDSTAR, STEAL, WAGON 2FMKAS149001 Bld: 03/10/1998  
 Engine: 3.0L EFI F Cyl: 62VALVE Tyres: ARA8 Axle: FWD 3.26 A/C: YES  
 Dealer ID: A2089 LE BLANC MERCURY INC. Phone: (480) 491-4130  
 Province: Quebec City: Chateauguay Orig/Caller: PIERRE LAROSE  
 Symptom: 3 06 9 99 CRASH, TIRES/WHEELS, W/L TIRES/WHEEL, NOT LISTED  
 Addl Sym: R/F WHEEL STUDS BROKEN Images: 0  
 Fix: Cause: Comp: -- Condition Code:  
 Notliner: DETROIT Phone: 305 845-2811 Dist Cd: 02 02 FCSD REGION CANADA  
 Engineering: Phone: TPA:  
 Dir Contact: Phone: Title Cde: AF

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

Type	Comments
REPAIR	CUSTOMER CLAIMS THAT THE R/F WHEEL FELL OFF THE VEHICLE. DEALER INSPECTED VEHICLE & FOUND ALL 5 STUDS BROKEN OFF. DEALER ROTATED WHEELS 5 MONTHS AGO, NO OTHER SERVICE PERFORMED.
RECORD	NO KNOWN CONCERNS, TREAT AS AN INSURANCE CLAIM.

\*\*\*\* TEO FOREGROUND HARDCOPY \*\*\*\*  
DENHAM-CE.CQIS.PRT.CS21888

REQUESTED ON 04/30/1999 AT 09:37:18  
PRINT CONCERN FOLDER - 992188, WITH REPORT SUMMARY

\*\*\*\*\*  
\* Note printed by LEONARDS on 6 May 1999 at 16:05:59 \*  
\*\*\*\*\*

From: MPATTEN --DESW005  
To: JMCINSHW--DESW005  
JENSE --DESW005

Date and time 05/06/99 15:04:22  
LEONARDS--DESW005

FROM: L. M. Patten (MPATTEN)  
Subject: Windstar wheel and failure

ORANT(UTC -04:00)

I ran some warranty and have the following for 1999 Windstar in North America ..

Broken (01): 9; Stripped (C2): 46; Not correct (words not match code/part): 1;  
and Unknown (?): 3

Total Reports for parts 1012 (nut) and 1107 (bolt) broken (01) or stripped  
(C2) is 59.

Regards, Mike WINDSTAR Quality; Bldg #1/Cuba2AN33/MailDrop1117  
319/39-06356, FAX: 32-39672; EMAIL USMC4F1;\*\*\*\*HEAT NAVY!\*\*\*\*  
"The only man who never makes a mistake is the man who never  
does anything" -THEODORE ROOSEVELT

\*\*\* Forwarding note from LEONARDS--DESW005 04/20/99 13:02 \*\*\*  
To: JENSE --DESW005 JMCINSHW--DESW005  
GURCHYN--DESW006 RINNELOC--DESW005  
MPATTEN --DESW005  
cc: ASWIDEN1--DESW005

FROM: Lynn Edwards  
Subject: Windstar wheel and failure

ORANT(UTC -04:00)

I have the package and have downloaded the CQIS folders. Hopefully you can do  
same if need them. Will add to P.I. for next Tues as requested.

Have a good Day

Lynn Edwards--CCBG Administrator 313-322-6426 FAX 313-894-2268  
\*\*\* Forwarding note from ASWIDEN1 --DESW007 04/16/99 14:49 \*\*\*  
To: LEONARDS--DESW005  
cc: ASWIDEN1 --DESW007 JFIN --DESW007  
EDUPUIS --DESW007 BELY --DESW007  
DVACCA --DESW007

FROM: Alex Snider (ASWIDEN1) CAMEY(UTC  
Subject: Windstar wheel and Failure

CAMEY(UTC -04:00)

LYNN, I'm sending you a package that has a wheel rim, rotor, hub and failed  
studs. Along with that is a report about the failure (hope someone can read  
French) also please refer to CQIS FOLDER #'s 993187 has 4 reports and 993188  
has 14 reports. The reason for the two separate folders is because two issues  
are listed and one may have caused the other. Please walk this into the CCRG  
we eting. Thank you...

Have a great day,

Alex Snider, Windstar, G.T.O. and Commercial Trk Service  
Support. F.O.C. Dial net: 853-1485, Phone# 905-845-2511-x1485,  
Fax # 905-845-7069.

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From: KRONJIC --DREH004  
To: SPONINI --DREH004  
cc: KRONJIC --DREH004

Date and time 06/14/99 19:47:35

OTDRCHYS--DREH004

FROM: Kosta Koujic, G.R.C., Oakville  
Subject: WHEEL-NUT ISSUE

CANET(UTC -04:00)

Review of torque data (type studies) on all four wheels reveals all wheel stud capable (FPK above 1.33). Operator flagging system in place for missed or deficient assembly marks either rear or frt glass with grease pencil for repair by chassis flat-top inspectors and/or repairmen. Wheel-nut loc/wiss/wry inspected at both chassis left-side and right-side inspection and in pre-delivery. I hope this is enough for your meeting.

Kosta Koujic  
Government Regulations Coordinator  
Oakville Assembly Plant Fax: 905-845-8980  
Distnet: 853-3301 Outside: 905-845-2511 ext.2301

**Nema, Joseph (J.S.)**

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**From:** Nema, Joseph (J.S.)  
**Sent:** Monday, August 14, 2000 1:34 PM  
**To:** Marin, Nick (N.)  
**Cc:** Nema, Joseph (J.S.)  
**Subject:** W Lug Nut Torque

**Importance:** High

Nick,

The lug nut torque spec for your Windstar is 133+/-20 Nm. In your note to me you mentioned that you torqued the nuts to 100Nm. I'd suggest going back over your wheel nuts with a torque wrench and make sure that they are all in spec.

Joe Nema  
NAC - Safety/Recalls  
Phone: 38-08133; Fax: 38-08002; Cube: Bldg #1, 10B25

*Super*

*video.*

*Please add this package to your W wheel reporting  
from vehicle file.  
This customer provided me with the actual wheel and  
axle, they are undergoing testing at central lab*

*Thanks  
jnc*



**Neme, Joseph (J.S.)**

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**From:** McInerney, John (J.T.)  
**Sent:** Friday, August 04, 2000 12:10 PM  
**To:** [REDACTED]  
**Cc:** McInerney, John (J.T.); Neme, Joseph (J.S.)  
**Subject:** RE: Parts

Hi Nick, how about this plan: You send the parts to us, (your Plant to our Plant), at our expense Charge to X-510, Ship to: NAC, Receiving 1, 20000 Rounda Drive, Dearborn, MI 48121-2053, Allen JOE NEME, tele 313.300.1835 Thanks [REDACTED]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Wednesday, August 02, 2000 10:13 PM  
**To:** McInerney, John (J.T.)  
**Subject:** RE: Parts

-----Original Message-----

**From:** McInerney, John (J.T.)  
**Sent:** Wednesday, August 02, 2000 4:33 PM  
**To:** [REDACTED]  
**Cc:** Neme, Joseph (J.S.)  
**Subject:** Parts

Hello [REDACTED] I work for Joe Neme. I would like to meet you in Windsor and pick up your parts for an Engineering analysis. Could we meet on Friday morning? Please let me know. Thank You

Hi John,  
Sorry , I can not meet you on Friday. I will be out of town Thursday and Friday (training in USA). I could meet you on Saturday if that is OK for you. Let me know if you can and where I can meet you.

Thank you  
[REDACTED]

**Nema, Joseph (J.S.)**

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**From:** [REDACTED]  
**Sent:** Monday, July 31, 2000 11:26 PM  
**To:** Nema, Joseph (J.S.)  
**Subject:** RE: front wheel of my 1999 WINSTAR fell off while driving

-----Original Message-----

**From:** Nema, Joseph (J.S.)  
**Sent:** Monday, July 31, 2000 3:35 PM  
**To:** Mark, Nick (NL)  
**Cc:** Jaraman, David (D.R.)  
**Subject:** FW: front wheel of my 1999 WINSTAR fell off while driving

[REDACTED]

Thanks for your letter. Tomorrow I will take your letter to the Car Critical Concern Review Group. We are concerned about this incident and we'd like to investigate it... can you please provide the following information:

- 1) What is your vehicle identification number?
- 2) What was the approximate vehicle mileage when the incident occurred?
- 3) Are you the original owner of the vehicle or did you purchase it from someone else? If recently purchased from someone else, what was the approximate mileage when you bought the vehicle?
- 4) Which dealership repaired your vehicle (Moe Campbell or Lily Ford)? Is there a dealership contact we can talk to?
- 5) Where are the broken studs at now? Is there a way we can get them?
- 6) When was the last time the suspect wheel was removed and reinstalled on the vehicle (i.e. for tire rotation, balance, brake work, flat tire, etc)? And for what purpose?
- 7) Who reinstalled the wheel? Do you happen to know how it was reinstalled (impact wrench, torque stick, lug nut wrench)?
- 8) Do you routinely check your wheel lug nut torque? If so, how often and by who? What did you notice at the last check? How was it checked/torqued up (torque stick, impact wrench, lug nut wrench)? What was the final torque?
- 9) Do you have any other information that may be useful in investigating this concern?

Thanks in advance for your assistance...

Joe,

here is the information you requested:

- 1) VIN# 2FMZA5248XEC58828
- 2) at the time of the accident I had around 29300km -29400km.
- 3) I am the original owner of the vehicle.
- 4) Lily Ford in Tilbury repaired my vehicle. You can call and ask for Derrise Toffinire (service dept. receptionist) or ask for service manager.
- 5) I do have the broken studs and the original rim, how can I send them to you?
- 6) the rotation done on Nov. 14/1999 at 9400 km.
- 7) I did the tire rotation myself. I have been doing that for about 10-11 years. I used regular socket and ratchet, verified with torque wrench, about 100 nm.
- 8) I do not check the nuts on the tire between tire rotation, I usually rotate them at about 15000 - 20000 km.

I hope this would be useful to you

thank you very much.



**Name, Joseph (J.S.)**

**From:** Name, Joseph (J.S.)  
**Sent:** Monday, July 31, 2000 3:35 PM  
**To:** [REDACTED]  
**Cc:** Jashurun, David (D.R.)  
**Subject:** FWC front wheel of my 1999 WINSTAR fell off while driving

Thanks for your letter. Tomorrow I will take your letter the Car Critical Concern Review Group. We are concerned about this incident and we'd like to investigate it... can you please provide the following information:

- 1) What is your vehicle identification number?
- 2) What was the approximate vehicle mileage when the incident occurred?
- 3) Are you the original owner of the vehicle or did you purchase it from someone else? If recently purchased from someone else, what was the approximate mileage when you bought the vehicle?
- 4) Which dealership repaired your vehicle (Moe Campbell or Lilly Ford)? Is there a dealership contact we can talk to?
- 5) Where are the broken studs at now? Is there a way we can get them?
- 6) When was the last time the suspect wheel was removed and reinstalled on the vehicle (i.e. for tire rotation, balance, brake work, flat tire, etc)? And for what purpose?
- 7) Who reinstalled the wheel? Do you happen to know how it was reinstalled (impact wrench, torque stick, lug nut wrench)?
- 8) Do you routinely check your wheel lug nut torque? If so, how often and by who? What did you notice at the last check? How was it checked/torqued up (torque stick, impact wrench, lug nut wrench)? What was the final torque?
- 9) Do you have any other information that may be useful in investigating this concern?

Thanks in advance for your assistance...

-----Original Message-----

**From:** Jashurun, David (D.R.)  
**Sent:** Saturday, July 29, 2000 3:26 PM  
**To:** [REDACTED]; Name, Joseph (J.S.)  
**Cc:** Seashore, Patricia (P.J.)  
**Subject:** RE: front wheel of my 1999 WINSTAR fell off while driving

[REDACTED] we have been down during the previous three weeks for summer shut down so I have not been able to respond to your letter until now. I have checked the Windstar Chassis Manager (Patricia Seashore) about the wheel issue. She informed me that Joe Name is the expert on this concern, so I am forwarding your letter to Joe. Please let me know if require further assistance.

Joe, Pat suggested you might be the best person to address the letter below, so I forwarding it to you, Thanks.

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, July 10, 2000 4:31 AM  
**To:** Jashurun, David (D.R.)  
**Subject:** front wheel of my 1999 WINSTAR fell off while driving  
**Importance:** High

Dear Mr. Jeehuran,

I am writing to you to complain about the breakdown of my vehicle.

On the day of July 2/2000 I was driving my 1998 WINSTAR MINIVAN to Detroit and about half an hour after I left home I heard irregular noise coming from the front of vehicle.

The next day I was driving home from work and the front wheel on the passenger side completely fell off. Looking at the damage I noticed that ALL 5 STUDS WERE SHEARED. I took it to Mos Campbell, Ford Dealership and the technicians were unable to explain to me why this had occurred. The following day I took the vehicle to Lally Ford in Tilbury, the dealership where I purchased it. As well, the technicians were unable to explain why this had occurred. The service manager explained to me that he has no provisions to which he can qualify this damage as a warranty repair.

I would like to proclaim my concern for the SAFETY OF THIS VEHICLE AS A FAMILY CAR. I believe this should not have happened for this is a great danger regarding the security of passengers.

Even though this damage can be fixed I FEAR THE DRIVING OF THIS VEHICLE WOULD PUT MINE AND MY FAMILY LIFE IN DANGER.

Through this letter I request an explanation for the incident that had occurred would also request some reassurance building my confidence back in order for me to drive this vehicle once again.

Thank you

**1995-1999 WINDSTAR WHEEL CONCERN**

To: CCRG Chairman  
 Subject: 1995-1999 Windstar Wheel Concern

**CONCERN DESCRIPTION:** Allegations of wheel nuts with insufficient torque and loose wheel studs/lugs on 1995-1999 Windstar vehicles were reported to the CCRG by Ford of Canada - FCSD.

**CONCERN INVESTIGATION:** The following data was investigated to assess this concern:  
**Field Data:** (Approximately 1.2 Million vehicles were sold during 1995-1999)

**(1) CQIS claims:**

The indicator summary for 1995-1999 model years is as follows:

BDSR 10 wheel fall off

CAC 45 wheel fall off

NHL 5 wheel fall off

Note: 34 vehicles had wheels removed under warranty per AWS prior to incident

**(2) AWS claims:**

11 total claims of wheels falling off were reported in AWS (cut-off date 5/31/99). Nine (9) out of eleven (11) i.e. 72% confirmed instances where wheels were removed and reinstalled prior to falling off.

**Engineering Data:****(1) Review of Durability vehicle concerns for Model Years 1995-1999:**

Conducted a review with all past wheels Design and Release Engineers. No wheels falling off concerns were ever reported during vehicle testing.

**(2) Material analysis of parts returned from two vehicles in the field:**

Metallurgical analysis performed by Ford Central Laboratories indicates that the studs met all material specifications.

**ASSESSMENT OF EFFECT ON VEHICLE OPERATION:**

The customer will notice vibration and/or steering wheel shimble if lug-nuts are loosening. This condition would gradually increase as wheel lug-nuts nut elongates. If left unchecked, it may lead to breaking of wheel studs and possibly the wheel falling off.

**RECOMMENDATION:**

No field action required since engineering analysis indicates that the wheel design is robust. The average mileage of the incidents is 28,000 miles and since the majority of the incidents of wheels coming off occurred after the wheels were removed during service, the condition may be related to improper service and maintenance. Also, this investigation does not indicate a defect trend in the field. Based upon the enclosed information, Windstar OPD Chassis Engineering and LVC Safety/Recall Engineering recognized closure of this concern.



(Syed Sarwan)  
 Windstar OPD - Chassis

Date

990727

**Windstar Wheel Joint Testing**  
**October 8, 2001**  
**Festinger Lab**

**Attendees:**

**D. Faldori**  
**D. Fratila**  
**S. Sarma**  
**T. Salmon**

**Notes:**

- > Reviewed history and brought team up to speed
- > 98 parts have been ordered. Salmon to check with K. Appel in Design Aid on Tuesday, 10/9
  - o 10 wheels
  - o 60 studs
  - o 60 lagnuts
  - o 10 rotors
  - o 10 hubs
- > Unconfirmed test plan
  - o Torque Angle to Failure testing (3 wheels/15 studs)
  - o Torque Tension testing (3 wheels/15 studs)
  - o Possible R304 vehicle testing
  - o Team needs to assess how min/max coating affect the test plan
- > V229 Testing will incorporate any lessons learned or improvements
- > Syed Sarma to obtain 15 aluminum wheels for comparison
- > Meeting with Deane rescheduled for Tuesday, 10/9/2001 to discuss testing details and priority

Wheel Stud Mtg  
10/9/01  
Fastener Lab

**Attendees:**

Duane Droblich  
Larry Cox  
Tom Salmon  
Dan Fratila

**Notes:**

- Need Test Net ID for test request (complete: Dan Fratila obtained ID and issued KB8868)
- Fastener lab can store 3 sets of parts inside for initial torque angle to failure tests
- Additional part sets will be delivered for torque tension tests
  - Will try to utilize ultrasonic sensors (cheapest/fastest), but D-shape on the back of the stud may cause data issues
  - The other option is to use instrumented studs with fiber optic sensors
- Parts were ordered, but Engineering has not seen the parts. Dan Fratila to track down
- Tom Salmon to contact Six Sigma center to determine if non-Ford cars can be serviced (Complete: Gary Rheam is contact for services)
  - Investigate obtaining hub from Ford Employee car to study material properties of the stud
  - Dan Fratila to identify service parts for brake pads, aged bearing loose parts.



**Wheel Stud Mtg**  
**10/16/01**  
**Fastener Lab**

**Attendees:**

Duane Droblich  
Tom Salmon  
Dan Fratle  
Syed Sarmast  
Chauncy Eggleston

**Notes:**

- Tension is not an issue in terms of stud failures with conical lug nuts on aluminum wheels. The friction of the conical steel lug nut on aluminum is too high to even approach the proof load of the studs.
- The 1998 vehicle differs from 1999 in terms of the rotor. The 98 rotor is not fastened to the hub, but sandwiched. The 1999 rotor is fastened (required to turn on hub). This is significant if clamp load is too low, i.e. the rotor can attempt to shear the studs during hard accel/decel.
- Chauncy Eggleston provided clamp load data from Hayes for the aluminum minipers. Clamp loads were in the 2000 lb range at best. Proof load of the stud is in excess of 12,000 lbf. (torque for the study was 150 lbf-ft.).
- Team discussed the characteristics of various fastening systems
  - One piece conical lug on aluminum wheels
  - Two piece flat washer system
  - Two piece conical system used in Europe.
  - F150 history
  - Provision in the aluminum wheels for tinerman nuts will not be required on the V229 system.
- Team discussed the various types of Dacromet stud coatings
  - Plus = sealer
  - Plus L = sealer with lube
  - Plus ML = sealer with medium lube
  - Plus XL = sealer with very slippery lube
- Testing
  - Both the V229 test request AND WIN58 test request are valid in test net
  - Truck has been allocated 2 of the 3 available technicians in the fastener lab.
  - Other car testing ahead of the Windstar wheel stud testing
  - Crown Vic Front suspension (approaching launch)
  - WIN126 Half shaft spline testing (6 sigma project)
  - V229 half shaft spline testing
  - Mustang Steering gears
- Parts:
  - Keith Appel was on vacation or ill for a few days and the parts were shipped back from the place of origin.
  - Keith will order another set
  - Parts are not on the critical path since test time is behind the four tests mentioned above

1998- 126 Draw bars

24 - " " - Wheel Case

1999 - 73

3 - " " - Wheel Case off

2000 48 4 4

2001 14

1 4 4

2002 12 " "

1 " " - Wheel off - injury

2003 0

1997 10

# CRITICAL CONCERNS REVIEW GROUP -- NORTH AMERICA

## CAR ISSUES

Page 1 of 1

Meeting #: 2000

Mar. 25, 2003

FILE #:	SUBJECT	RESP ORG	DAYS OPEN	TRG/ HOLD	FRC/ DUE	STATUS
<b>NEW AGENDA ISSUES</b>						
03-0325-01:	1995-1997 Grand Marquis/Town Car/Crown Victoria brake line failure RE: 98B19... BQ05-004		X 0			Opened 3-18-03
<b>UNDER INVESTIGATION</b>						
03-0311-03:	2003 LS lack of best treatment - wheels	STA	7			
03-0317-03:	2000-2002 Focus front coil springs	NAC	110	X	X	
<b>GOVERNMENT INVESTIGATIONS</b>						
01-0717-01:	2001 Town Car unintended passenger or driver seat side airbag deployment					Now NHTSA 3-14-03
03-1001-02:	2003 Crown Victoria steel wheel weld cracks					Opened 2-28-03
03-0228-01:	2000 Towncar/Sable front airbag non-deployment					Opened 1-30-03
03-0128-02:	1995-1997 Crown Victoria/Town Car/Grand Marquis ball joint separation (98337)					Opened 1-25-03
03-0114-02:	2000 Crown Victoria airbag non-deployment					Opened 1-13-03
02-1126-01:	1996-2000 Windstar wheel lug bolt headage					Opened 11-18-02
02-1112-02:	2000 Focus speed control cable					2nd Inq. 1-6-03
02-0625-01:	1999 Towncar/Sable front coil spring					(Re-open) Opened 10-22-02
02-1008-01:	Crown Victoria CNO fuel tank					Upgraded 1-30-03
99-0428-03:	1995-1996 Windstar steel tank fatigue cracking, recall review					(Re-open) Opened 8-27-02
02-0720-01:	1993 Villager seat belt assembly anchorage separation					2nd Inq. 1-6-03
02-0514-03:	2001 Windstar unrestrained side airbag deployment					Opened 3-7-02
01-0009-01:	2000-2002 Focus engine stalling					Upgraded 9-9-01
01-0710-01:	2000-2001 Focus deployment of airbags may result in head injuries under vehicle fire					(Re-open) Upgraded 8-16-02
02-0212-03:	1999 Tourneo/Sable Wagon Michelin Space Saver "TEX" 135SR14 burst while stored					
02-0626-03:	1992-1994 Town Car/Crown Vic/Grand Marq engine compartment fire w/engine off					Upgraded 9-6-02
<b>CLOSURES LAST WEEK</b>						
03-0304-01:	2000 LS frontal crash, RCM analysis					TC Discontinued
02-1001-01:	2002 Towncar power door-locks, phantom auto-locking					TC Discontinued

PUT IN FOLD ETC - 1P 50

SEPARATE FOLD OUT FOR 1) BARR STUD

2) WHEEL CAME OFF

ENCL-004 0178

Note: "X's" in TRG or FRC columns mean the TRG or FRC meeting did not occur within timing.  
 \* \* \* mean meeting occurred in York or Ottawa