

**EA03-004**

**FORD 8/27/03**

**ATTACHMENT J**

**BOOK 1 OF 3**

**PART 3 OF 4**

Sum of REPAIRS		MDL_YR_CD						Grand Total
Part Num Pres	Part Num	1997	1998	1999	2000	2001	2002	
		42	489	242	161	92	37	1043
* Total		42	489	242	161	92	37	1043
1F1Z	AA		7	38	72	40	13	170
1F1Z Total			7	38	72	40	13	170
E43Z	A		2					2
E43Z Total			2					2
E51Z	B		1					1
E51Z Total			1					1
E7DZ	A	1	3					4
E7DZ Total		1	3					4
E92Z	B		1					1
E92Z Total			1					1
E99Z	A			1				1
E99Z Total				1				1
E99Z	A	1	3					4
E99Z Total		1	3					4
F0VY	A		2					2
F0VY Total			2					2
F18Z	A		1					1
F18Z Total			1					1
F1VY	A		2					2
F1VY Total			2					2
F2DZ	A	9	200					209
F2DZ Total		9	200					209
F3DZ	A	2	102	10	6			120
F3DZ Total		2	102	10	6			120
F41Z	A		2					2
F41Z Total			2					2
F57Z	AA		1	1				2
F57Z Total			1	1				2
F68Z	A	18	298	6	4	1		317
F68Z	AA	61	1363	11	5	1		1441
F68Z Total		79	1661	17	9	2		1776
F6CZ	AA		2	4	4			10
F6CZ Total			2	4	4			10
F68Z	AA		5		1			6
F68Z Total			5		1			6
F66Z	AA		6					6
F66Z	CC		1				1	2
F66Z	DD			1				1
F66Z Total			7	1			1	9
F7DZ	AA		4	61	18	1	1	85
F7DZ Total			4	61	18	1	1	85
F81Z	AA						1	1
F81Z Total							1	1
F8AZ	AA			1				1
F8AZ Total				1				1
F8DZ	AA	2	158	91	26	9		286

F8DZ	BA	2	1					3
F8DZ Total		2	160	92	26	9		289
F0DZ	A	5						5
	B	3						3
F0DZ Total		8						8
F0VY	A	1	4					5
F0VY Total		1	4					5
XF1Z	AA	2	630	337	75	53		1097
	AB		171	283	137	60		651
	BA			2	1	1		4
XF1Z Total		2	801	622	215	114		1752
XF5Z	AA			1				1
XF5Z Total				1				1
XL2Z	AA			2				2
XL2Z Total				2				2
Grand Total		157	2267	1276	922	367	167	6310

# AWS

## STACK CHART

Cutoff Date: Feb 28, 2003  
Last Load Date: Mar 18, 2003

Request Name: STUDES - WINDSTAR  
Description:

Date/Time Run: Mar 21, 2003 / 14.24  
Date/Time Printed: Mar 21, 2003 / 14.35

Result ID: 58120008  
Generated By: DWENGER

### Data Selection Criteria:

Model Year = MY\_02[2002], MY\_01[2001], MY\_00[2000], MY\_99[1999], MY\_98[1998], MY\_97[1997]  
Part Num Base (Cause) (Typed) = [1107,%,%]  
Region Sold = North America[NA]  
Vehicle Line AWS = WINDSTAR[AZ]

### Report Selection Criteria:

Model Year(s) = 2002, 2001, 2000, 1999, 1998, 1997  
Logic = Corp  
Order By = Grand Total  
TIB Rows Selected = All  
YTD Column Only = No  
Minimum Divisor = 1  
Cost Type = Total Cost Gross  
Use Group = No  
Descriptions = Yes

### Globalization Information:

Distance Reported = Miles  
Distance Requested = Miles  
Currency Reported = US DOLLAR  
Currency Requested = US DOLLAR  
Currency Exchange Version = v6

*F58Z 1107-RA IN out*  
*F80Z " RR*

0000-004 0173

# STACK CHART

Date/Time Printed : Mar 21, 2003 / 14.36

Model Years : 2002,2001,2000,1999,1998,1997

Statistic : R/1000

Y Value(s) : TIS Reported = 0,3,6,12,18,24,36. Common Scale

Unique : MODEL YEAR MATRIX

Cutoff Date: Feb 28, 2003

Logic : Corporate

Result ID: 58120006

Page Number : 2

Min Divisor : 100

Mod Year(s)	MOP	TIS = 0	TIS = 3	TIS = 6	TIS = 12	TIS = 18	TIS = 24	TIS = 36
1997	1997/9	0.00	0.00	0.00	0.00	1.72	5.17	6.90
1997	1997/10	0.10	0.66	0.76	1.51	1.77	2.12	3.03
1997	1997/11	0.50	0.27	0.63	1.22	1.70	1.97	2.87
1996, 1997	1997/12	0.25	0.93	1.52	2.78	3.79	5.08	6.96
1996	1997/1	0.19	0.76	1.37	1.99	3.21	4.25	5.73
1996	1997/2	0.16	0.79	1.10	1.82	2.41	3.12	4.46
1996	1997/3	0.06	0.42	0.89	1.35	2.17	2.95	3.86
1996	1997/4	0.19	0.61	1.10	2.05	2.85	3.48	4.41
1996	1997/5	0.19	0.80	1.53	3.10	4.75	5.63	7.12
1996	1997/6	0.21	1.31	1.99	3.48	6.16	8.00	9.92
1996	1997/7	0.23	0.47	1.17	2.26	3.52	3.75	4.22
1996	1997/8	0.58	1.13	1.78	3.52	4.97	5.86	6.85
1996	1997/9	0.66	1.34	1.89	3.30	4.57	5.25	6.17
1996	1997/10	0.44	1.35	2.10	3.32	4.30	5.26	6.57
1996	1997/11	0.24	0.77	1.46	2.93	3.54	4.31	5.29
1996	1997/12	0.04	0.36	0.75	1.05	2.41	3.30	4.42
1996	1998/1	0.00	0.59	1.14	1.75	2.98	3.89	5.08
1996	1998/2	0.57	1.06	1.95	3.08	4.31	6.16	6.86
1996	1998/3	0.29	0.80	1.35	3.48	4.84	5.90	7.28
1996	1998/4	0.23	0.66	1.46	3.12	4.57	5.53	6.85
1996	1998/5	0.41	0.88	1.49	2.77	3.88	4.85	6.09
1996	1998/6	0.44	1.06	1.91	3.32	4.45	5.33	6.28
1996	1998/7	0.69	1.18	1.79	3.55	4.14	4.73	5.92
1996	1998/8	0.00	0.31	0.82	1.34	1.55	2.48	2.79
1996	1998/9	0.21	0.21	0.73	2.18	2.90	3.52	3.94
1996	1998/10	0.82	0.86	1.99	3.25	4.37	4.99	5.74
1996	1998/11	0.40	0.74	1.48	2.55	3.20	3.71	4.14
1996	1998/12	0.22	0.35	0.91	1.86	2.91	3.09	3.43
1996	1999/1	0.26	0.60	1.08	2.40	3.18	3.76	4.23
1996	1999/2	0.27	0.57	1.18	2.25	3.09	3.43	4.01
1996	1999/3	0.30	0.81	1.82	2.27	3.48	3.96	4.77
1996	1999/4	0.36	0.81	2.39	3.51	4.75	5.35	6.11
1996	1999/5	0.31	0.86	1.25	2.33	3.41	3.90	4.48
1996	1999/6	0.36	1.12	1.65	3.03	3.75	4.72	5.73
1996	1999/7	0.60	1.33	2.85	5.07	6.65	7.25	8.22
2000, 1999	1999/8	0.43	0.63	1.25	2.55	3.72	4.40	4.95
2000	1999/9	0.37	0.56	0.93	1.85	2.41	2.79	3.49
2000	1999/10	0.46	0.75	1.11	2.86	3.45	4.25	5.03
2000	1999/11	0.36	0.60	1.29	1.75	2.47	2.90	3.45
2000	1999/12	0.13	0.39	0.89	1.77	2.50	3.20	3.67
2000	2000/1	0.12	0.32	0.89	2.03	2.87	3.39	4.03
2000	2000/2	0.12	0.20	0.32	0.78	1.29	1.85	

E903-994 8374

### STACK CHART

Date/Time Printed : Mar 21, 2003 / 14.35

Model Years : 2002,2001,2000,1999,1998,1997

Statistic : R/1000

Y Value(s) : TIS Reported = 0,3,6,12,18,24,36. Common Scale

Unique : MODEL YEAR MATRIX

Cutoff Date: Feb 28, 2003

Logic : Corporate

Result ID: 56120008

Page Number : 3

Mile Divisor : 100

2000	2000/3	0.07	0.55	1.00	1.25	1.50	2.11
2000	2000/4	0.09	0.43	0.52	0.90	1.25	1.38
2000	2000/5	0.09	0.27	0.38	1.09	1.91	1.95
2000	2000/6	0.00	0.14	0.35	0.70	0.97	1.39
2000	2000/7	0.12	0.57	1.38	1.73	2.10	2.47
2001, 2000	2000/8	0.05	0.09	0.61	1.24	1.46	1.85
2001	2000/9	0.19	0.59	0.99	2.07	2.99	2.91
2001	2000/10	0.13	0.36	0.65	1.15	1.55	1.84
2001	2000/11	0.05	0.28	0.42	0.94	1.26	1.70
2001	2000/12	0.08	0.55	0.83	1.27	1.60	1.98
2001	2001/1	0.00	0.17	0.52	0.99	1.21	1.28
2001	2001/2	0.15	0.54	0.54	1.03	1.43	
2001	2001/3	0.00	0.19	0.27	0.43	0.58	
2001	2001/4	0.19	0.44	0.50	0.69	1.02	
2001	2001/5	0.08	0.18	0.48	0.90	1.17	
2001	2001/6	0.05	0.40	0.74	1.48	1.74	
2001	2001/7	0.14	0.57	0.71	1.14	1.39	
2002, 2001	2001/8	0.07	0.07	0.07	0.30		
2002	2001/9	0.00	0.20	0.27	0.61		
2002	2001/10	0.07	0.15	0.15	0.47		
2002	2001/11	0.11	0.39	0.76	1.25		
2002	2001/12	0.07	0.49	0.78	1.11		
2002	2002/1	0.16	0.43	0.65	1.11		
2002	2002/2	0.15	0.39	0.55			
2002	2002/3	0.19	0.56	0.64			
2002	2002/4	0.09	0.29	0.57			
2002	2002/5	0.00	0.37	0.47			
2002	2002/6	0.00	0.33	0.62			

DL10 1400-0000 0110

Generated By: DWENGER

# STACK CHART

Data/Time Printed : Mar 21, 2003 / 14:35

Model Years : 2002,2001,2000,1999,1998,1997

Statistic : R/1000

Y Value(s) : TIS Reported = 0,3,6,12,18,24,36. Common Scale

Unique : MODEL YEAR MATRIX

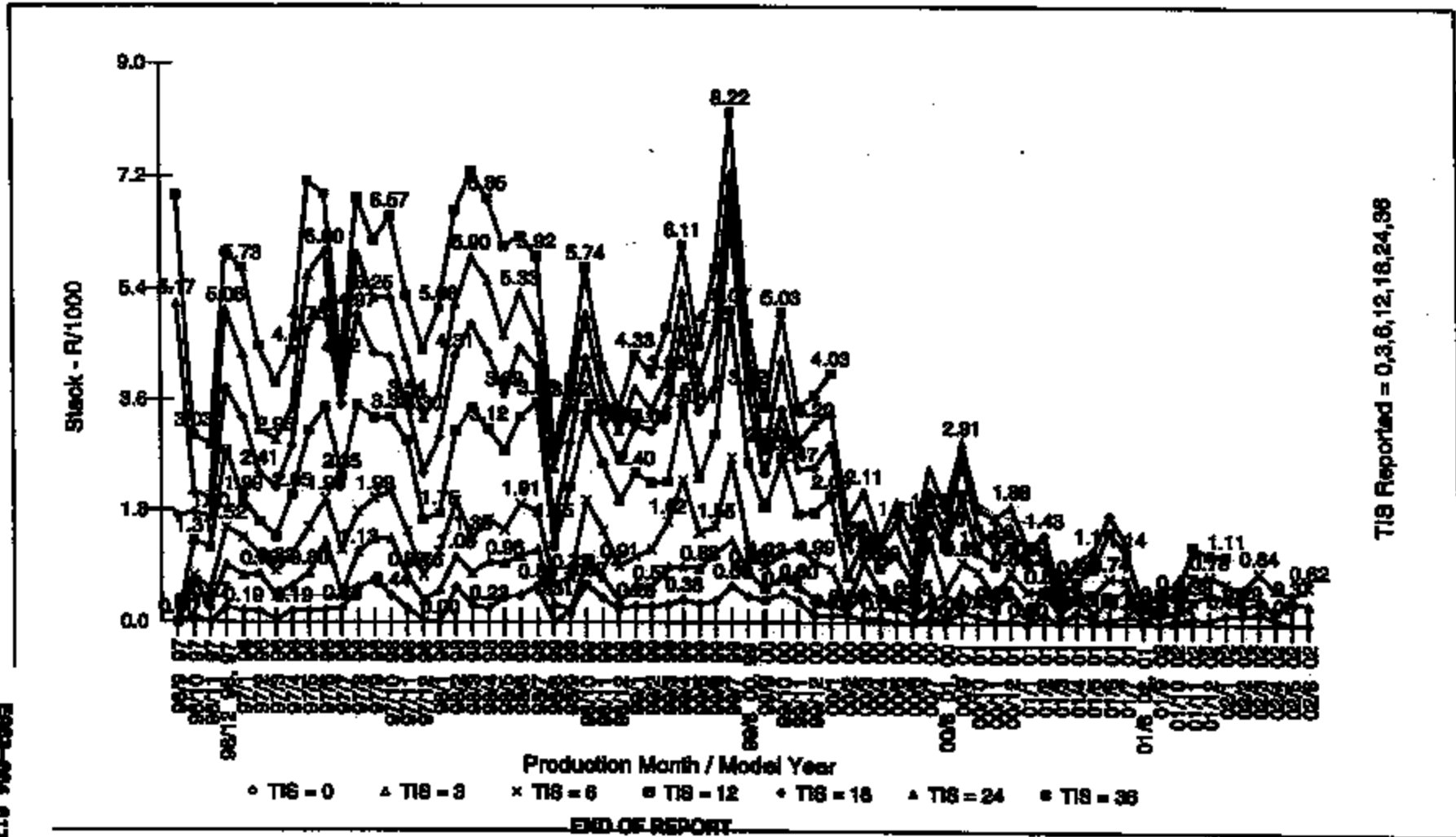
Cutoff Date: Feb 28, 2003

Logic : Corporate

Result ID: 56120006

Page Number : 4

Min Divisor : 100



TIS Reported = 0,3,6,12,18,24,36

9819 900-0001 0178

Dec 7

Jan 37



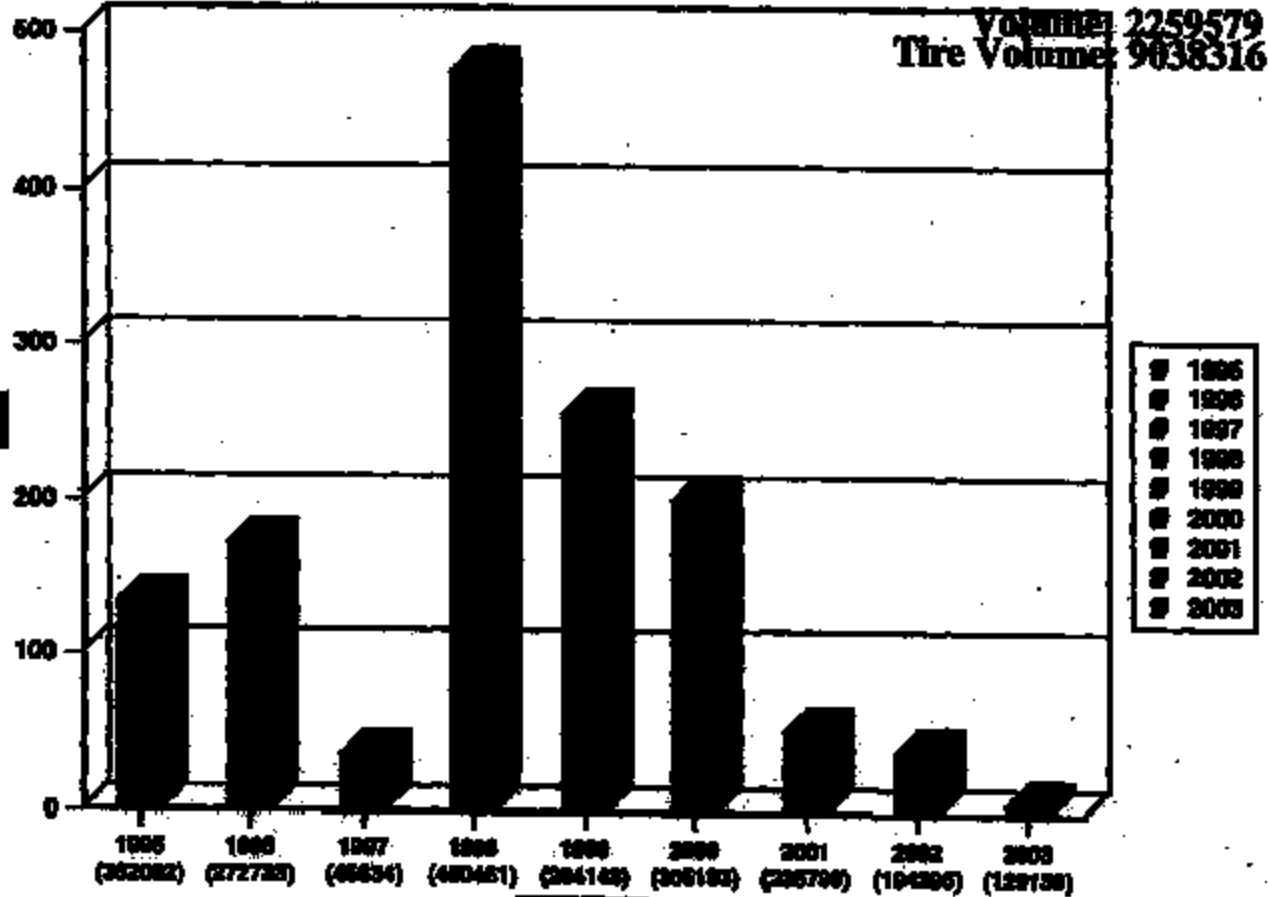
Sum of REPAIRS	MDL_YR_CD						Grand Total
Vehicle Line AWS	1997	1998	1999	2000	2001	2002	
U2 - EXPLORER	4070	8080	2580	882	91	168	12871
F6 - F150/250LD/CR CAB	6069	2597	844	342	280	200	10108
DA - TAURUS	1172	1397	1438	1748	915	258	6927
A3 - WINDSTAR	137	2657	1278	920	358	165	5513
R1 - RANGER NON ELECTRIC	783	1888	1685	461	418	285	5409
B9 - EXPEDITION	2188	1373	484	552	87	24	4738
ZA - MUSTANG	558	1098	807	940	709	548	4458
AK - FOCUS				2414	1155	888	4237
FP - GRAND MARQUIS	878	728	1080	804	279	111	3678
F7 - F250HD/350/450/550			1454	721	458	289	2882
LQ - LINCOLN LS (DEW 98)				1244	802	142	1888
U3 - MOUNTAINEER	753	591	343	118	15	31	1851
FB - CROWN VICTORIA	488	324	385	272	237	121	1817
E1 - ECONOLINE	449	283	535	288	182	95	1803
V8 - TOWN CAR	436	329	273	315	208	82	1821
DM - SABLE	320	288	468	183	147	54	1438
F1 - F-SERIES	1279						1279
JB - CONTINENTAL	252	471	253	80	52	12	1150
NB - CONTOUR	112	541	309	73			1035
AF - ESCORT (NAAO)	333	341	182	88	52	14	1018
B4 - NAVIGATOR		728	171	84	27	6	1016
SM - COUGAR	43		481	144	87	13	748
U7 - EXPLORER SPORT					447	282	729
M1 - ESCAPE					238	305	544
S1 - EXPLORER SPORT TRAC					250	257	507
NN - MYSTIQUE	38	181	77	31			307
A1 - AEROSTAR	288						288
LB - MARK VII	82	108					200
D1 - VILLAGER	48	21	52	20	9	3	154
Y1 - F-STRIPPED CHASSIS	21		50	25	7	5	108
SB - THUNDERBIRD	83					20	103
AN - TRACER	50	23	23				96
L1 - EXCURSION				57	16	12	85
EB - ASPIRE	47						47
FA - F & B SERIES	19	23					38
ZC - PROBE	33						33
FC - F 850/750				18	12	2	32
LV - LOUISVILLE	14	15					29
LC - AEROMAX	17	8					25
LA - L & LN SERIES	17						17
CV - IKON					9	3	12
CG - KA					4	6	10
N1 - BLACKWOOD						5	5
FD - F 700/800 SERIES			5				5
CF - FIESTA PICKUP (COURIER)					2	2	4
AV - THINK NEIGHBOR LSV						3	3
F2 - F-SERIES (MEXICO)		1					1
LL - LL & LTL SERIES	1						1

DC - CF-SERIES	1	1
Grand Total	21062 21062 14803 12801 7288 4165	80971

### Stacked Chart: Count by Incidents

MEL YR IN ('2003','2002','2001','2000','1999','1998','1997','1996','1995'); VEH LINE DESG IN ('WINDSTAR'); TIRE SYMF CD IN ('TDS')

DRAFT Report generated: 26-Mar-2003 12:14:47 PM EST, Last updated: 21-MAR-2003, System Version: 0.1.0, User: dweager



This data is for use as one of several potential "symptom" indicators for the Ford Motor Co. The Early Warning System. It is unsorted, and summary data generated from a singular "total count" of customer and technician opening comments. The Manufacturer data is provided. The actual root cause of the customer concern described is not established by this summary.

EMD-004 0100

**Data Table *Instructions for downloading to Excel***

MCL YR	MCL YR																							
	1977	1985	1984	1986	1988	1987	1989	1990	1992	1991	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	
"1985 (283082)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	189.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
"1990 (272789)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	171.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
"1997 (48834)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	35.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
"1998 (480481)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	475.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
"1999 (284148)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	308.0	0.0	0.0	0.0	0.0	0.0	0.0	
"2000 (305199)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	198.0	0.0	0.0	0.0	0.0	0.0	
"2001 (285788)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	81.0	0.0	0.0	0.0	
"2002 (184385)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	36.0	0.0	
"2003 (128198)"	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	

**Data Explanations:**

?: No VIN match and no Tire Brand applied to us

Mt: Matched a VIN and there is no Tire code

UNKNOWN: No VIN match and the word UNKNOWN came from the data source

*This data is for use as one of several possible "awareness" indicators for the Ford Motor Co. Tire Safety Warning System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. The Manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.*

### Search Result

Release 2.0  
Release Date: January 21, 2003

[Search](#) >> [Search Result](#) >> [Search Summary](#) >> [Report Detail](#) >> [Vehicle Report History](#)  
>> [Chart Analysis](#)

Welcome  
Search  
BO Adhoc Query

Global Folder Search  
My Inbox  
My Folders  
Commodity Inbox  
Message CA  
Assignments  
Message Folders  
Internal/External  
Metrics

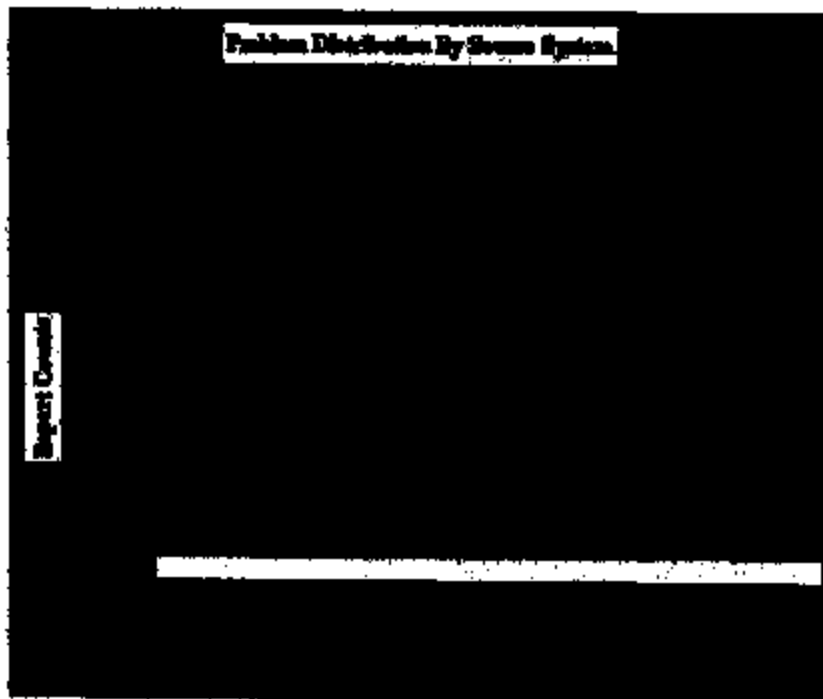
Tread Act Reporting

Hazard Request  
Manager  
Hazard Result  
Manager

Administration >>  
User Admin  
Profile Admin  
Group Admin

Feedback

Selection Summary	
commodity level:	wheel assy;
model year:	2002
vehicle line:	WINDSTAR
commodity level:	rust and studs;
symptoms:	damaged/cracked/fractured/bolt;



[Get Chart Image](#)

2003-001 0182

Helpful Links:  
 ERDS  
 Safety Footprint  
 WPNIC

**Chart Analysis:**

MORS

Commodity Category - LV1	Commodity Counts	Significant Events	COIS Safety
<b>AWS (100) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel any	<input type="checkbox"/> 100	<input type="checkbox"/> 1	
chassis - Subtotal	<input type="checkbox"/> 100	<input type="checkbox"/> 1	
<b>COIS (0) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel any	<input type="checkbox"/> 26	<input type="checkbox"/> 3	<input type="checkbox"/> 3
chassis - Subtotal	<input type="checkbox"/> 26	<input type="checkbox"/> 3	<input type="checkbox"/> 3
<b>MORS (0) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel any	<input type="checkbox"/> 53	<input type="checkbox"/> 15	
chassis - Subtotal	<input type="checkbox"/> 53	<input type="checkbox"/> 15	
<b>VOQ (0) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel any	<input type="checkbox"/> 14	<input type="checkbox"/> 4	
chassis - Subtotal	<input type="checkbox"/> 14	<input type="checkbox"/> 4	
<b>Across All Source Systems (193) UNIQUE ECI RECORD COUNTS</b>			
Total - Total	<input type="checkbox"/> 193	<input type="checkbox"/> 29	<input type="checkbox"/> 3

EPC-001 8103

Disclaimer: This data is for use as one of several potential "symptoms" indicators for the Ford Motor Co. Enhanced Customer Identification System. It is provided, draft, summary data generated from a computer "word search" of customer and technician system comments. Supplier data, technician and customer comments are provided and actual root cause of any potential issue is not established by this summary.

Content: ECI/ELP
Copyright © 2003 Ford Motor Co. All Rights Reserved.
Model Release 2.0
Business Hours Mon-Fri 9:00-00:00 EST 2003

EPC-004 0104

1999



### Search Result

Release 2.1

Release Date: January 21, 2003

Search >> Search Result >> Search Summary >> Report Detail >> Vehicle Report History >> Chart Analysis

Welcome  
Search  
SO Adhoc Query

Global Folder Search  
My Inbox  
My Folders  
Commodity Inbox  
Manage CA  
Assignments  
Manage Folders  
Internal/External  
Matrix

Tread Act Reporting

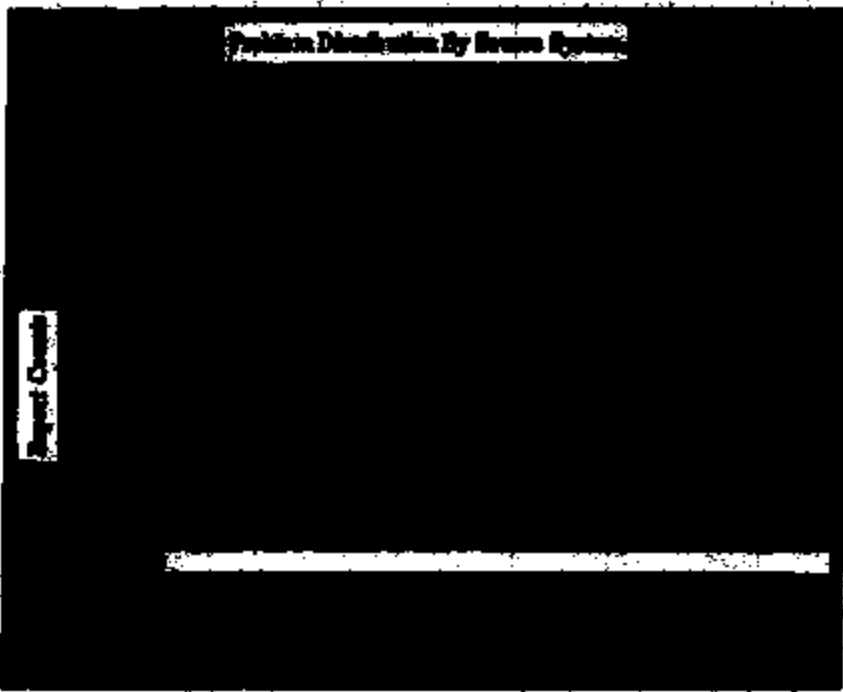
Hazard Request  
Manager  
Hazard Result  
Manager

Administration >>  
User Admin  
Profile Admin  
Group Admin

Feedback

Helpful Links  
IRIS  
Safety Footprint  
WPRC

Selection Summary	
vehicle has WAD/ETAB:	
commodity level: initial req:	
commodity level: final req:	
commodity level: initial req:	
commodity level: final req:	
initial year: 1997:	



Get Chart Image

### Chart Analysis:

None

Commodity Category - LVL	Commodity Counts	Significant Events	CCIS Safety
<b>AWS (3) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel assy	<input type="checkbox"/> 3		
chassis - Subtotal	<input type="checkbox"/> 3		
Commodity Category - LVL	Commodity Counts	Significant Events	CCIS Safety
<b>CGIS (2) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel assy	<input type="checkbox"/> 2		
chassis - Subtotal	<input type="checkbox"/> 2		

ENR3-004 0100



Commodity Category - LVI	Commodity Counts	Significant Events	CRS Safety
<b>MORS (1) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel stay	<input type="checkbox"/> 1	<input type="checkbox"/> 1	
chassis - subtotal	<input type="checkbox"/> 1	<input type="checkbox"/> 1	
<b>Across All Source Systems (6) UNIQUE ECI RECORD COUNTS</b>			
Total - Total	<input type="checkbox"/> 6	<input type="checkbox"/> 1	0

Disclaimer: This data is for use as one of several potential "warning" indicators for the Ford Motor Co. Enhanced Customer Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician system comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact ECIHELP
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Motor Systems 2.0
Release Date: Mon Feb 3 09:00:00 EST 2003



## Report Detail

Release 2.0

Release Date: January 21, 2009

Search >> New Reports >> Search Summary >> Report Detail >> Vehicle Report History >> Chart Analysts

Welcome  
Search  
SO Adhoc Query

ECI Report Source Code	19530574 NONE
------------------------	------------------



Global Folder Search  
My Inbox  
My Folders  
Commodity Labor  
Manage CA Assignments  
Manage Folders Internal/External Metrics

Tread Act Reporting

Hazard Request Manager  
Hazard Result Manager

Administration >>  
User Admin  
Profile Admin  
Group Admin

Feedback

Helpful Links:  
IRES  
Safety Footprint  
WPRC

### Commodity Assignment

Commodity	chassis \ wheel assembly \	Symptoms	damage \ damage-cracked/fractured/split \ function-malfunction/inoperative \ separation
Commodity	chassis \ wheel assembly \ lugs and studs \	Symptoms	damage \ damage-cracked/fractured/split \ function-malfunction/inoperative \ separation
Commodity	chassis \ wheel assembly \ wheels/tires \	Symptoms	damage \ damage-cracked/fractured/split \ function-malfunction/inoperative \ separation
Significant Events	Property Damage;	Verified	

### Report Details

Source Claim Key	428770680	Time In Service	
Version Series Code	VS A1	Dealer Code	UNKNOWN
Customer Paid Amount		Dealer Name	
Dealer Paid Amount		Dealer Address	
Deductible Amount		Dealer City	
Labor Cost		Dealer State/Province	
Misc. Expense Amount		Dealer Country	UNK
Material Cost		Dealer Phone Number	
Total Gross Cost		Repair Date	02-Mar-2000

Customer Comment

CUSTOMER SAYS: - CUST WHEEL FELL OFF (ALL FIVE STUDS APPEAR TO HAVE BROKEN SIMULTANEOUSLY), FEELS IS EITHER DUE TO A DEFECT OR TECHNICIAN ERROR - BELIEVES FORD IS RESPONSIBLE FOR WHAT HAS HAPPENED TO HER OCCURED ON FEB. 24, 2000 - VEH IN A PARKING LOT IN ARVADA, CO. - NO POLICE REPORT FILED - FILED WITH ALLSTATE ON 02/28/00 - 03/01/00 - ALLSTATE WILL NOT COVER THE LUGNUTS AND STUDS - THE BODY DAMAGE IS CURRENTLY BEING REPAIRED - IDEALLY WOULD LIKE FORD TO PAY FOR THE LUGNUT/STUD REPAIRS - WOULD ALSO LIKE FORD TO INVESTIGATE - BELIEVES MECHANIC STILL HAS ORIGINAL LUG NUTS AND STUDS - SERVICEING CO. FOR LUGNUTS/STUDS IS SLIPSTREAM IN BOULDER CO. PER CUSTOMER, DEALER SAYS: - NONE CAC ADVISED: - THIS INFORMATION HAS BEEN FORWARDED TO THE CONSUMER AFFAIRS DEPARTMENT FOR REVIEW - A REPRESENTATIVE FROM CONSUMER AFFAIRS WILL FOLLOW UP ON YOUR CLAIM - NO TIME FRAME AVAILABLE - IF YOU HAVE NOT ALREADY CONTACTED YOUR INSURANCE CARRIER TO REPORT THE

ES93-004 0107

CONCERN, PLEASE DO SO INFERENCE CASE ID: 30

Technician Comment	
-----------------------	--



Vehicle Information			
VIN	2F8DAS143YBD02879	Engine Description	3.8L OHV EFI NA V6 GAS
Model Year	1997	Drive Code	3 W/6 L/H FRONT DRIVE
Vehicle Description	WINDSTAR	Model Code	
Body Cab Style Code	CA WB	Production Date	06-Nov-1996
Plant Description	DAKVILLE PLANT BUILD	Red Carpet Label Code	
Mileage		Warranty Start Date	23-Mar-1997



Disclaimer: This data is for use as one of several potential "customer" indicators for the Ford Motor Co. Enhanced Customer Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact: ECI/ELE
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Model Release 2.0
Release Date: Mon Feb 5 09:58:00 EST 2003

1998

### Search Result

Release 2.0  
Release Date: January 21, 2003

Search >> Search Result >> Search Summary >> Report Detail >> Vehicle Report History >> Chart Analysis

Welcome  
Search  
DO Ad hoc Query

Global Folder Search  
My Inbox  
My Folders  
Commodity Inbox  
Manage CA  
Assignments  
Manage Folders  
Internal/External  
Metrics

Trend Act Reporting

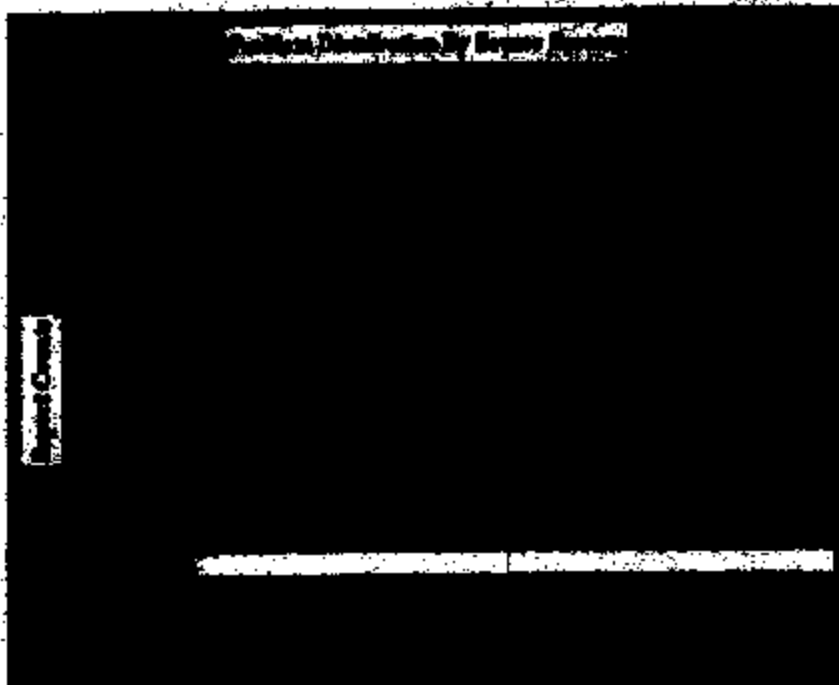
Hazard Request  
Manager  
Hazard Result  
Manager

Administration >>  
User Admin  
Profile Admin  
Group Admin

Feedback

Helpful Links  
IRIS  
Safety Footprint  
WPRC

Selection Summary	
Report Year: 1998	
Vehicle Type: ALL	
Commodity: wheel any	
Commodity: Subtotal	
Commodity: wheel any	
Commodity: Subtotal	



Get Chart Image

#### Chart Analysis:

L00

Commodity Category - LVL	Commodity Counts	Significant Events	COIS Events
<b>AWS (100) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel any	<input type="checkbox"/> 100	<input type="checkbox"/> 1	
chassis - Subtotal	<input type="checkbox"/> 100	<input type="checkbox"/> 1	
Commodity Category - LVL	Commodity Counts	Significant Events	COIS Events
<b>COIS (20) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel any	<input type="checkbox"/> 20	<input type="checkbox"/> 1	<input type="checkbox"/> 3
chassis - Subtotal	<input type="checkbox"/> 20	<input type="checkbox"/> 1	<input type="checkbox"/> 3

EP03-004 0100

Commodity Category - LV1	Commodity Counts	Significant Events	CGIS Safety
<b>MOPS (34) UNIQUE ECI RECORD COUNTS</b>			
cheats - wheel easy	<input type="checkbox"/> 34	<input type="checkbox"/> 13	
cheats - subtotal	<input type="checkbox"/> 34	<input type="checkbox"/> 13	
Commodity Category - LV1	Commodity Counts	Significant Events	CGIS Safety
<b>VOG (12) UNIQUE ECI RECORD COUNTS</b>			
cheats - wheel easy	<input type="checkbox"/> 12	<input type="checkbox"/> 4	
cheats - subtotal	<input type="checkbox"/> 12	<input type="checkbox"/> 4	
Commodity Category - LV1	Commodity Counts	Significant Events	CGIS Safety
<b>Across All Source Systems (166) UNIQUE ECI RECORD COUNTS</b>			
Total - Total	<input type="checkbox"/> 166	<input type="checkbox"/> 25	<input type="checkbox"/> 3

Disclaimer: This data is for use as one of several potential "warning" indicators for the Ford Motor Co. Enhanced Customer Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments, supplier data, technical and customer comments and actual root cause of any potential issue is not established by this summary.

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--



## Chart Analysis

Search >> New Reports >> Search Summary >> Report Detail >> Vehicle Report History  
>> Chart Analysis

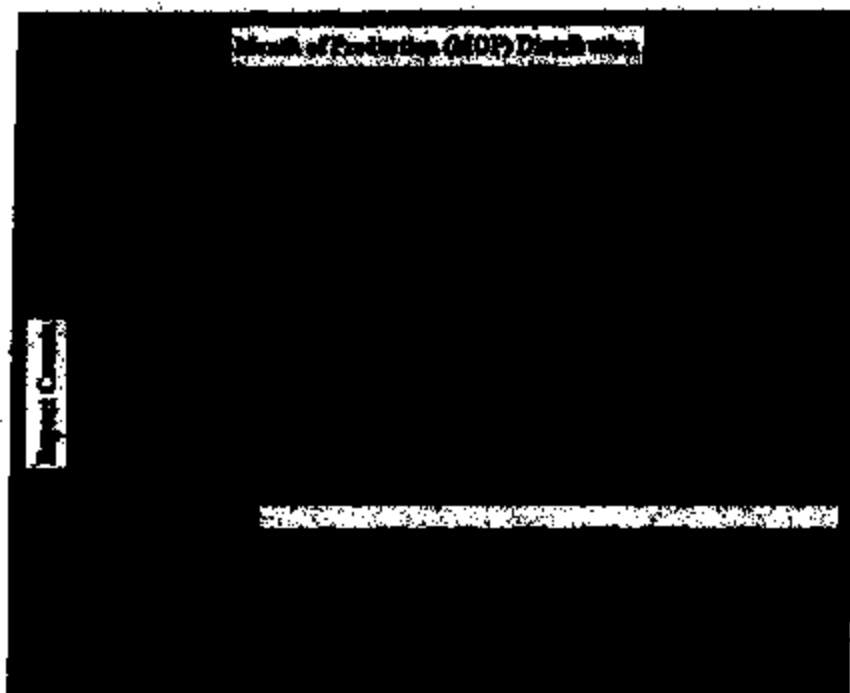
### Month of Production (MOP)

Selection Summary	
model year:	1998
vehicle line:	MINISTAR
commodity level:	Wheel assy:
commodity level:	Hub and studs:
symptoms:	damaged/fractured/mis:

 None 

Month of Production (MOP) Report Counts	
<input type="checkbox"/> 12 / 1996	2
<input type="checkbox"/> 1 / 1997	2
<input type="checkbox"/> 2 / 1997	11
<input type="checkbox"/> 3 / 1997	5
<input type="checkbox"/> 4 / 1997	15
<input type="checkbox"/> 5 / 1997	9
<input type="checkbox"/> 6 / 1997	15
<input type="checkbox"/> 7 / 1997	3
<input type="checkbox"/> 8 / 1997	10
<input type="checkbox"/> 9 / 1997	13
<input type="checkbox"/> 10 / 1997	8
<input type="checkbox"/> 11 / 1997	2
<input type="checkbox"/> 12 / 1997	2
<input type="checkbox"/> 1 / 1998	3
<input type="checkbox"/> 2 / 1998	14
<input type="checkbox"/> 3 / 1998	18
<input type="checkbox"/> 4 / 1998	10
<input type="checkbox"/> 5 / 1998	10
<input type="checkbox"/> 6 / 1998	9
<input type="checkbox"/> 7 / 1998	1
<b>Total</b>	<b>105</b>

E883-004 0101



Get Chart Image

	Filter	Value
Stack By:	Vehicle Line	
	Model Year	
	Commodity Category	
	Assembly Plant	

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Major Release 2.0
Release Date: Mon Feb 3 09:09:00 EST 2003

## Draft -- Preliminary Assessment

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. The Early Warning System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. The manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.

## Claims Listing

MDL YR IN ('2002', '2001', '2000', '1999', '1998')  
 VEH LINE DESC IN ('WINDSTAR')  
 SYMP UPD FLAG != 'N'  
 ORIG SEC DESC IN ('NHTSA - VOO')  
 TIME SYMP CD IN ('TDS')

## Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Claims Key	Source System Key	Data Src
1998		WINDSTAR	[N/A]		[N/A]		[N/A]	0404022	202130	NHTSA - VOO
* Symptom Code: TDS Orig. Plant Cdt: Actual Miles: [N/A] Actual Break: * Actual Size: [N/A]										
CCC: * Full Part: *** Rep Date: 06-APR-1999 Lead Date: 16-NOV-2000 Mileage: 0 TRB: -1 Mile Cost: 0 Tot Cost: 0 P/A Code/Date: ** VCI: gm64										
DOT Row: LF = * RF = * LR = * RR = * LI = * RI = * Spare = *										
Cost Symp Cdt: TDS	Comments: LIAS NUTS BROKE OFF OF RIGHT FRONT TIRE AND HUB OF WHEEL/BRAKE DRUM, RESULTING IN TIRE FALLING OFF OF VEHICLE AND CAUSING DAMAGE TO VEHICLE. (OHIO TRAFFIC CRASH REPORT), IJIS									
Tech Symp Cdt: TDS	Comments: (1) 202130 - WHEELS:LUGS:NUTS:BOLTS									
Customer Analyst Comments:										
Severity Cdt: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										
1998		WINDSTAR	[N/A]		[N/A]		[N/A]	0404046	202427	NHTSA - VOO
* Symptom Code: TDS Orig. Plant Cdt: Actual Miles: [N/A] Actual Break: * Actual Size: [N/A]										
CCC: * Full Part: *** Rep Date: 05-JAN-2000 Lead Date: 16-NOV-2000 Mileage: 57000 TRB: -1 Mile Cost: 0 Tot Cost: 0 P/A Code/Date: ** VCI: gm64										
DOT Row: LF = * RF = * LR = * RR = * LI = * RI = * Spare = *										
Cost Symp Cdt: TDS	Comments: PASSENGER'S SIDE FRONT TIRE BOLTS SHEARED OFF AND WHEEL ROLLED DOWN THE HIGHWAY. CAR RESTED ON FRONT DISC BRAKE. THEN IT CAME TO A STOP. MECHANIC SAID THE BOLTS BROKE OFF, AND NUTS WERE STILL ON THEM. *AK									
Tech Symp Cdt: TDS	Comments: (1) 202427 - WHEELS:LUGS:NUTS:BOLTS									
Customer Analyst Comments:										



Severity Code: <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										
1998	2FMDA8140WR000000X	WINDSTAR	[N/A]		[N/A]		[N/A]	0000000	1054781	PHTEA - V00
* Symptom Code: TDS Orig Plant Cde: Actual Mfg: [N/A] Actual Brand: * Actual Size: [N/A]										
CCC: * Full Part: * ** Rep Date: 27-NOV-2001 Lead Date: 30-MAY-2002 Mileage: 108165 Tds: -J Met Cmt: 0 Tot Cmt: 0 FIA Code@In: * ** VOI pos@:										
DOT Rev: LF = * RF = * LR = * RR = * LI = * RI = * Spare = *										
Chet Symp Cde: TDS	Comments: WHILE IN MOTION, PASSENGER TIRE CAME OFF VEHICLE DUE TO LUG NUTS BREAKING OFF, CAUSING VEHICLE TO SLAM TO THE GROUND, SKIDDING INTO A VACANT LOT, HITTING A 2X4 BOARD, CLAIM 48-0214-020 * JG									
Tech Symp Cde: TDS	Comments: (T) 1054781 - WHEELS:LUGS:NUTS:BOLTS									
Concern Area/Code:										
Severity Code: <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										
1998	2FMDA8143WR000000X	WINDSTAR	[N/A]		[N/A]		[N/A]	0000007	1054806	PHTEA - V00
* Symptom Code: TDS Orig Plant Cde: Actual Mfg: [N/A] Actual Brand: * Actual Size: [N/A]										
CCC: * Full Part: * ** Rep Date: 30-AUG-2001 Lead Date: 30-MAY-2002 Mileage: 49379 Tds: -J Met Cmt: 0 Tot Cmt: 0 FIA Code@In: * ** VOI pos@:										
DOT Rev: LF = * RF = * LR = * RR = * LI = * RI = * Spare = *										
Chet Symp Cde: TDS	Comments: WHILE THE INJURED WAS DRIVING THE TIRE FELL OFF DUE TO TWO LUG NUTS HAD CRACKED. CLAIM# 33-0348-020 * YH									
Tech Symp Cde: TDS	Comments: (T) 1054806 - WHEELS:LUGS:NUTS:BOLTS									
Concern Area/Code:										
Severity Code: <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										
1998	2FMDA61A0WDE0202	WINDSTAR	[N/A]		[N/A]		[N/A]	0000102	1000000	PHTEA - V00
* Symptom Code: TDS Orig Plant Cde: Actual Mfg: [N/A] Actual Brand: * Actual Size: [N/A]										
CCC: * Full Part: * ** Rep Date: 20-DEC-2001 Lead Date: 20-JUN-2002 Mileage: 7700 Tds: -J Met Cmt: 0 Tot Cmt: 0 FIA Code@In: * ** VOI pos@:										
DOT Rev: LF = * RF = * LR = * RR = * LI = * RI = * Spare = *										
Chet Symp Cde: TDS	Comments: ON TWO SEPARATE OCCASIONS, WHILE DRIVING AT 60 MPH, THE FRONT LUG NUTS THAT HOLD THE TIRE IN PLACE FELL OFF FROM THE DRIVERS SIDE AND PASSENGERS SIDE, ALMOST CAUSING LOSS OF TIRES. PERSONAL MECHANIC REPLACED LUG NUTS AND STUDS. *AK *TT									
Tech Symp Cde: TDS	Comments: (T) 1000000 - WHEELS:LUGS:NUTS:BOLTS									
Concern Area/Code:										
Severity Code: <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										

Total number of Claims fetched: 5

ECI

### Search Summary

Search >> New Reports >> Search Summary >> Report Detail >> Vehicle Report History >> Chart Analysis

Welcome  
Search  
BO Adhoc Query

Global Folder Search  
My Inbox  
My Folders  
Commodity Inbox  
Manage CA Assignments  
Manage Folders  
Internal/External Metrics

TREAD Report

Triggers

Hazard Request Manager  
Hazard Recst Manager

Administration >>  
User Admin  
Profile Admin  
Group Admin  
Feedback

*dep*

Selection Summary	
model year	1998
vehicle line	WINDSTAR
commodity level1	wheel stud
commodity level2	lug and studs
synonyms	nut loose cracked/fractured/split

8  
4 dupes

Claim 1 - 12 of 12

Page 1 of 1 pages (Total Records: 12)

Select	ECI Report #	Source	Source ID	Report Date	Mileage	Built Date	Model Year	Vehicle Line	VIN	
<input type="checkbox"/>	35219	VOQ	855365	27-Jan-2003	-1	26-Aug-1997	1998	WINDSTAR	ZEMDAS140W	
Customer Comment		THE LEFT WHEEL LUGS: NUTS BROKE OFF OR SHEARED OFF WHICH MAY CAUSE TIRE WHEEL TO FALL OFF. OCCUR INFORMATION. *AK								
Technician Comment										
<input type="checkbox"/>	35432	VOQ	717738	27-Jan-2003	-1	11-Feb-1997	1998	WINDSTAR	ZEMDAS141W8	
Customer Comment		MY WIFE WAS TURNING LEFT AT A RED LIGHT AND WAS WAITING FOR PEDESTRIANS TO CROSS THE STREET. AS FRONT TIRE SNAPPED OFF OF THE HUB AND ALMOST HIT A LAWYER! ALL FIVE OF THE STUDS BROKE OFF, THE H BREAKS. THERE WAS NOT ANY INDICATION OF THE NUTS BEING LOOSE, THE NUTS WERE STILL SCREWED ON THE NOT LOOK SCARED AS IF THEY HAD BEEN LOSE. PRIOR TO THE WHEEL COMING OFF THERE HAD BEEN NO SHOCK THE VEHICLE THE PREVIOUS NIGHT AND HAD NOT FELT ANYTHING OUT OF THE ORDINARY. SHE HAD ONLY ACC POSITION ABOUT 15FT AND COULD NOT HAVE BEEN GOING FASTER THAN 5 MPH. THE VEHICLE HAD NOT BEEN 5 THANK GOD SHE WAS NOT ON THE INTERSTATE IN 50CLOCK TRAFFIC! *AK								
Technician Comment										
<input type="checkbox"/>	38558	VOQ	873132	27-Jan-2003	-1	18-Sep-1997	1998	WINDSTAR	ZEMZAS146W8	
Customer Comment		WHILE DRIVING AT 70 MPH FRONT RIGHT WHEEL LUGS SHEARED OFF CAUSING WHEEL TO COME OFF. *AK *SLC								
Technician Comment										
<input type="checkbox"/>	33849	VOQ	858799	27-Jan-2003	-1	10-Sep-1997	1998	WINDSTAR	ZEMZAS143W8C12014	
Customer Comment		LEFT FRONT WHEEL LUG BOLTS SHEARED OFF CAUSING THE TIRE AND WHEEL TO COME OFF AND HIT ANOTHER REIMBURSEMENT. *SLC								
Technician Comment										
<input type="checkbox"/>	53850	VOQ	858799	27-Jan-2003	-1	10-Sep-1997	1998	WINDSTAR	ZEMZAS143W8C	
Customer Comment		LEFT FRONT WHEEL LUG BOLTS SHEARED OFF CAUSING THE TIRE AND WHEEL TO COME OFF AND HIT ANOTHER REIMBURSEMENT. *SLC								
Technician Comment										

800-999-8100

Helpful Links:  
 TRIS  
 Safety Footprint  
 WPRC

<input type="checkbox"/>	55422	VOQ	740846	27-Jan-2003	-1	21-May-1998	1998	WINDSTAR	2FMDA5140WBA	
Customer Comment:		MY CONCERN IS WHY ALL FIVE STUDS THAT HOLD THE WHEEL ON BROKE AT ONCE, RESULTING IN LOSE OF STEER. INSURANCE AGENT COULD OFFER NO GOOD REASON FOR THIS FAILURE, THEY SAID MAYBE THE LUG NUTS WERE ABOUT IT HAPPENDING AGAIN TO ANOTHER WHEEL IF SOMETHING IS DEFECTIVE. *AK								
Technician Comment:										
<input type="checkbox"/>	59152	VOQ	744779	27-Jan-2003	-1	21-Feb-1997	1998	WINDSTAR	2FMDA5140WBA	
Customer Comment:		ALL 4 WHEELS HAVE HAD LUGS: NUTS SHEARED OFF AND HAVE FALLEN INTO THE HUBCAP. *AK								
Technician Comment:										
<input type="checkbox"/>	66412	VOQ	754896	27-Jan-2003	-1	13-Mar-1998	1998	WINDSTAR	2FMDA514XWBA	
Customer Comment:		5TH TIME IN 6 MONTHS LUGS: BOLTS HAVE SHEARED, NORMAL DRIVING W/ NO INCIDENT. WHEELS, HUBS, TIE RODS REPLACED W/ NO CHANGE IN REGULARITY OF EVENT. NO SUBSTANTIVE VIBRATION EXPERIENCED. MECHANICS I CONSULTED: FORD, CHRYSLER, D&B AUTO, AAA AND AND FIRESTONE HAVE SERVICED THE INCIDENTS. REQUESTED COMPLAINTS TO FORD - TO NO AVAIL. REAL SERIOUS - ONE TO FOUR LUGS HAVE SHEARED ON EACH INCIDENT; AND ONE REAR ASSY. *AK								
Technician Comment:										
<input type="checkbox"/>	73079	VOQ	717736	27-Jan-2003	-1	11-Feb-1997	1998	WINDSTAR	2FMDA5141WBA	
Customer Comment:		MY WIFE WAS TURNING LEFT AT A RED LIGHT AND WAS WAITING FOR PEDISTRIANS TO CROSS THE STREET. AS 5 FRONT TIRE SNAPPED OFF OF THE HUB AND ALMOST HIT A LAWYER! ALL FIVE OF THE STUDS BROKE OFF, THE M BREAKS. THERE WAS NOT ANY INDICATION OF THE NUTS BEING LOSE, THE NUTS WERE STILL SCREWED ON THE WHEEL. NOT LOOK SCARED AS IF THEY HAD BEEN LOSE. PRIOR TO THE WHEEL COMING OFF THERE HAD BEEN NO SHAKING THE VEHICLE THE PREVIOUS NIGHT AND HAD NOT FELT ANYTHING OUT OF THE ORDINARY. SHE HAD ONLY ACCIDENT POSITION ABOUT 15FT AND COULD NOT HAVE BEEN GOING FASTER THAN 5 MPH. THE VEHICLE HAD NOT BEEN 5 THANK GOD SHE WAS NOT ON THE INTERSTATE IN 5 O'CLOCK TRAFFIC! *AK								
Technician Comment:										
<input type="checkbox"/>	78687	VOQ	873132	27-Jan-2003	-1	18-Sep-1997	1998	WINDSTAR	2FMDA514GWBA	
Customer Comment:		WHILE DRIVING AT 70 MPH FRONT RIGHT WHEEL LUGS SHEARED OFF CAUSING WHEEL TO COME OFF. *AK *SLC								
Technician Comment:										
<input type="checkbox"/>	80503	VOQ	753530	27-Jan-2003	-1	21-Feb-1997	1998	WINDSTAR	2FMDA5144WBA	
Customer Comment:		REPORTED PROBLEM IN MAY 2001. NOW REPLACED LUGS: NUT SHEARED OFF WHEEL HELD! *AK								
Technician Comment:										
<input type="checkbox"/>	85198	VOQ	768657	02-Feb-2003	-1	19-Mar-1997	1998	WINDSTAR	2FMDA5143WBA	
Customer Comment:		ALL 5 LEFT FRONT LUG BOLTS SHEARED AND CAR LOST WHEEL AT 70 MPH ON FREEWAY. ROAD WAS STRAIGHT / SHOULDER. I NOTE 29 SIMILAR INCIDENTS OVER LAST 4 YEARS ON NHTSA WEBSITE, BUT NO RECALL. WHY NOT RIGHT FRONT LUGS BREAK AT LESS THAN SPEC TORQUE. ALL RIGHT FRONT LUGS WERE REPLACED. AT THAT TIME (UNFORTUNATELY) WERE NOT REPLACED. THESE LUGS CAUSED LIFE THREATENING HAZARD. DT								
Technician Comment:										

*dup.*  
*dup.*  
*dup.*

8876-004 0186

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Major Release 2.0
Release Date: Mon Feb 3 00:00:00 EST 2003

EPCD-004 0187

1999



### Chart Analysis

Search >> New Reports >> Search Summary >> Report Detail >> Vehicle Report History >> Chart Analysis

## Month of Production (MOP)

Selection Summary	
vehicle line	WINDSTAR
country	USA
model year	1999

Home

Month of Production (MOP)	Report Counts
<input type="checkbox"/> 6 / 1999	1
<input type="checkbox"/> 11 / 1999	2
<input type="checkbox"/> 12 / 1999	1
<input type="checkbox"/> 1 / 1999	2
<input type="checkbox"/> 2 / 1999	2
<input type="checkbox"/> 3 / 1999	2
<input type="checkbox"/> 4 / 1999	2
<b>Total</b>	<b>13</b>



283-004 0100



Get Chart Image

	Filter	Values
Stack By:	Vehicle Line	
	Model Year	
	Commodity Category	
	Assembly Plant	



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Contact: ECDSLP
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Motor Release 3.0
Released Data Mon Feb 3 00:00:00 EST 2003



Commodity Category - LV1	Commodity Counts	Significant Events	CGIS Safety
<b>Y00 (1) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel assy	<input type="checkbox"/> 1		
chassis - Subtotal	<input type="checkbox"/> 1		
<b>Across All Source Systems (21) UNIQUE ECI RECORD COUNTS</b>			
Total - Total	<input type="checkbox"/> 21	<input type="checkbox"/> 2	0

**Disclaimer:** This data is for use as one of several potential "warning" indicators for the Ford Motor Co. Enhanced Country Identification System. It is unverified, draft, summary data generated from a computer "word search" of engineer and technician system comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

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Motor Version 2.0
Release Date: Mon Mar 1 09:00:00 EST 2001



## Draft - Preliminary Assessment

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. The Early Warning System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician system comments. The Manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.

## Claims Listing

VIN CD = '2FMZA5144XB14867'

### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Claim Key	Service System Key	Data Src
1999	2FMZA5144XB14867	WINDSTAR	OAKVILLE PLANT BUILD	JAN-1999	GENERAL/GOODYEAR		P215/70R15 BSW - STYLE 1	2048401	Z2088Z2	AWS
Symptoms Code: TDS Orig. Plant Code: Actual Mfg: GENERAL/GOODYEAR Actual Brand: * Actual Size: P215/70R15 BSW - STYLE 1										
CCC: KIS Full Part: XP1Z-1107-AA Rep Date: 11-DEC-1999 Last Date: 16-FEB-2000 Mileage: 18000 YR: 9 Mat Cost: 328.31 Tot Cost: 1309.85 P/A Code/Sub: 0540D* VCH part# D										
DOT Rev: L F = * R F = * L R = * R R = * L I = * R I = * Spars = *										
Cost Symp Ck TDS	Comments: [REDACTED]									
Tech Symp Ck TDS	Comments: WHEEL STUDS SHEARED OFF REPLACE FIVE STUDS ONE ROTOR BACKING PLATE ONE WHEEL RIGHT SIDE MTR004 REPLACE BACKING PLATE REMOVE ROTOR SCREWS									
Concern Affect Comments:										
Severity Ck:	[ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLL-OVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)									
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										

Total number of Claims fetched: 1

**Draft - Preliminary Assessment**

*This data is for use as one of several potential "symptoms" indicators for the Ford Motor Co. Tire Early Warning System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. The manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.*

**Claims Listing**

VIN CD = '2FMZA514GKBB11000'

**Count by Incidents**

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig.Tire Manufacturer	Orig.Tire Brand	Orig.Tire Size	Claim Key	Service System Key	Date Rec
1999	2FMZA514GKBB11000	WINDSTAR	OAKVILLE PLANT BULD	JAN-1999	GENERALGOODYEAR		P215PDR18 BSW-STYLE 1	1000P14	4262704	AWB
Symptom Code: YDS Orig Plant Ck: Actual Mfg: GENERALGOODYEAR Actual Brand: Actual Size: P215PDR18 BSW - STYLE 1										
CCC: B69 Full Parts: KP1Z-1107-AA Rep Date: 26-AUG-1999 Lead Date: 15-SEP-1999 Mileage: 23679 TIR: 7 Mat Cost: 104.22 Tot Cost: 221.58 FIA Code/Date: 43504* VCR part# D										
DOF Row	LF=*RP=*LR=*RR=*LL=*RL=*Space*									
Cost Symp Ck: YDS	Comments: <del>REPLACED WHEEL LUB STUDS NUTS AND BRAKE ROTORS TORQUED TO SPEC</del>									
Tech Symp Ck: YDS	Comments: REPLACED WHEEL LUB STUDS NUTS AND BRAKE ROTORS TORQUED TO SPEC									
Customer Comment										
Severity Ck:	[ ] - ACCIDENT (Alleged) [ ] - BUCKY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)									
*** This is unverified, draft, summary data. Please read the full disclosure at the beginning of this report										

Total number of Claims fetched: 1

EPC-004 0000

### Draft -- Preliminary Assessment

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### Claims Listing

VIN CD = 'ZFMZA5145XBR1301'

#### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Claim Key	Source System Key	Date Rec
1999	ZFMZA5145XBR1301	WINDSTAR	OKAYVILLE PLANT BULD	JAN-1999	GENERALGOODYEAR		P815/R815 BWV - STYLE 1	2040701	1372120	AWB
* System Code: NEWD Orig Plant Ch: Actual Mfg: GENERALGOODYEAR Actual Brand: Actual Size: P815/R815 BWV - STYLE 1 CCC# F# Full Part: *MDC* Exp Date: 25-AUG-1999 Lead Date: 03-NOV-1999 Mileage: 9025 TIR: 7 Mat Cost: 73.19 Tot Cost: 3492.27 FA Code/Date: 0000* VOL page 4 D DOY Rev: LF=*RF=*LR=*RR=*LL=*RL=*RLL=*RRL=*										
Cust Symp Cb: NEWD Comments: EMPLOYEES THAT THE VEHICLE WAS TOWED IN.										
Tech Symp Cb: NEWD Comments: TOWED IN, R/F WHEEL CAME OFF, RIGHT HUB BOLTS BROKEN, WROTE INSURANCE ESTIMATE, OWNER REPORTED NO ACCIDENT OR UNUSUAL CONTACT WITH OBSTACLES AND REQUESTED FORD COVER AS A WARRANTY DEFECT. G HAD SMITH CONSULTED WITH REP. JIM TODD AND ALTH ORIZATION OCCURRED TO HANDLE AS FORD WARRANTY CLAIM. BODY TECH REPAIRED EDGE OF BUMPER, REPLACED RT FENDER, REPAIRED DAMAGED ROCKER AND FOG										
Cause/Action: GENERAL										
Severity Cb: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - BLOWDOWN (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclosure at the beginning of this report.										
1999	ZFMZA5145XBR1301	WINDSTAR	OKAYVILLE PLANT BULD	JAN-1999	GENERALGOODYEAR		P815/R815 BWV - STYLE 1	3440000	1415073420	NOVB
* System Code: TDS Orig Plant Ch: Actual Mfg: GENERALGOODYEAR Actual Brand: Actual Size: P815/R815 BWV - STYLE 1 CCC# Full Part: *MDC* Exp Date: 25-AUG-1999 Lead Date: 04-DEC-1999 Mileage: 9024 TIR: 1 Mat Cost: 0 Tot Cost: 0 FA Code/Date: 0000* VOL page 4 D DOY Rev: LF=*RF=*LR=*RR=*LL=*RL=*RLL=*RRL=*										
Comments: ***TENS#14 3008007 - (30-AUG-1999) ***TENS# - ***** DEALER REQUEST LETTER ***** NEED ORIGINATOR'S CONTACT: W/SHADE BUTT @ (800) 378-3088 ALLEGED DEFECTIVE VEHICLE WHILE DRIVING, ALL LINES STUCK/SHARED OFF CAUSING RIGHT FRONT WHEEL TO COME OFF W/SHADE. *** CUSTOMER REQUESTS FORD REPLACE HUB AND ROTOR, RIGHT FRONT FENDER, DOOR AND REPAIR DOOR. *****TENS#14 3008007 - (31-AUG-1999) ***TENS# - ***LPA COMMENTS***LPA SPOKE WITH THE SM WHO INDICATED THAT THE CUSTOMER HALLERING A DEFECTIVE WHEEL/TIRE. THE CUSTOMER WAS DRIVING AROUND 25-30 MPH WHEN THE TIRE WHEEL SEPARATED FROM THE VEHICLE WHILE DRIVING. NO INJURIES WERE SUSTAINED AND THE INSURANCE WAS CONTACTED BUT NO CLAIM WAS FILED. THE CUSTOMER BELIEVES THE REPAIRS SHOULD BE COVERED UNDER WARRANTY. THE DEALERSHIP INDICATED THAT THERE WAS NO EVIDENCE THAT THE WHEEL/TIRE SUSTAINED DAMAGES BECAUSE THE LIGHTS WERE SHEDDED OF THE TIRE. NORMALLY YOU WOULD SEE SOME DAMAGE TO THE WHEEL/TIRE IF THIS WERE TO OCCUR. LPA IS WAITING FOR THE PARTS & SERVICE DIRECTOR TO CALL WITH ADDITIONAL INFO. ***TENS#14 3008007 - (03-SEP-1999) ***TENS# - PROMPTED \$ AMOUNT 0***LPA COMMENTS***DEALER P & A CODE 0070 THE VEHICLE IS CURRENTLY BEING REPAIRED AT THE DEALERSHIP AT A \$ AMOUNT OFF FROM A DEFECTIVE WHEEL/TIRE. THE DON-JIM TODD AND LPA-VINCELINE @ GORNEY HAS RESOLVE THIS CASE BY REPAIRING THE CUSTOMER LAST FOUR OF R.O. & ONE HOLE INSTEAD OF HAVING THEM CONSULT THEIR INSURANCE										

1999 100-0000

	CO.COMMITMENT CODE PENDING FURTHER ACTION IS NEEDED AT THIS TIME TO RESOLVE PARTS. LPA COMMENTS: PARTS ORDERED BY THE DEALERSHIP AND SHOULD ARRIVE NEXT WEEK. LPA HAS AGREED WITH THE DOM. MR. JIM TODD TO GO AHEAD AND LPA WILL HAVE AN UPDATE NEXT WEEK REGARDING THE REPAIRS. REPAIR THE CUSTOMER VEHICLE. THE VEHICLE'S WHEEL CAME OFF WHILE THE CUSTOMER WAS DRIVING. THE SM STATES THAT THE
Task Symp Cdt TDS	Comments: LUG-NUTS AND STUDS ALL WERE MISSING. THE DEALERSHIP WILL CONSULT WITH THE CUSTOMER REGARDING THEIR VEHICLE TO INFORM THEM THAT FORD WILL RENDER THE REPAIRS. THE CUSTOMER IS ALSO PRESENTLY IN A RENTAL VEHICLE ISSUED BY THE DEALERSHIP AT \$25 A DAY. LPA HAS AGREED TO PAY FOR THE RENTAL COVER UNDER THE SAME ROV AS THE REPAIRS.
Concern Number Comment	
Severity Cdt	<input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)
*** This is unverified, check summary data. Please read the full disclaimer at the beginning of this report.	

Total number of Claims fetched: 2

## Draft - Preliminary Assessment

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## Claims Listing

VIN CD = '2FMZA5142XBR31009'

### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Chassis Key	Source System Key	Photo Src
1999	2FMZA5142XBR31009	WINDSTAR	OAKVILLE PLANT BULD	FEB-1999	GENERALGOODYEAR		P215/70R15 BSW - STYLE 1	1083208	125A028	AWG
Symptom Code: TTS Orig Plant Ch Actual Miles: GENERALGOODYEAR Actual Brand: Actual Size: P215/70R15 BSW - STYLE 1										
OCC: BMS Full Part: P712-1197-AA Rep Date: 14-FEB-2000 Last Date: 13-FEB-2000 Mileage: 3446 TIR: 1 Met Cost: 14.54 Tot Cost: 115.7 PA Code/Date: 05600* VCI part: D										
DOT Rev: LF = *BF = *LR = *RR = *LI = *RI = *Spare = *										
Cost Symp Ch: TTS	Comments: PASSENGER SIDE FRONT LUGS BROKE OFF									
Tech Symp Ch: TTS	Comments: VERIFIED CONCERN, PASSENGER SIDE FRONT LUGS AND THREE LUG NUTS									
Concern Analyst Comments:										
Security Ch:	[ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)									
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										
1999	2FMZA5142XBR31009	WINDSTAR	OAKVILLE PLANT BULD	FEB-1999	GENERALGOODYEAR		P215/70R15 BSW - STYLE 1	0448110	125A02870	MOFIS
Symptom Code: NCRD Orig Plant Ch Actual Miles: GENERALGOODYEAR Actual Brand: Actual Size: P215/70R15 BSW - STYLE 1										
OCC: * Full Part: *** Rep Date: 07-MAR-2000 Last Date: 04-DEC-2000 Mileage: 3400 TIR: -1 Met Cost: 0 Tot Cost: 0 PA Code/Date: 05600* VCI part: D										
DOT Rev: LF = *BF = *LR = *RR = *LI = *RI = *Spare = *										
Cost Symp Ch: NCRD	Comments: *** TENS (2010 2087000) - (07-MAR-2000) *** TENS - CUSTOMER SAYS: "SURVEY - CUSTOMER'S EXPERIENCE AT DOUGLAS FORD BOTH IN SALES & SVC WAS EXTREMELY PLEASANT. THE PERSONNEL ARE ATTENTIVE & FRIENDLY. THE SHOWROOM IS CLEAN - WHILE DRIVING, VENT 2 LUG NUTS SNAPPED OFF THE FRONT PASSENGER SIDE & MIDLAND FORD REPLACED 3 LUG NUTS. CUSTOMER WAS INFORMED OF THE RECALL. CUSTOMER'S OTHER CONCERNS CHECKED OUT. CUSTOMER HAS NO OTHER CONCERNS. PER CUSTOMER, DEALER SAYS - DOUGLAS FORD COUNCIL ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/AM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT COUNCIL SERV MGR. *** INFORMED CUST ABOUT RECALL 05617 *** IMPERANCE CASE ID: 4500 *** TENS (2010 2087000) - (07-MAR-2000) *** TENS - CUSTOMER CONCERN RESOLVED									
Tech Symp Ch: NCRD	Comments: *									
Concern Analyst Comments:										
Security Ch:	[ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)									

### Draft - Preliminary Assessment

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### Claims Listing

VIN CD = 2FMZA5149KBA71186

### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Claim Key	Source System Key	Data Src
1998	2FMZA5149KBA	WINDSTAR	OAKVILLE PLANT BULD	NOV-1998	GENERALGOODYEAR		P215/70R15 BSW - STYLE 1	3152749	Y.BAC406	CCIS
Symptom Code: TDS Orig. Plant Cde: Actual Mfg: GENERALGOODYEAR Actual Brand: Actual Size: P215/70R15 BSW - STYLE 1										
CCC: 50000 Fail Part: *-11D-* Rep Date: 09-OCT-2000 Lead Date: 26-OCT-2000 Mileage: 1647 TIR-1 Mid Cnt: 0 Tot Cnt: 0 FA Code/Date: 054G* VIN post: D										
DOT Rec: LF=*RF=*LR=*RR=*LI=*RI=*Spac=*										
Cust Symp Cde: TDS Comments: THE RIGHT FRONT WHEEL STUDS BROKE OFF OF THE HUB.										
Tech Symp Cde: TDS Comments: WE INSTALL TWO FRONT HUBS AND TWO REAR HUBS AND NEW LUG NUTS.										
Concern Analysis Comments:										
Security Cde: <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										
1998	2FMZA5149KBA	WINDSTAR	OAKVILLE PLANT BULD	NOV-1998	GENERALGOODYEAR		P215/70R15 BSW - STYLE 1	3461618	1600032720	MOR8
Symptom Code: NEWD Orig. Plant Cde: Actual Mfg: GENERALGOODYEAR Actual Brand: Actual Size: P215/70R15 BSW - STYLE 1										
CCC: * Fail Part: *-11D-* Rep Date: 23-SEP-2000 Lead Date: 04-DEC-2000 Mileage: 1647 TIR-1 Mid Cnt: 0 Tot Cnt: 0 FA Code/Date: 054G* VIN post: D										
DOT Rec: LF=*RF=*LR=*RR=*LI=*RI=*Spac=*										
Cust Symp Cde: NEWD Comments: ***TEWS(3774 2000007) - (28-SEP-00)*** TEWS - ***** DEALER REQUEST LETTER ***** CONTACT PERSON ***** LPA SPOKE WITH ***** WHO VERIFIED NO INJURIES AS WELL AS TO ***** THAT MATTER DID NOT RESULT IN AN ACCIDENT. LPA ADVISED LPA SPOKE WITH JOE GREEN WHO VERIFIED NO INJURIES AS WELL AS DEALERSHIP CONTACT ***** THAT MATTER IS ONE FOR REGIONAL AS THAT MATTER DID NOT RESULT IN AN ACCIDENT ***** MATTER IS ONE FOR REGIONAL WHEEL COVER. CUSTOMER REQUESTS FORD TO REPLACE VEHICLE ***** TEWS(3681 3000000) - (28-OCT-2000) *** TEWS - CUSTOMER SAYS: -LOST 4 SCREW NUTS FROM RIGHT FRONT TIRE JUST GOT LOST -DRIVING ON FREEWAY WHEN THIS HAPPENED -THE TIRE ALMOST CAME OFF AS IT ONLY HAD ONE STUD -THE HUB HAD ALL FIVE STUDS BROKEN -THE PART WILL BE SENT TO THEIR FORD TECHNICIAN -CALLING TO COMPLAINT ABOUT THIS INCIDENT -THE DEALERSHIP CANNOT EXPLAIN HOW THIS HAPPENED -VEH HAS BEEN FIXED AND GIVEN BACK TO US AS THE DLR BROUGHT IT BACK TO THE HOUSE -THE WHOLE HUB WAS REPLACED -I WANT A RENTAL WHILE THIS IS ALL SOLVED AS I DONT KNOW WHEN THIS COULD HAPPEN AGAIN -WHEN THE DEALERSHIP WAS TRYING TO TAKE OUT THE LAST STUD IT JUST BROKE ***** -CUST WOULD LIKE A PAPER THAT STATES THAT HIS VEH IS SAFE AND THAT THIS PROBLEM WILL NOT HAPPEN AGAIN -CUST WOULD LIKE THE REGIONAL OFFICE TO CONTACT HIM ASAP PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: -VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE - WILL REQUEST CRMSERVICE MANAGER CONTACT CUSTOMER WITHIN 2										

ENR3-004 0287

BUSINESS DAYS INFERENCE CASE ID: 4580****TENS(20MR 3080000) - (23-OCT-2000) **** TENS - VEHICLE HAD LUG STUDS BRAKE ON RT FRONT WHEEL - CUSTOMER HAD LOST CONFIDENCE IN VEHICLE - CUSTOMER WANTS FORD TO REPLACE WHEEL - OFFER DENIED BY BOTH COM AM									
Tech Symp Cb: <b>TKWD</b> Comments: TO DOM NO FURTHER ACTION TO BE TAKEN AT THIS TIME NOTE WE REPLACE ALL LUG STUDS AND LUG NUTS ON ALL 4 WHEELS TO ASSIST IN CUSTOMER SATISFACTION									
Concern Analyst Comments:									
Severity Cb: <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)									
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report									
1999	FENZAR 1600	WINDSTAR	OAKVILLE PLANT BULD	NOV-1998	GENERAL GOODYEAR	P21570R15 BSW - STYLE 1	3484870	11823361	AWS
Symptoms Code: <b>YDS</b> Orig Plant Cb: Actual Mfg: GENERAL GOODYEAR Actual Brand: Actual Desc: P21570R15 BSW - STYLE 1									
CCC: 264 Full Part: YFZZ-1164-AA Reg Date: 26-SEP-2000 Last Date: 04-OCT-2000 Mileage: 16487 TSS: 20 Mkt Cost: 348.29 Trk Cost: 455.21 PMA Code/Date: 05423* FOR part: D									
DOT desc: <b>LF=*BF=*LR=*BR=*LL=*RL=*Spire=* </b>									
Tech Symp Cb: <b>YDS</b> Comments: R F WHEEL STUDS BROKE OFF...CHECK ALL TORQUE ON THE OTHER WHEELS AND ADVISE WITH ME AND JOE GREEN									
Tech Symp Cb: <b>YDS</b> Comments: R F STUDS BROKEN OF HUB CORRECTION INSTALL TWO NEW FRONT HUBS AND TWO REAR HUBS WITH NEW LUG NUTS PER TIM FEATHER (FBO) REPLACE ALL LUG STUDS AND LUG NUTS NOTE ALL FOUR LUG STUDS THAT WERE BROKEN THERE WAS NO EVIDENCE OF THE LUG STUDS BEING LOOSE NO DAMAGE TO RIM ALL OTHER WHEEL LUGS HAD TORQUE FROM 45 TO 67 LB ON THE OTHER THIR BE WHEEL PER TIM FEATHER (FBO) REPLACE ALL LUG STUDS									
Concern Analyst Comments:									
Severity Cb: <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (Alleged)									
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Total number of Claims fetched: 3

### Draft - Preliminary Assessment

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. The Easy Warning System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician system comments. The Manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.

### Claims Listing

VIN CD = 'ZFMZAS146XBA40526'

### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Title Manufacturer	Orig. Title Brand	Orig. Title Desc	Claim Key	Source System Key	Dist. Key
1999	ZFMZAS146XBA40526	WINDSTAR	OKAYVILLE PLANT BUILD	OCT-1999	GENERAL		P218/POR 15 BSW SELF SEAL	1088424	174212Z	AWS
Symptom Code: T218 Orig. Plant Ctr: Actual Mfg: GENERAL, Actual Brand: * Actual Desc: P218/POR 15 BSW SELF SEAL										
CCC: N25 Full Part: *SERIAL* Exp Date: 27-APR-1999 Lead Date: 28-APR-1999 Mileage: 141 Tls: 1 Mod Code: 0 Tot Cost: 67.32 PIA Code/Date: 03704* VCI part# 6 P										
NOT Row: LF=*RP=*LR=*RR=*LL=*RL=*RQ=*SQ=*										
Cust Symp Ctr: T218 Comments: CHECK VIBRATION WHEN DRIVING ABOVE 48 MPH										
Tech Symp Ctr: T218 Comments: BALANCE AND CROSS INDEX FRONT TIRES										
Concern Ambient Comments:										
Severity Ctr: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)										
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										
1999	ZFMZAS146XBA40526	WINDSTAR	OKAYVILLE PLANT BUILD	OCT-1999	GENERAL		P218/POR 15 BSW SELF SEAL	1088428	0332715	AWS
Symptom Code: T218 Orig. Plant Ctr: Actual Mfg: GENERAL, Actual Brand: * Actual Desc: P218/POR 15 BSW SELF SEAL										
CCC: N25 Full Part: XPLE110V-AA Exp Date: 23-MAY-2000 Lead Date: 25-MAY-2000 Mileage: 2679 Tls: 14 Mod Code: 72.4 Tot Cost: 147.53 PIA Code/Date: 03704* VCI part# 6 P										
NOT Row: LF=*RP=*LR=*RR=*LL=*RL=*RQ=*SQ=*										
Cust Symp Ctr: T218 Comments: LEFT FRONT TIRE VIBRATED WHEN DRIVING ABOVE 48 MPH										
Tech Symp Ctr: T218 Comments: BALANCE AND CROSS INDEX FRONT TIRES										
Concern Ambient Comments:										
Severity Ctr: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)										
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Total number of Claims fetched: 2

1003-001 0200



## Draft - Preliminary Assessment

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## Claims Listing

VIN CD = ZFMZA5146KBA93355

### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Claim Key	Source System Key	Date Rec
1999	ZFMZA5146KBA	WINDSTAR	DAYVILLE PLANT BLVD	JAN-1999	GENERALGOODYEAR		P215/70R16 BW - STYLE 1	0001001	10041104	AWS
Symptom Code: XUE Orig. Plant Cb: Actual Mfg: GENERALGOODYEAR Actual Brand: Actual Size: P215/70R16 BW - STYLE 1										
OCC: 000 Full Part: KPZZ-1197-AA Reg Date: 31-MAY-2001 Lead Date: 08-JUN-2001 Mileage: 2825 TIR: 25 Mat Cost: 31.28 Tot Cost: 32.90 EA Code/Rate: 20420* VCR part# D										
DOT Size: LF = *RF = *LR = *RR = *LJ = *RJ = *Spare = *										
Cust Resp Cb: TDS Comments: *****										
Tech Resp Cb: TDS Comments: LUGS & STUDS INSPECTED,PAIR 4 LUGS & STUDS,VERIFY REPAIR										
Concern Analyst Comments:										
Severity Cb: [1]- ACCIDENT (Alleged) [1]- BURLY (Alleged) [1]- ROLLOVER (Alleged) [1]- FATALITY (Alleged) [1]- NON-COLLISION DAMAGE (Alleged)										
*** This is unvetted, draft, summary data. Please read the full disclaimer at the beginning of this report										
1999	ZFMZA5146KBA	WINDSTAR	DAYVILLE PLANT BLVD	JAN-1999	GENERALGOODYEAR		P215/70R16 BW - STYLE 1	040000	10015201	AWS
Symptom Code: HXWD Orig. Plant Cb: Actual Mfg: GENERALGOODYEAR Actual Brand: Actual Size: P215/70R16 BW - STYLE 1										
OCC: 000 Full Part: KPZZ-1A151-A3 Reg Date: 20-SEP-2001 Lead Date: 20-SEP-2001 Mileage: 3433 TIR: 28 Mat Cost: 25.35 Tot Cost: 24.05 EA Code/Rate: 20420* VCR part# D										
DOT Size: LF = *RF = *LR = *RR = *LJ = *RJ = *Spare = *										
Cust Resp Cb: HXWD Comments: CK SPARE WONT DISMOUNT STOPPED										
Tech Resp Cb: HXWD Comments: INSPECT JACK & HANDLE WITH SERVICE WRITER,NO PROBLEM FOUND,REINSTALL LOOSE JACK & HANDLE INTO JACK										
Concern Analyst Comments:										
Severity Cb: [1]- ACCIDENT (Alleged) [1]- BURLY (Alleged) [1]- ROLLOVER (Alleged) [1]- FATALITY (Alleged) [1]- NON-COLLISION DAMAGE (Alleged)										
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Total number of Claims fetched: 2

### Draft -- Preliminary Assessment

*This data is for use as one of several potential "warning" indicators for the Ford Motor Co. The Early Warning System. It is unverified, draft, summary data generated from a computer "word extract" of customer and technician opinion comments. The Manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.*

### Claims Listing

VIN CD = 2FMCZA5146XR857380

### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig Tire Manufacturer	Orig Tire Brand	Orig Tire Size	Chassis Key	Source System Key	Data Src
1999	2FMCZA5146XR857380	MONDSTAR	OKAYVILLE PLANT BULD	MAY-1999	GENERAL/GOODYEAR		P215/70R15 BSW - STYLE 1	1071842	2424973	AWS
System Code: IDE Orig Plant Code: Actual Mfg: GENERAL/GOODYEAR Actual Brand: Actual Size: P215/70R15 BSW - STYLE 1 CCC: 843 Full Part: KPZE-1007-CH Exp Date: 04-JUN-1999 Lead Date: 17-JUN-1999 Mileage: 1170 Yrs: 1 Mat Cost: 321.25 Tot Cost: 510.50 NA Code/Date: 00482* VCI path: F										
DOT Row: LF**KF**LR**ER**LL**H**S**										
Chassis Key	Comments: OK LUB NUTS ON WHEELS RIGHT FRONT									
Tire Key	Comments: ROUGH SURFACE BOLT(S) FRONT HUB REPLACE									
Concern Area										
Severity	[ ] - ACCIDENT (Alleged) [ ] - BUMPY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (Alleged)									
*** This is unverified, draft, summary data. Please read the full disclosure at the beginning of this report										

Total number of Claims fetched: 1

## Draft - Preliminary Assessment

This data is for use as one of several potential "warning" indicators for the Ford Motor Co. The Early Warning System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician synopsis comments. The Manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.

## Claims Listing

VIN CD = 7FMZA5249XBR31860

### Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig.Tire Manufacturer	Orig.Tire Brand	Orig.Tire Size	Claim Key	Source System Key	Body Str
1999	7FMZA5249XBR31860	WINDSTAR	OAKVILLE PLANT BULD	FEB-1999	MICHELIN		P225RDR-16 BSW-PERFORMANCE	1000079	10046823	AWB
Symptom Code: TDS Orig.Plant CD: Actual Mfg: MICHELIN Actual Brand: Actual Size: P225RDR-16 BSW-PERFORMANCE										
CCC: B65 Full Part IP12-1107-AA Rep Date: 05-JUL-2000 Last Date: 07-JUL-2000 Mileage: 18375 Tires: 14 Mod Code: 9.82 Tot Cost: 99.24 PIA Code: 00002* VCI grade: 7										
DOT New LF=*RF=*LR=*RR=*LI=*RI=* Spare=*										
Cost Symp Cd:	Comments: P225RDR-16 BSW-PERFORMANCE									
Tech Symp Cd:	Comments: 18375 REPLACED 2 WHEEL STUDS & LUG NUTS ON LR.									
Customer Comment:										
Severity Cd:	[1]- ACCIDENT (Alleged) [1]- INJURY (Alleged) [1]- ROLLOVER (Alleged) [1]- FATALITY (Alleged) [1]- NON-COLLISION DAMAGE (Alleged)									
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report										

Total number of Claims fetched: 1



### Search Result

Release 2.0

Release Date: January 21, 2003

Search >> Search Result >> Search Summary >> Report Detail >> Vehicle Report History >> Chart Analysis

Welcome  
Search  
SO Adhoc Query

Global Folder Search  
My Index  
My Folders  
Commodity Index  
Manage CA Assignments  
Manage Folders  
Internal/External Metrics

Tread Act Reporting

Hazard Request Manager  
Hazard Result Manager

Administration >>

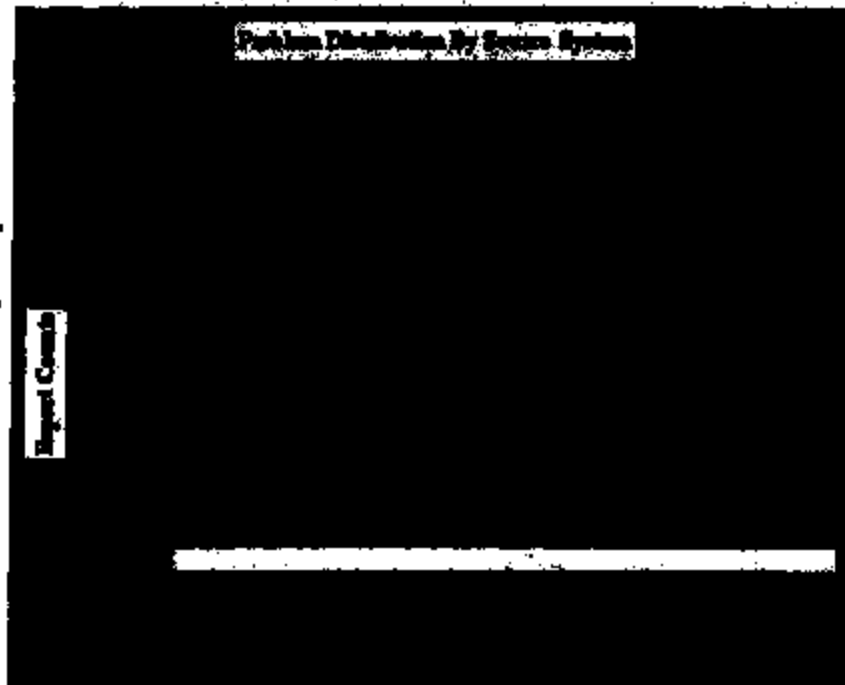
User Admin  
Profile Admin  
Group Admin

Feedback

Helpful Links

IRIS  
Safety Footprint  
WPRC

Selection Summary	
vehicle line number:	
commodity level 1 wheel assy:	
commodity level 2 bus and studs:	
condition number-cracked/fractured/split:	
model year:	2000



Get Chart Image

### Chart Analysis:

None

Commodity Category - LY1	Commodity Counts	Significant Events	CGIS Safety
<b>CGIS (1) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel assy	<input type="checkbox"/> 1		
chassis - Subtotal	<input type="checkbox"/> 1		
Commodity Category - LY1	Commodity Counts	Significant Events	CGIS Safety
<b>MORS (4) UNIQUE ECI RECORD COUNTS</b>			
chassis - wheel assy	<input type="checkbox"/> 4		
chassis - Subtotal	<input type="checkbox"/> 4		

ERG-004 0213

Commodity Category - LVI	Commodity Counts	Significant Events	CCSB Safety
<b>VOG (1) UNIQUE ECI RECORD COUNTS</b>			
cheats - wheel any	<input type="checkbox"/> 1		
cheats - Subtotal	<input type="checkbox"/> 1		
<b>Across All Source Systems (6) UNIQUE ECI RECORD COUNTS</b>			
<b>Total - Total</b>	<input type="checkbox"/> 6	6	0

Disclaimer: This data is for use as one of several potential "screening" indicators for the Ford Motor Co. Internal Concern Identification System. It is unverified, draft, statutory data generated from a computer "word search" of customer and technician electronic comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact ECIHELP  
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 Help Version 2.0  
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### Chart Analysis

[Search](#) >> [New Reports](#) >> [Search Summary](#) >> [Report Detail](#) >> [Vehicle Report History](#)  
 >> [Chart Analysis](#)

## Month of Production (MOP)

Selection Summary	
vehicle #	W1000778
assembly level 1	body
assembly level 2	line and shift
synthesis	damage-crack/fracture/gilt
model year	2000

None

Month of Production (MOP) Report Counts	
<input type="checkbox"/> 10 / 1999	1
<input type="checkbox"/> 11 / 1999	2
<input type="checkbox"/> 1 / 2000	2
<input type="checkbox"/> 4 / 2000	1
<b>Total</b>	<b>6</b>



Get Chart Image

Filter	Values
Vehicle Line	[REDACTED]
Model Year	[REDACTED]
Commodity Category	[REDACTED]
Assembly Plant	[REDACTED]

Disclaimer: This data is for use as one of several potential "symptoms" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, that, summary data generated from a computer "word search" of customer and technician support comments. Supplier data, technician and customer comments are verified and actual root cause of any potential issue is not established by this summary.

Contact: BCMELP
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Motor Release 2.0
Release Date: Mon Feb 3 00:00:00 EST 2003

## Draft - Preliminary Assessment

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. The Study Warning System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician complaint comments. The Manufacturer data is unverified. The actual root cause of the customer concern described is not established by this summary.

## Claims Listing

MDL YR IN ('2000','1999','1998','1997')  
 VEH LINE DESC IN ('WINDSTAR')  
 Keywords search (Y)  
 TIRE SYMP CD IN ('TD1','TD9')

## Count by Incidents

Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Claim Key
1997	2EMDAG14B7C	WINDSTAR	OAKVILLE PLANT BLDG	NOV-1998	MICHELIN		P205/70R15 BSW	0272024

\* Symptom Codes TD1, Orig. Plant Cdn Actual Mfgn MICHELIN Actual Branch \* Actual Size P205/70R15 BSW  
 OCC: 58553 Full Part \*\*\* Rep Date 14-MAR-1997 Lead Date 24-OCT-2000 Mileage 2000 TIR-1 Mat Cash 0 Tot Cash 0 P/A Code  
 Wheel size \*

DOT Raw LP \* RT \* LB \* RB \* LI \* RI \* Spare \*

Cost Symp Cdn TD5 Comments \*

Tech Symp Cdn TD5 Comments: TECH STATES THE VEHICLE SHAKES AFTER HITTING THE RAISED BEAMS IN THE P AVENMENT AT HWY SPEEDS STRETCH OF ROAD. COMPARED TO THE HOLE AND THIS ONE IS WORSE. HAS BALANCED THE TIRES AND WHEELS. ADVISE TECH TO DETERMINE IF THE CONCERN IS CHARACTERISTIC OVER THIS TYPE OF ROAD SURFACE. SA STATES THEY SAW THIS FROM ANOTHER LIKE VEHICLE. THE CONCERN WAS THE SAME WITH THE NEW TIRES. THEY COMPARED ADJACENT VEHICLES AND THIS APPEARS TO BE CHARACTERISTIC. ADVISE TECH IF HE CAN COMPARE AGAINST AT LEAST THREE OTHER VEHICLES TO DETERMINE IF THIS IS A NORMAL CHARACTERISTIC OF VEH.

Comments: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)

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Model Year	Vin	Vehicle Line	Assembly Plant	Month of Production	Orig. Tire Manufacturer	Orig. Tire Brand	Orig. Tire Size	Claim Key
1997	2EMDAG14B7C	WINDSTAR	OAKVILLE PLANT BLDG	OCT-1998	MICHELIN		P205/70R15 BSW	0428718

\* Symptom Codes TD1, Orig. Plant Cdn Actual Mfgn MICHELIN Actual Branch \* Actual Size P205/70R15 BSW  
 OCC: Full Part \*\*\* Rep Date 23-AUG-1999 Lead Date 01-DEC-2000 Mileage 6200 TIR-1 Mat Cash 0 Tot Cash 0 P/A Code

DOT Raw LP \* RT \* LB \* RB \* LI \* RI \* Spare \*

Cost Symp Cdn TD1 Comments: \*\*\*\*\*TEWS(1441 3057000) - (23-AUG-1999) \*\*\*\*\* TEWS - CUSTOMER SAYS: - 1997 WINDSTAR - CRACKED RIM ON TIRE - THIS IS THE THIRD RIM THAT HAS CRACKED IN THE LAST 6 MONTHS ON THREE DIFFERENT WHEELS - CUST FEELS NORMAL - VEH HAS NEVER BEEN IN AN ACCIDENT - CUST IS SEEKING FINANCIAL ASSISTANCE PER CUSTOMER, DEALER ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE - ADVISED CUST THAT THERE ARE RECALLS FOR THIS CONCERN - ADVISED CUST TO HOLD ON TO ORIGINAL RECEIPTS IN CASE OF FUTURE RECALLS REFERENCE CASE ID: 1771 CUSTOMER SAYS: - 1997 WINDSTAR - CRACKED RIM ON THE FRONTRIGHT TIRE - THIS IS THE TIRE THAT HAS CRACKED IN THE LAST 6 MONTHS ON THREE DIFFERENT WHEELS - CUST FEELS THAT THIS IS NOT NORMAL - VEH HP AN ACCIDENT - CUST IS SEEKING FINANCIAL ASSISTANCE PER CUSTOMER, DEALER SAYS: NONE CAG ADVISED: - WARRA - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE - ADVISED CUST THAT THERE ARE NO RECALLS FOR THIS CONC CUST TO HOLD ON TO ORIGINAL RECEIPTS IN CASE OF FUTURE RECALLS REFERENCE CASE ID: 1771

Comments: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)



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1997	2FMDA6141VBC	WINDSTAR	OAKVILLE PLANT BULD	OCT-1996	GOODYEARMICHELIN	F215/70R15 BSW - STYLE 1	7393262
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Symptom Code: TDS Orig Plant Cde: Actual Mfgn: GOODYEARMICHELIN Actual Brand: Actual Size: F215/70R15 BSW - STYLE 1

CCC: Full Part: 4-4-2 Rep Date: 19-JUN-2003 Lead Date: 20-JUN-2003 Mileage: 42800 TIR: -1 Mat Cost: 0 Tot Cost: 0 PIA Code/Date: 0000

DOT Row: LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

Comments: \*\*\*TIRWS(30RA 3083004) - (18-JUN-2003) \*\*\* TIRWS - CUSTOMER SAYS: THE CUST IS HAVING A PROBLEM WIT BOLTS THAT HOLD ON THE LUG NUTS ON THE FRONT FRONT TIRE KEEP ON BREAKING OFF - THIS PROBLEM HAS HAPPEN NOW - THE VEH WAS TAKEN IN ALLREADY TO THE DEALERS AND THE LUG NUTS HAVE BEEN FIXED CURRENTLY - THE ( THE ISSUE CAN HAPPEN AGAIN AND THAT MIGHT GET HURT BECAUSE OF THIS PER CUSTOMER, DEALER SAYS: THE DEP THE CUST THERE ARE NO RECALLS ON THE ISSUE - THE DEALER HAS NO IDEA WHAT THE PROBLEM IS CAC ADVISED: - W SERVICE DEPARTMENT AND HAVE CONFIRMED THAT YOUR VEHICLE HAS NOW BEEN TO THE DEALERSHIP MULTIPLE TIM DOCUMENTED YOUR CONCERN AND WILL SEND A COPY TO YOUR DEALERSHIP REQUESTING FURTHER TECHNICAL ASSEI CRAWSEY MGR WILL CONTACT YOU AS SOON AS THEY HAVE MORE INFORMATION - OBG TO THE DEALER AND TALKED TO AND HE INFORMED ME THIS ISSUE IS A MULTIPLE REPAIR ISSUE AND HE IS NOT SURE WHY THEY ARE BREAKING. INFERD

Comments: \*

Severity:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A

\*\*\* This is unverified, draft, summary data. Please read the full disclosure at the beginning of this report

1998	2FMDA6140WR	WINDSTAR	OAKVILLE PLANT BULD	JAN-1997	MICHELIN	F225/60R-16 BSW-PERFORMANCE	880028
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Symptom Code: TDI Orig Plant Cde: Actual Mfgn: MICHELIN Actual Brand: Actual Size: F225/60R-16 BSW-PERFORMANCE

CCC: H21 Full Part: 7-TRE-7 Rep Date: 11-MAY-1998 Lead Date: 22-MAY-1998 Mileage: 1897 TIR: 10 Mat Cost: 546 Tot Cost: 578 PIA 827317 Wheel date: \*

DOT Row: LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

Comments: TRUCK JERKS FROM SIDE TO SIDE WHEN FRONT WHEEL HIT CRACKS IN THE ROAD AT HIGH SPEEDS 80 AND,

Comments: NECESSARY TO REPLACE THE TIRES

Severity:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A

\*\*\* This is unverified, draft, summary data. Please read the full disclosure at the beginning of this report

1998	2FMDA6142WBE	WINDSTAR	OAKVILLE PLANT BULD	MAY-1997	FRESTONE	F205/70R15 BSW	008536
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Symptom Code: TDI Orig Plant Cde: Actual Mfgn: FRESTONE Actual Brand: Actual Size: F205/70R15 BSW

CCC: B65 Full Part: F982-1015-A Rep Date: 13-JUL-2000 Lead Date: 17-JUL-2000 Mileage: 28066 TIR: 37 Mat Cost: 73.73 Tot Cost: 99.52 203077 Wheel date: \*

DOT Row: LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

Comments: REPLACE DRIVERSIDE REAR RIM DUE TO CRACK ON INSIDE OF RIM NO DAMAGE OF HTB FOR REPAIR PER TIR

Comments: RIM CRACKED REPLACE RIM

Severity:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A

\*\*\* This is unverified, draft, summary data. Please read the full disclosure at the beginning of this report

1998	2FMDA614XWB	WINDSTAR	OAKVILLE PLANT BULD	JAN-1997	GOODYEARMICHELIN	F215/70R15 BSW - STYLE 1	988083
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Symptom Code: TDS Orig Plant Cde: Actual Mfgn: GOODYEARMICHELIN Actual Brand: Actual Size: F215/70R15 BSW - STYLE 1

CCC: B65 Full Part: F982-1107-AA Rep Date: 07-JAN-2000 Lead Date: 11-JAN-2000 Mileage: 12853 TIR: 11 Mat Cost: 7.42 Tot Cost: 34.4 B6190 Wheel date: \*

<b>DOT Rev</b>	LF=*RF=*LR=*RR=*LI=*RI=*Spare=*						
<b>Chk Symp Cdt TDI</b>	Comments: CHECK OUT ONE LUG NUT HARD TO GET OFF. (883)						
<b>Tech Symp Cdt TDI</b>	Comments: REPLACED 1 WHEEL STUD P&B FRT. WHEEL NUT BEIZED ON AND WRECKED THREAD S.(01)						
<b>Causes</b>							
<b>Analst</b>							
<b>Comments</b>							
<b>Security Cdt</b>	[ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A						
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report							
<b>1998</b>	<b>2EMZAS14W90</b>	<b>WINDSTAR</b>	<b>OAKVILLE PLANT BULD</b>	<b>MAR-1998</b>	<b>MICHELIN</b>	<b>P215/70R15 BSW SELF SEAL</b>	<b>1033025</b>
<b>Symptom Code TDI</b> <b>Orig Plant Cdt</b> <b>Actual Mfg: MICHELIN</b> <b>Actual Brand *</b> <b>Actual Size P215/70R15 BSW SELF SEAL</b>							
<b>CCC: B65</b> <b>Full Parts *1007*</b> <b>Rep Date: 14-SEP-1998</b> <b>Lead Date: 25-SEP-1998</b> <b>Mileage: 991</b> <b>TIR: 3</b> <b>Mat Cost: 0</b> <b>Tot Cost: 25.17</b> <b>P/A Cdt</b>							
<b>Wheel size *</b>							
<b>DOT Rev</b>	LF=*RF=*LR=*RR=*LI=*RI=*Spare=*						
<b>Chk Symp Cdt TDI</b>	Comments: CUST SAID SPARE TIRE WILL NOT FIT BACK UNDER WHEEL WELL.						
<b>Tech Symp Cdt TDI</b>	Comments: BROKEN CRACKED REPLACED BROKEN ROLL PIN THAT WAS SHEARED OFF						
<b>Causes</b>							
<b>Analst</b>							
<b>Comments</b>							
<b>Security Cdt</b>	[ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A						
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report							
<b>1998</b>	<b>2EMZAS14ZWB</b>	<b>WINDSTAR</b>	<b>OAKVILLE PLANT BULD</b>	<b>MAY-1997</b>	<b>GOODYEAR/MICHELIN</b>	<b>P215/70R15 BSW - STYLE 1</b>	<b>2848447</b>
<b>Symptom Code TDI</b> <b>Orig Plant Cdt</b> <b>Actual Mfg: GOODYEAR/MICHELIN</b> <b>Actual Brand *</b> <b>Actual Size P215/70R15 BSW - STYLE 1</b>							
<b>CCC: F92</b> <b>Full Parts F92Z-2B22-A</b> <b>Rep Date: 28-AUG-1997</b> <b>Lead Date: 03-SEP-1997</b> <b>Mileage: 605</b> <b>TIR: 3</b> <b>Mat Cost: 225.22</b> <b>Tot Cost: 308.05159*</b> <b>Wheel size *</b>							
<b>DOT Rev</b>	LF=*RF=*LR=*RR=*LI=*RI=*Spare=*						
<b>Chk Symp Cdt TDI</b>	Comments: HEARD NOISE WHILE TURNING IN DRIVEWAY PARKED STACAN SHOOK REALLY BAD FROM PARK TO DRIVE CA						
<b>Tech Symp Cdt TDI</b>	Comments: TRACED PROBLEM TO BOLT COMING OUT OF CAL BRAKE AND CAL TOP GOING OUT AND HITTING INSIDE OF W LOCKING UP BENT CAL HOLDER BOLTS GROUND DOWN WHEEL REPLACED PARTS AND NOW NORMAL.						
<b>Causes</b>							
<b>Analst</b>							
<b>Comments</b>							
<b>Security Cdt</b>	[ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A						
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report							
<b>1998</b>	<b>2EMZAS14ZWB</b>	<b>WINDSTAR</b>	<b>OAKVILLE PLANT BULD</b>	<b>SEP-1997</b>	<b>GOODYEAR/MICHELIN</b>	<b>P215/70R15 BSW - STYLE 1</b>	<b>2853783</b>
<b>Symptom Code TDI</b> <b>Orig Plant Cdt</b> <b>Actual Mfg: GOODYEAR/MICHELIN</b> <b>Actual Brand *</b> <b>Actual Size P215/70R15 BSW - STYLE 1</b>							
<b>CCC: B05</b> <b>Full Parts F92Z-1123-28</b> <b>Rep Date: 13-MAR-1998</b> <b>Lead Date: 25-MAR-1998</b> <b>Mileage: 607</b> <b>TIR: 6</b> <b>Mat Cost: 243.97</b> <b>Tot Cost: 4</b>							
<b>Code/Rate: 0948*</b> <b>Wheel size *</b>							
<b>DOT Rev</b>	LF=*RF=*LR=*RR=*LI=*RI=*Spare=*						
<b>Chk Symp Cdt TDI</b>	Comments: BRAKES GRINDING AND VEHICLE DID NOT STOP. CUSTOMER RAN INTO CURB AND BENT THE RIGHT FRONT W						
<b>Tech Symp Cdt TDI</b>	Comments: ROTORS ARE WORN BADLY RI WHEELS AND INSPECT BRAKES, REPLACE RP WHEEL. REPLACE FRONT BRAKE ROTORS. CHECK REAR BRAKES, OK						
<b>Causes</b>							
<b>Analst</b>							
<b>Comments</b>							
<b>Security Cdt</b>	[ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A						
*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report							
<b>1998</b>		<b>WINDSTAR</b>	<b>[N/A]</b>		<b>[N/A]</b>	<b>[N/A]</b>	<b>3404022</b>

\* Symptom Code: TDS Orig. Plant Cde: Actual Mfgn [N/A] Actual Brand: Actual Blot [N/A]  
 CCC: Full Part: Reg Date 08-APR-1999 Lead Date 16-NOV-2000 Mileage 0 TIR-1 Met Cost 0 Tot Cost 0 P/A Code/Date: ?  
 DOT Row LF\*\*RF\*\*LR\*\*RR\*\*LI\*\*RI\*\*Spurs\*\*

Case Symp Cde TDS Comments: LUG NUTS BROKE OFF OF RIGHT FRONT TIRE AND HUB OF WHEELBRAKE DRUM, RESULTING IN TIRE FALLING AND CAUSING DAMAGE TO VEHICLE. (OHIO TRAFFIC CRASH REPORT), NJS

Task Symp Cde TDS Comments: (1) 282130 - WHEEL:LUGS:NUTS:BOLTS

Security Cde: [ ]-ACCIDENT (Alleged) [ ]-INJURY (Alleged) [ ]-ROLLOVER (Alleged) [ ]-FATALITY (Alleged) [ ]-NON-COLLISION DAMAGE (A)

\*\*\* This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report

1998		WINDSTAR [N/A]		[N/A]		[N/A]	3404018
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\* Symptom Code: TDS Orig. Plant Cde: Actual Mfgn [N/A] Actual Brand: Actual Blot [N/A]  
 CCC: Full Part: Reg Date 05-JAN-2000 Lead Date 16-NOV-2000 Mileage 3788 TIR-1 Met Cost 0 Tot Cost 0 P/A Code/Date:  
 DOT Row LF\*\*RF\*\*LR\*\*RR\*\*LI\*\*RI\*\*Spurs\*\*

Case Symp Cde TDS Comments: PASSENGER'S SIDE FRONT TIRE BOLTS ENHANCED OFF AND WHEEL ROLLED DOWN THE HIGHWAY. CAR REST DISC BRAKE. THEN IT CAME TO A STOP. MECHANIC SAID THE BOLTS BROKE OFF, AND NUTS WERE STUCK ON THEM. "AK

Task Symp Cde TDS Comments: (1) 282427 - WHEEL:LUGS:NUTS:BOLTS

Security Cde: [ ]-ACCIDENT (Alleged) [ ]-INJURY (Alleged) [ ]-ROLLOVER (Alleged) [ ]-FATALITY (Alleged) [ ]-NON-COLLISION DAMAGE (A)

\*\*\* This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report

1998	ZEMDAN14550	WINDSTAR	OKVILLE PLANT BULD	APR-1997	GOODYEARMICHELIN	P215/70R15 BSW - STYLE 1	3472484
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\* Symptom Code: TDS Orig. Plant Cde: Actual Mfgn [GOODYEARMICHELIN] Actual Brand: Actual Blot [P215/70R15 BSW - STYLE 1]  
 CCC: Full Part: Reg Date 23-JAN-1999 Lead Date 03-DEC-2000 Mileage 1 TIR-3 Met Cost 0 Tot Cost 0 P/A Code/Date: 0463  
 DOT Row LF\*\*RF\*\*LR\*\*RR\*\*LI\*\*RI\*\*Spurs\*\*

Case Symp Cde TDS Comments: \*\*\*\*TEWS(0781 30810007) - (23-JAN-1999) \*\*\*\* TEWS - \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*C BRYAN JOHNSON, SERVICE MANAGER/D 5127/88 \*\*\*LPA MADE OBC TO THE DEALER AND SPOKE WITH BRYAN JOHNSON CONTACT: BRYAN JOHNSON @ 708-447-8444. SERVICE MANAGER \*\*\*PER BRYAN: THE CUSTOMER BROUGHT THE VEHICLE STUDES BROKE. CUSTOMER STOPPED AT AN INTERLUDE INTO THE DEALER ON 12/26/98 DESCRIBING THE NOISE IN THE DR FRONT WHEEL FELL OFF. FRONT RIGHT AREA OF THE VEHICLE. THE DEALER CONCLUDED THAT CUSTOMER REQUESTS R DAMAGES AND REIMBURSEMENT. THERE WAS NO PROBLEM FOUND. THE VEHICLE IS MAINTAINED BY FOR LUG NUT STUD REPLACEMENT. THE OWNER HIMSELF AND IT IS BELIEVED THAT THE CUSTOMER MAY HAVE TIGHTENED HIS LUGNUTS TOI SHAPED. THE CUSTOMER IS CURRENTLY DRIVING THE VEHICLE. LPA INFORMED THE DEALER THAT AN EAA INSPECTION PERFORMED AND THE DEALER AGREED (PER BRYAN) THAT THEY WILL PROVIDE A LOANER VEHICLE TO THE CUSTOMER I IT IN FOR INSPECTION. IN ADDITION, THE CUSTOMER TOOK THE VEHICLE TO ANOTHER DEALER WHO DIDN'T WARRANT FOR THE LUGNUTS. \*\*\*\*TEWS(0781 30810007) - (23-JAN-1999) \*\*\*\* TEWS - CONTACT PERSON JOHN STAFFORD'S VOICE M OBC TO THE CUSTOMER AND LEFT A MESSAGE ON SERVICE MAIL AT WORK INTRODUCING SELF AND LEFT PHONE NUME CUSTOMER TO CALL BACK WITH ANY ADDITIONAL INFORMATION. LPA STATED THE CASE WILL BE HANDLED PROVIDED NO SUBSTANTIAL INJURIES SUSTAINED. LPA ALSO STATED SHE WILL CALL THE CUSTOMER BACK ON MONDAY, 2/1/99 TO THEMATTER. \*\*\*\*TEWS(0781 30810007) - (01-FEB-1999) \*\*\*\* TEWS - CONTACT PERSON JB YOUNG. CONTACT PERSON JB YI PERSON BRYAN JOHNSON. LPA RECEIVED INBOUND CALL FROM THE EAA INSPECTOR JB YOUNG. LPA MADE OBC TO THE SPOKE WITH THE SERVICE MAN. LPA MADE

Task Symp Cde TDS Comments: OBC TO THE EAA INSPECTOR, JB YOUNG. PER JB CANA VOICE MESSAGE FOR LPA. AGER, BRYAN JOHNSON HIM THAT THE EAA INSPECTOR DO THE INSPECTION THIS WEEK WILL CALL THE DEALER SERVICE MANAGER, BRYAN TO SET APPOINTMENT. OR WILL BE PERFORMING THE INSPECTION THIS WEEK AND HE WILL MAKE THE CONTACT TO SET UP AN APPOINTMENT. \*\*\*\*TEWS(0781 30810007) - (03-FEB-1999) \*\*\*\* TEWS - CONTACT PERSON JB YOUNG. LPA PAVED AL NECESSARY TO THE EAA INSPECTOR, JB YOUNG. RECEIVED CONFIRMATION OF FAX. \*\*\*\*TEWS(0781 30810007) - (18-FEB-99) PEE NO DEALER N. 2/1/99. LPA RECEIVED THE INSPECTION REPORT BACK VIA FACSIMILE. LPA RECEIVED THE ORIGINAL R AND LUGNUTS FOR INSPECTION ON 2/17/99 VIA PRIORITY MAIL. WILL REVIEW AND MAKE A DECISION. \*\*\*\*TEWS(0781 3081 03-FEB-1999) \*\*\*\* TEWS - LPA MET WITH TEAM LEADER (BLACK) AND HAVE DETERMINED THAT THE CUSTOMER NEEDS INSURANCE COMPANY. THERE WAS NO CONFIRMATION OF A PRODUCT DEFECT FOUND. \*\*\*\*TEWS(0781 30810007) - (01-M TEWS - LPA SENT A DENIAL LETTER TO THE CUSTOMER REFERRING HIM TO HIS INSURANCE CARRIER. NO FURTHER AI REQUIRED. LETTER WAS SENT VIA US MAIL. FINAL CASE DISPOSITION. \*\*\*\*TEWS(0781 30810007) - (10-MAR-1999) \*\*\*\* TEW MICRO DOCUMENT #: 8742488. \*\*\*\*TEWS(0781 30810007) - (23-MAY-1999) \*\*\*\* TEWS - CUSTOMER SAYS: RECD CONSUMER VIA IMAGING. PER CUSTOMER, DEALER SAYS: CAC ADVISED. \*\*\*\*TEWS(0781 30810007) - (01-JUN-1999) \*\*\*\* TEWS - LPA U CASE; MET WITH TEAM LEADER (BLACK) AND HAVE DETERMINED THAT WE ARE REAFFIRMING OUR DECISION MADE. NO IS REQUIRED. CUSTOMER WAS ADVISED VIA US MAIL. THE PREVIOUS DECISION MADE IS APPROPRIATE. FURTHER ACTION IS REQUIRED. CUSTOMER SENT IN SURVEY STATING THAT LPA IS NOT RETURNING CALLS OR CORRESP HAS BEEN CLOSED SINCE PREVIOUS DECISION MADE ON MARCH 1, 1999. CUSTOMER WAS NOT HAPPY WITH THE DECISION. WANTED THE CASE RE-REVIEWED. LPA RE-REVIEWED THE CASE AND IT HAS BEEN DETERMINED THAT THE DECISION IS A

FURTHER ACTION PROPOSED—FINAL CASE DISPOSITION—LPA WILL NOT RE-REVIEW THE CASE AGAIN							
<b>General</b> <b>Model</b> <b>Comments:</b>							
<b>Search</b> <b>On:</b> <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (A)							
<i>*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report</i>							
1998	2FZAZA148NHC	WINDSTAR	OAKVILLE PLANT BULD	DEC-1997	GOODYEARBCHLN	P2187FR15 BSW - STYLE 1	3479081
<b>Symptom Code:</b> TDI <b>Orig. Plant Cdt:</b> <b>Actual Mfgn:</b> GOODYEARBCHLN <b>Actual Brand:</b> <b>Actual Size:</b> P2187FR15 BSW - STYLE 1							
<b>CCC:</b> * <b>Full Part:</b> * * * <b>Exp Date:</b> 12-MAR-1999 <b>Lead Date:</b> 05-DEC-2000 <b>Mileage:</b> 1499 <b>TB:</b> -1 <b>Mat Cost:</b> 0 <b>Tot Cost:</b> 0 <b>PA Code/Sub:</b>							
<b>DOT Rev:</b> LF=*RF=*LR=*RR=*LI=*RI=*Spars=*							
<b>Cost Symp</b> <b>On TDI</b>	<b>Comments:</b> ***TEWS(0412 3081000) - (12-MAR-1999) *** TEWS - CUSTOMER SAYS: CUST IS REQUESTING FINANCIAL ASSIST BENT WHEEL CONCERN. INDEPENDENT IS ADVISING THE DLR THAT HER LEFT WHEEL IS BENT. CUST STATES THAT HER NO ACCIDENTS PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: DEALERSHIP PRICES REFLECT INVESTMENT IN EQ TECHNICAL TRAINING. - FORD COVERED REPAIRS MUST BE PERFORMED BY A FIRM DEALER. - NO ASSISTANCE FOR REPAIR INDEPENDENT. INFERENCE CASE ID: 4477CUSTOMER SAYS: CUST IS REQUESTING FINANCIAL ASSISTANCE FOR A BENT W INDEPENDENT IS ADVISING THE DLR THAT HER LEFT WHEEL IS BENT. CUST STATES THAT HER VEH HAS BEEN IN NO ACC CUSTOMER, DEALER SAYS: NONE CAC ADVISED: DEALERSHIP PRICES REFLECT INVESTMENT IN EQUIPMENT AND TECH FORD COVERED REPAIRS MUST BE PERFORMED BY A FIRM DEALER. - NO ASSISTANCE FOR REPAIRS BY INDEPENDENT. IR 4477						
<b>Task Symp</b> <b>On TDI</b>	<b>Comments:</b> *						
<b>General</b> <b>Model</b> <b>Comments:</b>							
<b>Search</b> <b>On:</b> <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (A)							
<i>*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report</i>							
1998	2FZAZA148NHC	WINDSTAR	OAKVILLE PLANT BULD	MAY-1998	PIRESTONE	P20070R15 BSW	3480982
<b>Symptom Code:</b> TDI <b>Orig. Plant Cdt:</b> <b>Actual Mfgn:</b> PIRESTONE <b>Actual Brand:</b> <b>Actual Size:</b> P20070R15 BSW							
<b>CCC:</b> * <b>Full Part:</b> * * * <b>Exp Date:</b> 23-DEC-1999 <b>Lead Date:</b> 05-DEC-2000 <b>Mileage:</b> 2409 <b>TB:</b> -1 <b>Mat Cost:</b> 0 <b>Tot Cost:</b> 0 <b>PA Code/Sub:</b>							
<b>DOT Rev:</b> LF=*RF=*LR=*RR=*LI=*RI=*Spars=*							
<b>Cost Symp</b> <b>On TDI</b>	<b>Comments:</b> ***TEWS(2010 3082000) - (23-DEC-1999) *** TEWS - CUSTOMER SAYS: CLAIMS RIM IS CRACKED - CLAIMS WH ANYTHING - SEECS FINANCIAL ASSISTANCE PER CUSTOMER. DEALER SAYS: CAC ADVISED: -CUSTOMER IS OUT OF TOWN ASSISTANCE AS SOON AS POSSIBLE - VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION DEALERSHIP - WILL REQUEST CRUISE/CONTROL CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE 4544***TEWS(2010 3082000) - (21-FEB-2000) *** TEWS - CUSTOMER FROM OUT OF STATE, WHEEL LEAKING AT WELD, RE CUSTOMER VERY PLEASED.						
<b>Task Symp</b> <b>On TDI</b>	<b>Comments:</b> *						
<b>General</b> <b>Model</b> <b>Comments:</b>							
<b>Search</b> <b>On:</b> <input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (A)							
<i>*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report</i>							
1998	2FZAZA148NHC	WINDSTAR	OAKVILLE PLANT BULD	JUN-1998	MICHELIN	P2187FR 15 BSW SELF SEAL	3480317
<b>Symptom Code:</b> TDI <b>Orig. Plant Cdt:</b> <b>Actual Mfgn:</b> MICHELIN <b>Actual Brand:</b> <b>Actual Size:</b> P2187FR 15 BSW SELF SEAL							
<b>CCC:</b> * <b>Full Part:</b> * * * <b>Exp Date:</b> 10-FEB-1999 <b>Lead Date:</b> 05-DEC-2000 <b>Mileage:</b> 6809 <b>TB:</b> -1 <b>Mat Cost:</b> 0 <b>Tot Cost:</b> 0 <b>PA Code/Sub:</b>							
<b>DOT Rev:</b> LF=*RF=*LR=*RR=*LI=*RI=*Spars=*							
<b>Cost Symp</b> <b>On TDI</b>	<b>Comments:</b> ***TEWS(2010 3081000) - (10-FEB-1999) *** TEWS - CUSTOMER SAYS: 88 000 MILES THE DEALER SMD THAT F FRONT END IS BENT AND IT WILL COST 2000 FOR THE REPAIR OF THE STEERING. MY DAUGHTER HIT THE COUNTER AND I CAUSE A PROBLEM BUT I BELIEVE THAT THE CAR IS DEFECTIVE PER CUSTOMER. DEALER SAYS: CAC ADVISED: - VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION TO THE DEALERSHIP - WILL REQUEST CRUISE/CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERENCE CASE ID: 4549CUSTOMER SAYS: 88 000 MILES THE DEALER I BITE FRONT END IS BENT AND IT WILL COST 2000 FOR THE REPAIR OF THE STEERING. MY DAUGHTER HIT THE COUNTER SEEMS TO CAUSE A PROBLEM BUT I BELIEVE THAT THE CAR IS DEFECTIVE PER CUSTOMER. DEALER SAYS: CAC ADVISED: UNDER BUMPER-TO-BUMPER WARRANTY - WILL FORWARD INFORMATION TO THE DEALERSHIP - WILL REQUEST CRUISE/						

CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS INFERNO CASE ID: 4545\*\*\*\*TEW8010 30910033 - (18-FEB-1999) \*\*\* TE ROBIN BOG, CUSTOMER RELATIONS MANAGER SPOKE WITH CUSTOMER, THE DAMAGE DONE TO VEHICLE WAS NOT FOR RESPONSIBILITY. THE CUSTOMER ADMITS HITTING A CURB THE STABILIZER LINK IS BROKEN IN HALF FRAME IS BENT AND ALMOST UNDER THE VEHICLE BENT. CUSTOMER DID NOT LIKE MY EXPLANATION THAT IS WAS NOT FORBOB RESPONSIBLE. CUSTOMER HITS A CURB TO REPAIR DAMAGE AND TRANSFER TO SERVICE MANAGER DOUG BRUNN WHO CONFIRMED TI MYSELF.

Task Symp  
Cd: TDI  
Comments: \*

Concern  
Number  
Comments:

Search  
Cd:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A)

\*\*\* This is unverified, check, summary data. Please read the full disclaimer at the beginning of this report

1998	ZMZAR11980000000000000000	WINDSTAR	OAKVILLE PLANT BUILD	OCT-1997	MICHELIN	P215/70R 15 BSW SELF SEAL	3087898
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Symptom Code: TDI Orig Plant Cd: Actual Mfgn MICHELIN Actual Branch: Actual Size P215/70R 15 BSW SELF SEAL  
 CCC: N23 Full Part: P82Z801-5A Rep Date: 25-OCT-2000 Lead Date: 27-OCT-2000 Mileage: 2734 TIR: 20 Mat Cost: 271.54 Tot Cost: 3  
 87891\* Wheel Size \*

DOT Row LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

Cost Symp  
Cd: TDI  
Comments: DEMONSTRATE REPAIR FOR BRAKE GRIND SPINNY FELT FROM LEFT FRONT WHEEL. BRAKE ONLY FELT WHEN ROLLING AT BRAKES APPLIED LIGHTLY, BRIAN S. HAS ROAD TESTED AND CONFIRMED WITH OLST

Task Symp  
Cd: TDI  
Comments: 37000 RT CHECK ROTORS FOR OUT OF ROUND REPLACE 2 FRONT ROTORS .018 REPLACE FRONT BRAKE PAD 8MM REMAIN ON ORIG FRONT PADS

Concern  
Number  
Comments:

Search  
Cd:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A)

\*\*\* This is unverified, check, summary data. Please read the full disclaimer at the beginning of this report

1998	ZMZAR11980000000000000000	WINDSTAR	UN		UN	UN	888888
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\* Symptom Code: TDI Orig Plant Cd: Actual Mfgn [UN] Actual Branch: Actual Size [UN]  
 CCC: \* Full Part: \* Rep Date: 27-NOV-2001 Lead Date: 30-MAY-2002 Mileage: 18468 TIR: -1 Mat Cost: 0 Tot Cost: 0 P/A Code: \*  
 Wheel Size \*

DOT Row LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

Cost Symp  
Cd: TDS  
Comments: WHILE IN MOTION, PASSENGER TIRE CAME OFF VEHICLE DUE TO LUG NUTS BREAKING OFF, CAUSING VEHICLE THE GROUND, SKIDDING INTO A VACANT LOT, HITTING A 2M BOARD, CLAIM 48-8214-82L \*JS

Task Symp  
Cd: TDS  
Comments: (1) 1854781 - WHEELS: LUG NUTS: BOLTS

Concern  
Number  
Comments:

Search  
Cd:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A)

\*\*\* This is unverified, check, summary data. Please read the full disclaimer at the beginning of this report

1998	ZMZAR11980000000000000000	WINDSTAR	OAKVILLE PLANT BUILD	FEB-1998	MICHELIN	P225/60R-16 BSW-PERFORMANCE	7281948
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Symptom Code: TDI Orig Plant Cd: Actual Mfgn MICHELIN Actual Branch: Actual Size P225/60R-16 BSW-PERFORMANCE  
 CCC: 30400 Full Part: \* Rep Date: 12-MAR-2003 Lead Date: 21-MAR-2003 Mileage: 7386 TIR: -1 Mat Cost: 0 Tot Cost: 0 P/A Code:  
 Wheel Size \*

DOT Row LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

Cost Symp  
Cd: TDI  
Comments: \*

Task Symp  
Cd: TDI  
Comments: THERE IS CONSIDERABLE BODY DAMAGE DUE THE THE WHEEL COMING OFF BUT NO TECH HAS NO VEH HIST CUSTOMER IS NEW TO THE AREA, THE AT HUB LEVEL. THE STUDS ARE BROKEN AT VARIOUS LENGTHS SOME AT WHEEL TORQUE-STRIPS TO MOUNT WHEELS. HAS SIGNS OF RUST BUT THE OTHERS ALL ARE VERY CLEAN AT THE BREAKS. VEH BRAKE INSPECTION AT THE DEALER, TECH STS THEY USE REPORT OF PERSONAL INJURY. TECH INQUIRE IF THE CUSTOMER REIMBURSEMENT FOR DAMAGES. TECH STS ALL WHEEL STUDS ON THE RT FRONT WHEEL HAVE SPOKE. ONE STUD CURB CANNOT BE SUBSTANTIATED. ADVISED THIS REPORT WILL BE FLAGGED AS A SAFETY ISSUE AND SM WILL BE CALLED BA INFO THERE HAVE BEEN NO RECALLS FOR THIS CONCERN. MARK WHEEL BOLT HOLES AND POSITION OF STUDS THAT AT CONCERN ADVISED TECH WE HAVE ONLY 2 REPORTS OF BROKEN WHEEL STUDS. RMATION IS OBTAINED. ADVISED TO H UNITS. CONTACTED BACK ON SITION. REPLACE LUG NUTS FOR THAT WHEEL. REPLACE THE HUB/STUD ASSY NOT STUDS. REPAIRS AS NESS. ADVISED SM OF NO KNOWN STUD BREAKAGE CONCERN. VALIDITY OF INFORMATION

REPORT #: Y08DU011 REPLACE RETAINER ASY THIS CONCERN CALL BM  
 RELEASING VEHICLE. REPL. ALL LUG NUTS FOUR HAVE BROKEN AT DIFF. TIMES ON FRT CONTINUES. WILL BE ABLE TO V  
 ARE BREAKING IN THE SAME PO REPORT #: 2J28R016 ADVISE BM NO KNOWNS. VERIFY BOLT HOLES IN WHEEL AND HUB  
 REPORT #: Y08DU011 REPLACE RETAI  
 REPORT #: VPC0012 REPL. ALL LUG NUTS FOUR HAVE BROKEN AT DIFF. TIMES ON FRT

Customer  
 Location  
 Comments:

Search  
 Ck:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A

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1999	ZENZASMON	WINDSTAR	OAKVILLE PLANT BULD	APR-1999	MACHELIN	P21670R16 BSW - PERFORMANCE	7281367
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Symptom Code: TD1, Orig Plant Cde: Actual Mfg: OAKVILLE Actual Branch: Actual Store: P21670R16 BSW - PERFORMANCE  
 CCC: 30690 Full Part: \*\*\* Rep Date: 17-MAR-2005 Lead Date: 21-MAR-2005 Mktg: 16621 TEs: J, Mkt Cde: 0 Tel Cde: 0 P/A Cde:  
 Wheel size: \*

DOT Row: LF- \*\* BF- \*\* LR- \*\* RR- \*\* LI- \*\* RI- \*\* Spare- \*\*

Case Symp  
 Ck: TD1 Comments: \*

Task Symp  
 Ck: TD1 Comments: SOME OF THE STUDS APPEAR TO HAVE SOME RUST AND SOME CLEAN AREA ON THE DAMAGE TO THE RT FR  
 AREA. NO REPORT OF PERSONAL INJURY. BM STS THE RT FRONT WHEEL CAME OFF DUE TO ALL THE STUDS ARE BROKE  
 THE CUSTOMER IS SEEKING REIMBURSEMENT. BROKEN ENDS (POSS INDICATION THEY MAY HAVE BEEN CRACKED). THE  
 WILL BE ABLE TO VERIFY IF STUDS ARE BREAKING IN THE SAME PO MARK WHEEL, BOLT HOLES AND POSITION OF STUDS  
 BROKEN IF CONCERN \*\*\*\*\* SYCNL REPLACE  
 THAT WHEEL. CUSTOMER PROVIDED CANNOT BE SUBSTANTIATED. ADVISED THIS REPORT WILL ADVISED BM TO REPAIR  
 REPLACE THE HUB RATHER THAN PRESSING STUDS INTO THE OLD HUB. POSS REPEATED OVER OR UNDER TORQUING.  
 \*\*\*\*\* REPORT #: Y08DU011 REPLACE RETAINER ASY REPORT #: VPC0012 THIS  
 BACK BEFORE RELEASING VEHICLE. REPL. ALL LUG NUTS FOUR HAVE BROKEN AT DIFF. TIMES ON FRT CONTINUES. WILL BE ABLE TO V  
 AND BM WILL BE CALLED BACK WHEN MORE INFO ADVISED BM OF NO KNOWN STUD BREAKAGE CONCERN. VALIDITY OF  
 REPORT #: 2J28R016 ADVISE BM NO KNOWNS. VERIFY BOLT HOLES IN WHEEL AND HUB ARE NOT OVAL. REPORT #: Y08D  
 RETAINER ASY REPL. ALL LUG NUTS FOUR HAVE BROKEN AT DIFF. TIMES ON FRT. INFORMATION IS OBTAINED. ADVISED TO HC  
 UNTIL CONTACTED BACK ON

Customer  
 Location  
 Comments:

Search  
 Ck:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A

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1999	ZENZASMED	WINDSTAR	OAKVILLE PLANT BULD	NOV-1999	GENERAL/GOODYEAR	P21670R16 BSW - STYLE 1	1672747
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Symptom Code: TD1, Orig Plant Cde: Actual Mfg: GENERAL/GOODYEAR Actual Branch: Actual Store: P21670R16 BSW - STYLE 1  
 CCC: MS Full Part: XFB-1167-AA Rep Date: 24-FEB-2000 Lead Date: 25-FEB-2000 Mktg: 21673 TEs: 14 Mkt Cde: 1.31 Tel Cde: 004  
 Wheel size: 6.0 X 15" LACY SPOKE ALUM WHEEL

DOT Row: LF- \*\* BF- \*\* LR- \*\* RR- \*\* LI- \*\* RI- \*\* Spare- \*\*

Case Symp  
 Ck: TD1 Comments: CUSTOMER STATES HE HEARD A RATTLING TYPE NOISE FROM RIGHT FRONT WHEEL AND PULLED WHEEL OC  
 FOUND WHEEL STUD BROKEN ROLLING AROUND.

Task Symp  
 Ck: TD1 Comments: FOUND BROKEN LUG STUD REPLACED STUD AND LUG NUT

Customer  
 Location  
 Comments:

Search  
 Ck:  - ACCIDENT (Alleged)  - INJURY (Alleged)  - ROLLOVER (Alleged)  - FATALITY (Alleged)  - NON-COLLISION DAMAGE (A

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1999	ZENZASMEDBB13821	WINDSTAR	OAKVILLE PLANT BULD	JAN-1999	GENERAL/GOODYEAR	P21670R16 BSW - STYLE 1	3448598
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Symptom Code: TD1, Orig Plant Cde: Actual Mfg: GENERAL/GOODYEAR Actual Branch: Actual Store: P21670R16 BSW - STYLE 1  
 CCC: Full Part: \*\*\* Rep Date: 30-AUG-1999 Lead Date: 04-DEC-2000 Mktg: 9094 TEs: -1 Mkt Cde: 0 Tel Cde: 0 P/A Cde: 0  
 Wheel size: 6.0 X 15" LACY SPOKE ALUM WHEEL

DOT Row: LF- \*\* BF- \*\* LR- \*\* RR- \*\* LI- \*\* RI- \*\* Spare- \*\*

Case Symp  
 Ck: TD1 Comments: \*\*\*TEWS(0714 3063007) - (30-AUG-1999) \*\*\* TEWS - \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\*  
 08/30/99 DEALER CONTACT: SHADE BMTT @ (804) 378-3688 ALLEGES DEFECTIVE VEHICLE. WHILE DRIVING, ALL LUG  
 OFF CAUSING RIGHT FRONT WHEEL TO COME OFF VEHICLE. \*\*\* CUSTOMER REQUESTS FORD REPLACE HUB AND ROTOR,  
 FENDER, DOOR AND REPAINT DOOR. \*\*\*TEWS(0714 3063007) - (31-AUG-1999) \*\*\* TEWS - \*\*\*LPA COMMENTS \*\*\*LPA BPC

<p><b>Customer Symptom</b> Cdt TD1</p> <p>WHO INDICATED THAT THE CUSTOMER IS ALLEGING A DEFECTIVE WHEEL/TIRE. THE CUSTOMER WAS DRIVING AROUND 21 THE TIRE/WHEEL SEPARATED FROM THE VEHICLE WHILE DRIVING. NO INJURIES WERE SUSTAINED AND THE INSURANCE FELT NO CLAIM WAS FILED. THE CUSTOMER BELIEVES THE REPAIRS SHOULD BE COVERED UNDER WARRANTY. THE DEAL INDICATED THAT THERE WAS NO EVIDENCE THAT THE WHEEL/TIRE SUSTAINED DAMAGES BECAUSE THE LUG NUTS WEP THE TIRE. NORMALLY YOU WOULD SEE SOME DAMAGE TO THE WHEEL/TIRE IF THIS WERE TO OCCUR. LPA IS WAITING FO SERVICE DIRECTOR TO CALL WITH ADDITIONAL INFO.***TEWS(0714 3063007) - (03-SEP-2000) ***TEWS - PROJECTED \$/ COMMENTS**DEALER P &amp; A CODE 0870 THE VEHICLE IS CURRENTLY BEING REPAIRED AT THE DEALERSHIP ACTUAL \$ AN DEFECTIVE WHEEL/TIRE. THE DON, JIM TODD AND LPA VINCE LINE &amp; DORRSEY HAS RESOLVE THIS CASE BY REPAIRING TI CUSTOMER LAST FOUR OF FLD. \$ VEHICLE INSTEAD OF HAVING THEM CONSULT THEIR INSURANCE CO. COMMITMENT CO FURTHER ACTION IS NEEDED AT THIS TIME TO RESOLVE. PARTS**LPA COMMENTS**WILL ORDERED BY THE DEALERSHIP ARRIVE NEXT WEEK LPA HAS AGREED WITH THE DON, MR. JIM TODD TO GO AHEAD AND LPA WILL HAVE AN UPDATE NEXT REGARDING THE REPAIRS REPAIR THE CUSTOMER VEHICLE. THE VEHICLE'S WHEEL CAME OFF WHILE THE CUSTOMER W DON STATES THAT THE</p>								
<p><b>Technician Symptom</b> Cdt TD1</p> <p>Comments: **LUG NUTS AND STUDS ALL WERE MISSING. THE DEALERSHIP WILL CONSULT WITH THE CUSTOMER REGARDING VEHICLE TO INFORM THEM THAT FORD WILL RENDER THE REPAIRS. THE CUSTOMER IS ALSO CURRENTLY IN A RENTAL VEHICLE THE DEALERSHIP AT \$25 A DAY. LPA HAS AGREED TO PAY FOR THE RENTAL COVERAGE UNDER THE SAME NOW AS THE R</p>								
<p><b>Customer Analyst</b> Comments:</p>								
<p><b>Severity</b> Cd:</p> <p><input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (A</p> <p>*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report</p>								
<table border="1"> <tr> <td>1999</td> <td>2FZMZA61472BA</td> <td>WINDSTAR</td> <td>OAKVILLE PLANT BULD</td> <td>OCT-1999</td> <td>GENERAL GOOD YEAR</td> <td>P215/70R16 BSW - STYLE 1</td> <td>3481615</td> </tr> </table> <p>Symptom Codes TD1 Orig Plant Cdt Actual Mfgn GENERAL Actual Brand G Actual Size P215/70R16 BSW - STYLE 1 CCD: * Full Part: *-*-* Rep Date: 15-FEB-2000 Lead Date: 04-DEC-2000 Mileage: 17680 TIR: -1 Mat Cost: \$ Tot Cost: \$ P/A Code: 0 Item: 6.5 X 15" TURBINE SPOKE ALUM</p>	1999	2FZMZA61472BA	WINDSTAR	OAKVILLE PLANT BULD	OCT-1999	GENERAL GOOD YEAR	P215/70R16 BSW - STYLE 1	3481615
1999	2FZMZA61472BA	WINDSTAR	OAKVILLE PLANT BULD	OCT-1999	GENERAL GOOD YEAR	P215/70R16 BSW - STYLE 1	3481615	
<p><b>DOT Ave</b></p> <p>LF=* RF=* LR=* RR=* LL=* RL=* Spare=*</p>								
<p><b>Customer Symptom</b> Cdt TD1</p> <p>Comments: ***TEWS(0310 3081003) - (15-FEB-2000) ***TEWS - CUSTOMER SAYS - JUST BACKED UP INTO A CURB - STE WAS CROOKED - JUST FEELS THAT WHAT HAPPENED SHOULD COST SO MUCH DAMAGED - JUST IS MISTRUSTFUL OF TI AND OTHER ISSUES WITH THEM AND THERE SERVICE - JUST REQUESTING TECHNICAL ADVICE PER CUSTOMER, DEAL WAS \$7-800 WORTH OF DAMAGED TO THE VEH - FRONT END OF VEH WAS BEND OUT OF SHAPE , THIS NEEDS TO BE RE ADVISED - VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY - INFORMED CUSTOMER THAT SHE MAY WANT TO GET A SECOND UNABLE TO ANSWER THESE INQUIRES SPECIFICALLY BECAUSE WE ARE NOT A TECHNICAL CENTER - CLERKS ARE PRIV AND OPERATED - THIS MAYBE A WORKMANSHIP ISSUE REFERENCE CASE ID: 4548***TEWS(0310 3081003) - (17-FEB-2000) * 03/17/00: CONTACTED CUSTOMER AND DISCUSSED DETAILS OF COLLISION REPAIR. CUSTOMER FELT DAMAGE WAS TO LOW SPEED TRAVELING IN PARKING LOT. WHEN ASKED IF DAMAGE WAS SUFFICIENT TO FLATTEN TIRE CUSTOMER STATED TECHNICIAN REPORTED TIRE ON AREA OF DAMAGE HAD ALREADY BEEN REPLACED. VEHICLE CAMBER IN EXCESS OF 2.3 REPAIR REQUIRED REPLACEMENT OF BENT PARTS. CUSTOMER NOT PLEASED WITH EXPLANATION, BUT SATISFIED.</p>								
<p><b>Technician Symptom</b> Cdt TD1</p> <p>Comments: *</p>								
<p><b>Customer Analyst</b> Comments:</p>								
<p><b>Severity</b> Cd:</p> <p><input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (A</p> <p>*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report</p>								
<table border="1"> <tr> <td>1999</td> <td>2FMDA60M4XE</td> <td>WINDSTAR</td> <td>OAKVILLE PLANT BULD</td> <td>JUL-1999</td> <td>GENERAL</td> <td>P215/70R16 BSW SELF SEAL</td> <td>3834100</td> </tr> </table> <p>Symptom Codes TD1 Orig Plant Cdt Actual Mfgn GENERAL Actual Brand G Actual Size P215/70R16 BSW SELF SEAL CCD: N23 Full Part: X722-1907-CB Rep Date: 04-OCT-2000 Lead Date: 09-OCT-2000 Mileage: 24082 TIR: 15 Mat Cost: 217.14 Tot Cost: \$ Code/Sub: 0365* Wheel diam 6.5 X 15" TURBINE SPOKE ALUM</p>	1999	2FMDA60M4XE	WINDSTAR	OAKVILLE PLANT BULD	JUL-1999	GENERAL	P215/70R16 BSW SELF SEAL	3834100
1999	2FMDA60M4XE	WINDSTAR	OAKVILLE PLANT BULD	JUL-1999	GENERAL	P215/70R16 BSW SELF SEAL	3834100	
<p><b>DOT Ave</b></p> <p>LF=* RF=* LR=* RR=* LL=* RL=* Spare=*</p>								
<p><b>Customer Symptom</b> Cdt TD1</p> <p>Comments: VIBRATION WHILE DRIVING</p>								
<p><b>Technician Symptom</b> Cdt TD1</p> <p>Comments: REPLACE RIGHT REAR WHEEL CRACKED AND DID NOT SHOW ANY SIGNS OF BEING HIT BY ANYTHING</p>								
<p><b>Customer Analyst</b> Comments:</p>								
<p><b>Severity</b> Cd:</p> <p><input type="checkbox"/> - ACCIDENT (Alleged) <input type="checkbox"/> - INJURY (Alleged) <input type="checkbox"/> - ROLLOVER (Alleged) <input type="checkbox"/> - FATALITY (Alleged) <input type="checkbox"/> - NON-COLLISION DAMAGE (A</p> <p>*** This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report</p>								
<table border="1"> <tr> <td>1999</td> <td>2FZMZA6148200</td> <td>WINDSTAR</td> <td>OAKVILLE PLANT BULD</td> <td>MAY-1999</td> <td>GENERAL GOOD YEAR</td> <td>P215/70R16 BSW - STYLE 1</td> <td>7032428</td> </tr> </table>	1999	2FZMZA6148200	WINDSTAR	OAKVILLE PLANT BULD	MAY-1999	GENERAL GOOD YEAR	P215/70R16 BSW - STYLE 1	7032428
1999	2FZMZA6148200	WINDSTAR	OAKVILLE PLANT BULD	MAY-1999	GENERAL GOOD YEAR	P215/70R16 BSW - STYLE 1	7032428	

Symptom Code TDI Orig Plant Cdt Actual Mfgri GENERAL/GOODYEAR Actual Brand \* Actual Size P215/70R15 BSW - STYLE 1  
 CCC: 303454 Full Part \*.\*.\* Rep Date: 26-SEP-2002 Lead Date: 04-OCT-2002 Mileage: 51119 TR: -1 Mat Cost: 0 Tot Cost: 0 P/A Code  
 Wheel desc: 6.0 X 15" STEEL ROAD WHEELS  
 DOT Rev LF-\*RF-\*LR-\*RR-\*LJ-\*RJ-\* Spare-\*  
 Cust Symp Cdt TDI Comments: \*  
 Tech Symp Cdt TDI Comments: TECH STATES THAT THERE IS A GROWL IN THE P/B. REPLACED LEAKING P/B RA GHT, GROWL COMES BACK E FLUID APPEARS TO DROP 1/4 INCH WHEN VEHICLE STARTED. CK WHEN DRIVING AFTER BLEEDING, NOISE IS GONE. APT OVERN ADVISD TO REMOVE BELT AND SPIN PUMP BY HAND WHILE SOMEONE IS TURNIN G THE STEERING WHEEL. LEFT WITHOUT HITTING THE STOPS. CHECK SCREEN IN RESERVOIR. IF CRACKED OR DAMAGED, REPLACE RESERVOIR. ADVISD THERE APPEARS TO STILL BE AIR IN SYSTEM. ADVISD TO  
 Concern Analyst Comments:  
 Security Cdt [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)  
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1999	2FNZAR140000	WINDSTAR	OAKVILLE PLANT BULD	JAN-1999	MICHELIN	P225/60R-16 BSW-PERFORMANCE	7120400
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Symptom Code TDI Orig Plant Cdt Actual Mfgri MICHELIN Actual Brand \* Actual Size P225/60R-16 BSW-PERFORMANCE  
 CCC: 303454 Full Part \*.\*.\* Rep Date: 29-NOV-2002 Lead Date: 29-NOV-2002 Mileage: 58735 TR: -1 Mat Cost: 0 Tot Cost: 0 P/A Code  
 Wheel desc: 6.5 X 16" 5 BFK.FYR MACHD ALUM  
 DOT Rev LF-\*RF-\*LR-\*RR-\*LJ-\*RJ-\* Spare-\*  
 Cust Symp Cdt TDI Comments: \*  
 Tech Symp Cdt TDI Comments: TECH STATES THAT HE REPLACED THE P/B RACK FOR LEAKING. UNABLE TO GET A IN, LL AIR OUT OF SYSTEM HOSE PREVIOUSLY. SEEKING DIRECOTTO ADVISED TECH TO MAKE SURE THAT HOSE IS A BA PART NUMBER. ADVISED TO I BY HAND WHILE SOMEONE IS TURNING WHEEL LEFT TO RIGHT WITHOUT HITTING STOPS. MAKE SURE HE IS USING MERIC SCREEN IN RESERVOIR FOR CRACKS OR DAMAGE. ADVISED TO REMOVE BEL TECH ORDERED "BA" HOSE. STATES NO P/B PRESENT. E T88 01-04-08 R/R STEER HOSE YF2Z-3A715-AA, BVAC & P/L PROCEDURE 3A715-BA. VERIFIED PART NUMBER YF2Z-3A715-BA. ADVISED TO ORDER YF2Z- TECH SAYS THAT HE CANNOT ORDER HOSE PART NUMBER NO GOOD YF2Z-3A COMING UP WRONG. THEN CALLED TECH BACK TO TELL HIM TO ORDER ADV TECH TO CALL CORP AND GAVE TECH PHON SEE WHY PART NUM  
 Concern Analyst Comments:  
 Security Cdt [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)  
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1999	2FNZAR140000	WINDSTAR	OAKVILLE PLANT BULD	FEB-1999	GENERAL	P215/70R 16 BSW SELF SEAL	7198024
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Symptom Code TDI Orig Plant Cdt Actual Mfgri GENERAL Actual Brand \* Actual Size P215/70R 15 BSW SELF SEAL  
 CCC: 303454 Full Part \*.\*.\* Rep Date: 07-JAN-2003 Lead Date: 14-JAN-2003 Mileage: 77267 TR: -1 Mat Cost: 0 Tot Cost: 0 P/A Code  
 Wheel desc: 6.5 X 15" TURBINE FPOKE ALUM  
 DOT Rev LF-\*RF-\*LR-\*RR-\*LJ-\*RJ-\* Spare-\*  
 Cust Symp Cdt TDI Comments: \*  
 Tech Symp Cdt TDI Comments: COMMENTS: PUMP HAVE BEEN REPLACED AND THE PRESSURE HOSE HAS BEEN UPDATED. TECH STS THE P/B TURNING IS TURNING AT TIMES. THE P/B GEAR AND THE SYSTEM HAS BEEN PURGED SEVERAL TIMES. TECH BLEEDING KNOWNS. ADVISE BELT AND SPIN PUMP BY HAND WHILE SOMEONE IS TURNIN CHECK SCREEN IN RESERVOIR. IF CRACKED OR DAMAGED, F RESERVOIR. REPORT #: 202GTD8 D REPLACE THE RESERVOIR. ALSO CK FOR LEAKING RETURN HOSE CLAMPED FITT HITTING THE STOPS. ADVISED TECH TO CK THE SCREEN IN THE RESERVOIR IF DAMAGED OR RESTRICTE HOS. AIR CAN E THESE AREAS AS WELL. ADVISED TECH THAT THERE APPEARS TO STILL BE AIR IN SYSTEM. ADVISED TO  
 Concern Analyst Comments:  
 Security Cdt [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)  
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1999	2FNZAR140000	WINDSTAR	OAKVILLE PLANT BULD	FEB-1999	GENERAL/GOODYEAR	P215/70R15 BSW - STYLE 1	7198028
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Symptom Code TDI Orig Plant Cdt Actual Mfgri GENERAL/GOODYEAR Actual Brand \* Actual Size P215/70R15 BSW - STYLE 1



CCC: 903454 Full Part \*\*\* Rep Date: 16-JAN-2001 Lead Date: 24-JAN-2001 Mileage: 41395 TIR: -1 Met Cost: 0 Tot Cost: 0 P/A Code: Wheel size: 6.0 X 15" STEEL ROAD WHEELS

DOT Row LF= RF= LR= RR= LI= RI= Spare=

Cost Symp Cdr TD1 Comments: \*

Tech Symp Cdr TD1 Comments: NGL NOW HAS A GRUNT WHEN TURNING RIGHT. HAS VACUUM BLEED, NOISE STILL TECH STATES THAT HE REP AND PUMP BECAUSE BOTH WERE LEAK PRESENT. SEEDING DIRECTION. ONE THAN 1/8 INCH, STILL HAS AIR IN SYSTEM. REMOVE BELT AN ADVISED TECH TO CHECK FLUID LEVEL. KEY OF TO ENGINE RUNNING, IF DROPS MILLED. ADVISED TO CHECK SCREEN FOR CRACKS OR DAMAGE. HT WITHOUT HITTING THE STOPS. ADVISED TO CHECK FOR UPDATED LINE INSTA D E HAND WHILE SOMEONE TURNS THE STEERING WHEEL LEFT TO RIG

Consent Author Comments:

Severity Cdr: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)

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2000	ZEMZARMIYEB	WINDSTAR	OKVILLE PLANT BULD	JAN-2000	MICHELIN	P225/60R-16 BSW-PERFORMANCE	2783309
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Symptom Code: TD1 Orig Plant Cdr Actual Mile: MICHELIN Actual Brand: Actual Size: P225/60R-16 BSW-PERFORMANCE

CCC: AS\* Full Part \*\*\*CHITFD\* Rep Date: 02-SEP-2000 Lead Date: 22-SEP-2000 Mileage: 23289 TIR: 6 Met Cost: 28171 Tot Cost: 3211

Wheel size: 6.5 X 16" 5 SPK FNT MACHD ALUM

DOT Row LF= RF= LA= RR= LI= RI= Spare=

Cost Symp Cdr TD1 Comments: CK FOR CURT HT CURB WHEEL BENT.

Tech Symp Cdr TD1 Comments: REPLACE TWO WHEELS

Consent Author Comments:

Severity Cdr: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)

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2000	ZEMZARMIYEB	WINDSTAR	OKVILLE PLANT BULD	JAN-2000	GENERALGOODYEAR	P215/70R15 BSW - STYLE 1	2783309
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Symptom Code: TD1 Orig Plant Cdr Actual Mile: GENERALGOODYEAR Actual Brand: Actual Size: P215/70R15 BSW - STYLE 1

CCC: NS0 Full Part XEIZ-3131-AA Rep Date: 28-JUL-2000 Lead Date: 15-SEP-2000 Mileage: 12736 TIR: 6 Met Cost: 0 Tot Cost: 0 P/A Code: Wheel size: 6.5 X 15" TURBINE SPOKE ALUM

DOT Row LF= RF= LR= RR= LI= RI= Spare=

Cost Symp Cdr TD1 Comments: CURT STATES VEH HIT CURB ON DRIVER FRONT SIDE AND HAS DAMAGE ADVISE FOR QUALITY FLEET CARE

Tech Symp Cdr TD1 Comments: 12736 BENT WHEEL, LOWER CONTROL ARM, SPINDLE, 4.6 REPLACED LOWER CONTROL ARM, SPINDLE, HUB & TRANS AXLE SEAL, ALSO REPLACED ONE WHEEL. THANKS

Consent Author Comments:

Severity Cdr: [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)

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2000	ZEMZARMIYEB	WINDSTAR	OKVILLE PLANT BULD	MAY-2000	GENERAL	P205/70R15 BSW	8908888
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Symptom Code: TD1 Orig Plant Cdr Actual Mile: GENERAL Actual Brand: Actual Size: P205/70R15 BSW

CCC: \* Full Part \*\*\* Rep Date: 18-JAN-2001 Lead Date: 09-FEB-2001 Mileage: 8006 TIR: -1 Met Cost: 0 Tot Cost: 0 P/A Code: Wheel size: X 15" STEEL ROAD WHEELS

DOT Row LF= RF= LR= RR= LI= RI= Spare=

Comments: \*\*\*TEWS(8772 30310007) - (18-JAN-2001) \*\*\* TENG . \*\*\*\*\* DEALER REQUEST LETTER \*\*\*\*\* 016881 (DEALERSHIP CONTACT: FRED VILLA 678-8914790) ALLEGES CUSTOMER ALLEGES THAT HIS THE AIRBAGS DEPLOYE WASHDRIVING. \*\*\*\*\* CUSTOMER REQUESTS THAT FORD REPAIR THE VEHICLE. \*\*\*\*\* TEWS(8772 30310007) - (18-JAN-2001) \*\*\*\*\* LPA LEFT MESSAGE FOR FRED VILLA TO RETURN CALL \*\*\*\*\* TEWS(8772 30310007) - (24-JAN-2001) \*\*\*\*\* TEWS - CUSTOMER BRAKE PROBLEMS - VEH HAS BEEN TO SHOP SEVERAL TIMES FOR BRAKE CONCERN - ONE WHEEL IS GRABBING - VEH W/ ACCIDENT ON DEC 7, 2000 - CURT ALLEGES ACCIDENT WAS DUE TO DEFECTIVE STAKES - ONE WHEEL LOCKED UP AND V ROAD - ACCIDENT OCCURRED ON LOWER ROSWELL ROAD IN MARIETTA, GEORGIA - POLICE REPORT WAS FILED IN COUS

**Cost Symp Cdr TD1**  
 GEORGIA - POLICE REPORT DETERMINED THIS WAS FREAK ACCIDENT - CUST FILED INSURANCE CLAIM AND CLAIM WAS I REPAIRABLE - VEH HAS BEEN AT DLRSHP SINCE DEC 7 - CUST WANTS TO KNOW WHEN ENGINEER WILL BE IN - CUST NED WRITTEN CONFIRMATION THAT FORD WILL COVER RENTAL - CUST WANTS CONFIRMATION THAT FORD WILL COVER RENT CUSTOMER, DEALER SAYS: - CANNOT RELEASE VEH UNTIL FORD ENGINEER IN TO INSPECT VEH - FORD WILL COVER CDR CAC ADVISED: - CDR MADE CDR TO DLRSHP, SPOKE WITH SHARON BRADSHAW, SVC MGR. SVD MGR. FRED VILLA WAS UP SHARON SAID DLRSHP STILL AWAITING FORD ENGINEER VISIT TO INSPECT VEH - SHARON SAID VEH MUST BE INSPECT SINCE CUST ALLEGES ACCIDENT DUE TO BRAKE DEFECT - SHARON SAID VEH CANNOT BE RELEASED UNTIL INSPECTED I SHARON SAID DLRSHP EXPECTS ENGINEER MIGHT BE IN BY MONDAY/TUESDAY - SHARON SAID REG REP HAS APPROV COVERAGE FOR CUST WHILE VEH BEING HELD FOR INSPECTION - CDR ADVISED CUST AS PER INFO FROM SHARON AT DL DLRSHP WILL CONTACT CUST AS SOON AS ENGINEER IN AND VEH INSPECTED

**Tech Symp Cdr TD1** Comments:  
**Concerns/Actual Comments:**  
**Search Cdr** [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)

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2800	ZEMZAS11VEK	WINDSTAR	OAKVILLE PLANT BULD	MAY-2000	GENERAL	P2H70R15 BSW	8044000
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Symptom Code: TD1 Orig Plant Cdr: Actual Mgr: GENERAL Actual Brand: Actual Mile: 2201/2815 BSW

CCC: AP Full Part: CUSTYD-2 Rep Date: 20-FEB-2001 Lead Date: 23-FEB-2001 Mileage: 0 TR: J Mile Cost: 0 Tot Cost: 0 PA Code/Rate: \*  
 15" STEEL ROAD WHEELS

DOT Rev [ ] - \* LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

**Cost Symp Cdr TD1**  
 Comments: \*\*\*TEWS(1012 3081000) - (20-FEB-2001) \*\*\* TEWS - CUSTOMER SAYS: - VEH HAS BRAKE PROBLEMS - VEH HA SEVERAL TIMES FOR BRAKE CONCERN - ONE WHEEL IS GRABBING - VEH WAS INVOLVED IN ACCIDENT ON DEC 7, 2000 - C ACCIDENT WAS DUE TO DEFECTIVE BRAKES - ONE WHEEL LOCKED UP AND VEH SHOOK OFF THE ROAD - ACCIDENT OC OHLOWER NOSHILL ROAD IN MARIETTA, GEORGIA - POLICE REPORT WAS FILED IN COBB COUNTY, GEORGIA - POLICE IS DETERMINED THIS WAS FREAK ACCIDENT - CUST FILED INSURANCE CLAIM AND CLAIM WAS SETTLED - VEH IS REPAIRAB BEEN AT DLRSHP SINCE DEC 7 - WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON VEH AND WHY NO ONE HAS RETI FROM THE COLLISION CENTER - MY VEH HAS BEEN SITTING THERE SINCE DEC 7 2000 PER CUSTOMER, DEALER SAYS: N ADVISED: \*\*\*\*\*DCR TO DLRSHP \*\*\*\*\* SPOKE TO BUD PETTUS IN THE COLLISION CENTER. - STATED THAT VEH IS WAITING ONE PART IS THE FRONT LOWER CONTROL ARM AND THE SECOND IS THE SAFETY CATCH ON THE HOOD. \*\*\*\*\*DCR T DEPT \*\*\*\*\* SPOKE TO JIM HINDLEY THE PARTS MGR. - STATED THAT HE WOULD LIKE TO DO A LITTLE RESEARCH. - SERV. CDR ON FEB 21 2001 WITH MORE INFO. - CDR WILL FOLLOW UP WITH CUST AFTER SPEAKING WITH THE PARTS MGR. INFO 488 \*\*\*\*\*TEWS(1012 3081000) - (21-FEB-2001) \*\*\* TEWS - CUSTOMER HAD AN ACCIDENT 12/00 CUST DID NOT VEH REPAIR SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED CUSTOMER SAYS: PER CUSTOMER, DEALER SAYS: CAC ADVISED UNTIL EXAMINED THE VEH TO SEE IF IT WAS BRAKED: \*\*\*\*\*DCR TO DLRSHP \*\*\*\*\* LEFT JIM FRELEY THE PAD: \*\*\*\*\*DCR TC SPOKE TO FANALA RICHARDS RELATED. HOLIDAYS DELAYED ENGINEERS FROM COMING OUT. IT WANTS MGR A VOICE CALL CDR BACK AT THE CDR TO DETER-FORD ENGINEER INSPECTED VEH AND DETERMINED THAT ACCIDENT DETERMINE WAS NO FAULT BY FORD. WE WERE GIVEN CDR WAS NOT CAUSED BY A PRODUCT DEFECT. - STATED THAT 2

**Tech Symp Cdr TD1**  
 Comments: PARTS ASKING THE PARTS STATUS TO START REPAIRS ON 02/20/01. CUSTOMER IS WAITING FOR PARTS FROM PARTS DEPT. - CURRENTLY, WAITING ON SEV THAT WERE RECENTLY ORDERED. DELAY WAS CAUSED BY CUSTOMER. - STATED THAT SHE DOES NOT KNOW WHEN THE HONDA/FMC ENGINEER. CUSTOMER CALLS BUT I HAVE NO INFORM ARRIVING. \*\*\*\*\*DCR TO CUST \*\*\*\*\* INFORMED CUSTO GIVE THEM. FORD PICKED UP PARTIAL RENTAL CAT ABOUT 11- DOCUMENTED. - ADVISED CUST IF THEY HAVE ANY FURTHER QUESTIONS TO CONTACT FANALA RICHARDS @ (770)94-02

**Concerns/Actual Comments:**  
**Search Cdr** [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)

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2000	ZEMZAS142YBA	WINDSTAR	OAKVILLE PLANT BULD	OCT-1998	GENERAL/GOODYEAR	P2H70R15 BSW - STYLE 1	8044000
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Symptom Code: TD1 Orig Plant Cdr: Actual Mgr: GENERAL/GOODYEAR Actual Brand: Actual Mile: 2187/2815 BSW - STYLE 1

CCC: AP Full Part: CUSTYD-2 Rep Date: 21-FEB-2001 Lead Date: 23-MAR-2001 Mileage: 2398 TR: 15 Mile Cost: \$1.35 Tot Cost: 113  
 03319\* Wheel diam 6.0 X 15" STEEL ROAD WHEELS

DOT Rev [ ] - \* LF - \* RF - \* LR - \* RR - \* LI - \* RI - \* Spare - \*

**Cost Symp Cdr TD1** Comments: REPLACE BENT WHEEL

**Tech Symp Cdr TD1** Comments: 32968 HIT CURB U.S FLSET REPLACE WHEEL

**Concerns/Actual Comments:**  
**Search Cdr** [ ] - ACCIDENT (Alleged) [ ] - INJURY (Alleged) [ ] - ROLLOVER (Alleged) [ ] - FATALITY (Alleged) [ ] - NON-COLLISION DAMAGE (A)

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2000	2FMZD01427BC	WINDSTAR	OAKVILLE PLANT BULD	MAR-2000	GENERAL/GOODYEAR	P2187DR15 DRW - STYLE 1	7240677
Symptom Code ID: Orig Plant Cn: Actual Mfgn: GENERAL/GOODYEAR Actual Branch: Actual Blm: P2187DR15 DRW - STYLE 1							
CCC: 303454 Full Part: Rep Date: 27-FEB-2003 Lead Date: 07-MAR-2003 Mileage: 21293 TEB: -1 Mat Csch: 0 Tot Csch: 0 P/A Csch: Wheel size: 6.0 X 15" STEEL ROAD WHEELS							
DOT Axle: LJ - * RF - * LR - * RR - * LZ - * RE - * Spare - *							
Cont Symp Cn ID1	Comments: *						
Tech Symp Cn ID1	Comments: TECH STATES THAT THERE IS A NOISE FROM THE P/S SYSTEM WHEN RETURNING T O CENTER AFTER TURN DIRECTION. RACK AND PRESSURE LINE HAVE BEEN REPLACED. SQUEAKING DIRECTION. 1/8 INCH WHEN STARTED. HAS AIR ADVISED TO INSPECT SCREEN I E THAN 1/2" OF VACUUM ADVISED TO REMOVE BELT, RAISE FRONT END, SPIN P H REVER CRACKS OR DAMAGE. ADVISED TO BLEED SYSTEM USING HO NCR UNP BY HAND WHILE SOMEONE TURNS THE STEER RIGHT WITHO ADVISED TECH TO MONITOR FLUID LEVEL IN RESERVOIR. IF DROPS MORE THAN 1/2 HITTING THE STOPS.						
Concern Analyst Comments:							
Search Cn	[] - ACCIDENT (Alleged) [] - INJURY (Alleged) [] - ROLLOVER (Alleged) [] - FATALITY (Alleged) [] - NON-COLLISION DAMAGE (A						

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2000	2FMZB01407BA	WINDSTAR	OAKVILLE PLANT BULD	SEP-1999	GENERAL/GOODYEAR	P2187DR15 DRW - STYLE 1	7240678
Symptom Code ID: Orig Plant Cn: Actual Mfgn: GENERAL/GOODYEAR Actual Branch: Actual Blm: P2187DR15 DRW - STYLE 1							
CCC: 303454 Full Part: Rep Date: 27-FEB-2003 Lead Date: 07-MAR-2003 Mileage: 57026 TEB: -1 Mat Csch: 0 Tot Csch: 0 P/A Csch: Wheel size: 6.0 X 15" STEEL ROAD WHEELS							
DOT Axle: LJ - * RF - * LR - * RR - * LZ - * RE - * Spare - *							
Cont Symp Cn ID1	Comments: *						
Tech Symp Cn ID1	Comments: SYSTEM. BEEN REPLACED. CONCERN STILL PRESENT. BLEEDING INFO. SUSPECTS AIR IN TECH STATES THAT FROM THE P/S WHEN TURNING RACK HAS FLUID LEVEL DROPS WHEN VEHICLE STARTED. SHOULDNT BE MORE THAN 1/8 INCH MORE THAN 1/2" OF VACUUM WHEN BLEEDING. ADVISED TO REM TEB 01-04-05 PAR STEER HOSE YP22-3A719-AA, E/P PROCEDURE OVE BELT, RAISE FRONT OF VEHICLE, SPIN PUMP BY HAND WHILE SOMEONE TURNS ADVISED TECH TO CHEK RESERVOIR FOR CRACK OR DAMAGE. SEE IF S STEERING WHEEL. LEFT TO RIGHT WITHOUT HITTING STOPS.						
Concern Analyst Comments:							
Search Cn	[] - ACCIDENT (Alleged) [] - INJURY (Alleged) [] - ROLLOVER (Alleged) [] - FATALITY (Alleged) [] - NON-COLLISION DAMAGE (A						

\*\*\* This is unverified, draft, summary data. Please read the full disclaimer at the beginning of this report

Total number of Claims fetched: 34

**From:** Cullen, Patrick (P.M.)  
**Sent:** Friday, May 30, 2003 9:53 AM  
**To:** Johnson, Kathy (K.D.); Johnson, Kathy (K.D.); Rencouf, Joe (J.H.); Fraile, Dan (D.); Riches, Mark (M.D.); Sarmael, Syed (S.H.); Rohweder, David (D.S.); Davis, Jeffrey (J.S.); Szalay, Michael (M.A.); Souchock, Peter (P.D.); Patel, Bharat (B.J.); Brown, Larry (L.E.)  
**Subject:** RE: Windsor wheel stud investigation - file attached

**Team Members,**

I have enclosed a series of summary plots for the wheel stud investigation. In order to plot them, click on the individual plot and then print.

*Patrick M. Cullen*  
External Safety Investigations  
Automotive Safety Office  
Fairlane Plant South, Suite 600  
330 Town Center Drive  
Dearborn, MI 48125-2738 USA  
W: (313) 884-4782  
F: (313) 884-2285



**Summary Plots.xls**

—Original Appointment—

**From:** Rencouf, Joe (J.H.) On Behalf Of Johnson, Kathy (K.D.)  
**Sent:** Friday, May 30, 2003 9:50 AM  
**To:** Cullen, Patrick (P.M.)  
**Subject:** FW: Windsor wheel stud investigation - file attached  
**When:** Thursday, May 22, 2003 12:00 PM-1:00 PM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** Call in Meeting

—Original Appointment—

**From:** Johnson, Kathy (K.D.)  
**Sent:** Thursday, May 29, 2003 4:02 PM  
**To:** Subjects Updated: Windsor wheel stud investigation - file attached  
**When:** Thursday, May 22, 2003 12:00 PM-1:00 PM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** Call in Meeting

<< File: NHTSA\_testplan\_attach.xls >>

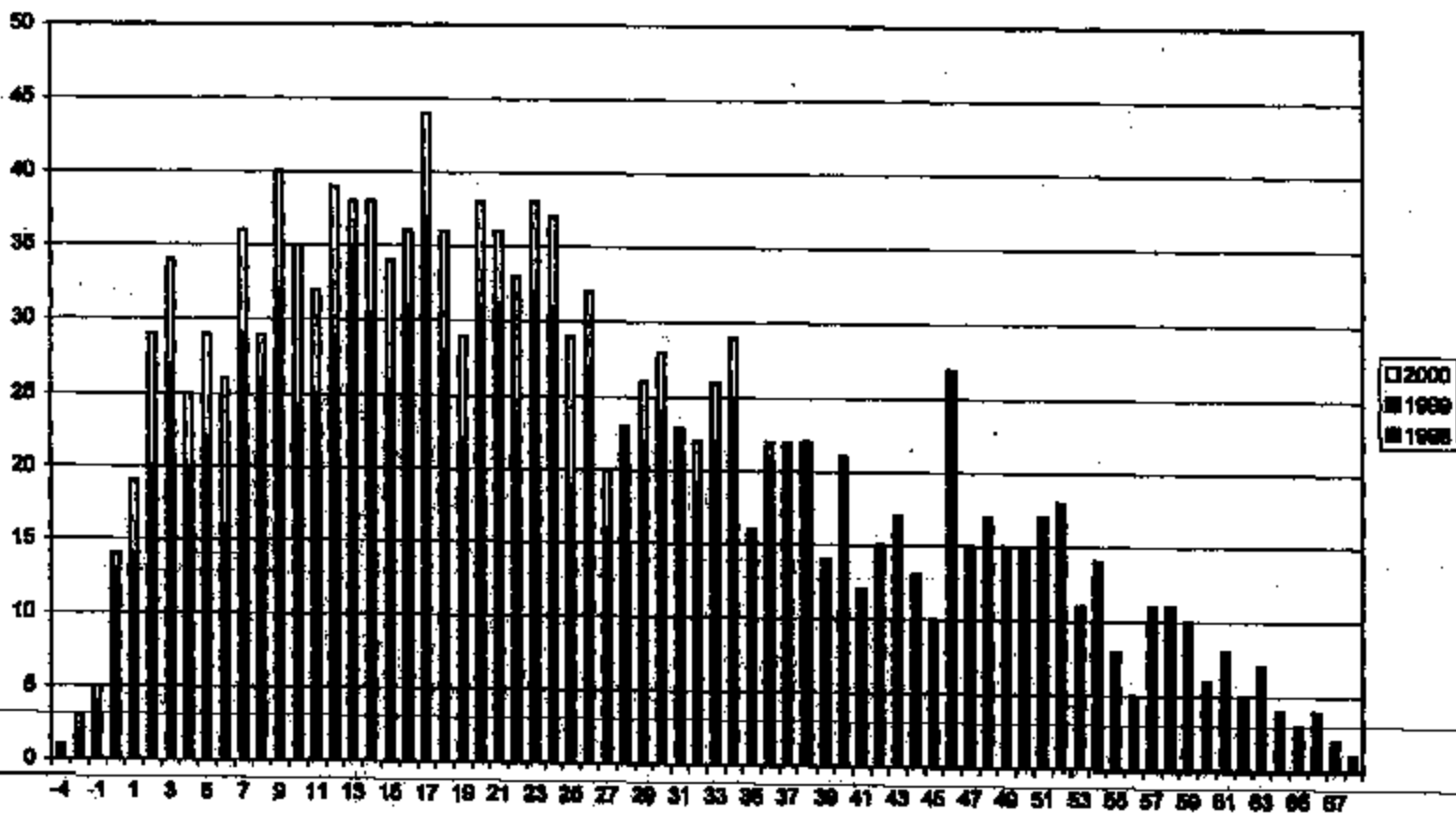
**AGENDA:**

- review benchmarking matrix to-date
- determine if parts need to be procured to complete benchmarking matrix

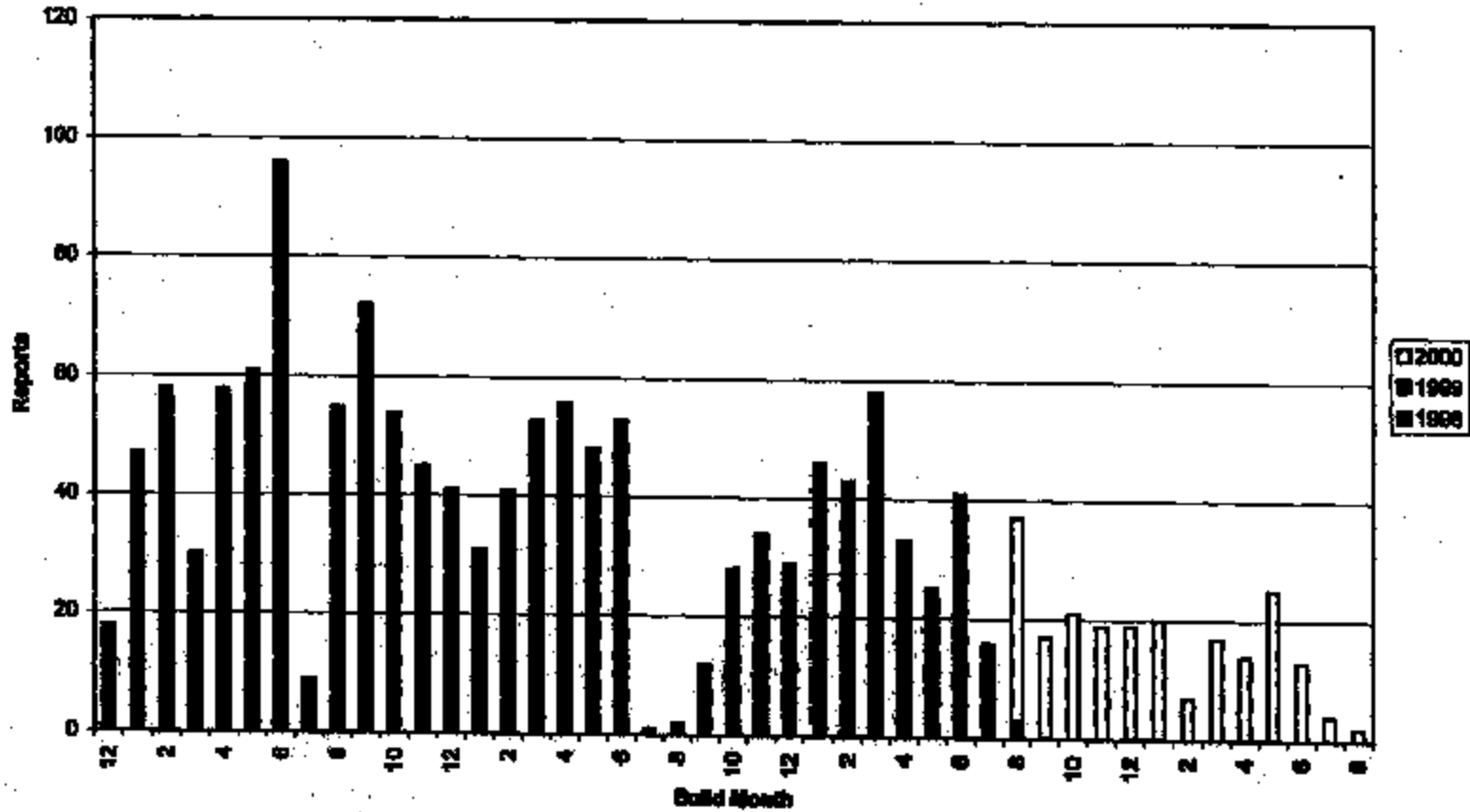
**Call in #FordNet:** 38737  
**Toll Free:** 1-800-367-3840

**Join Passcode:** 127221  
**Participant Code:** 342514

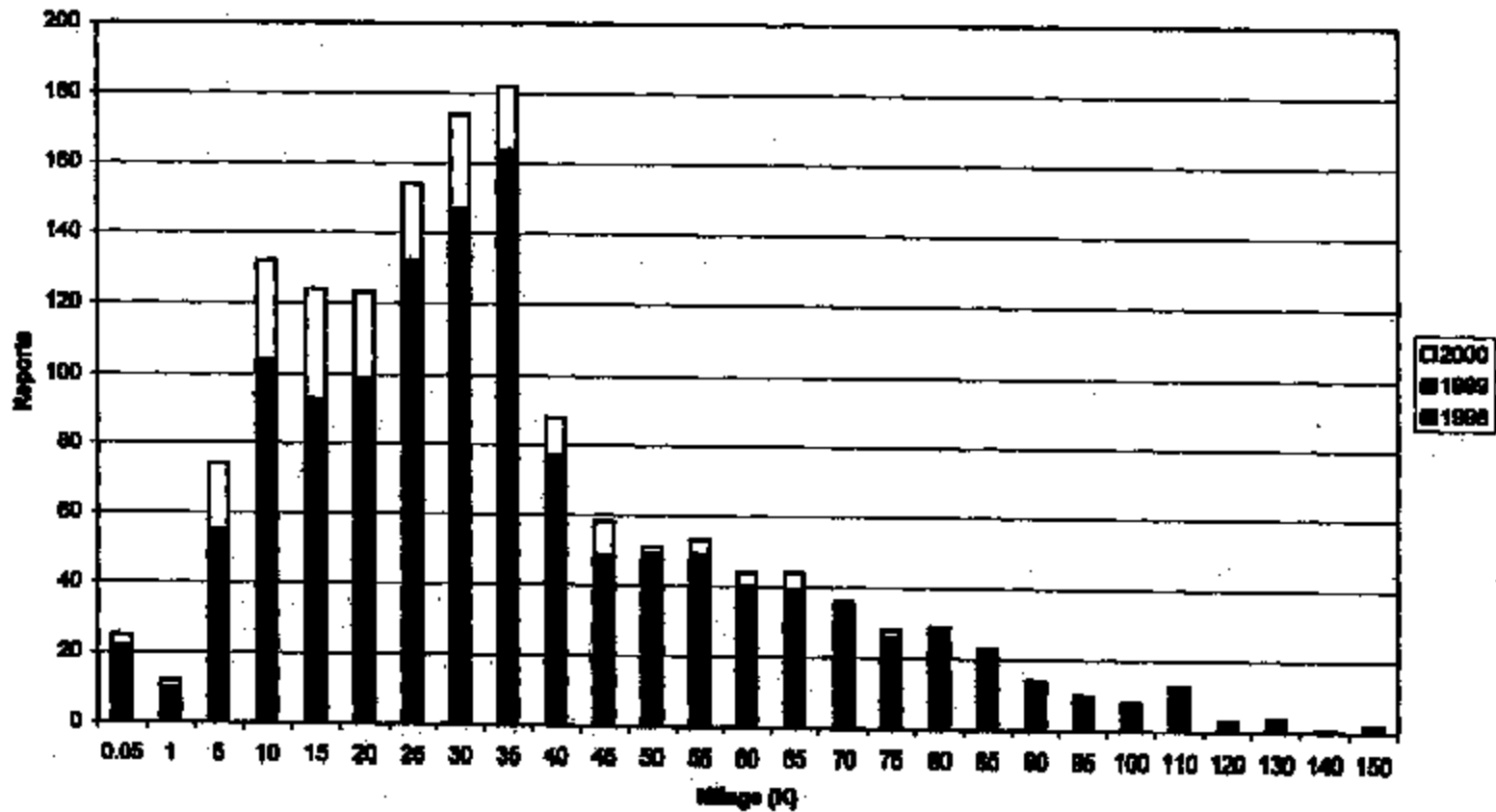
### Reports Versus Months in Service by Model Year



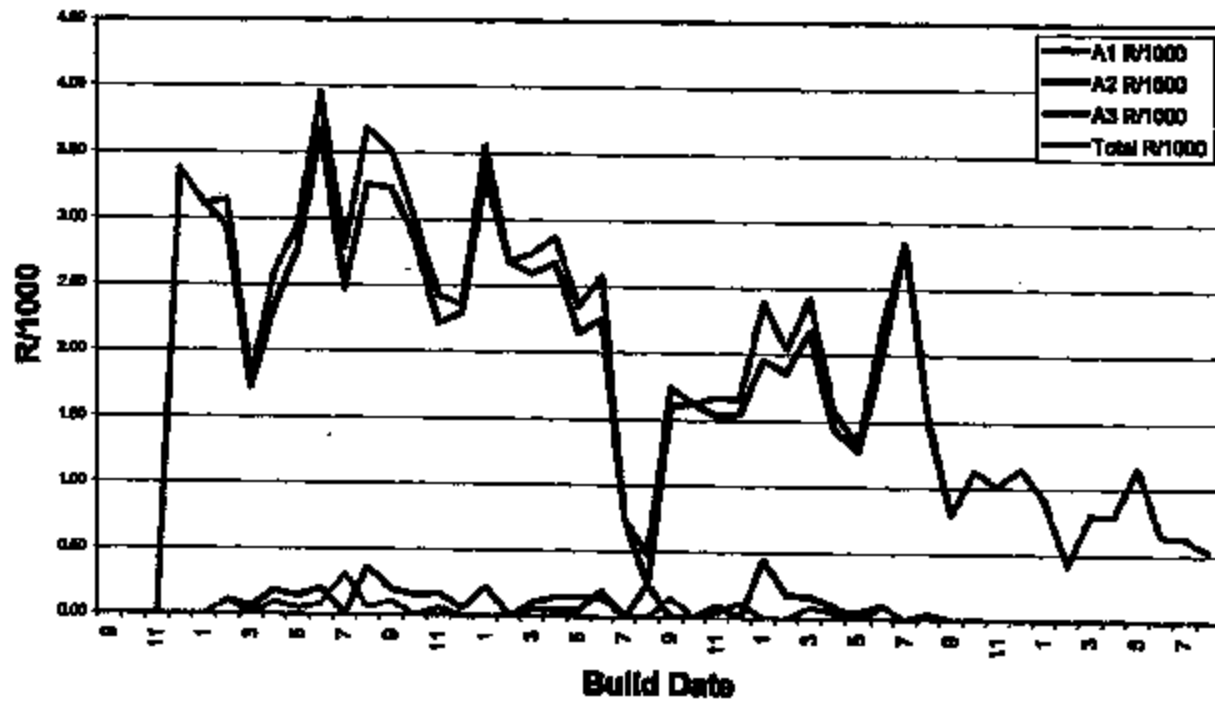
### Reports Versus Build Month by Model Year



## Reports Versus Milage by Model Year



Windstar Wheel Stud R/1000 Versus Build Date





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**From:** Villarruel, Nemesio (N.)  
**Sent:** Monday, May 19, 2003 1:21 PM  
**To:** Bersuder, Lee (L.C.) ;  
**Cc:** Lovelace, Maria (M.E.); Patel, Bharat (B.J.)  
**Subject:** FQE Parts Request - Windstar Wheel & Hub Assy

Lee,

Attached is the 1998-2000 Windstar Wheel Stud issue parts request. Bharat tells me that he has spoken with you about this request, but call me if with any questions.



FQEASSIGN\_windst  
sr\_jug.1.doc

**Nemesio Villarruel**  
**NAC Safety/Recall Investigations**  
**32-27988**

### FCSD Field Quality Engineer (FQE) Request

Complete the FQE Support Request section of the form below (green headers).

If you have questions, contact Maria Lovelace (Mlovela) 323-6561

After the form is completed, save it on your hard drive and send via E-mail to: Maria Lovelace

FCSD FQEs are trained engineers, familiar with all subsystems and vehicles. They visit dealership Service Departments and other Ford and Lincoln-Mercury service locations and fleets daily. FQEs can provide the following support services: inspect vehicles for specific conditions; take photographs; recover and return failed components; locate vehicles for testing and/or inspection by other engineering personnel; perform test drives and record results.

Model Year(s) 1998/1999/2000	Requestor's Name N. Villarruel
Vehicle line(s) Windstar	Phone Number 313-322-7986
Mileage range All	Email Address NVILLARR
Part number(s)	Pictures/COIS Reports? NR
Date issued 16 May 2003	Due Date ASAP
Geographic or Climatic Concern?	All geographic areas
What specific information do you want recorded (measurements, etc.)?	Record Mileage and VIN
<p>NHTSA is conducting an investigation into Windstar wheel lug nut breakage. To assist in Ford Engineering investigation, please obtain the following components from the field.</p> <p>Obtain five (5) sets of the following parts from each of the model year (97-99) listed above:</p> <ol style="list-style-type: none"> <li>1) Wheel assemblies - 15 inch aluminum. Fronts only             <ul style="list-style-type: none"> <li>-1998 F78A-1007-BD (15x6.0 Aluminum wheel)</li> <li>-1999/2000 XF2x-1007-CC (15 x 6.5 Aluminum Wheel)</li> </ul> </li> <li>2) Front rotors - (base part 1125)</li> <li>3) Front hub and bearing assembly (1104)</li> <li>4) Lug nuts</li> </ol> <p>Tag all parts with side removed (LH, RH) and with corresponding VIN.</p> <p>Ship parts to attention:</p> <p style="margin-left: 40px;">Six Sigma Center 15080 Commerce Drive North Dearborn, MI 48129</p> <p style="margin-left: 40px;">Attn: N. Villarruel 322-7986 or Syed Sarwat 390-1949</p>	

Assignment Allocation Do Not Fill In - FQE Office Use Only					
Assigned	FQE	Location	Assigned	FQE	Location
	Don Christoff	Florida		Tom Hacker	Minnesota
	Tony Colacossi	Co. Garages		Brian Howe	Nevada
	Dave Cux	Texas		Gordie Kalkz	California
	Tony Dencsi	Colorado		Don Myers	Iowa
	John Demaka	Michigan		Tom Feeler	Georgia
	Don Hammack	Texas		Dave Pilgrim	Pennsylvania
	Mark Hayduk	Pennsylvania		Lyan Sorenson	Texas
				Ron Trower	Florida
ASSIGNMENT NO.					

---

**From:** Sarneet, Syed (S.H.)  
**Sent:** Tuesday, January 28, 2003 8:21 PM  
**To:** Renouf, Joe (J.H.); Souchook, Peter (P.D.)  
**Cc:** Patel, Bharat (B.J.); Szalay, Michael (M.A.)  
**Subject:** 1998-2000 Windstar- Wheels Parts change history (PE02-085)

Attached is my latest and greatest update to the best of my ability.  
Please call me regarding any questions you may have.

Thanks,



NHTSA\_Part  
ange History\_Wind

*Syed Sarneet Sarneet*

Lifestyle Vehicles Chassis Engineering  
Windstar and TWind - Wheels/Tires/Ornamentation  
Phone & Fax: (513) 29-01949  
Pager #: (513) 794-0948  
Location: Bldg #1, 112061  
E-mail: [csarneo@chevrolet.com](mailto:csarneo@chevrolet.com)

NA - Not applicable

Vehicle where the part is installed, or used to be installed		Part Description	Description of Change	Reason for Change	E: Old Reg. P/N G: Old Service P/N	H: New Reg. P/N I: New Service P/N	Disposition of original parts			Date original part was withdrawn from sale	Modified Part Interchangeability With Older Part
Date Part Was Grouped Into Vehicle Production	Model and Year						In Production	Part's Availability / Dealer Stock	Supplier Inventory		
1998 Rev 2900 MY Job#1	1998 - Van, GL, SLX, 1999 Van, Base, LX & SE, 2000 - LX, SE	M12x1.5, 10mm hex, 90 degree cone	No change	Not applicable	NA	PE02-0013-AA	NA	NA	NA	NA	NA
1998 Job#1 Rev 2900	1998 - Van, GL, SLX, 1999 Van, Base, LX, 2000 - Base, Van, SE	M12x1.5, 10mm hex	No change	Not applicable	NA	PE02-0013-AA	NA	NA	NA	NA	NA
1998 Job #1	1999 Limited, 2000 - SE, DEL, 2001 SE, SEL	M12x1.5, 10mm hex, 90 degree cone, includes steel stamped	Increased ligand surface area surrounding wheel lugnut seat.	Wish to enter joint showed improvement during MS10 vehicle durability simulating the steel hole to elongate. This condition caused a loose steel to lugnut joint. Change WLO4G-1030351-000	PE02-0013-AA	PE02-0013-AA	NA	NA	NA	Old part number did not go into production at Job #1.	old part not interchangeable
1998 Job #1	1999 GL	M12x1.5 steel wheel	Revised method for brazing and hot dip zinc on center	To improve vehicle NVH / ride characteristics. Change WLO4G-1030351-000	PE02-0013-AA	PE02-0013-AA	NA	NA	NA	Old part number did not go into production at Job #1.	old part not interchangeable

PE02-001-0218

PE02-022

Design/Manufacturing Process Changes for 1998-2000 Windstar Wheel Lugs

Appendix \*\*

NA - Not applicable

Vehicle where the part is installed, or could be installed		Part Description	Description of Change	Reason for Change	In: Old Eng. P# E: Old Service P#	In: New Eng. P# E: New Service P#	Disposition of original parts			Date original part was withdrawn from sale	Modified Part Interchangeability with Older Part
Date Part Was Incept into Vehicle Production	Model and Year						In Production	Part's Disposition / Order Stock	Supplier Inventory		
1998 Job #1	1998 GL, LX	1998.0 steel wheel	Wheel to brake processing surface area increased	Wid to alter joint clearance movement during BS/20 vehicle durability causing the steel hole to elongate. This condition caused a loose stud to impact joint. Change NC80-E-10017218-000	F78A-1007-0C	F78A-1007-0D	NA	NA	NA	0C level parts did not go into production of Job #1. The new part number went into production.	old part not interchangeable
Not Released	1998 Limited	1998.0 steel wheel	Wheel to brake processing surface area increased	Wid to alter joint clearance movement during BS/20 vehicle durability causing the steel hole to elongate. This condition caused a loose stud to impact joint. Change NC80-E-49017218-000	F78A-1007-0A	F78A-1007-0B	NA	NA	NA	0A level parts did not go into production. Neither this new part number.	old part not interchangeable
1998 Job #1	1998 Limited	1998.0 steel wheel	Reduced tolerances for dimensions affecting clearance relation.	To improve component installation to wheel. Change NC00-E-10004900-000	F78A-1007-0B	F78A-1007-0C	NA	NA	NA	0B level parts did not go into production. The new part number went into production.	old part not interchangeable
1998 Job #1 released 02/27/1998	1998-Van, Econ, LX	1998.0 steel wheel	Profile release to adjust carry-over steel wheel release	Revised carry-over steel wheel to replace prototype wheel planned for release. See vehicle NC88-E-10000144-000	DF82-1007-01	FA8C-1007-0A	NA	NA	NA	0A part did not go into production. The new part of was released at Job #1.	old part not interchangeable

0003-004 0047

NA - Not applicable

Vehicle where the part is installed, or could be installed		Part Description	Description of Change	Reason for Change	E: Old Mfg. PN E: Old Service PN	E: New Mfg. PN E: New Service PN	Disposition of original parts			Date original part was withdrawn from sale	Matched Part Interchangeability with Master Part
Date Part Was Issued into Vehicle Production	Model and Year						In Production	Part's Availability / Dealer Stock	Supplier Inventory		
Not Released in production	Intended for 1998	1500L8 Alum. Wheel Painted	Revised Clear coat	To improve paint performance. Notice # NC00-E-10704710-006	0P22-1007-BA	0P22-1007-BB	NA	NA	NA	Old part did not go into production	Old part not interchangeable
1998 Job #1 Released 10/1/1998	1998 SE	1500L9 Alum. Wheel Painted	Thickness added to wheel flange	To improve wheel robustness. Notice # NC00-E-10812027-006	0P22-1007-BB	0P22-1007-BC	NA	NA	NA	Old part did not go into production	Interchangeable
Not released for Job #1	Intended for 1999	1500L9 Alum. Wheel Painted	Production released part in VVERC	To bring part to production level. Notice # NC00-E-10884017-014	0P22-1007-C1	0P22-1007-CA	NA	NA	NA	Old part did not go into production	Old part not interchangeable
1998 Job #1 Released 11/14/1997	1998 Van, Base, LX, SE	1500L8 Alum. Wheel Painted	Revised Clear coat	To improve paint performance. Notice # NC00-E-10704710-006	0P22-1007-CA	0P22-1007-CB	NA	NA	NA	Old part did not go into production	Old part not interchangeable

PE02-022-0000

PE02-022

## Design/Manufacturing Process Changes for 1998-2000 Windstar Wheel Lugs

Appendix \*\*

NA - Not applicable

Vehicle where the part is installed, or could be installed		Part Description	Description of Change	Reason for Change	E: Old Req. P/N S: Old Service P/N	E: New Req. P/N S: New Service P/N	Disposition of original parts			Date original part was withdrawn from sale	Modified Part Interchangeability with Older Part
Date Part Was Issued into Vehicle Production	Model and Year						In Production	Part's Distribution / Dealer Stock	Supplier Inventory		
1998 Job #1 Released 1/23/1998	1998 ECL	1098.5 Alum. Wheel Mechanical	Thickness added to inboard flange	To improve wheel robustness. Notice NCDG-S-10982427-000	DP22-1007-6A	DP22-1007-6B	NA	NA	NA	Old part did not go into production	Old part not interchangeable
1998 Job #1 + 90 days Released 8/15/98	1998 Job #1 + 90 days for Van, Base, LX	1500.0 Steel wheel	On center pilot hole	To improve fit to wheel manufacturing. Notice NCDG-S-10981904-000	F40C-1003-DA	DP22-1007-FA	Use	Use	Use Exhaust	Old part was replaced by new part scheduled date	Interchangeable
1998 Job #1 + 90 days Released 9/3/1998	1998 Job #1 + 90 days for SE	1098.5 Alum. Wheel Painted	Offset pilot hole for improved finish resulting of manufacturing	To improve vehicle NVH / Ride characteristics. Change NCDG-S-10982391-000.	DP22-1007-6C	DP22-1007-6D	Use	Use	Use Exhaust	Old part was replaced by new part scheduled date	Interchangeable
1998 Job #1 + 90 days Released 9/3/1998	1998 Job #1 + 90 days for Van, Base, LX, SE	1098.5 Alum. Wheel Painted	Offset pilot hole for improved finish resulting of manufacturing	To improve vehicle NVH / Ride characteristics. Change NCDG-S-10982391-000.	DP22-1007-6B	DP22-1007-00	Use	Use	Use Exhaust	Old part was replaced by new part scheduled date	Interchangeable

EPC-004 0248

NA - Not applicable

Validates when the part is installed, or would be installed		Part Description	Description of Change	Reason for Change	EC: Old Eng. PN OR: Old Service PN	EC: New Eng. PN OR: New Service PN	Disposition of original parts			Date original part was withdrawn from sale	Matched Part Interchangeability with Similar Part
Date Part Was Assembled into Vehicle Production	Model and Year						In Production	Part's Identification / Order Stock	Supplier Inventory		
1998 Jul 21 + 30 days Released 08/1998	1998 Jul 01 + 30 days for DEL.	Wheel & drum wheel machined	Direct part item for improved match extending of frontends	Same wheel as XP22-1007-03 for machine tool. Change # NCD0-E-1000291-000	XP22-1007-03	XP22-1007-02	NA	NA	NA	Ontario Assy. Plant has new part scheduled date	Interchangeable
2000 Rounding Change. Released 03/2000	2000 Rounding Change for Van. Date: LX	NCD0-0000 Wheel	Supplier change required over drawings	Sale of wheel wheel business. Part to Impact Linnearz. Model# NCD0-E-10000726-000	XP22-1007-FA	XP22-1007-BA	Use without	use	use without	Ontario Assy. Plant has new part scheduled date	Interchangeable

PE02-022 0220



# Technical & Research Services

PG 1 OF 4

4425 Ulton Road, Ulton, MI  
810-254-1330

## Action Request Form

AIR NUMBER: 3187

AIR ORIGINAL DATE: 1/8 UPDATED 1/23/02  
 BILL TO DIVISION: 21  
 DIVISION CONTACT: CHRIS WACKROW  
 AIR DUE DATE: A.S.A.P.

CUSTOMER: C. WACKROW  
 LOCATION:  
 PART NO: BOLZ 589149  
 LDT/HEAT: UNKNOWN

STUDS BROKEN IN HUB ASSEMBLY

PROVIDE MACROPHOTOGRAPHS OF ALL FRACTURED STUDS. PERFORM MICROSTRUCTURAL ANALYSIS OF CORE, AND MEASURE CASE DEPTH OF A FRACTURED STUD. PERFORM VICKERS HARDNESS TRACK OF THE SAME CARBURISED AREA, MEASURE CORE HARDNESS (HRc) OF FRACTURED STUD. PERFORM OES CHEMICAL ANALYSIS FOR MAIN ELEMENTS AND BALANCE.

COMPARE ALL MEASURED PROPERTIES TO CUSTOMER DRAWING. MEASURE VICKERS HARDNESS AT ROOT OF THREADS ADJACENT TO FRACTURE, AND BACK VICKERS HARDNESS FOR INFORMATION.

REQUIREMENT:	METHOD:	QUANTITY	SPEC	RESULTS:	ACC / REJ:
MACRO PHOTOGRAPHS	DIGITAL CAMERA	8	-	VIEW PICS ON PAGES 3-4	INFO ONLY
MICROSTRUCTURE	METALLOGRAPH	1	CARBURISED HARDENED AND TEMPERED	TEMPERED MARTENSITE (HARDENED AND TEMPERED)	ACC
CASE DEPTH	METALLOGRAPH	1	.102-.308mm	0.15 - .305 mm	ACC
HARDNESS	ROCKWELL 18 N	1	-	77-79 HR18N	INFO
CORE	ROCKWELL HRc	1	28/34	32-33 HRc	ACC
BASE HV	MICROHARDNESS HV	1	-	315 HV	INFO
CASE	MICROHARDNESS HV	1	410 MAX	.002" 388.4 HV (79 18N)	ACC
				.004" 389.8 (79 18N)	ACC
				.006" 382.1 (79 18N)	ACC
				.008" 385.7 (79 18N)	ACC
				.010" 385.7 (77 18N)	ACC
AT ROOT ADJACENT TO FRACTURE	MICROHARDNESS HV	1	410 MAX	337.5 - 346.6 HV	ACC
CHEMISTRY	OES SPECTROMETER	1	ES-31002-8100 KGS	SEE PAGE 2	ACC

PART MEETS SPECIFICATIONS

EQUIPMENT CERTIFICATIONS ARE MAINTAINED BY INP AND SUBCONTRACTED CERTIFICATION SERVICES. ALL RECORDS ARE RETAINED BY INP AND ARE ON FILE IN THE P.A. LAB, UTCA. THIS DOCUMENT CANNOT BE REPRODUCED EXCEPT IN FULL.

Report Submitted By: D. Johnson

Date of Report: 1/23/02

ORIGINAL DOCUMENT IS BOUND IN BLUE INK

Reviewed By: C. WACKROW

**Merony, Ken (K.J.)**

**From:** Eastman, Mike (US-Southfld) [meastman@fagauto.com]  
**Sent:** Thursday, January 24, 2002 6:06 PM  
**To:** Pliassounov, Stanislav (S.I.)  
**Co:** Santiago, Eduardo (S.); Ayub, Muhammed (M.); Helton, Nikki (US-Jpln); 'Dawn Marie Malott (E-mail)'; 'Michael L. Silvasi (E-mail)'; Merony, Ken (K.J.); Gladkikh, Nikolai (N.N.); Montgomery, Kerry (K.P.); Connelly, Lori (L.); Salmon, Thomas (T.A.); Vivanco B., Miguel Angel (M.A.); Fratila, Dan (D.); Mike Daffey (E-mail); 'chris.wackow@mp.com'  
**Subject:** RE: Windstar damaged parts



AR 3197.xls

Please find attached the completed analysis report from MNP. The final detailed report shows that the studs returned to FAG for analysis were within specification. This will conclude the analysis of the returned parts. Please review the report and let me know if you have any questions.

Best Regards,

Mike Eastman  
Application Engineer  
FAG Automotive  
Office: (248) 354-0480 x121  
Fax: (248) 354-0076  
Mobile: (248) 961-3782

<<AR 3197.xls>>

> -----Original Message-----

> **From:** Pliassounov, Stanislav (S.I.) [SMTP:spliass@ford.com]  
> **Sent:** Thursday, January 10, 2002 10:09 AM  
> **To:** 'Eastman, Mike (US-Southfld)'  
> **Cc:** Santiago, Eduardo (S.); Ayub, Muhammed (M.); 'Helton, Nikki (US-Jpln)'; 'Dawn Marie Malott (E-mail)'; 'Michael L. Silvasi (E-mail)'; Merony, Ken (K.J.); Gladkikh, Nikolai (N.N.); Montgomery, Kerry (K.P.); Connelly, Lori (L.); Salmon, Thomas (T.A.); Vivanco B., Miguel Angel (M.A.); Fratila, Dan (D.)  
> **Subject:** RE: Windstar damaged parts

> Mike,

> I studied the report more detail and I have to tell you that I am not satisfied at all. In my opinion no actual analysis has been done. The result analysis field in the report is empty. According to the testing required field, no analysis was requested except obtaining of the pictures. And after all this document is called report of analysis ????

> It was clear from the beginning that most likely the bolts fractured as a result of fatigue ( well, perhaps except the picture #2).

> I insist to run both material composition analysis and mechanical properties one ( like standard test while material certification). I expect to see a report with actual numbers gainst the targets. Otherwise we can not conclude if actual material properties of the broken bolts were OK. And I the testing done ASAP.

>  
> Regards,  
> Stan Pliassounov  
> OAP - FVT Chassis Systems Engineer  
> > Phone: (905) 845-2511 ext. 3711  
> > Fax: (905) 845-0132  
> > E-mail: SPLIASSO@ford.com

>  
>  
> -----Original Message-----

> From: Vivanco B., Miguel Angel (M.A.)  
> Sent: Thursday, January 10, 2002 9:40 AM  
> To: Pliassounov, Stanislav (S.I.); 'Eastman, Mike (US-Southfld)';  
> Fratila, Dan (D.)  
> Cc: Santiago, Eduardo (S.); Ayub, Muhammed (M.); 'Helton, Nikki  
> (US-Jpln)'; 'Dawn Marie Malott (E-mail)'; 'Michael L. Silvasi (E-mail)';  
> Herony, Ken (K.J.); Gladkikh, Nikolai (N.N.); Montgomery, Kerry (K.F.);  
> Connelly, Lori (L.); Salmon, Thomas (T.A.)  
> Subject: RE: Windstar damaged parts

>  
>  
> I agree with you Stan,

>  
> Otherwise I'm interested in a material composition analysis of those parts  
> to eliminate the possible material contamination or something wrong with  
> it. This is because the most strange issue is that in these reports the  
> failure is at the same front right wheel. I wonder if you can help us with  
> this info.

>  
> Anything we can do to be helpful, just ask for it.

>  
> > Miguel Angel Valance Báez  
> > México FCSB Service Engineer  
> > Luxury Cars & OE Tires  
> > Phone: (52-55) 5118 3428  
> > Fax: Cel. (52-55) 5118 3505  
> > FordNet: 9433428

>  
>  
> -----Original Message-----

> From: Pliassounov, Stanislav (S.I.)  
> Sent: Thursday, January 10, 2002 7:08 AM  
> To: 'Eastman, Mike (US-Southfld)'; Fratila, Dan (D.)  
> Cc: Santiago, Eduardo (S.); Ayub, Muhammed (M.); Helton, Nikki  
> (US-Jpln); 'Dawn Marie Malott (E-mail)'; 'Michael L. Silvasi (E-mail)';  
> Vivanco B., Miguel Angel (M.A.); Herony, Ken (K.J.); Gladkikh, Nikolai  
> (N.N.); Montgomery, Kerry (K.F.); Connelly, Lori (L.); Salmon, Thomas  
> (T.A.)  
> Subject: RE: Windstar damaged parts

>  
>  
> Mike,

> thanks for the info. There is only one question: what can be done  
> designwise to make such scenario practically impossible ( or how to make  
> the design more robust to reduce the probability). Please prepare your  
> proposals ASAP.

>  
>  
> Dan,

> I guess it is crucial to run some kind of durability test (key life one)  
> as we discussed earlier to find out what sort of clamping force loss we  
> can expect from the current design.

> Regards,  
> Stan Pliassounov  
> OAP - PVT Chassis Systems Engineer  
> > Phone: (905) 845-2511 ext. 3711  
> > Fax: (905) 845-0132  
> > E-mail: SPLIASSO@ford.com

> -----Original Message-----

> From: Eastman, Mike (US-Southfld) [mailto:meastman@fagauto.com]  
> Sent: Wednesday, January 09, 2002 5:42 PM  
> To: 'Pliassounov, Stanislav (S.I.)'; 'Vivanco B., Miguel Angel (M.A.)';  
> 'Gladkikh, Nikolai (N.N.)'; 'Montgomery, Kerry (K.P.)'; 'Merony, Ken  
> (K.J.)'; 'Connelly, Lori (L.)'  
> Cc: 'Santiago, Eduardo (S.)'; 'Ayub, Muhammad (M.)'; 'Dan Fratila  
> (E-mail)'; Helton, Wikki (US-Jplin); 'Dawn Marie Malott (E-mail)';  
> 'Michael L. Silvasi (E-mail)'  
> Subject: RE: Windstar damaged parts

> Stan,

> I sent the studs to MNP for analysis. They examined the parts under  
> magnification (photographs shown in the attachment) and concluded that the  
> bolts fractured as a result of fatigue. They base this conclusion on the  
> fact that there are striations on the fracture face that occur under  
> fatigue  
> loading conditions. Their theory is that the bolts didn't receive enough  
> clamp load or somehow lost clamp load over time. The loss of clamp load  
> then allowed side forces to be exerted on the side of the bolts causing  
> minute cracks to occur. These cracks gradually propagated into the bolt  
> under repeated loading and unloading as the wheel rotates. The  
> progression  
> of the crack is shown by the fine lines traversing the fractured face of  
> the  
> three fractured bolts. As the cracks continued to propagate over time  
> (cyclic loading) there would be a gradually decreasing amount of metal  
> remaining to sustain the service loads. Once the amount remaining was  
> unable to sustain the loads, the bolts would have fractured  
> instantaneously.  
> Not all would have had to fracture at the same time.

> The attachment contains the photographs from MNP. Please let me know if  
> you  
> have any questions. We can have a conference call with MNP to discuss  
> their  
> results if necessary.

> Best Regards,

> Mike Eastman  
> Application Engineer  
> FAG Automotive  
> Office: (248) 354-0480 x121  
> Fax: (248) 354-0076

> Mobile: (248) 755-7832

> <<AR552.xls>>

> > -----Original Message-----

> > From: Pliassounov, Stanislav (S.I.) [SMTP:spliasso@ford.com]  
> > Sent: Tuesday, January 08, 2002 10:29 AM  
> > To: Vivanco B., Miguel Angel (M.A.); Gladkikh, Nikolai (N.N.);  
> > Montgomery, Kerry (K.P.); Merony, Ken (K.J.); Connolly, Lori (L.)  
> > Cc: Santiago, Eduardo (S.); Ayub, Muhammed (M.); Mike Eastman  
> > (US-Southfld) (E-mail)  
> > Subject: RE: Windstar damaged parts

> > The parts were sent to AFG for analysis. Mike Eastman received them  
> > right  
> > before Christmas.

> > Mike, any news? When we can expect the results ? Thanks.

> > Regards,  
> > Stan Pliassounov  
> > OAP - PVT Chassis Systems Engineer  
> > > Phone: (905) 845-2511 ext. 3711  
> > > Fax: (905) 845-0132  
> > > E-mail: SPLIASSO@ford.com

> > -----Original Message-----

> > > From: Vivanco B., Miguel Angel (M.A.)  
> > > Sent: Tuesday, January 08, 2002 10:19 AM  
> > > To: Pliassounov, Stanislav (S.I.); Gladkikh, Nikolai (N.N.);  
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> > > Kerry (K.P.); Merony, Ken (K.J.); Connolly, Lori (L.)  
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> > > Does anybody knows what is the status of this damaged parts?

> > > Have a nice 2002 year beginning

> > > Miguel Angel Vivanco Báez  
> > > México FCSD Service Engineer  
> > > Luxury Cars & OE Tires  
> > > Phone: (52-55) 5118 3428  
> > > Fax: Cel. (52-55) 5118 3505  
> > > FordNet: 9433428

> > -----Original Message-----

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> > > To: Vivanco B., Miguel Angel (M.A.); Gladkikh, Nikolai (N.N.);  
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>>> Sent: Tuesday, December 11, 2001 11:03 AM  
>>> To: Gladkikh, Nikolai (N.N.); Montgomery, Kerry (K.P.); Merony,  
> Ken  
>> (K.J.); Pliassounov, Stanislav (S.I.); Connelly, Lori (L.)  
>>> Cc: Santiago, Eduardo (S.)  
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>>> Hi,  
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>>> México FCSD Service Engineer  
>>> Luxury Cars & OE Tires  
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>>> Fax: Cel. (52-55) 5118 3505  
>>> FordNet: 9433428

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>>> -----Original Message-----  
>>> From: Gladkikh, Nikolai (N.N.)  
>>> Sent: Thursday, December 06, 2001 2:46 PM  
>>> To: Vivanco B., Miguel Angel (M.A.); Montgomery, Kerry (K.P.);  
> Merony,  
>> Ken (K.J.); Pliassounov, Stanislav (S.I.); Connelly, Lori (L.)  
>>> Cc: Santiago, Eduardo (S.)  
>>> Subject: RE: Windstar damaged parts

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>>> Thanks to everybody.  
>>> I have got the part.

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>>> Regards,

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>>> From: Vivanco B., Miguel Angel (M.A.)  
>>> Sent: Tuesday, December 04, 2001 10:14 AM  
>>> To: Montgomery, Kerry (K.P.); Merony, Ken (K.J.); Pliassounov,  
> Stanislav  
>> (S.I.); Connelly, Lori (L.); Gladkikh, Nikolai (N.N.)  
>>> Cc: Vivanco B., Miguel Angel (M.A.); Santiago, Eduardo (S.)  
>>> Subject: Windstar damaged parts

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>>> Nick,  
>>>

> > > I sent the Windstar wheel coming out damaged parts yesterday by DHL, I  
> > hope you will receive these parts tomorrow at least with the 7141494301  
> > airwaybill number.

> > >

> > > Would you notice me at the moment you have this in your hands please?

> > >

> > > Regards

> > > Miguel Angel Vivanco Báez

> > > México FCSD Service Engineer

> > > Luxury Care & OM Tires

> > > Phone: (52-55) 5118 3428

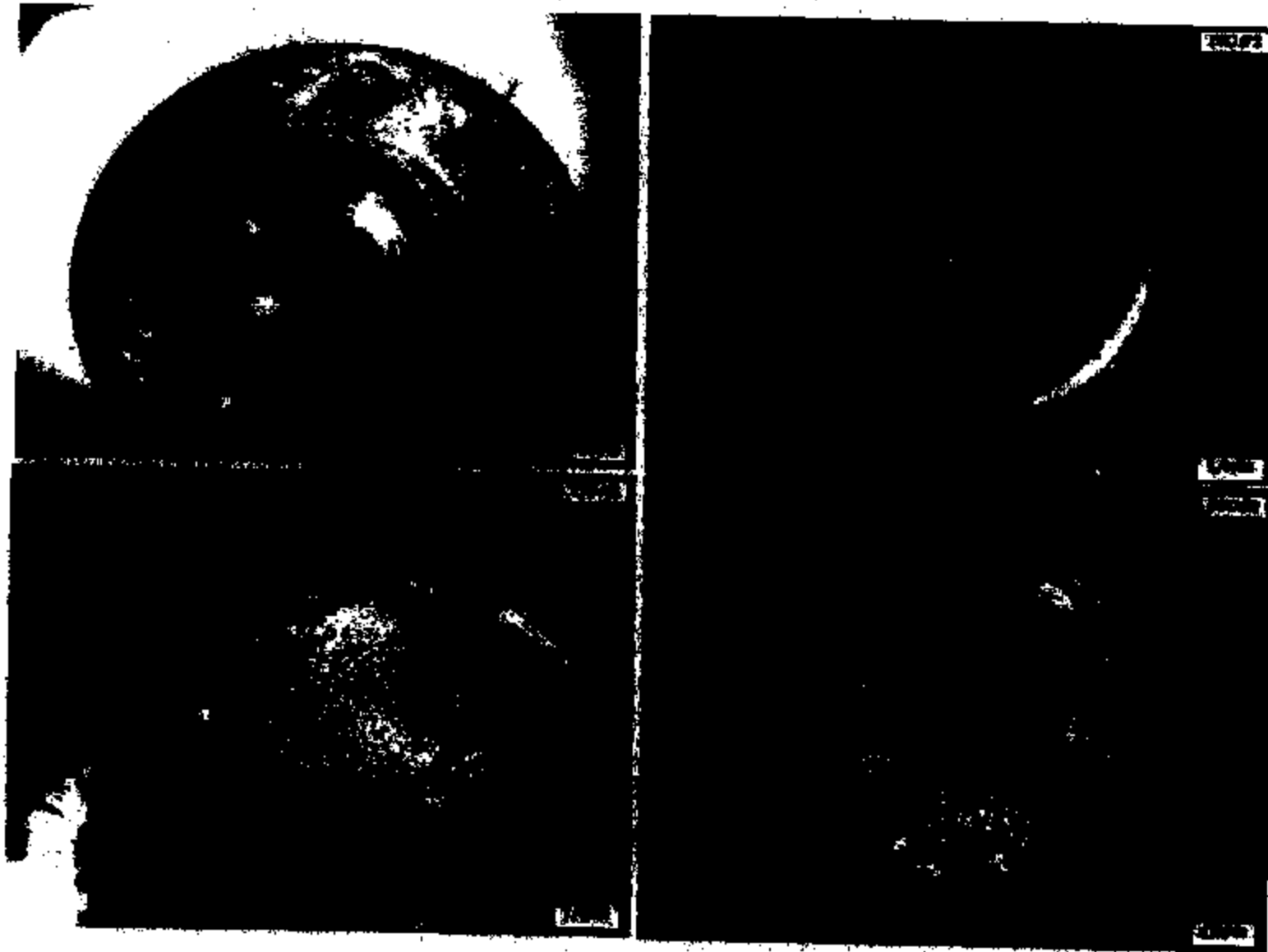
> > > Fax: Cel. (52-55) 5118 3505

> > > FordNet: 9433428

> > >

> > >

WHEEL HUB PICS



1020 100-0001



# Technical & Research Services

## Action Request Form

44225 Utes Road, Ute, NH

610-254-1330

AR NUMBER: 052

AR ORIGINAL DATE: 1/8/02

CUSTOMER: G. WAGROW

BILL TO DIVISION: 21

LOCATION:

DIVISION CONTACT: CHRIS WAGROW

PART NO: WHEEL HUB ASSEMBLY

AR DUE DATE: A.S.A.P.

LOT/HEAT: UNKNOWN

STUDS BROKEN IN HUB ASSEMBLY

PROVIDE PICTURES OF HUB ASSEMBLY AND OF BROKEN STUDS SHOWING DETAIL OF BREAK.

REQUIREMENT:	METHOD:	QUANTITY:	RESULT:	ACC / RER
PHOTOS	DIGITAL CAMERA	8	VIEW PICS ON PAGES 2 AND 3 (THIS IS A 3 PAGE REPORT)	

EQUIPMENT CERTIFICATIONS ARE MAINTAINED BY NRP AND  
SUBCONTRACTED CERTIFICATION SERVICES. ALL RECORDS  
ARE MAINTAINED BY NRP AND ARE ON FILE IN THE P.A. LAB, UTECH  
THIS DOCUMENT CANNOT BE REPRODUCED EXCEPT IN FULL

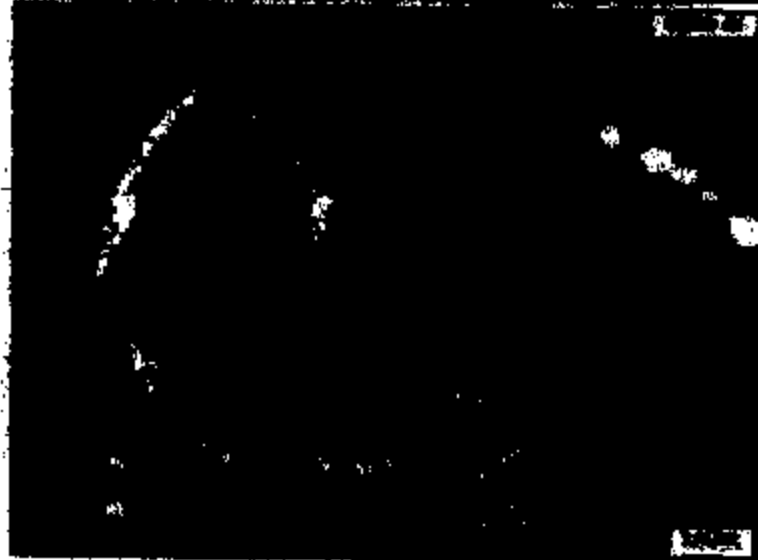
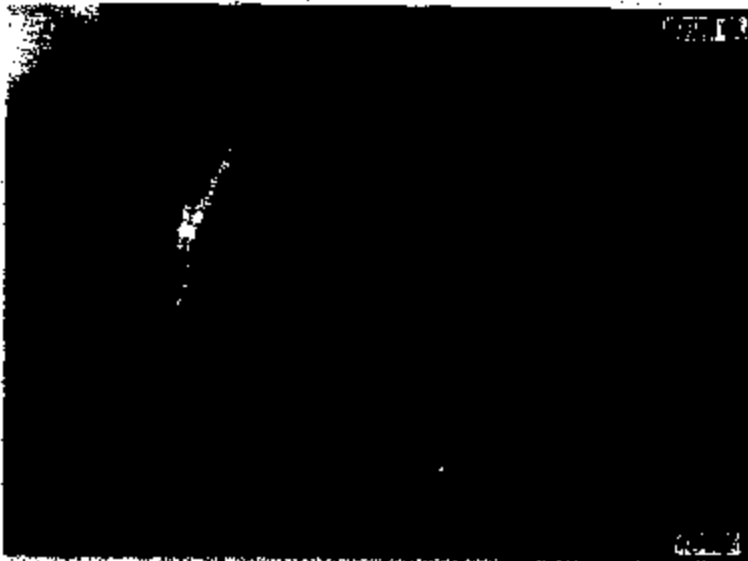
Report Submitted By: D. Johnson

Date of Report: 1/8/02

ORIGINAL DOCUMENT IS ISSUED IN BLUE INK

Reviewed By: \_\_\_\_\_

WHEEL STUD PICS



0000-004 0000

**Merony, Ken (K.J.)**

**From:** Eastman, Mike (US-Southfld) [meastman@fagauto.com]  
**Sent:** Wednesday, January 09, 2002 8:42 PM  
**To:** Pliassounov, Stanislav (S.I.); Vivanco B., Miguel Angel (M.A.); Gladkikh, Nikolai (N.N.); Montgomery, Kerry (K.P.); Merony, Ken (K.J.); Connolly, Lori (L.)  
**Cc:** Santiago, Eduardo (E.); Ayub, Muhammed (M.); Dan Fraile (E-mail); Helton, Mick (US-John); Dawn Marie Melott (E-mail); Michael L. Stivali (E-mail)  
**Subject:** RE: Windstar damaged parts



Stan,

I sent the studs to MNP for analysis. They examined the parts under magnification (photographs shown in the attachment) and concluded that the bolts fractured as a result of fatigue. They base this conclusion on the fact that there are striations on the fracture face that occur under fatigue loading conditions. Their theory is that the bolts didn't receive enough clamp load or somehow lost clamp load over time. The loss of clamp load then allowed side forces to be exerted on the side of the bolts causing minute cracks to occur. These cracks gradually propagated into the bolt under repeated loading and unloading as the wheel rotates. The progression of the crack is shown by the fine lines traversing the fractured face of the three fractured bolts. As the cracks continued to propagate over time (cyclic loading) there would be a gradually decreasing amount of metal remaining to sustain the service loads. Once the amount remaining was unable to sustain the loads, the bolts would have fractured instantaneously. Not all would have had to fracture at the same time.

The attachment contains the photographs from MNP. Please let me know if you have any questions. We can have a conference call with MNP to discuss their results if necessary.

Best Regards,

Mike Eastman  
Application Engineer  
FAG Automotive  
Office: (248) 354-0480 x121  
Fax: (248) 354-0076  
Mobile: (248) 755-7832

<<AR552.xls>>

> -----Original Message-----

> **From:** Pliassounov, Stanislav (S.I.) [SMTP:spliasso@ford.com]  
> **Sent:** Tuesday, January 08, 2002 10:29 AM  
> **To:** Vivanco B., Miguel Angel (M.A.); Gladkikh, Nikolai (N.N.);  
> Montgomery, Kerry (K.P.); Merony, Ken (K.J.); Connolly, Lori (L.)  
> **Cc:** Santiago, Eduardo (E.); Ayub, Muhammed (M.); Mike Eastman  
> (US-Southfld) (E-mail)  
> **Subject:** RE: Windstar damaged parts

> The parts were sent to AFG for analysis. Mike Eastman received them right

> before Christmas.  
>  
> Mike, any news? When we can expect the results ? Thanks.  
>  
> Regards,  
> Stan Pliassounov  
> OAP - FVT Chassis Systems Engineer  
> > Phone: (905) 845-2511 ext. 3711  
> > Fax: (905) 845-0132  
> > E-mail: SPLIASSO@ford.com  
> >  
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> > Sent: Tuesday, January 08, 2002 10:19 AM  
> > To: Pliassounov, Stanislav (S.I.); Gladkikh, Nikolai (N.N.); Montgomery,  
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> > Cc: Santiago, Eduardo (S.); Ayub, Muhammed (M.)  
> > Subject: RE: Windstar damaged parts  
> >  
> > Does anybody knows what is the status of this damaged parts?  
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> > Have a nice 2002 year beginning  
> >  
> > Miguel Angel Vivanco Báez  
> > México FCSD Service Engineer  
> > Luxury Cars & OE Tires  
> > Phone: (52-55) 5118 3428  
> > Fax: Cel. (52-55) 5118 3505  
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> > From: Vivanco B., Miguel Angel (M.A.)  
> > Sent: Tuesday, December 11, 2001 11:03 AM  
> > To: Gladkikh, Nikolai (N.N.); Montgomery, Kerry (K.P.); Merony, Ken  
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> > FordNet: 9433428

> > -----Original Message-----

> > From: Gladkikh, Nikolai (N.W.)  
> > Sent: Thursday, December 06, 2001 2:46 PM  
> > To: Vivanco B., Miguel Angel (M.A.); Montgomery, Kerry (K.P.); Marony,  
> > Ken (K.J.); Pliassounov, Stanislav (S.I.); Connolly, Lori (L.)  
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> > From: Vivanco B., Miguel Angel (M.A.)  
> > Sent: Tuesday, December 04, 2001 10:14 AM  
> > To: Montgomery, Kerry (K.P.); Marony, Ken (K.J.); Pliassounov, Stanislav  
> > (S.I.); Connolly, Lori (L.); Gladkikh, Nikolai (N.W.)  
> > Cc: Vivanco B., Miguel Angel (M.A.); Santiago, Eduardo (S.)  
> > Subject: Windstar damaged parts

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> > Phone: (52-55) 5118 3428  
> > Fax: Cel. (52-55) 5118 3505  
> > FordNet: 9433428

**Merony, Ken (K.J.)**

---

**Paul:**

On 26-Dec-01, the front passenger side wheel came off our 2000 Windstar SEL (VIN# 2FMDA5343YB[REDACTED]). At the time, my wife was driving and your wife was a passenger. Luckily, they were in the process of finding a parking spot after completing a 50 mile highway trip. No-one was injured. Some facts relating to this incident:

1. Odometer reading ~ 19000 miles
2. Wheel studs sheared off at the brake rotor. See attached pictures. You have two of the studs/nuts.
3. No vibration or noise prior to this incident. Wife heard the studs break just before the vehicle dropped to the ground.
4. Tires rotated at 10000 miles. Lug nuts torqued to spec in a star pattern using a Snap-on torque wrench.
5. Car was towed to Helfman Ford in Stafford, TX. Body Shop Estimator is Scott King (281.274.7224).
6. My insurance deductible is \$1000. Estimate for repair is ~ \$1000.
7. Cost for rental car ~\$170/wk. Will need car for ~ 8-9 days.
8. Additional personal mileage 330 miles (3 round trips @ 110 miles each)

Thanks

Mark Chahl  
120 Indian Warrior Trail  
Lake Jackson, TX 77566  
USA  
Home (+1)979.480.9086  
Mobile Nina (+1)979.418.8187  
Mobile Mark (+1)979.236.1053

[hmachahl@swbell.net](mailto:hmachahl@swbell.net)  
[hmachahl@hotmail.com](mailto:hmachahl@hotmail.com)

**Merony, Ken (K.J.)**

**From:** Pliassounov, Stanislav (S.I.)  
**Sent:** Thursday, January 10, 2002 8:08 AM  
**To:** Eastman, Mike (US-Southfld); Fratila, Dan (D.)  
**Cc:** Santiago, Eduardo (S.); Ayub, Muhammad (M.); Helton, Nikki (US-Join); Dawn Marie Malott (E-mail); Michael L. Silvani (E-mail); Vivanco B., Miguel Angel (M.A.); Merony, Ken (K.J.); Gladkikh, Nikolai (N.N.); Montgomery, Kerry (K.P.); Connelly, Lori (L.); Salmon, Thomas (T.A.)  
**Subject:** RE: Windstar damaged parts

Mike,  
thanks for the info. There is only one question: what can be done designwise to make such scenario practically impossible ( or how to make the design more robust to reduce the probability). Please prepare your proposals ASAP.

Dan,  
I guess it is crucial to run some kind of durability test (key life one) as we discussed earlier to find out what sort of clamping force loss we can expect from the current design.

Regards,  
Stan Pliassounov  
OMP - FVT Chassis Systems Engineer  
> Phone: (905) 845-2511 ext. 3711  
> Fax: (905) 845-0132  
> E-mail: SPLIASSO@ford.com

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

**From:** Eastman, Mike (US-Southfld) [mailto:meastman@fegauto.com]  
**Sent:** Wednesday, January 09, 2002 5:42 PM  
**To:** 'Pliassounov, Stanislav (S.I.)'; 'Vivanco B., Miguel Angel (M.A.)'; 'Gladkikh, Nikolai (N.N.)'; 'Montgomery, Kerry (K.P.)'; 'Merony, Ken (K.J.)'; 'Connelly, Lori (L.)'  
**Cc:** 'Santiago, Eduardo (S.)'; 'Ayub, Muhammad (M.)'; 'Dan Fratila (E-mail)'; Helton, Nikki (US-Join); 'Dawn Marie Malott (E-mail)'; 'Michael L. Silvani (E-mail)'  
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have any questions. We can have a conference call with MNP to discuss their results if necessary.

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Mike Eastman  
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<<AR552.xls>>

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> > Fax: Cel. (52-55) 5118 3505  
> > FordNet: 9433428  
> >  
> >

**From:** O'Connell, Jay (J.C.)  
**Sent:** Monday, November 25, 2002 8:28 AM  
**To:** Balashore, Patricia (P.J.); Salmon, Thomas (T.A.)  
**Co:** Fratkin, Dan (D.)  
**Subject:** FW: See Attached Opening Resume PE02-085

Pat,  
You and Tom were not included on this note from Bharat Patel regarding Windstar wheel studs. Please review.

Regards,  
Jay

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

**From:** Patel, Bharat (B.J.)  
**Sent:** Friday, November 22, 2002 6:29 PM  
**To:** Sakkala Jr., John (J.K.); O'Connell, Jay (J.C.); Pollock, Don (D.A.); Maratby, Sherif (S.)  
**Subject:** FW: See Attached Opening Resume PE02-085

Please note the below Resumes that we have received from NHTSA. Upon receipt of the resume, NHTSA follows up with an inquiry letter which lists the information that they are looking for from Ford. Subsequently, ASO will schedule a Kick-Off meeting with OGC and engineering to discuss this inquiry and identify next steps.

At this time I do not require any help, however once the inquiry has been received we will have to assign an engineer to the investigation. Please let me know if you have any questions in the mean time.

**Bharat J. Patel**

Critical Concerns Manager - NAC

Phone: 313-248-6312; Fax: 313-390-6002

Text Pager: 313-795-3457 or bpatel7@ford.com

*The information contained herein is FORD PROPRIETARY information and may include FORD CONFIDENTIAL information as defined in Ford's Global Information Standard II. Reproduction of this document, disclosure of the information, and use for any purpose other than the conduct of business with Ford is expressly prohibited.*

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

**From:** Pfand, Zaida (Z.)  
**Sent:** Wednesday, November 20, 2002 11:41 AM  
**To:** Anton, Paul (P.A.); Bauer, Donna (D.J.); Bauer, Scott (S.C.); Belcup, Robert (R.T.); Black-Nixon, Dianne (C.D.); Boland, Jim (J.R.); Brush, Terry (T.); Cappel, Reem (R.A.); Cattri, William (W.S.); Christensen, Kris (K.S.); Douglas, Jim (J.M.); Fabian, Paul (P.L.); Feltner, Tom (T.M.); Gaunt, Frank (F.); Garaghty, Brian (B.J.); Ghazal, Muhammad (M.); Gilhoel, Jennifer (J.); Goering, Kimberly (K.L.); Holmes, Keith (K.E.); Johnston, Dennis (D.T.); Krishna, Sarah (S.L.); Krishna, Kevin (K.E.); Klear, Matt (K.W.); Lopez, Jay (J.D.); Maddox, John (J.M.); Masura, Gordon (G.P.); Miyajima, Satoshi (S.); Molkentin, Lisa (L.); O'Donnell, Robert (R.); Oweik, Greg (G.G.); Ott, David (D.J.); Patel, Bharat (B.J.); Pfeiffer, Robert (R.L.); Pfand, Zaida (Z.); Ray, Glenn (G.E.); Renouf, Joe (J.H.); Sabalia, Christine (C.R.); Shapiro, William (W.); Souchock, Peter (P.D.); Stando, Michael (M.J.); Swearney, Stephanie (S.L.); Tolantny, Michael (M.); Trujillo, Thomas (T.G.); Vondola, James (J.P.); Wheelock, Bob (R.J.); Wickhamer, Francis (F.J.); Wilkins, Linda (L.A.); Williams, Trevor (T.G.); Wilsowald, Paul (P.C.); Yu, Dave (D.)  
**Subject:** See Attached Opening Resume PE02-085

Opening Resume PE02-085  
Subject: Wheel Lug Bolt Breakage  
Model: Windstar  
MY: 1998-2000

2002-11-18\_OPENI  
NG\_RESUME.pdf

*Have a nice day!*  
*Zaida Pined*

**From:** Sakioka Jr., John (J.K.)  
**Sent:** Wednesday, August 28, 2002 11:48 PM  
**To:** JOCONNEZ was deleted 20030510; Seashore, Patrick (P.J.)  
**Subject:** FW: Draft QAs

Info.

John K. Sakioka

—Original Message—

**From:** Patel, Bharat (B.J.)  
**Sent:** Wednesday, August 28, 2002 2:31 PM  
**To:** Sakioka Jr., John (J.K.); Dockelader, Bob (Robert G.)  
**Subject:** FW: Draft QAs

This is an FYI only on your subsystems. The document does not affect the Lifestyle or Family vehicles. This is a draft of Q&A that is being prepared by Public Affairs to support a field action that will be announced at a later date. You may want to inform your managers to ensure that the same failure mode is not applicable to our carlines.

—Original Message—

**From:** Nissen, Todd (T.)  
**Sent:** Wednesday, August 28, 2002 1:11 PM  
**To:** Ligon, Frank (F.M.); Gray, Timmy (T.L.); Navi, Ray (R.A.); Sweeney, Stephanie (S.L.); Tolarsky, Michael (M.); Trujillo, Thomas (T.G.); Patel, Bharat (B.J.); Caswell, Greg (G.G.)  
**Subject:** Draft QAs

Here are two draft QAs for issues coming before the FRC this week. I'm circulating them ahead of the formal action because of the holiday and shortened timetable for when things pop on NHTSA's web site. Please review and send changes back by Sept. 4.



02Aug28.doc

Todd Nissen  
Global Service Public Affairs  
Ford Motor Company  
313-337-2786 (office)  
313-337-1165 (fax)

**From:** Mulloy, Marty (J.)  
**Sent:** Saturday, April 20, 2002 9:59 AM  
**To:** Seashore, Patricia (P.J.)  
**Subject:** RE: Review of M. Mulloy Windstar w/broken wheel studs

Thanks Patricia - I appreciate the update

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

**From:** Seashore, Patricia (P.J.)  
**Sent:** Friday, April 19, 2002 1:05 PM  
**To:** Mulloy, Marty (J.)  
**Subject:** FW: Review of M. Mulloy Windstar w/broken wheel studs

Mr. Mulloy: The following is our assessment of the root cause for the broken wheel studs on your Windstar. Please extend our thanks to your wife for taking the time to talk with Tom Salmon Wednesday afternoon. Please feel free to call me or text page me if you have any questions.

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

**From:** Seashore, Patricia (P.J.)  
**Sent:** Friday, April 19, 2002 10:49 AM  
**To:** Fowler, Bernita (B.W.); Wignar, Richard (R.J.); Kispada, Mahendra (M.A.); Marakby, Sherif (S.)  
**Cc:** Sebicki Jr., John (J.K.)  
**Subject:** Review of M. Mulloy Windstar w/broken wheel studs

I will be updating Marty Mulloy Friday afternoon on our diagnosis of his car. I am sharing the details with you in advance.

**Background:**

- Marty & Janet Mulloy took delivery of their Windstar on 4/9. Janet is the primary driver.
- Later the week of 4/9, Janet told Marty that the left front wheel was making noise. Marty drove it into work with the intent of having it looked at. However, the noise was not reproduced, so it was not serviced.
- Sometime on Tuesday 4/16, while Janet was driving, the noise got progressively worse followed by a loud clunk and sloppy steering. Janet pulled over. Another motorist stopped and told her the left front wheel was wobbling. Upon inspection, when the wheel ornament was removed, two broken wheel studs with lug nuts attached were found and the 5th lug nut was missing.
- It was determined that no service had been done at any of the Ford service garages or dealerships.
- The service technician at McDonald Ford who did the repair work said the indication is that the 5th lug nut was never installed on the wheel stud (coating had not been disturbed).
- Marty's wife was interviewed Wed 4/17 afternoon to obtain the above detailed information regarding the event.

**Diagnosis/Root Cause:**

- Since no service had been done previously on the Windstar, the leading potential root cause for the missing lug nut is a missed assembly operation or repair, or an improper repair by the transit company.
- Further, given the process wheel lug nut operation, the other four lug nuts may have only been installed at 50% of the installation torque.

**Patricia J. Seashore**

**Lifestyle Vehicles Chassis Brake Manager**

E-mail: [pseashor@ford.com](mailto:pseashor@ford.com) [psseashor@ford.com](mailto:psseashor@ford.com) Phone: 313-32-36585 Fax: 313-323-1511

Administrative Assistant: Dana Major, 24-81413, [dnaajor6@ford.com](mailto:dnaajor6@ford.com)

**From:** Salmon, Thomas (T.A.)  
**Sent:** Monday, November 05, 2001 1:53 PM  
**To:** Drobnich, Duane (D.L.); Eggleston, Chauncy (C.R.); Palkori, Dennis (D.A.); Cox, Larry (L.A.); Fratila, Dan (D.); Sarmast, Syed (S.H.)  
**Co:** Seeshore, Patricia (P.J.)  
**Subject:** Wheel Stud mtg notes from Oct 16, 2001

Team, I never sent out the notes from 10/16. This is just for your records/info.

Wheel Stud Mtg  
10/16/01  
Fastener Lab

**Attendees:**

Duane Drobnich  
Tom Salmon  
Dan Fratila  
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 1996 vehicle differs from 1999 in terms of the rotor. The 96 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 acceleration.
- Chauncy Eggleston provided clamp load data from Hayes for the aluminum minispans. 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 Decromet 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 WIN88 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 (B 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

Same data in attached file below.



wheel stud oct  
16.doc



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

**Attendance:**

Duane Drobnich  
Tom Salmon  
Dan Frittle  
Syed Samast  
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 acceleration.
- 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 innerman 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 WIN88 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)
  - WIN128 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

---

**From:** Salmon, Thomas (T.A.)  
**Sent:** Monday, October 15, 2001 1:03 PM  
**To:** Drobnich, Duane (D.L.); Cox, Larry (L.A.); Poldori, Don (D.A.); Samast, Syed (S.H.); Fratila, Dan (D.)  
**Cc:** Seashore, Patricia (P.J.)  
**Subject:** Notes from 10/9/2001 Windstar Wheel Stud mtg

**Wheel Stud Mtg**  
10/9/01  
Fastener Lab

**Attendance:**  
Duane Drobnich  
Larry Cox  
Tom Salmon  
Dan Fratila

**Notes:**

- Need Test Net ID for test request (complete: Dan Fratila obtained ID and issued KB6669)
- 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, caged bearing loose parts.

**From:** Patten, Mike (L.M.)  
**Sent:** Tuesday, May 08, 2001 3:47 PM  
**To:** Seashore, Patricia (P.J.)  
**Cc:** Misak, John (J.J.); Nelson, Don (D.F.)  
**Subject:** FW: '98 W\* wheel

Pat,

In preparation, I have audited 1995/96/97/98 Windstar QCBS, updating my folder. Prior to beginning, the folder contained 84 complaints/ 86 VIN with wheel stud and/or "wheel off" complaints. Per my discussion with John Misak, I completed 1998 with the following '95-'98 totals: 122 complaints / 113 VIN, or an increase of 25 complaints / 27 VIN.

I will provide this information to you in hard copy. I also have other information that this inquiry uncovered.  
Mike

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

**From:** Patten, Mike (L.M.)  
**Sent:** Monday, May 07, 2001 12:12 PM  
**To:** Seashore, Patricia (P.J.)  
**Cc:** Misak, John (J.J.)  
**Subject:** FW: '98 W\* wheel

John, yes, more than once. EAO has issued White Alerts in past too.

Pat, I supported Syed Bannest in previous investigations. It has been in the CCRG crosshairs before. Do you need my support to whomever will lead the investigation (e.g. update my QCBS, run AWE, etc.)? We do need some idea of scope of work required.

Mike

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

**From:** Misak, John (J.J.)  
**Sent:** Monday, May 07, 2001 12:01 PM  
**To:** Patten, Mike (L.M.)  
**Subject:** FW: '98 W\* wheel

Mike....have we looked into this before?

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

**From:** Nelson, Don (D.F.)  
**Sent:** Monday, May 07, 2001 8:34 AM  
**To:** Misak, John (J.J.); Deloiden, Steve (S.A.)  
**Subject:** FW: '98 W\* wheel

FYI

Regards,

*Donald F. Nelson*

**Manager, Engineering Quality & Reliability  
NAC Lifestyle Vehicles**

**13B066 MD-1138 Bldg. #1**

**Phone: 39-07027 Fax: 31-79272**

**CDS ID: dnelson2**

**Admin: Paula A. Marks (pmarks1)**

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

**From:** Hayes, Mary Ellen (M.E.)  
**Sent:** Saturday, May 05, 2001 1:14 PM  
**To:** Seidke Jr., John (J.K.)  
**Cc:** Nelson, Don (D.F.)  
**Subject:** FW: '98 W\* wheel

Not sure on the time availability for this month, but below is an item that should be discussed at 3rd Thursday quality review.

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

From: Hayde, Mary Ellen (M.E.)  
Sent: Tuesday, May 01, 2001 7:20 AM  
To: [REDACTED]  
Cc: Hotta, Mark-Tami (M.T.); Salata Jr., John (J.K.)  
Subject: FW: '98 W\* wheel

Lou, Thanks for the feedback.

John, we need a deep dive on early high-mileage warnings.

*Mary Ellen*

Mary Ellen Hayde  
VLD / Lifestyle Vehicles  
59-42894 / Secure Fax 82-16950  
MD 507 - PDC

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

From: Hotta, Mark-Tami (M.T.)  
Sent: Tuesday, May 01, 2001 7:16 AM  
To: ; Sashora, Fabrice (F.J.)  
Cc: Hayde, Mary Ellen (M.E.); Gilman Jr., Paul (P.J.); Johnson, Chris (C.D.); Salata Jr., John (J.K.)  
Subject: RE: '98 W\* wheel

Lou Yikes! Sorry this happened to you. Glad to hear that you are ok. We WOULD like to look at it.

Pat Please follow up. Thanks.

**Mark-Tami Hotta**

Windstar Chief Engineer  
Phone 313-337-8331; Fax 390-1004  
Admin - Susan Varga SVARGA3

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

From: [REDACTED]  
Sent: Tuesday, May 01, 2001 6:38 AM  
To: Hotta, Mark-Tami (M.T.)  
Cc: Hayde, Mary Ellen (M.E.)  
Subject: '98 W\* wheel

Mark-Tami - I was driving a '98 W\* (Company pool car with about 40,000 miles -loaner for my lease vehicle) over the weekend, when the right front wheel fell off (no one was hurt). In case you are interested in seeing the vehicle before it is repaired, it is presently at Blackwell Ford in Plymouth.

*Lou Ferraresi*

Project Manager  
D219/D258 Program  
PDC-1RQ22 - MD 571  
Tel: 313-32-24210  
FAX: 313-84-57718  
LFERRARE

**From:** [REDACTED]  
**Sent:** Saturday, January 06, 2001 2:18 PM  
**To:** Loop, James (J.R.); Gady, Kevin (K.); Samast, Syed (S.H.)  
**Cc:** Seashore, Patricia (P.J.)  
**Subject:** FW: Your Windstar

Just a follow-up, repairs are now in progress on my 98' Windstar. Would like to know if any of you were able to take a look at it. Need to find out the probability of one or all of the remaining wheels having the same issue. The technician at Village Ford is willing to offer his evaluation after the repairs, but that may or may not include the other 3 wheels. If you could offer some information, it would ease the concern I have about the safety of driving the vehicle. Once again I would like to thank everyone.

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

**From:** [REDACTED]  
**Sent:** Wednesday, December 20, 2000 12:54 PM  
**To:** Seashore, Patricia (P.J.)  
**Cc:** Loop, James (J.R.); Gady, Kevin (K.); Samast, Syed (S.H.)  
**Subject:** RE: Your Windstar

*"Go out and do your best, then honor it by being better..."*

First of all I would like to thank you for your immediate response to my dilemma with my 98' Windstar. I understand that engineers tried to inspect the vehicle last week, but were unsuccessful due to it being buried under snow at an impound lot down the street from the dealership. Through some miscommunication it was inadvertently taken there instead of directly to the Ford dealership. It has now been taken to Village Ford body shop where it cannot be serviced until the beginning of January. If your guys still want to see it, they are more than welcome to do so. Once again thank you for your concern.

