

EA03-004

FORD 8/27/03

ATTACHMENT J

BOOK 3 OF 3

PART 2 OF 4

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

(Balanced Claims)

VIN: 2FA3P4AK8D7121212 Vch Line: D13 - WINDSTAR (WINDSTAR) (D7-04) Eng Serial No: *
 Model Year: 1997 Model Description: * [PWA] Body Style: *
 Vch Type: T Make Code: EA - 2 WHEEL DRIVE Engine: TEM - 1.8L CONVERTIBLE GAS
 Int. Dealer: 0001 Body Chg Style: W08 - EXTENDED WAGON Transmission: TEM - 4 SPD AUTO TRANS MA00 A05
 Vendor Code: 00 -

BUILD INFORMATION:

Region: NA - 00000000 Plant: AS - OAKVILLE PLANT/DURD
 Country: CA - 00000000 Prod No: 00000000

SALE INFORMATION:

Region: NA - 00000000 Selling Dealer: 00000000
 Country: USA - 00000000 Selling St: 00000000
 Super Office: 00

Actual Date: 01-01-1998 Red Carpet Lease: *
 Mile Date: 01-01-1998 Fleet/Lease/CL Lease: *
 Warranty Start Date: 01-01-1998 Modified Vehicle: *
 Orig Warranty Date: 01-01-1998 Resequenced Vehicle: * Vehicle Export Flag: N

VOCEGG:

MAINTENANCE/REPAIR INSTRUCTIONS SEE FOR THE VEHICLE IN THE VEHICLE OWNER'S MANUAL
 INDEX 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

2000-004 2280

INSTALLED OPTION INFORMATION:

Air Conditioning	TD - HIGH OUTPUT AIR CONDENSER	GVW Code	* - [N/A]
Alternator Amp Rating	CT	GVW Class Code	Z
Anti Lock	* - [N/A]	Restraintation	* - [N/A]
Anti Theft	* - [N/A]	Microchip Anti Theft	AD - DRIVER POWER MIRROR
Anti Tilt	* - [N/A]	Microchip Anti Theft	AD - PASSENGER POWER MIRROR
Battery Amp Rating	ME	Paint	PNRP - SILVER FRONT CC
Brake Code	* - [N/A]	Power Antenna	* - [N/A]
Brake Caliper/Brake	* - [N/A]	Radio	AG - SIXTIE AM/FM/STEREO/CLOCK
Calibration Code	ELMAREPA	Rear System	* - [N/A]
Color(Accent)	* - [N/A]	Steer Traction Act	* - [N/A]
Color(Truck)	MSRY -	Tire Brand	AG - GOODYEAR TIRE VENDOR
Delivery Type	E	Tire Size	D308E - F155/HR15 HW
Drivetrain Code	D	Traction Control	* - [N/A]
Front Seat	* - [N/A]	Wheel Size	* - [N/A]
Rear Type	* - [N/A]		

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code	* Emission Code	EC - EC
ESP Coverage(Ship)	* Emission Cat Type	C
ESP Coverage(Truck)	* Emission Brand/Ref	ST
ESP File Year	* Engine Family	SPACEDISC
ESP Signature Date		

Any comments? You can contact


vehiclemaster@avg-ford.com

Standard Claims List For Model Year 1999

Note: All Costs are in US Dollars

CLAIM ID	TYPE	DATE	TIME	AREA	AS	TYPE	TEAM	ISSUE	DATE	STATUS	LOCATION	STATE	ZIP	PHONE	NAME	ADDRESS	CITY	STATE	ZIP	PHONE
2F024514132A6428	TRAI	*						1998-1999	02-DEC-1998	IT1234	USA	5	206	1000	XYZZ	1000	BC	100	20	1000
AW# Claims Rep:	213301	Yr Code:	2	Label Desc:		LA	Label Cost:	26.41	Material Cost:		15.00	Total Cost:	51.41							
Mr. Customer:	4246*	Name:	HENRY RAC - LOS ANGELES			Fla	313-602500	St:	CA	City:	USA	Reg. Code:	HS	Reg. Status:	MAY-1999		Doc:	A30224700		
Cost Comments:	KEL GAUER BACCERATE																			
TRAI Comments:	REL. FUEL, BINDER AND CLIP																			

Any comments? You can contact



webmaster@msr-ford.com



RCD Package 994783

**Customer Concern: 1995-1999 Windstar
Front and Rear Wheel Stud Fractures
RCD Quality Engineer: Mike Luzader (MLUZADER)**

Reference Only

RCD Package 994783

Customer Concern: 1995-1999 Windsor Front and Rear Wheel Stud Fractures
RCD Quality Engineer: Mike Luzzier (MLUZZER)



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<i>Tab 2</i>	<i>CQIS Folder</i>
<i>Tab 3</i>	<i>AWS</i> <ul style="list-style-type: none">• TIS Matrix for R/1000 on lug studs• TIS Matrix for CPU on lug studs• Mileage Band for replacement of lug studs• TIS Matrix for CPU on wheels and lug nuts• TIS Matrix for CPU on wheels and lug nuts
<i>Tab 4</i>	<i>NHTSA Reports</i>
<i>Tab 5</i>	<i>MMP (Materials Management Process)</i> <ul style="list-style-type: none">• Lug Studs (front)• Lug Studs (rear)• Lug Nuts (aluminum wheels)• Lug Nuts (steel wheels)• Lug Nuts (98 MY aluminum limited w/caps)• Wheels (15"X6" aluminum lacy spoke)• Wheels (15"X5.5" steel road wheel)• Wheels (other wheels)• MMP Charts


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CCCCCCCCC      OOOOOOOOOOOOOOOO      IIXIIIIIIIII  SSSSSSSSSSSSS
CCCCCCCCC      OOOOOOOOOOOOOOOO      IIXIIIIIIIII  SSSSSSSSSSSSS
CC      CC      OO      OO      II      SS      SS
CC      OO      OO      OO      II      SSS
CC      OO      OO      OO      II      SSS
CC      OO      OO      OO      II      SSSSSSSSSSS
CC      OO      OO      OO      II      SSSSSSSSSSS
CC      OO      OO      OO      II      SS      SS
CC      CC      OO      OO      OO      II      SS      SS
CCCCCCCCC      OOOOOOOOOOOOOOOO      IIXIIIIIIIII  SSSSSSSSSSSSS
CCCCCCCCC      OOOOOOOOOOOOOOOO OO  IIXIIIIIIIII  SSSSSSSSSSS
=====

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DATE       : 6 Jul 1999      TIME       : 15:09:12
EMPLOYEE ID: MTRIFILI      NAME       : TRIFILIO
ROOM #     :                BUILDING    : DSC
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REQUESTED ON 07/06/1999 AT 15:03:09

PRINT CONCERN FOLDER - 994783, WITH REPORT DETAIL

wheel
off

CQIS Report Number: TAB98108 Program Type: C1
Report Source: NBS - FCSD - CUST ASST CTR

Orig Rpt #: 1064055171
Report Date: 01/02/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FWDAS1448BC17903
Engine : 3.8L EFI FWD Odometer: 7,000 MILES
Operating Environ: WCC :
Vehicle Use : Esp. Act:

SYMPTOM: 3 06 1 00 CHASSIS TIRE WEAR TIRES/WHEELS
OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
CONVER OTHER SYMPTOM CODES FOR THIS CONTACT: 3 04 5 00
OWNREL **CUSTOMER CALLED DEALER FOR NUMBER-NOT SURE WHO HE SPOKE WITH**
CUSTOMER SAYS: -CUSTOMER HAS BEEN HEARING NOISES IN THE FRONT END
-BOUGHT VEHICLE TO DEALER TO ADDRESS THE ISSUE -WAS TOLD THAT THERE
WAS NOT A REPAIR FOR THE VEHICLE AS OF YET -WHEEL FELL OFF ON THE
FRONT LEFT SIDE WHILE CUSTOMER WAS DRIVING -THE ABS LIGHT WAS ON WHEN
BUT WAS REPAIRED AT THE DEALER * CUSTOMER SAYS: -A NEW VEHICLE
OWNREL * CAC ADVISED: -CUSTOMER HUNG UP WHILE CSR WAS CHECKING INFORMATION *
OWNREL THIS CONTACT HAS BEEN UPGRADED. THE NEW CONTACT IS 106405864

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs NONE: NONE: CB:
NONE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/03/1995 Warranty Start Date: 02/21/1995
Date of Sale: 02/21/1995 Selling Dir (Mkt,Dir,Sub): 03571
Dealer Special Order: Gross Vehicle Weight: 528 LBS
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 BA
Bld Dt: Calh: 462JN11 A Serial #: L

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

Trans: AX4S O/D 4SP TRAXLR Part #: Serial #:
Bld Dt: Shift:
Model: Flt:

CQIS Report Number: TAGSB108 Program Type: C1
 Report Source: MHS - FCSD - CUFT ASST CTR

Orig Rpt #: 1064055171
 Report Date: 01/02/1996

----- AXLE -----
 Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- ADDITIONAL -----
 Tire : P215/70R15 BSW Brand :
 Radio : ELCTR PREM AM/FM STRO/CSTH/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : NEUTRAL EXT PAINT FAMILY B ----- PERFORMANCE WHITE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : DOROVAN BROWN Title: OTHER

Repair Dlr: 03671 - QUALITY FORD OF MT VERNON, INC Ph#: (914) 699-0900
 City: Mt Vernon State : New York
 Country: UNITED STATES Region : New York -13

Customer name : DOROVAN BROWN City : BROOK
 State/Prov : New York
 Phone (Work) : (212) Ext: (Home): (718) 586-1620

Specialist's
 Name : SEAN SIVORE

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
02/22/1995	SBVA014	REL	CHASS		03671
04/21/1995	SDUAA049	EDSR	CHASS	TIRE ASY BRK ANTILCK	03671
01/02/1996	TAGSB109	CACVOC	CHASS		03671
01/02/1996	TAGSB277	CACVOC	CHASS		03671
01/02/1996	TAGSB278	CACVOC	CHASS		03671
02/19/1997	VBGSA506	CACVOC	MONTRC		03671
02/21/1997	VBGSA506	CACVOC	ELECT		03671
02/21/1997	VBGSA507	CACVOC	CHASS		03671
02/21/1997	VBGSA508	CACVOC	BODY		03671

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: TABGH277 Program Type: CI
Report Source: MBS - FORD - CUST ASST CTR

Orig Rpt #: 1064058641
Report Date: 01/02/1996

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

VEHICLE: 1995 WINDSTAR, STOLEN , WAGON VIN : 2FMDA51445RCL7903
Engine : 3.8L HPI FWD Odometer: 7,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 1 00 CHASSIS TIRE WEAR
TIRES/WHEELS
OTHER (CODE NOT AVAILABLE)

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Log:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (6):

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

--TYPE--
CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 3 06 5 00
OWNREL **CUSTOMER CALLED DEALER FOR NUMBER-NOT SURE WHO HE SPOKE WITH**
OWNREL CUSTOMER SAYS: -CUSTOMER HAS BEEN HEARING NOISES IN THE FRONT END
-BROUGHT VEHICLE TO DEALER TO ADDRESS THE ISSUE -WAS TOLD THAT THERE
WAS NOT A REPAIR FOR THE VEHICLE AS OF YET -WHEEL FELL OFF ON THE
FRONT LEFT SIDE WHILE CUSTOMER WAS DRIVING -THE ABS LIGHT WAS ON WHEN
BUT WAS REPAIRED AT THE DEALER * CUSTOMER SEEKS: -A NEW VEHICLE
OWNREL * CAC ADVISED: -CUSTOMER HUNG UP WHILE CHR WAS CHECKING INFORMATION *
OWNREL THIS CONTACT IS AN UPGRADE OF CONTACT NUMBER 106405817
OWNREL * PER CUSTOMER, DEALERSHIP SAID: -CONTACTED FMC AND THEY ARE AWARE OF
THE CONCERN (PRIOR TO WHEEL COMING OFF) -PER FMC, THERE IS NO
RESOLUTION AS OF YET (PRIOR TO WHEEL COMING OFF) -SERVICE DEPARTMENT
WILL NOT BE BACK TILL TOMORROW * CUSTOMER SEEKS: -A NEW VEHICLE * CAC
ADVISED: -DOCUMENTED AND FORWARDED INFO
OWNREL -ASK THAT SM , ED AVILA , CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS -THE
SM WILL WORK WITH THE FMC REP TO RESOLVE CONCERN
OWNREL CUSTOMER SAYS: -WHEEL CAME OFF WHILE DRIVING * PER CUSTOMER, DLR SAYS:
-TOLD CUSTOMER TO CALL BACK TODAY * CUSTOMER SEEKS: -DIRECTION -FMC
REPURCHASE VEH * CAC ADVISED:
OWNREL -FMC WILL WORK TO REPAIR VEH PER TERMS OF 3/36K B/B WARR -NO
PROVISIONS FOR REPURCHASE UNDER B/B WARR -FMC WILL SEARCH FOR ALL
POSSIBLE MEANS OF REPAIRING VEH PRIOR TO POSSIBLY REPURCHASING VEH
-DLR IN BEST POSITION TO INSPECT, DIAGNOSE & REPAIR VEH AS NEEDED
-REQUEST SERV MGR, ED AVILA, CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS
FOR FURTHER ASSISTANCE
OWNREL THIS IS THE CLOSING COMMENT VEHICLE WAS WORKED ON HERE WEEKS AGO. TWO
WEEKS AFTER WE WORKED ON THE VEHICLE A WHEEL FELL OFF DUE TO SHEARED
STUDS. WE ARE WAITING FOR PARTS TO FIX THE PROBLEM.
OWNREL CUSTOMER SAYS: ** ADECO ** -THAT HE FEELS THIS VAN IS DANGEROUS AND NO
LONGER WANTS IT. -HIS FAMILY WAS IN THE CAR WHEN THE WHEEL FELL OFF. *
PER CUSTOMER, DEALER SAYS: -THEY ARE WAITING FOR THE PARTS TO COME IN
TO REPAIR. * CUSTOMER SEEKS: -A NEW VEHICLE. *
OWNREL CAC ADVISED: -WE WILL DOCUMENT. -WE WILL FORWARD HIS DSB APPLICATION
REQUEST.
OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?

CQIS Report Number: TABGR277 Program Type: C1
 Report Source: NSS - PCSD - CUST ASST CTR

Orig Rpt #: 1064088641
 Report Date: 01/02/1996

Test Stand : Road Test

SD Number:

Prior Repair Attempts:

Repair Prior to Call: NO

DTCs KCBO:

KMNC:

KDNR:

CR:

Equipment/Procedure Used

Effective? Equipment/Procedure Used

Effective?

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/03/1995 Warranty Start Date: 02/21/1995
 Date of Sale: 02/21/1995 Selling Dlr (Mkt, Dlr, Sub): 03671
 Dealer Special Order: Gross Vehicle Weight: 528 LBS
 LH/RH Drive:

----- ENGINE -----

Engine: 3.0L EFI FWD Tag: 4K 542 BA

Blk Dt: Calb: 462JH11 A Serial #: L

----- TRANSMISSION -----

Trans: AX4S O/D 4SP TRUCKLE Part #:

Blk Dt: Serial #:

Model:

Plt:

Shft:

----- AXLE -----

Axle: 3.37 FWD TRANSAXLE

Id Tag Code:

Blk Dt:

Serial #:

Plt:

----- ADDITIONAL -----

Tire : P215/70R15 BSW Brand :

Radio : ELTRA WFM AM/FM STRO/CHTR/CLK A/C : HIGH OUTPUT AIR CONDITIONER

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : DONOVAN BROWN

Title: OTHER

Repair Dlr: 03671 - QUALITY FORD OF MT VERNON, INC Ph#: (914) 699-0900

City: Mt Vernon

State : New York

Country: UNITED STATES

Region : New York -13

Customer name : DONOVAN

BROWN

City : BROWN

State/Prov : New York

Phone (Work) : (212)

Ext:

(Home): (716) 586-1520

Specialist's

Name : BERNIE PERAI

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
02/22/1995	SEVAM014	NHL	CHASS.				03671
04/21/1995	SDCAR049	EDSR	CHASS.	TUNE	ANY BRK ANTILCK		03671
01/02/1996	TABGR108	CACVOC	CHASS.				03671
01/02/1996	TABGR109	CACVOC	CHASS.				03671
01/02/1996	TABGR278	CACVOC	CHASS.				03671
02/19/1997	VEGSR806	CACVOC	MONTEC				03671
02/21/1997	VEGSR506	CACVOC	ELECT.				03671

CQIS Report Number: TABGH277 Program Type: CI
Report Source: MHS - FCSD - COST ASST CTR

Orig Rpt #: 1064058641
Report Date: 01/02/1996

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

Date	Report #	Type	Symp	Cat	Causal Part	Description	Dealer Id
02/21/1997	V8UGAS07	CACVOC				CHASS.	03671
02/21/1997	V8UGAS08	CACVOC				BODY	03671

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: THEGA212 Program Type: CL
Report Source: MBS - FCSD - COST ASST CTR

Orig Rpt #: 1073153621
Report Date: 08/05/1996

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

VEHICLE: 1995 WINDSTAR, STD LN , WAGON VIN : 2FMDA514X2MA92289
Engine : 3.8L EFI FWD Odometer: 30,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRES/WHEELS
NOT LISTED TIRES/WHEELS OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----
OWNERL *** NAVIS; LESSEE *** CUSTOMER SAYS: - CAR BROKE DOWN IN MARYLAND THE
NIGHT FRONT WHEEL CAME COMPLETELY OFF WHILE SHE WAS DRIVING - HAD RENT
A VEHICLE TO GET HOME * PER CUSTOMER, DEALER SAYS: - WOULD BE 10:00 OR
10:30 BEFORE SHE COULD REACH ANYONE * CUSTOMER WANTS: - TO KNOW IF
THIS IS COVERED UNDER
OWNERL * CAC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE
DEALER - REQUEST MR. WALTER RUBIN (CUST REL MGR) TO CONTACT THE
CUSTOMER WITHIN 2 BUSINESS DAYS-
OWNERL CUSTOMER SAYS: - NO CONTACT * PER CUSTOMER, DEALER SAYS: - NO CONTACT
* CUSTOMER WANTS: - NO CONTACT * CAC ADVISED:
OWNERL OUTBOUND CALL TO MR. WALTER RUBIN , CUST REL. -- ADVISED CUSTOMER IS A
VERY LOYAL CUSTOMER - REQUEST MR. WALTER RUBIN CUST REL MGR TO CONTACT
CUSTOMER SAME DAY **NO ONE AVAILABLE AT THE DEALERSHIP IN A MEETING

OWNERL #44THIS IS THE CLOSING COMMENT CUSTOMER HAD JUST HAD BRAKE WORK DONE
AT ANOTHER REPAIR FACILITY. WHEEL HAD BEEN LEFT LOOSE, DAMAGING
STUDS, BRAKE PADS INSTALLED BACKWARDS SCORING ROTOR. THIS WOULD BE
FAULTY WORKMANSHIP BY WHOEVER DID BRAKE REPAIR/WOB WARRANTY. BEN
DAVIS SERVICE MANAGER
OWNERL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/18/1994 Warranty Start Date: 02/24/1995

CQIS Report Number: THEGA212 Program Type: C1 Orig Rpt #: 1073153621
 Report Source: MSS - FCSD - CUST ASST CTR Report Date: 08/05/1996

Date of Sale: 02/24/1995 Selling Dlr (Mkt, Dlr, Sub): 01431
 Dealer Special Order: Gross Vehicle Weight: 513 LBS
 LH/RH Drive:

----- E N G I N E -----
 Engine: 3.8L EFI FWD Tag: 4K 542 AA
 Bld Dt: Calb: 463JH11 A Serial #: L
 ----- T R A N S M I S S I O N -----
 Trans: AX4S O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

----- A X L E -----
 Axle: 3.37 FWD TRAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire : 17215/85R-16D BSW A-S Brand :
 Radio : ELSTR AM/FM/STRO/CSTB/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : PURPLE-BLUE EXT PAINT FAMILY A----- INDIGO C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller : SALLY SIMMONS Title: OTHER

Repair Dlr: 00068 - BOB HELL FORD Ph#: (410) 766-3600
 City: Glen Burnie State : Maryland
 Country: UNITED STATES Region : Washington - 27

Customer Name : SALLY SIMMONS City : PHILA.
 State/Prov : Pennsylvania
 Phone (Work) : (215) Ext: (Home): (215) 468-2494

Specialist's
 Name : ANDREA BUCKNER

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

COIS Report Number: VBCGAS07 Program Type: C1
Report Source: MSE - PCSD - CUST ASST CTR

Orig Rpt #: 1081254352
Report Date: 02/21/1997

REPORT SUMMARY

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS144SK
Engine : 3.8L EFI FWD Odometer: 26,242 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Art:

SYMPTOM: 3 06 0 00 CHASSIS TIRMS/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

COMMENTS

--TYPE-- COMMENT TEXT
CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 2 01 0 00, 1 11 9 33
OWNERL ***OWNER APPRECIATION CERTIFICATE*** SARIJAY DATTA CEM-NEW YORK ABS
LIGHT, WHEEL FELL OFF, SLIDING DOOR ATTN: GEORGE BARRACLOE
OWNERL ##THIS IS THE CLOSING COMMENT CERTIFICATE REDEMED 2FMDAS144VBC99930
97 WINDSTAR 2/20/97 12072 QUALITY FORD OF MT VERNON

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 01/03/1995 Warranty Start Date: 02/21/1995
Date of Sale: 02/21/1995 Selling Dlx (Mkt, Dlx, Sub): 03671
Dealer Special Order: Gross Vehicle Weight: 528 LBS
LH/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 4K 542 BA
Bld Dt: Calb: 462JR11 A Serial #: L

TRANSMISSION

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

Model: Flt: Shft:

AXLE

Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

ADDITIONAL

Tire : P215/70R15 BSW Brand :
Radio : ELCTR PREM AM/FM STRO/CSTX/CLK A/C : HIGH OUTPUT AIR CONDITIONER

CQIS Report Number: VBUKASD7 Program Type: C1
 Report Source: MBE - PCSD - COST ASST CTR

Orig Rpt #: 1081254352
 Report Date: 02/21/1997

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : DOWVAN BROWN Title: OTHER

Repair Dir: 03671 - QUALITY FORD OF MT VERNON, INC Ph#: (914) 699-0900
 City: Mt Vernon State : New York
 Country: UNITED STATES Region : New York -13

Customer name : DOWVAN BROWN City : BROWN
 State/Prov : New York
 Phone (Work) : (212) - Ext: (Home): (718) -

Specialist's
 Name : TINA NORTH

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
02/22/1995	BEVAA014	NHL	CHASS.		03671
04/21/1995	EDUAA049	EDSR	CHASS.	TUBE ASY BRK ANTILOCK	03671
01/02/1996	TABGB108	CACVOC	CHASS.		03671
01/02/1996	TABGB109	CACVOC	CHASS.		03671
01/02/1996	TABGB277	CACVOC	CHASS.		03671
01/02/1996	TABGB278	CACVOC	CHASS.		03671
02/19/1997	VBSGB806	CACVOC	WOWTIC		03671
02/21/1997	VBUKAS06	CACVOC	ELECT.		03671
02/21/1997	VBUKAS08	CACVOC	BODY		03671

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

CQIS Report Number: VLPC8962 Program Type: C1
Report Source: MSB - PCSD - CUST ASST CTR

Orig Rpt #: 1092589482
Report Date: 12/16/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS14JSD
Engine : 3.8L EFI FWD Odometer: 35,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRMS/WHEELS
NOT LISTED TIRMS/WHEELS OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT

CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 3 01 0 00

OWNREL *** CUSTOMER REQUESTING SERVICE AT THIS DEALERSHIP *** ** VEHICLE INVOLVED IN RECALL 97888 *** ** HAVIS: SUBSEQUENT *** CUSTOMER SAYS: - THE INTERIOR DOOR ALARM LIGHT WAS COMING ON - THE BRAKES WERE SQUEALING - I TOOK THE VEHICLE TO GATEWAY FORD FOR SERVICE - 11/5/97 GATEWAY FORD REPLACED ROTORS - FIVE DAYS LATER THE WHEEL FELL OFF THE VEHICLE - I HAD THE VEHICLE TOWED TO ANOTHER DEALERSHIP (SLIDELL FORD IN LOUISIANA) AND THE WHEEL WAS REPLACED

OWNREL - I WOULD LIKE TO BE REFUNDED FOR THIS COST - I ALSO NEED TO HAVE A RECALL PERFORMED * PER CUSTOMER, DEALER SAYS: PER HOB AT GATEWAY FORD - NO CONTACT SEARCH: WHEEL-FELL OFF * CUSTOMER SAYS: - TO COMPLAIN ABOUT A DEALERSHIP * CAC ADVISED:

OWNREL RE: RECALL 97888: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER - REQUEST MR. BRIAN BRADNER (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS RE: WHEEL CONCERN: - WORKERSHIP ISSUES MUST BE ADDRESSED AT DEALER (GATEWAY FORD) - CONTACT MS. LISA B. BORNESON (CUST REL MGR) FOR ASSISTANCE.

OWNREL *** HAVIS: SUBSEQUENT *** CUSTOMER SAYS: - CUSTOMER CALLING BACK - REQUESTING REFUND FOR TIRE REPAIR * PER CUSTOMER, DEALER SAYS: - NO CONTACT * CUSTOMER SAYS: - FINANCIAL ASSISTANCE

OWNREL * CAC ADVISED: - WORKERSHIP ISSUES MUST BE ADDRESSED AT DEALER (GATEWAY FORD) - CONTACT MS. LISA B. BORNESON (CUST REL MGR) FOR ASSISTANCE.

OWNREL \$\$\$THIS IS THE CLOSING COMMENT CUSTOMER WAS CONCERNED THAT THE SAME PROBLEM COULD OCCUR, SO WE REMOVED CALIPERS ON THE AFFECTED SIDE AND LOCKTIGHTENED THE BOLTS, CUSTOMER IS SATISFIED PLEASE CLOSE CONTACT AT THIS TIME

OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

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

QOIS Report Number: VLPGR962 Program Type: C1
Report Source: MMS - PCSD - CUST ASST CTR

Orig Rpt #: 1092689482
Report Date: 12/16/1997

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/13/1995 Warranty Start Date: 03/31/1995
Date of Sale: 03/31/1995 Selling Dlr (Mkt, Dlr, Sub): 03638
Dealer Special Order: Gross Vehicle Weight: 516 LBS
LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: 4K 542 EA
Bld Dt: Calb: 462JK11 A Serial #: L

----- TRANSMISSION -----

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

----- AXLE -----

Axle: 3.37 FWD TRAXLE Id Tag Code: Bld Dt:
Serial #: Pit:

----- ADDITIONAL -----

Tire : IT215/85R-16D BSW A-B Brand :
Radio : ELSTR PREM AM/FM STRO/CSTH/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : GREEN INTERIOR PAINT FAMILY : MEDIUM WILLOW MET. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : PETER JANORA

Title: OTHER

Repair Dlr: 20346 - BRADLEY FORD LINCOLN-MERCURY Ph#: (520) 855-1191

City: Lake Havasu City State : Arizona

Country: UNITED STATES Region : Los Angeles - 71

Customer name : [REDACTED] City : STROUDSBURG

State/Prov : PENNSYLVANIA

Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's
Name : KRISTINE CAVICCHIOLA

----- QOIS VIN HISTORY -----

Date	QOIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
12/16/1997	VLPGR961	CACVOC	MONTEC				20346
10/19/1998	WJ2AB361	CACVOC	CHASS.				10456

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WALGA307 Program Type: C1
Report Source: NIS - FCSD - CUST ASST CTR

Orig Rpt #: 1092356901
Report Date: 01/12/1998

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAE141SM
Engine : 3.8L EFI FWD Odometer: 61,008 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRES/WHEELS
NOT LISTED TIRES/WHEELS OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
OWNER: *** NAVIS: SUBSEQUENT *** CUSTOMER SAYS: -LEFT FRONT WHEEL FELL OFF
WHILE DRIVING VEHICLE ON INTERSTATE -VEHICLE TOWED TO LOCAL REPAIR
SHOP * PNR CUSTOMER, DEALER SAYS: -NO CONTACT * CUSTOMER SEEKS:
-FINANCIAL ASSISTANCE
OWNER: * CAC ADVISED; - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE
FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

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

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

Symp. Verif?: Base of Diagnosis: Level of Resistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SP Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOBC:
KOE: CE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 04/20/1994 Warranty Start Date: 06/07/1994
Date of Sale: 05/07/1994 Selling Dir (Mkt, Dir, Sub): 06387
Dealer Special Order: Gross Vehicle Weight: 313 LBS
LH/EH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 AA
Bld Dt: Calb: 4620R10 A Serial #: L

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

Trans: AX48 O/D 4SP TREAXLE Part #:
Bld Dt: Serial #:

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

Model: Pit: Skft:
Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Pit:

CQIS Report Number: WALGA307 Program Type: C1
Report Source: MSB - FCED - CUST ASST CTR

Orig Rpt #: 1093356901
Report Date: 01/12/1998

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

Tire : LT215/85R-16D BSW A-B Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL MET PAINT FAMILY A ----- LT OPAL C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : M BULLOCK Title: OTHER

Repair Dir: 06387 - Hydrick Ford Sales, Inc. Fm#: (414) 878-1241
City: Union Grove State : Wisconsin
Country: UNITED STATES Region : Chicago - 41

Customer name [REDACTED] City : RACINE
State/Prov : Wisconsin
Phone (Work) : [REDACTED] Ext: (Home) : [REDACTED]

Specialist's
Name : MICHELE ANDERSON

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
05/02/1997	VEHGG102	CACVOC	DRVLEN				06387
05/02/1997	VEHGG103	CACVOC	DRVLEN				06387
05/02/1997	VEHGC167	CACVOC	DRVLEN				06387
05/02/1997	VEHGC168	CACVOC	DRVLEN				06387

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

COIS Report Number: WKL2887 Program Type: C1
Report Source: MBS - PCHD - COST ASST CTR

Orig Rpt #: 00000196519M
Report Date: 11/27/1998

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

VEHICLE: 1995 WINDSTAR, STOLN WAGON VIN : 2FMDAE1498W
Engine : 3.8L EFI FWD Odometer: 58,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 3 00 CHASSIS TIRAS/WHEELS
UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (5):

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

--TYPE-- COMMENT TEXT

OWNER CUSTOMER SAYS:
CUST WAS DRIVING DOWN THE ROAD AND THE FRONT RIGHT
WHEEL FELL OFF
-HAD VEH TOWED OVER TO DLSEHP BUT THE SERVICE DEPT WAS
CLOSED FOR THANKSGIVING AND IS STILL CLOSED TODAY
-CUST ALSO WANTS TO
KNOW IF THERE IS A FORD ESP PLAN AND IF COVERED FOR RENTAL

PER CUSTOMER, DEALER SAYS:

NONE

CAC ADVISED:
WE RECOMMEND THE REPAIR BE
PERFORMED BY A FORD/LM DEALERSHIP.
WOULD YOU LIKE FOR ME TO RECOMMEND
A DEALERSHIP IN YOUR AREA?
INFERENCE CASE ID: 4591 CUSTOMER SAYS:

CUST WAS DRIVING DOWN THE ROAD AND THE FRONT RIGHT WHEEL FELL
OFF
-HAD VEH TOWED OVER TO DLSEHP BUT THE SERVICE DEPT WAS CLOSED FOR
THANKSGIVING AND IS STILL CLOSED TODAY
-CUST ALSO WANTS TO KNOW IF
THERE IS A FORD ESP PLAN AND IF COVERED FOR RENTAL

PER CUSTOMER,
DEALER SAYS:

NONE

CAC ADVISED:
WE RECOMMEND THE REPAIR BE PERFORMED
BY A FORD/LM DEALERSHIP.
WOULD YOU LIKE FOR ME TO RECOMMEND A
DEALERSHIP IN YOUR AREA?
INFERENCE CASE ID: 4591

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

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

Symp. Verif?: Name of Diagnosis: Level of Assistance:

Comp. Timing:	Base Timing	:	MIL light on?	:
Test Stand :	Road Test	:	SD Number:	
Prior Repair Attempts:			Repair Prior to Call:	NO
DTCs KOEO:		KOEC:		
KOER:		CH:		
Equipment/Procedure Used	Effective?	Equipment/Procedure Used	Effective?	

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	04/06/1995	Warranty Start Date:	01/06/1996
Date of Sale:	01/06/1996	Selling Dir (Mkt,Dir,Sub):	08199
Dealer Special Order:		Gross Vehicle Weight:	530 LBS
LH/RH Drive:			

----- ENGINE -----

Engine:	3.8L EFI FWD	Tag:	4K	542 BA
Bld Dt:	Calb: 462JR11 A	Serial #:	L	

CQIS Report Number: WELA587 Program Type: C1
Report Source: MSS - PCSD - CJST ASST CTR

Orig Rpt #: 00000196529M
Report Date: 11/27/1998

--- TRANSMISSION ---

Trans: AX48 O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:
Model: Pit: Shift:
--- AXLE ---
Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Pit:

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELITE PREM AM/FM STRO/CSTX/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW MET. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dlr: 08217 - Ray Price Ford-Mercury, Inc. Ph#: (314) 528-9252
City: Troy State : Missouri
Country: UNITED STATES Region : Kansas City - 52

Customer name : [REDACTED] City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
12/15/1998	WLGAC963	CACVOC	CHASS.			08217

--- SUPPLEMENTAL SURVEY: MORE III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: V0AGH243 Program Type: C1
Report Source: MSS - FCSD - COST ASST CTR

Orig Rpt #: 1086114291
Report Date: 07/01/1997

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

VEHICLE: 1996 WINDSTAR, STYLE WAGON VIN : 2FMDAB149TRA22118
Engine : 3.8L, EFI FWD Odometer: 32,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRE/WHEELS
NOT LISTED TIRES/WHEELS OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
OWNREL *** HAVIS: ORIGINAL *** CUSTOMER SAYS: -WHILE DRIVING DOWN A HILL THE
ENTIRE TIRE CAME OFF AND ALL 5 LIGHTS BROKE OFF * PER CUSTOMER,
DEALER SAYS: -NO CONTACT * CUSTOMER SEEKS: -TIRE/WHEEL LIGHTS
REPAIRED *
OWNREL CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE
DEALER -REQUEST MR. TED BURTON (SVC MGR) TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS
OWNREL DLR HAS INSPECTED VEH AND SUSPECT BROKEN STUDS OCCURRED FROM OVER
TORQUING OR BEING LEFT LOOSE ||||| HAVE LEFT MESSAGE WITH OUR
GM AS OF 16:10 HRS NO REPLY (TO SEE IF FORD WANTS TO ASSIST CUSTOMER
)
OWNREL \$\$\$THIS IS THE CLOSING COMMENT SPACE WITH CUSTOMER RE MR MULLINS IS
EXPECTING SOME ASSISTANCE FROM FORD AS BEFFELS THAT THE WHEEL SHOULD
NOT OF FALLEN OFF. I GAVE MR MULLINS A EST OF \$210.00 FOR THE REPAIR.
OWNREL \$\$\$THIS IS THE CLOSING COMMENT SEE PAGE BEFORE
OWNREL CONTRACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/23/1995 Warranty Start Date: 12/30/1995
Date of Sale: 12/30/1995 Selling Dlr (Mkt, Dlr, Sub): 07947
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

CQIS Report Number: V6AGE243 Program Type: C1
Report Source: MSS - FCSD - CQST ASST CTR

Orig Rpt #: 1006114291
Report Date: 07/01/1997

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

Engine: 3.2L EFI FWD Tag: 5K 542 AA
Bld Dt: Calb: 682SR00 A Serial #: L

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

Trans: AX4H O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

--- A X I E ---

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

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

Tire : LT215/85R-16D BSW A-8 Brand :
Radio : ELCTR AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW WFT. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : WILLIAM MULLINS Title: OTHER

Repair Dlr: 07645 - CLEVENGER FORD Ph#: (559) 784-6000
City: Porterville State : California
Country: UNITED STATES Region : San Francisco - 72

Customer name : [REDACTED] City : TULARE
State/Prov : California
Phone (Work) : [REDACTED] - Ext: (Home): [REDACTED]

Specialist's
Name : CARLA RAMSEY

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : N O N E ---

CQIS Report Number: VGVGM34 Program Type: C1
Report Source: MSB - FCSD - CUST ASST CTR

Orig Rpt #: 1086901591
Report Date: 07/22/1997

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

VEHICLE: 1996 WINDSTAR, STDLEN , WAGON VIN : 2FMDR5149TB
Engine : 3.8L EFI FWD Odometer: 26,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 05 9 00 CHASSIS TIRTS/WHEELS
NOT LISTED TIRTS/WHEELS OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT

OWNREL *** HAVIS; ORIGINAL *** CUSTOMER SAYS: - YESTERDAY THE LOG NUTS SHAPPED AND THE WHEELS FELL OFF CAUSING THE CUSTOMER TO RUN OFF THE ROAD - NO ONE WAS HURT BUT CONSIDERABLE DAMAGE WAS DONE TO THE VEHICLE - STARK HICKEY FORD IS THE ORIGINAL DEALER - IS BEING FIXED AT ALL AMERICAN FORD IN SAGINAW - VEHICLE HAS TO REMAIN AT THE DEALERSHIP IN SAGINAW AND HE HAS TO RENT A VEHICLE ONCE HE RETURNS HOME TO GET TO AND FROM WORK - IS CONCERNED HE WILL NEED THE VEHICLE PAST THE TIME THE EXTENDED SERVICE POLICY WILL ALLOW OR THE RED CARPET LEASE WILL ALLOW - - THE WINDSHIELD WAS BROKEN AND THE RIGHT FENDER IS DAMAGED - THE DOOR HAS DENT IN IT AND THE FRONT BUMPER IS DAMAGED - IS ALSO CONCERNED THAT THE OTHER LOGS WILL COME OFF WHILE DRIVING * PER CUSTOMER, DEALER SAYS: - NO COMMENT * CUSTOMER SEEKS: - TO KNOW WHO WILL BE RESPONSIBLE FOR THE RENTAL FEES ONCE THE ALLOTTED AMOUNT IS USED * CAC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER - REQUEST MR./ SUZE BREWER (COST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS- WOULD BR UP THE DEALERSHIP TO MAKE ANY TYPE OF FUTURE COMPENSATION

OWNREL ##SALES CODE HAS BEEN CHANGED FROM 148536 TO 148036 *** HAVIS: ORIGINAL *** CUSTOMER SAYS: - VEHICLE WAS TOWED BACK TO ORIGINAL DEALERSHIP - THE DEALERSHIP HAS CALLED ME TO VERIFY IF IT WAS COVERED UNDER WARRANTY OR INSURANCE - THE DEALERSHIP HAS BEEN VERY UNRESPONSIVE * PER CUSTOMER, DEALER SAYS: - NO CONTACT RECENTLY * CUSTOMER SEEKS: TO GET UPDATE AND WHAT IS OR IS NOT COVERED * CAC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER - REQUEST MR. JIM KEMPER (COST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

OWNREL ##THIS IS THE CLOSING COMMENT CUSTOMER WAS INFORMED THAT THIS WOULD BE AN INSURANCE ISSUE....NOT FMC AND ANY ASSISTANCE FOR RENTAL WOULD BE THROUGH INSURANCE....CUSTOMER OPTED TO TOW VEHICLE OUT TO INDEPENDENT SHOP....

OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Ease Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOBC:

CQIS Report Number: VGVGMA34 Program Type: C1
 Report Source: NBS - BCED - COST ASST CTR

Orig Rpt #: 1086901591
 Report Date: 07/22/1997

KOER: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 10/02/1995 Warranty Start Date: 10/26/1995
 Date of Sale: 10/26/1995 Selling Dir (Mkt,Dir,Sub): 02653
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.5L EFI FWD Tag: 6K 542 BA
 Bld Dt: Calb: 662JR10 A Serial #: L

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

Trans: AX4H O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Flt: Shft:

--- A X L E ---

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

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

Tire : P215/70R15 BSW Brand :
 Radio : ELSTR AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : RED EXTERIOR PAINT FAMILY ----- LASH: RED TINT C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
 Orig/Caller : DAVID CORAM Title: OTHER

Repair Dir: 02653 - STARK HICKEY WEST, INC. Ph#: (313) 536-6600
 City: Detroit State : Michigan
 Country: UNITED STATES Region : Detroit - 48

Customer name: [REDACTED] City : DEARBORN HTS
 State/Prov : Michigan
 Phone (Work) : [REDACTED] - Ext: (Home): [REDACTED]

Specialist's
 Name : KEDRAN REFFIGNE

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

Date	CQIS Report #	Prog	Symp	Cat	Causal	Part	Description	Dealer Id
11/28/1995	SK2CC038	OSWP	BODY		WIRE	ASY	SK WDC REAT	02653
08/26/1997	VREGCS85	CACVOC						02975

--- S U P P L E M E N T A L S U R V E Y : KOER ---

CQIS Report Number: VIEGA395 Program Type: C1
Report Source: MBS - FCSD - COST ASST CTR

Orig Rpt #: 1088772961
Report Date: 09/05/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS145TR
Engine : 3.8L EFI FWD Odometer: 37,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS OTHER (CODE NOT AVAILABLE) TIRMS/WHEELS
OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT

OWNREL *** HAVIS: ORIGINAL *** CUSTOMER SAYS: -THE RIGHT FRONT WHEEL, ALL FIVE OF THE STUDS BROKE LOOSE. -THE WHEEL FELL OFF THE VEHICLE WHILE BE DRIVEN. -NO ACCIDENT. -INSIDE THE WHEEL IT WAS NOT EVEN SCRATCHED AND THE STUDS JUST BROKE OFF, THEY DID WARE OFF. * PER CUSTOMER, DEALER SAYS: PER SORRY, SERVICE DEPARTMENT; -THAT THERE IS NOTHING THEY CAN DO ABOUT IT BECAUSE IT IS SO UNUSUAL.

OWNREL * CUSTOMER SAYS: -WANTS FORD TO PROVIDE STUDS FOR THE TIRE. -HAVE I HEARD OF ANY OTHER PROBLEMS LIKE THIS. * CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER -REQUEST MR. RANDALL (BUCHANAN SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS. ***CAC TO SORRY GRIGG, SERVICE DEPARTMENT*** -SPOKE TO CUSTOMER OVER THE PHONE AND HE ASKED HIM IF HE HAD IT SERVICED

OWNREL RECENTLY OR HIS TIRES ROTATED. HE WILL BE MORE THAN HAPPY TO LOOK AT THE VEHICLE TO TRY TO DETERMINE IF IT IS A FACTORY DEFECT.

OWNREL ***THIS IS THE CLOSING COMMENT CUSTOMER HAS CONTACTED INSURANCE COMPANY TO LOOK AT VAN, CURRENTLY THE CUSTOMER CANNOT DRIVE VAN, INDEPENDENT SHOP IS GOING TO PUT LOGS ON VAN AND CUSTOMER IS GOING TO BRING VAN IN FOR INSPECTION. VAN HAS NEVER BEEN IN FORD SERVICE DEPT. FOR SERVICE, HAS ALWAYS TAKEN TO INDEPENDENT GARAGE FOR SERVICE, INCLUDING ROTATION.

OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

Symp. Verify: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on?
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO

DTCs KOBO: KDEC:
KOBK: CB:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: VIEGA395 Program Type: C1
Report Source: MSE - PCSD - CUST ASST CTR

Orig Rpt #: 1088772961
Report Date: 09/05/1997

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

Vehicle Build Date: 09/14/1995 Warranty Start Date: 10/24/1995
Date of Sale: 10/24/1995 Selling Dlr (Mkt, Dlr, Sub): 00994
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: 6K 542 EA
Eld Dc: Calb: 662JE10 A Serial #: L

----- TRANSMISSION -----

Trans: AX4S O/D 4SP TORQUE Part #:
Eld Dc: Serial #:
Model: Plt: Shft:

----- AXLE -----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Eld Dc:
Serial #: Plt:

----- ADDITIONAL -----

Tire : LT215/85R-16D BSW A-S Brand :
Radio : XLTFR AM/FM/STRO/CSTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B PUMICE C/C

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

NO AFTER-MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : JAMES KING Title: OTHER

Repair Dlr: 00994 - MARTIN FAMILY FORD L-M INC Ph#: (828) 584-4114
City: Morganton State : North Carolina
Country: UNITED STATES Region : Atlanta-- 31

Customer name : [REDACTED] City : BOGOTIC
State/Prov : North Carolina
Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's
Name : CATHERIN PARALIA

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VI3GD769 Program Type: C1
Report Source: MES - FCHD - COST ASST CTR

Orig Rpt #: 1089718341
Report Date: 09/29/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS149TSE
Engine : 3.8L EFI FWD Odometer: 31,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 05 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

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

-----TYPE----- COMMENT TEXT
OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: - 9/26/97 THE LARGEST BOLTS FLEW OFF, AND THE TIRE CAME COMPLETELY OFF OF THE VEHICLE - WE CALLED MISSION VALLEY FORD, WHERE WE PURCHASED THE VEHICLE AND THEY SAID THAT IT SOUNDS LIKE A DEFECT, AND IT WOULD BE COVERED UNDER THE WARRANTY, SO WE COULD HAVE IT TOWED TO THE CLOSEST DEALER - 9/26/97 WE HAD TO HAVE OUR VEHICLE TOWED, AND CAPITAL FORD WAS THE CLOSEST - 9/29/97 VEHICLE IS STILL AT THE DEALER
OWNREL - CAPITAL FORD IS NOT WILLING TO DO THE WORK UNDER WARRANTY - CAPITAL FORD SAID THAT THE WHEEL WAS OVER TORQUED - CAPITAL FORD TRIED TO TELL ME THAT THIS HAPPENED BECAUSE OF A LACK OF MAINTENANCE - I JUST HAD MAINTENANCE DONE AT 25,000 MILES - THIS IS NOT MY FAULT, IT SHOULD BE COVERED - I DON'T WANT TO MAKE THIS AN ISSUE - FRANK WAS VERY HELPFUL, HE WAS WILLING TO DO THE WORK - ANDREW IS THE ONE THAT IS GIVING US A HARD TIME WITH THIS REPAIR, AND HE IS THE CUSTOMER RELATIONS MANAGER - I AM VERY UNHAPPY WITH THE SERVICE I HAVE BEEN RECEIVING
OWNREL - I DON'T WANT TO HAVE TO CONTACT MY LAWYER, BUT I WILL, IF NECESSARY - I MAY ALSO CONTACT NETA - I DON'T HAVE THE TIME TO DEAL WITH THIS, THIS SHOULD HAVE ALREADY BEEN HANDLED * PER CUSTOMER, DEALER SAYS: - CAPITAL SAID THAT IT IS MY FAULT BECAUSE I DID NOT GO TO THE DEALER AFTER HAVING SERVICE DONE AT 25,000. CAPITAL SAID THAT I SHOULD HAVE COME IN AND HAVE SOMEONE CHECK THE TORQUE ON THE WHEELS - WE ARE TRYING TO CONTACT OUR REP, IT WILL TAKE 48 HOURS FOR US TO GIVE YOU AN ANSWER AS TO THE COVERAGE
OWNREL * CUSTOMER WANTS: - TO HAVE VEHICLE REPAIRED UNDER WARRANTY - TO DOCUMENT A COMPLAINT * CRC ADVISED: - I HAVE DOCUMENTED YOUR COMPLAINT - THE DEALER IS IN THE BEST POSITION TO ASSIST YOU

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

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

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

CQIS Report Number: VI3GD769 Program Type: C1
 Report Source: MS8 - PCSD - CUST ASST CTR

Orig Rpt #: 1089718541
 Report Date: 09/29/1997

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/01/1996 Warranty Start Date: 03/13/1996
 Date of Sale: 03/13/1996 Selling Dlr (Mkt, Dlr, Sub): 07842
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: 6K 544 BA
 Bld Dt: Calb: 652BR10 A Serial #: L

----- TRANSMISSION -----

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

----- AXLE -----

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

----- ADDITIONAL -----

Tire : P215/70R15 BSW Brand :
 Radio : ELCTR PREM AM/FM STRO/CSTE/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : YELLOW-RED EXC PAINT FAMILY B ----- POLICE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : RICHARD ORNELAS Title: OTHER

Repair Dlr: 07842 - Capitol Ford Inc Ph#: (408) 445-6200
 City: San Jose State : California
 Country: UNITED STATES Region : San Francisco - 72

Customer name : [REDACTED] City : SAN JOSE
 State/Prov : California
 Phone (Work) : [REDACTED] - Ext: (Home): [REDACTED]

Specialist's
 Name : JENNIFER OMEY

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/01/1997	VI3GD490	CACVOC	CHASS.			07842
10/01/1997	VI3GD659	CACSPN	CHASS.			07842
04/20/1998	WYFCH023	NEL	CHASS.			07712
05/13/1998	WBNAC258	CACSPN	CHASS.			07712
07/29/1998	WQ3AA799	CACBYB	CHASS.			07712

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VKJGB405 Program Type: C1
Report Source: MSS - FCRD - CUST ASST CTR

Orig Rpt #: 1091390741
Report Date: 11/10/1997

REPORT SUMMARY

VEHICLE: 1996 WINDSTAR, STEEL, WAGON VIN : 2FMDA5141TB
Engine : 3.8L EFI FWD Odometer: 43,495 MILES
Operating Environ: WCC
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRMS/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

COMMENTS

OTHER SYMPTOM CODES FOR THIS CONTACT: 8 01 9 00
CUST: CUST CALLING TO INFORM THAT THE FRONT PASSENGER WHEEL FLEW OFF THE VEH. THREE BOLTS WERE SHEARED OFF AT THE NUT AND TWO AT THE NUT LOCATION. CUST IS SEEKING FORD ASSISTANCE IN THE COST OF THE REPAIR AND REPLACEMENT OF THE TIRE. * CAC: ADVISED CUST THAT HER CONCERNS HAVE BEEN NOTED. EXPLAINED THAT THERE ARE NO RECALLS ON VEH.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 04/03/1996 Warranty Start Date: 04/29/1996
Date of Sale: 04/29/1996 Selling Dlr (Mkt, Dlr, Sub): 88260
Dealer Special Order: Gross Vehicle Weight:
IN/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 6K 542 BA
Bld Dt: Calb: Serial #: L

TRANSMISSION

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

Model: Flt: Shft:

AXLE

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

CQIS Report Number: VKJGB605 Program Type: C1
Report Source: HES - FCSD - COST ASST CTR

Orig Rpt #: 1091390741
Report Date: 11/10/1997

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL MET PAINT FAMILY B ----- PERFORMANCE WHITE C/C

----- AFTER MARKET MODIFICATIONS -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : R CORBIERE Title: OTHER

Repair Dir: B8002 - EASTGATE FORD SALES & SERV 82 Ph#: (905) 547-3211
City: Hamilton Province: Ontario
Country: CANADA Region: 08 FCSD REGION-CANADA

Customer name : [REDACTED] City: HAMILTON
State/Prov : Ontario
Specialist's
Name : JANICE MCLNOD

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
11/10/1997	VKJGB606	CACVOC				MONTEC	B8002

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VIKGD633 Program Type: C1
Report Source: MBS - PCSD - CUST ASST CTR

Orig Rpt #: 1091708171
Report Date: 11/17/1997

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

VEHICLE: 1996 WINDSTAR, STOLEN , WAGON VIN : 2FMDAS14XTRAS7879
Engine : 3.8L HPI FWD Odometer: 36,219 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRMS/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (t):

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

--TYPE-- COMMENT TEXT
OWNERL *** NRVIS: PROGRAM *** CUSTOMER SAYS: - MS. PATRICIA SCHILLE (WIFE)
CALLING - FRONT DRIVER'S SIDE TIRE & WHEEL FLEW OFF OF VEHICLE -
LACKLICKLY THERE WAS NO ACCIDENT OR INJURIES - TOW TRUCK DRIVER SAID THAT
THE LOG NUTS WERE PROBABLY TIGHTENED TOO MUCH - HAD TIRES ROTATED AT
DEALERSHIP IN AUGUST AT ABOUT 29,000 MILES * PER CUSTOMER, DEALER
SAYS: - VEHICLE IS CURRENTLY AT THE DEALERSHIP - THE DAMAGE IS ABOUT
\$2,000
OWNERL - WARRANTY HAS EXPIRED - NO LOANER CURRENTLY AVAILABLE * CUSTOMER
SEEKS: - FINANCIAL ASSISTANCE - LOANER * CMC ADVISED: - WORKERSHIP
ISSUES MUST BE ADDRESSED AT DEALER - CONTACT MR. JERRY LANE (CUST REL
MGR/SERV. MGR./P&S DIR) FOR ASSISTANCE.
OWNERL - WARRANTY HAS EXPIRED - FORWARDED THE INFORMATION TO THE DEALER FOR
REVIEW AND FINANCIAL CONSIDERATION - REQUESTED MR. JERRY LANE (CUST
REL MGR/SVC. MGR./P&S DIR) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS
DAYS FOR ASSISTANCE - NO ESP - NO TRANSPORTATION ASSISTANCE PROVIDED
OWNERL SENTINEL IS THE CLOSING COMMENT VEHICLE AT DEALER BEING REPAIRED NOW,
CUSTOMER IN LOANER VEHICLE.
OWNERL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/13/1996 Warranty Start Date: 02/07/1996
Date of Sale: 02/07/1996 Selling Dir (Mkt, Dir, Sub):
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

CQIS Report Number: VQGD533 Program Type: C1
Report Source: MBS - FCSD - CUST ASST CTR

Orig Rpt #: 1091708171
Report Date: 11/17/1997

--- ENGINE ---

Engine: 3.8L EFI FWD Tag: 6K 342 BA
Bld Dt: Calb: 662JR10 A Serial #: L

--- TRANSMISSION ---

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

Model: Plt: Shft:

--- AXLE ---

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

--- ADDITIONAL ---

Tire : P215/70R15 85W Brand :
Radio : MLSTR AM/FM/STRO/CBTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLUE-GREEN EXT PAINT FAMILY ----- PACIFIC GREEN C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : ROD NELSON Title: OTHER

Repair Dir: 08556 - PRESTIGE FORD Ph#: (206) 454-2454
City: Bellevue State : Washington
Country: UNITED STATES Region : Seattle - 74

Customer name : [REDACTED] City : BELLEVUE
State/Prov : Washington
Phone (Work) : [REDACTED] Ext: (Home) : [REDACTED]

Specialist's
Name : ROBERT CLAVERELLA

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VL86801 Program Type: C1
Report Source: NSB - PCSD - CUST ASST CTR

Orig Rpt #: 1092767412
Report Date: 12/18/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS144TR
Engine : 3.0L EFI FWD Odometer: 31,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRTS/WHEELS
NOT LISTED TIRTS/WHEELS OTHER (CODE NOT AVAILABLE)

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

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

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

---TYPE--- COMMENT TEXT
OWNERL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -800# FROM DEALER -CURRENT CONCERN; RER TIRE FELL OFF. -ALL FIVE OF THE LOGS BROKEN OFF. -CUSTOMER STATES THAT SHE DID NOT HIT ANYTHING. * PER CUSTOMER, DEALER SAYS: -PER RANDY, SERVICE: THEY DO NOT KNOW WHAT THE COST WILL BE. THEY ARE STILL DOING THE DIAGNOSIS. *
OWNERL CUSTOMER SAYS: -GET THE REPAIR DONE UNDER WARRANTY? * CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER -REQUEST MR. HOWARD JONES, SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESSDAYS *PLACED NON-VLC CALL TO SERVICE MANAGER. HE WAS UNAVAILABLE. CSR SPOKE WITH RANDY WHO STATED THAT THE VEHICLE IS PARKED AT THE BODY SHOP. THE DOOR AND RIGHT FENDER LOOK LIKE THEY WERE SCUFFED FROM THE TIRE FALLING OFF. THE SERVICE MANAGER IS NOT SURE WHETHER THIS COULD BE COVERED UNDER WARRANTY OR
OWNERL WHETHER THE DAMAGE IS DUE TO HITTING A POT HOLE.
OWNERL SERVICE IS THE CLOSING COMMENT TALKED TO MEX JAMORITS BY PHONE 12/22/1997. EXPLAINED THAT WE FOUND NO DEFECTIVE PARTS AND THAT THEIR CLAIM WAS BEING HANDLED BY THEIR INSURANCE COMPANY. M. JONES
OWNERL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTC# R050: K00C:
R00R: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 09/22/1995 Warranty Start Date: 12/28/1995
Date of Sale: 12/28/1995 Selling Dlr (Mkt, Dlr, Sub): 05079
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

CQIS Report Number: VLRCR001 Program Type: C1
Report Source: NBS - PCSD - CUST ASST CTR

Orig Rpt #: 1092707411
Report Date: 12/10/1997

--- ENGINE ---

Engine: 3.8L SPI FWD Tag: 6K 542 BA
Mtd Dc: Calb: 662JR10 A Serial #: L

--- TRANSMISSION ---

Trans: AX4S O/D 4SP THROCKLE Part #: Serial #:
Mtd Dc: Plt: Shift:

--- AXLES ---

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Mtd Dc:
Serial #: Plt:

--- ADDITIONAL ---

Tire : P215/70R15 BW Brand :
Radio : ELNTR PRSM AM/FM STRO/DISC/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B PUMICE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : JOHN JAMCORTE Title: OTHER

Repair Dir: 05126 - Gary Crossley Ford, Inc. Ph#: (816) 781-4844
City: Liberty State : Missouri
Country: UNITED STATES Region : Kansas City - M3

Customer name : [REDACTED] City : GLADSTONE
State/Prov : Missouri
Phone (Work) : [REDACTED] - Ext: (Home): [REDACTED]

Specialist's Name : JULIE STONE

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WDMRA420 Program Type: Q
Report Source: MSS - FCSD - QSF8

Orig Rpt #: 156299-98
Report Date: 04/14/1998

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

VEHICLE: 1996 WINDSTAR, STDLE , WAGON VIN : 2FMDAS143TEA
Engine : 3.8L MPI FWD Odometer: 32,360 MILES
Operating Environ: WCC : 5D01
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 5 99 CHASSIS TIRES/WHEELS
WHEEL COVERS CONCERN NOT LISTED

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

Causal Component: 1107 HUB BOLT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT
CONCERN LEFT WHEEL FELL OFF FROM HUB, BROKEN STUD.
REPAIR REPLACED BROKEN STUDS (S).
ADDIT 04/16/1998 08:08AM DATA ENTRY MSS - FCSD - QSF8
SYMPTOM 3 06 0 00 CHANGED TO 3 06 5 99 BY Q8ROW82

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test. : SD Number: :
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOSO: KOSC:
KOSR: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number	Description	Causal Comp.
RPL	1107	SERVICE	HUB BOLT	YES

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 12/20/1998 Warranty Start Date: 01/18/1998
Date of Sale: 01/18/1998 Selling Dlr (Mkt, Dlr, Sub): A2023
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- E N G I N E -----
Engine: 3.8L MPI FWD Tag: 6K 542 BA
Bld Dt: Calb: 552JRI0 A Serial #: L
----- T R A N S M I S S I O N -----
Trans: AX4S O/D 4SP TRANSAXLE Part #:
Bld Dt: Serial #:
Model: Flt: Shift:

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

----- A D D I T I O N A L -----
Tire : P215/70R15 BSW Brand :
Radio : ELSTR AM/FM/STRO/CSTE/CLOCK A/C : MANUAL AIR CONDITIONER

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CQIS DETAIL REPORT

07/06/99 18:08:32

CQIS Report Number: WHEAAA20 Program Type: Q
Report Source: MSS - FCSD - Q879

Orig Rpt #: 196299-98
Report Date: 04/14/1998

Paint : PURPLE-BLUE EXT PAINT FAMILY B----- MED ROYAL BLUE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : PIERRE HARDY Title: OTHER

Repair Dlx: A2023 - LES VENTES CASTEL MERCURY LIME Ph#: (514) 645-7441
City: Montreal Province: Quebec
Country: CANADA Region : 02 FCSD REGION CANADA

Claim #/Date : 3533

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WESAA083 Program Type: C1
 Report Source: MSS - PCSD - COST ASST CTR

Orig Rpt #: 00000028225M
 Report Date: 05/19/1998

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

VEHICLE: 1996 WINDSTAR, STEEL, WAGON VIN : 2FMDA5147M
 Engine : 3.8L EFI FWD Odometer: 26,000 MILES
 Operating Environ: WCU :
 Vehicle Use : Resp. Act:

SYMPTOM: 3 06 3 00 CHASSIS TIRMS/WHEELS
 UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----
 OWNER CUSTOMER SAYS:
 THE WHEEL OF THE VEHICLE FELL OFF, THE VEHICLE FELL TO
 THE GROUND

ORIGINAL DLSEHP HAS SINCE CHANGED OWNERS

WOULD LIKE

FORD REPAIR THE CONCERN AT NO COST TO THEMSELVES

PER CUSTOMER, DEALER

SAYS:

DLR HAS SAID THAT VEHICLE HAS BEEN TAMPERED WITH

CAC ADVISED:

- VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY
- WILL FORWARD INFORMATION
TO THE DEALERSHIP
- WILL REQUEST CRM/SERVICE MANAGER CONTACT CUSTOMER
WITHIN 2 BUSINESS DAYS

INFERENCE CASE ID: 4549 CUSTOMER SAYS:
 THE

WHEEL OF THE VEHICLE FELL OFF, THE VEHICLE FELL TO THE
 GROUND

ORIGINAL DLSEHP HAS SINCE CHANGED OWNERS

WOULD LIKE FORD

REPAIR THE CONCERN AT NO COST TO THEMSELVES

PER CUSTOMER, DEALER

SAYS:

DLR HAS SAID THAT VEHICLE HAS BEEN TAMPERED WITH

CAC ADVISED:

- VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY
- WILL FORWARD INFORMATION
TO THE DEALERSHIP
- WILL REQUEST CRM/SERVICE MANAGER CONTACT CUSTOMER
WITHIN 2 BUSINESS DAYS

INFERENCE CASE ID: 4549

OVERREL WHEEL CONCERN IS NOT DUE TO MANUFACTURER DEFECT. AFTER INSPECTION BY CSM AND THE CUSTOMER'S INSURANCE COMPANY, IT WAS DETERMINED THAT THE CAUSE IS AN INSURANCE ISSUE. IT APPEARS THAT THE LOG NUTS WERE LOOSEND BY SOMEONE CAUSING THE WHEEL TO COME OFF. THE INSURANCE AGENT FELT THE LOOSENING WAS PROBABLY DONE BY SOMEONE TRYING TO STEEL THE TIRE. THE AGENT HAS AGREED TO COVER THE REPAIR BECAUSE IT IS NOT A WARRANTY ISSUE. CSM, KAREN ARCHER

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: W82A083 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0000020225M
Report Date: 05/19/1998

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

Vehicle Build Date: 02/23/1996 Warranty Start Date: 08/10/1996
Date of Sale: 08/10/1996 Selling Dlr (Mkt, Dlr, Sub): 04902
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: 6K 342 BA
Eld Dt: Calb: 662JF10 A Serial #: L

----- TRANSMISSION -----

Trans: AX48 O/D 4SP TRAXLE Part #:
Eld Dt: Serial #:
Model: Ptc: Shift:

----- AXLE -----

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Eld Dt:
Serial #: Ptc:

----- ADDITIONAL -----

Tire : P215/70R15 BSW Brand :
Radio : ELITE PREM AM/FM STRO/CSTE/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B : PUNICE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dlr: 02865 - Ford of Ocala Inc Ph#: (352) 732-4800
City: Ocala State : Florida
Country: UNITED STATES Region : Orlando - 24

Customer name : [REDACTED] City :

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: MORE III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: WIC08283 Program Type: C1
Report Source: MRS - PCSD - COST ASST CTR

Orig Rpt #: 00000126007M
Report Date: 09/15/1998

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

VEHICLE: 1996 WINDSTAR, STILE , WAGON VIN : 3FMDR5142TB
Engine : 3.8L EFI FWD Odometer: 30,000 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 06 5 00 CHASSIS TIRES/WHEELS
WHEEL COVERS OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----

OWNER CUSTOMER SAYS:
THE CAR LOST A WHEEL,
COST SAYS THAT THE DLR SHOULD
HAVE THE PART,
COST WANTS TO HAVE A RENTAL CAR;

PER CUSTOMER, DEALER
SAYS:
WOULD HAVE TO ORDER THREE STUDS;
ALSO A HUB HAD TO BE ORDER
LATER

CAC ADVISED:
WE ARE UNABLE TO ASSIST IN OBTAINING THE
PART
THERE IS NO SERVICE AVAILABLE FOR CUSTOMERS TO OBTAIN PARTS
INFORMATION FROM FORD
STAY IN CONTACT WITH THE PARTS
MANAGER

INFERENCE CASE ID: 4280 CUSTOMER SAYS:
THE CAR LOST A
WHEEL;
COST SAYS THAT THE DLR SHOULD HAVE THE PART;
COST WANTS TO
HAVE A RENTAL CAR;

PER CUSTOMER, DEALER SAYS:
WOULD HAVE TO ORDER
THREE STUDS;
ALSO A HUB HAD TO BE ORDER LATER

CAC ADVISED:
WE ARE
UNABLE TO ASSIST IN OBTAINING THE PART
THERE IS NO SERVICE AVAILABLE
FOR CUSTOMERS TO OBTAIN PARTS INFORMATION FROM FORD
STAY IN CONTACT
WITH THE PARTS MANAGER
INFERENCE CASE ID: 4280

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	09/07/1995	Warranty Start Date:	03/01/1996
Date of Sale:	03/01/1996	Selling Dlx (Mkt,Dlx,Sub):	07437
Dealer Special Order:		Gross Vehicle Weight:	
LH/RH Drive:			

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

Engine: 3.6L MPI FWD	Tag: 6K	542 AA
Bl'd Dt:	Calb: 662JH00 A	Serial #: L

CQIS Report Number: WICAB283 Program Type: C1
Report Source: MSS - PCHD - CUST ASST CTR

Orig Rpt #: 00000126007M
Report Date: 09/15/1998

--- TRANSMISSION ---

Trans: AX4S O/D 4SP TRUCKLE Part #:
Bld Dt: Serial #:
Model: Flt: Shift:
--- AXLE ---
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

--- ADDITIONAL ---

Tire : P215/70R15 NEW Brand :
Radio : ELETR AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY ----- LASER RED TINT C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 07437 - JOHN COXON & SONS FORD INC Ph#: (412) 828-2300
City: Pittsburgh State : Pennsylvania
Country: UNITED STATES Region : Pittsburgh - 44

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: MOSS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

COIS Report Number: T18GB482 Program Type: C1
Report Source: MBS - PCSO - CUST ASST CTR

Orig Rpt #: 1079017451
Report Date: 12/19/1998

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

VEHICLE: 1996 WINDSTAR, STEEL , WAGON VIN : 2FMDA5141T8
Engine : 3.8L EFI FWD Odometer: 500 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS OTHER (CODE NOT AVAILABLE) TIRES/WHEELS
OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
OWNERL ***OWNER APPRECIATION CERTIFICATE*** STEPHANIE BRINKER CSM NEW YORK
TIRE FELL OFF AFTN MICHAEL MORGAN
OWNERL 889HIS IS THE CLOSING COMMENT CERTIFICATE NUMBERED 2FMDA514SVBC98912
1997 WINDSTAR 12/27/96 13-026 MORGAN FORD

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/01/1996 Warranty Start Date: 11/20/1996
Date of Sale: 11/20/1996 Selling Dir (Mkt, Dlr, Sub): 03664
Dealer Special Order: Gross Vehicle Weight:
LH/HH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 543 DA
Bld Dt: Calb: Serial #: L

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

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

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

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

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

Tire : P215/70R15 BSW Brand :
Radio : ELITE AM/FM/STRO/CSTP/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B PERFORMANCE WHITE C/C

CQIS Report Number: TL5GB492 Program Type: C1
Report Source: MSS - FCSM - COST ASST CTR

Orig Rpt #: 1079017451
Report Date: 12/19/1996

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : BARBARA VITALE Title: OTHER

Repair Dir: 03664 - MORAHAN FORD CORP. Ph#: (718) 483-7600
City: Flushing State : New York
Country: UNITED STATES Region : New York -13

Customer Name : [REDACTED] City : WHITESTONE
State/Prov : New York
Phone (Work) : ([REDACTED]) - Ext: (Home): [REDACTED]

Specialist's Name : PATRICIA TRIMOSTI

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
12/12/1996	TL5GB492	CACVOC	CRASH.				03664

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VKTGH311 Program Type: C1
 Report Source: MSS - FCSD - COST ASST CTR

Orig Rpt #: 1091876401
 Report Date: 11/20/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDR5140T8
 Engine : 3.8L HPI FWD Odometer: 8,900 MILES
 Operating Environ: WCC :
 Vehicle Use : Rsp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRMS/WHEELS
 OTHER (CODES NOT AVAILABLE) OTHER (CODES NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
 OWNERL *** LETTER DATED 11.12.97 *** ** NAVIS: ORIGINAL *** CUSTOMER WRITES:
 - THE WHEEL FELL OFF WHILE MY WIFE WAS DRIVING THE VEHICLE * PER
 CUSTOMER, DEALER SAYS: - REPAIRED THE VEHICLE--A NUT WAS NOT CONNECTED
 * CUSTOMER SAYS: - TO LET FORD KNOW HOW ANGRY HE IS *
 OWNERL CAC ADVISED: OUTBOUNDED CALL TO CUSTOMER, REACHED WIFE: - EXPRESSED
 CONCERN AND REGRET FOR WHAT HAPPENED - THANKED CUSTOMER FOR LETTING US
 KNOW WHAT HAPPENED

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/15/1996 Warranty Start Date: 12/14/1996
 Date of Sale: 12/14/1996 Selling Dlr (Mkt, Dlr, Sub): 08042
 Dealer Special Order: Gross Vehicle Weight:
 LM/RM Drive:

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

Engine: 3.8L HPI FWD Tag: 6K 542 BA
 Bld Dt: Calb: 662JR10 A Serial #: L

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

Trans: A24S O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Flt: Shft:

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

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

COIS Report Number: VETGE311 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1091876401
Report Date: 11/20/1997

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELITE PREM AM/FM STRO/CBTE/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B : SILVER FROST C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : STEVEN KLEIN

Title: OTHER

Repair Dir: 08125 - LOVEGREEN FORD-MERCURY

Ph#: (816) 663-7263

City: Kirksville

State : Missouri

Country: UNITED STATES

Region : Kansas City - 53

Customer name : [REDACTED]

City : KIRKSVILLE

State/Prov : Missouri

Phone (Work) : [REDACTED]

Ext:

(Home) : [REDACTED]

Specialist's

Name : RICHARD LIGHTEN

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

Date	COIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
02/19/1999	KBSAB420	CACVOC	CHASS.			08125

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WBSGB173 Program Type: C1
Report Source: MSH - FCSO - COST ASST CTR

Orig Rpt #: 1094320321
Report Date: 02/05/1998

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

VEHICLE: 1996 WINDSTAR, STEEL, WAGON VIN : 2FMDAS144TR
Engine: 3.8L EFI FWD Odometer: 28,000 MILES
Operating Environ: WCC
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRMS/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT

OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: - ON 1/30/98 WHILE DRIVING ON THE FREEWAY AT 70 MPH, THE VEHICLE BEGAN TO SHAKE VERY BAD - I PULLED OFF THE FREEWAY IMMEDIATELY - THE FRONT PASSENGER WHEEL JUST SHAPPED AND CAME COMPLETELY OFF - THERE WERE NO PRIOR SIGNS THAT THIS EVENT WAS GOING TO OCCUR - I WANT TO THE NUMBER TO THE REGIONAL OFFICE (CUSTOMER IS VERY NICE AND POLITE IN ASKING) - DEALERSHIP SAID THAT AN MSG - NO ONE WAS HURT DURING THIS INCIDENT

OWNREL - I FILED A POLICE REPORT IN REGARDS TO THE INCIDENT - SPOKE WITH * PER CUSTOMER, DEALER SAYS: - AN ENGINEER IS COMING OUT TODAY * CUSTOMER SEEKS: - CSM * CAC ADVISED:

OWNREL RE CONCERN: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER - REQUEST MR. KEN RICHARDS (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS **OBC TO DEALERSHIP - SPOKE WITH KEN RICHARDS, SERVICE MANAGER - LEFT VOICE MAIL FOR HIM TO CALL THE CUSTOMER RE CSM: - MR. KEN RICHARDS (SERV. MGR.) IS IN THE BEST POSITION TO ASSIST YOU. - SVC MGR MAY CONSULT FORD CSM IF REQUIRED.

OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -THE ENGINEER STILL HASN'T ARRIVED AT THE DEALERSHIP -THE DEALERSHIP SEEMS VRY UNCONCERNED * PER CUSTOMER, DEALER SAYS: -ENGINEER WILL COME OUT TODAY * CUSTOMER SEEKS: -TO LODGE COMPLAINT *

OWNREL CAC ADVISED: -CUSTOMER SHOULD CONTINUE TO WORK WITH THE DEALERSHIP -THE DEALERSHIP IS IN THE BEST POSITION TO ASSIST THE CUSTOMER

OWNREL SVC MGR/ ALLEN PRESCOTT DISCUSSED CONCERNS WITH CUSTOMER, INSPECTOR CAME AND INVESTIGATED CONCERN, SVC MGR CONTACTED WANNETTA HILL AT (313)446-5933,, SHE STATED IT WOULD TAKE ABOUT 5 DAYS FOR REPORT TO COME BACK. MR AND MS MADDOX WERE INFORMED OF THIS AND PLACED IN A LOANER VEHICLE UNTIL REPORT COMES IN TO DETERMINE WHAT STEPS NEED TO BE TAKEN NEXT. SVC MGR/ ALLEN PRESCOTT ALSO RECOMMENDED TO CUSTOMER SINCE A POLICE REPORT WAS FILED THAT SHE SHOULD INFORM HER INSURANCE CARRIER OF THE PRECEDING HAPPENINGS.

OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: - CALLING BACK BECAUSE HE IS NOT SATISFIED WITH THE RESPONSE FROM THE DEALERSHIP OR THE FIELD SERVICE ENGINEER - MR. BOB BRYANT DID THE INSPECTION - THEY DID CONTACT THEIR INSURANCE DEPARTMENT - MR. BOB BRYANT THE ENGINEER COULD NOT TELL THEM WHY THE LOGNUTS BROKE OFF, HE JUST RECOMMENDED ROTATING THE TIRES EVERY 8000 MILES - THE VAN IS STILL AT THE DEALERSHIP * PER CUSTOMER, DEALER SAYS:

OWNREL SVC MGR/ ALLEN PRESCOTT DISCUSSED CONCERNS WITH CUSTOMER, INSPECTOR CAME AND INVESTIGATED CONCERN, SVC MGR CONTACTED WANNETTA HILL AT (313)446-5933,, SHE STATED IT WOULD TAKE ABOUT 5 DAYS FOR REPORT TO COME BACK. MR AND MS MADDOX WERE INFORMED OF THIS AND PLACED IN A

CQIS Report Number: WR08173 Program Type: CI
Report Source: MBS - FCSD - CUST ASST CTR

Orig Rpt #: 1094320321
Report Date: 02/05/1998

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

--TYPE-- COMMENT TEXT -----

LOANER VEHICLE UNTIL REPORT COMES IN TO DETERMINE WHAT STEPS NEED TO

LOANER VEHICLE UNTIL REPORT COMES IN TO DETERMINE WHAT STEPS NEED TO
BE TAKEN NEXT..SVC MGR/ ALLEN PRESCOTT ALSO RECOMMENDED TO CUSTOMER
SINCE A POLICE REPORT WAS FILED THAT SHE SHOULD INFORMER INSURANCE
CARRIER OF THE PRECEDING HAPPENINGS. * CUSTOMER WANTS: - WHAT ELSE CAN
BE DONE BECAUSE HE HAS A \$500 DEDUCTIBLE AND HE DOES NOT WANT
OWNREL TO GO THROUGH THE DEALERSHIP - * CAC ADVISED: - CONTINUE TO WORK WITH
THE DEALERSHIP TO RESOLVE. THE DEALERSHIP IS IN THE POSITION TO
DIAGNOSIS THE CONCERN AND DETERMINE WHAT TYPE OF COVERAGE IS
NECESSARY

OWNREL CUSTOMER CALLED SVC MGR/ ALLEN PRESCOTT, WANTED TO KNOW STATUS OF
REPAIRS, SVC MGR, CONTACTED WANNITA HILL STILL WAITING ON REPORT BACK
FROM INSPECTOR, CUSTOMER WAS INFORMED SVC MGR WILL FOLLOW UP ON FRIDAY
2/13/98 AFTER RECONTACTING MR. HILL FOR AN UPDATE. CUSTOMER ALSO
REQUEST THAT SVC MGR/ DISCUSS WITH CSM HIS CONCERN OVER QUALITY OF
VEHICLE.

OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -DEALER WONT HELP WITH HIS
WHEEL ISSUE -WAS TOLD REPAIR WAS NOT RESPONSIBILITY OF FORD -TO CALL
HIS INSURANCE CARRIER -WHAT IS FORD GOING TO DO NOW -HE IS NOT HAPPY *
PER CUSTOMER, DEALER SAYS: -SHE DEALER COMMENTS IN MORIS 11 -NOT
COVERED PER INSPECTOR & CSM

OWNREL -NO DEFECTIVE COMPONENT -CONTACT INSURANCE CO * CUSTOMER WANTS:
-VEHICLE REPAIRED BY FORD NO CO * CAC ADVISED: RE/ CSM / REGIONAL
OFFICE # DENIED - WARRANTY HAS EXPIRED - WE WILL NOT PROVIDE FINANCIAL
ASSISTANCE TOWARDS REPAIR - CUSTOMER REFUSED OFFER FOR WRITTEN
RESPONSE

OWNREL RE: DIAGNOSIS - DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL
ASSISTANCE. - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP RE: CSM
DECISION / CUSTOMER WAS ADVISED BY DEALERSHIP - NO FURTHER FINANCIAL
ASSISTANCE WILL BE OFFERED - CAC SUPPORTS THE DECISION - THIS
REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

OWNREL @@@THIS IS THE CLOSING COMMENT MS WANNITA HILL @1(313)446-5933 AT
FORD, INSPECTOR HAS DETERMINED THAT WHEEL COMING OFF WAS NOT DUE TO
DEFECTS IN MATERIALS OR WORKMANSHIP AND NO REPAIR ASSISTANCE WILL COME
FROM FORD ON REPAIR. SVC MGR/ ALLEN PRESCOTT AND WANNITA HILL HAVE
DISCUSSED THIS WITH CUSTOMER. CUSTOMER IS PURSUING ACTION TOWARD A
RESOLUTION WITH HIS INSURANCE CARRIER.

OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

Symp. Varif?:	Base of Diagnosis:	Level of Assistance:
Comp. Timing:	Base Timing :	MIL light on? :
Test Stand :	Road Test :	SD Number:
Prior Repair Attempts:		Repair Prior to Call: NO
UTCS KOBO:	KOCC:	
KOBR:	CR:	
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: W8EGB173 Program Type: C1
 Report Source: MBS - FCSD - COST ASST CTR

Orig Rpt #: 1094220321
 Report Date: 02/05/1998

----- VEHICLE DETAILS -----
 Vehicle Build Date: 02/17/1996 Warranty Start Date: 09/11/1996
 Date of Sale: 09/11/1996 Selling Dir (Mkt,Dir,Sub): 00460
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- ENGINE -----
 Engine: 3.5L EFI FWD Tag: 6K 542 BA
 Bld Dt: Calb: 662JRI0 A Serial #: L

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

----- AXLE -----
 Axle: 3.56 FWD TRAXLE Id Tag Code: Bld Dt:
 Serial #: Flt:

----- ADDITIONAL -----
 Tire : P215/70R15 BSW Brand :
 Radio : ELSTE AM/FM/STRO/CBTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : BLUE-GREEN EXT PAINT FAMILY ----- PACIFIC GREEN C/C

----- AFTER MARKET MODIFICATIONS -----
 NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : MICHAEL MADDOX Title: OTHER

Repair Dir: 00460 - Perimeter Ford, Inc. Ph#: (770) 393-1773
 City: Atlanta State : Georgia
 Country: UNITED STATES Region : Atlanta - 21

Customer name : [REDACTED] City : ACWORTH
 State/Prov : Georgia
 Phone (Work) : [REDACTED] - Ext: (Home): [REDACTED]

Specialist's
 Name : KATRINE JACKSON

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
02/04/1998	W8EGB173	CRCRVE	CHASS				00460

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WGRRA794 Program Type: C1
 Report Source: M88 - FCSD - CUST ASST CTR

Orig Rpt #: 00000072712M
 Report Date: 07/13/1998

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

VEHICLE: 1996 WINDSTAR, STOLN , WAGON VIN : 2FMDA5141TB
 Engine : 3.8L EFI FWD Odometer: 26,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 8 00 CHASSIS TIRMS/WHEELS
 VIBRATION OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----
 OWNER: CUSTOMER SAYS:
 CUST WHEEL BROKE OFF ON LAST MONDAY WHILE DRIVING .
 CALLED TOW TRUCK & TOWED TO NEAREST DLRSHP.

PER CUSTOMER, DEALER
 SAYS:
 CUST HAS TO PAY FOR REPAIR CHARGES. CUSTOMER SAYS:
 CUST WHEEL
 BROKE OFF ON LAST MONDAY WHILE DRIVING . CALLED TOW TRUCK & TOWED TO
 NEAREST DLRSHP.

PER CUSTOMER, DEALER SAYS:
 CUST HAS TO PAY FOR
 REPAIR CHARGES.

CAC ADVISED:
 - EXPLAIN WHY REPAIR NOT COVERED BY
 WARRANTY
 - NO FINANCIAL ASSISTANCE
 - DEALERSHIP DECISION IS
 CORRECT
 INFERENCE CASE ID: 4560

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

----- D I A G N O S T I C I N F O R M A T I O N -----
 Symp. Verif?: Base of Diagnosis: Level of Assistance:
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : ED Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCS KODQ: KODC:
 KODR: CS:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

ER03-004 1104

Vehicle Build Date: 09/26/1995 Warranty Start Date: 03/23/1996
Date of Sale: 03/23/1996 Selling Dir (Mkt, Dir, Sub): 00143
Dealer Special Order:
LN/RH Drive: Gross Vehicle Weight:

----- E N G I N E -----
Engine: 3.8L EFI FWD Tag: 6K 542 BA
Bld Dt: Calb: 662JRI0 A Serial #: L
----- T R A N S M I S S I O N -----
Trans: AX4S D/D 4SP TRANSAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:
----- A X L E -----
Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

CQIS Report Number: W80AA794 Program Type: C1
Report Source: MSS - FCED - CUST ASST CTR

Orig Rpt #: 0000072712M
Report Date: 07/13/1998

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELSTR VRUM AM/FM STRO/CSTE/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B : SILVER FROST C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dlr: 04572 - RUSSELL & SMITH FORD INC Ph#: (713) 663-4205
City: Houston State : Texas
Country: UNITED STATES Region : Southwest - 52

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: XAMAC386 Program Type: C1
Report Source: MBS - FCSD - COST ASST CTR

Orig Rpt #: 00000241716M
Report Date: 01/14/1999

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

VEHICLE: 1996 WINDSTAR, STOLN , WAGON VIN : 2FMDA5143TSC
Engine : 3.8L EFI FWD Odometer: 67,000 MILES
Operating Environ: WCC :
Vehicle Use : Resp. Act:

SYMPTOM: 3 06 1 00 CHASSIS TIRE WEAR TIRES/WHEELS
OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
OWNER: CUSTOMER SAYS:
CUST SAID THE REAR WHEEL FELL OFF HIS VEHICLE AND NEED
TO KNOW IF FORD CAN ASSIST HIM

PER CUSTOMER, DEALER SAYS:
NONE

CAC

ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE

INFERENCE CASE ID: 1771 CUSTOMER SAYS:

CUST SAID THE REAR WHEEL FELL OFF HIS VEHICLE AND NEED TO KNOW IF FORD CAN ASSIST HIM

PER CUSTOMER, DEALER SAYS:
NONE

CAC ADVISED:

- WARRANTY HAS EXPIRED
- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE

INFERENCE CASE ID: 1771

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 02/14/1996 Warranty Start Date: 03/30/1996
Date of Sale: 03/30/1996 Selling Dlr (Mkt, Dlr, Sub): 09524
Dealer Special Order: Gross Vehicle Weight: 514 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.8L MPI FWD Tag: 6K 542 BA
Bld Dt: Calb: 662JH10 A Serial #: L
- - - T R A N S M I S S I O N - - -
Trans: AX4S O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:
Model: Plt: shrt:

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

CQIS Report Number: XASAC266 Program Type: C1
Report Source: MBS - PCSD - CDST ASST CTR

Orig Rpt #: 00000241716M
Report Date: 01/14/1999

--- ADDITIONAL ---

Tire : LT215/85R-16D BSW A-8 Brand :
Radio : ELITE AM/FM/STRO/CITE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW MET. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 09266 - NORTHOWN FORD MERCURY INC Ph#: (715) 232-6353
City: Menomonie State : Wisconsin
Country: UNITED STATES Region : Twin Cities - 58

Customer name : [REDACTED] City :

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
01/26/1999	XASAB299	CACVOC	CHASS.			09266
02/02/1999	XASAC227	CACVOC	CHASS.			09266

--- SUPPLEMENTAL SURVEY: NONE III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: KBJAB322 Program Type: C1
Report Source: MBS - FCSD - COST ASST CTR

Orig Rpt #: 00000275605M
Report Date: 02/10/1999

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDA5142TE
Engine : 3.8L EFI FWD Odometer: 20,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 3 00 CHASSIS TIRES/WHEELS
UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----

OWNER: CUSTOMER SAYS:
-COST IS CALLING BACK ON AN OPEN ISSUE LETTER DATED
JAN 19 1999
THE CUSTOMER CLAIMS THAT THE TIRE FLEW OFF THE VEHICLE
AND ALMOST CAUSED A SERIOUS ACCIDENT
THE CUSTOMER IS SEEKING THAT
FORD PAY OFF TWO OF THE THREE YEARS REMAINING ON THE VEHICLES
LOAN.
COST STATES VEHICLE IS IN THE SHOP FOR MULTIPLE PROBLEMS

PER
CUSTOMER, DEALER SAYS:

CAC ADVISED:
- FORWARDED INFORMATION TO
CRM/SERV MGR WITH COPY TO REGIONAL OFFICE
- REQUESTED CRM/SERV MGR
CONTACT WITHIN 2 BUSINESS DAYS
CNC TO MONROE DLRSHD
- SPOKE TO NELS
THE SER MGR
- HE SAYS THE REPAIR WAS COVERED BY THE DLRSHD NOT
WARRANTY
- WE CONTACTED LEGAL AUTHORITY ON THIS AND THEY DENIED ANY
RESPONSIBILITY
- I THINK WE DID NOT TIGHTEN THE LOGS WHEN RESOLD THE
VEH
- IF THERE IS A PROBLEM RESULTING FROM THE ACCIDENT -I.E. AND
ALIGNMENT PROBLEM, THE DLRSHD IS WILLING TO COVER THE
CHARGES

INFERENCE CASE ID: 1595 CUSTOMER SAYS:
-CUST IS CALLING BACK
ON AN OPEN ISSUE LETTER DATED JAN 19 1999
THE CUSTOMER CLAIMS THAT
THE TIRE FLEW OFF THE VEHICLE AND ALMOST CAUSED A SERIOUS
ACCIDENT
THE CUSTOMER IS SEEKING THAT FORD PAY OFF TWO OF THE THREE
YEARS REMAINING ON THE VEHICLES LOAN.
CUST STATES VEHICLE IS IN THE
SHOP FOR MULTIPLE PROBLEMS

PER CUSTOMER, DEALER SAYS:

CAC

ADVISED:

- FORWARDED INFORMATION TO CRM/SERV MGR WITH COPY TO REGIONAL OFFICE

- REQUESTED CRM/SERV MGR CONTACT WITHIN 2 BUSINESS DAYS

OBC TO MOURNIE DLRSHF

- SPOKE TO HILS THE SER MGR

- HE SAYS

THE REPAIR WAS COVERED BY THE DLRSHF NOT WARRANTY

- WE CONTACTED

LEGAL AUTHORITY ON THIS AND THEY DENIED ANY RESPONSIBILITY

- I THINK

WE DID NOT TIGHTEN THE LOGS WHEN RESOLD THE VEH

- IF THERE IS A

PROBLEM RESULTING FROM THE ACCIDENT -I.E. AND ALIGNMENT PROBLEM, THE DLRSHF IS WILLING TO COVER THE CHARGES

REFERENCE CASE ID: 1595

OWNER NOISE CONCERN REPAID ON 2.15.99 WE REPL. LEFT FR. BRAKE ROTOR UNDER WARRANTY / ALSO WE REPL. ONE TIRE DEALER PAYD FOR TIRE

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

CQIS Report Number: XB3AB322 Program Type: C1
 Report Source: MBE - PCED - CUST ASST CTR

Orig Rpt #: 00000275605M
 Report Date: 02/10/1999

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 03/21/1996 Warranty Start Date: 04/01/1996
 Date of Sale: 04/01/1996 Selling Dir (Mkt,Dir,Sub): 03610
 Dealer Special Order: Gross Vehicle Weight: 526 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 542 BA
 Bld Dt: Calb: 562SR10 A Serial #: L

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

Trans: AX4S O/D 4SP TORQUE Part #: Serial #:
 Bld Dt: Shift:
 Model: Pit:

--- A X L E ---

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

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

Tire : P215/70R15 BSW Brand :
 Radio : ELITE AM/FM/STRO/CETE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : YELLOW-RED EXT PAINT FAMILY B ----- VEHICLE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 20526 - MONROE FORD Ph#: (914) 782-8291
 City: Monroe State : New York
 Country: UNITED STATES Region : New York -13

Customer name : EDWARD FLANNERY City :

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

Date	CQIS Report #	Prog Type	Sysp Cat	Causal Part	Description	Dealer Id
02/02/1999	XB3AB072	CACVOC	CHASS.			20526
02/10/1999	XB3AB322	CACVOC	CHASS.			20526

--- S U P P L E M E N T A L S U R V E Y : MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: VH2AA270 Program Type: Q
Report Source: NSS - FCSD - Q9FS

Orig Rpt #: 155634-97
Report Date: 08/28/1997

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

VEHICLE: 1998 WINDSTAR, STDLF , WAGON VIN : 2FWDAS14XWB
Engine : 3.8L EFI FWD Odometer: 6,715 MILES
Operating Environ: WCC : SD01
Vehicle Use : Resp. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRMS/WHEELS
NOT LISTED TIRMS/WHEELS CONCERN NOT LISTED

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

Causal Component: 1107 HUB BOLT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT

CONCERN THE RIGHT FRONT WHEEL FELL OFF WHILE TRAVELLING AT HIGHWAY SPEEDS.
REPAIR WE FOUND THAT ALL FIVE WHEEL STUDS WERE SHEARED OFF. THE WHEEL NUTS
AND BROKEN STUDS WERE RECOVERED. THREE WHEEL STUDS HAVE A RUST LINE
THROUGH THE SHEAR SURFACE AS THOUGH A POSSIBLE FLAW. THE PARTS HAVE
BEEN RETURNED FOR INVESTIGATION. THE CUSTOMER HAS PAID FOR THE REPAIR.
WE REQUEST THAT THE DEALER CONTACT AFTER EXAMINATION OF FAILED PARTS.
POSSIBLE CLAIM?

AUDIT 09/02/1997 11:24AM DATA ENTRIES NSS - FCSD - Q9FS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY NBAKER6

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

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

Symp. Verified? Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO

DTCs KOSO: KOEC:
KORR: CS:

Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RFL	1107	SERVICE	HUB BOLT	YES

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

Vehicle Build Date: 06/24/1997 Warranty Start Date: 07/16/1997
Date of Sale: 07/16/1997 Selling Dir (Mkt, Dir, Sub): B1396
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: EK 542 AA
Bld Dt: Calb: Serial #: L

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

Trans: AX4S O/D 4SP TRANXLE Part #: Serial #:
Bld Dt: Shift:
Model: Flt:

CQIS Report Number: V02AA270 Program Type: Q
 Report Source: MBS - PCSD - Q878

Orig Rpt #: 185634-97
 Report Date: 08/28/1997

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

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : STEVE FRASER Title: OTHER

Repair Dir: B1396 - STERLING FORD SALES (OTTAWA) Ph#:(613) 741-3720
 City: Ottawa Province : Ontario
 Country: CANADA Region : 01 PCSD REGION-CANADA

Claim #/Date : 168782

Customer Name : DISCOUNT CAR RENTAL City :

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
08/29/1997	V01GC728	CRCVOC	WOSTEC			B1396

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WAFGB520 Program Type: C1
 Report Source: MMS - PCSD - COST ASST CTR

Orig Rpt #: 1093163551
 Report Date: 01/06/1998

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/25/1997 Warranty Start Date: 07/26/1997
 Date of Sale: 07/26/1997 Selling Dlr (Mkt, Dlr, Sub): 05948
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: HK 542 AA
 Bld Dt: Calb: Serial #: L

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

Trans: AX4B O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:

Model: Plt: Shift:

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

Axis: 3.56 FWD TRAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

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

Tire : P215/70R15 BW Brand :
 Radio : ELCTR AM/FM/STRO/CSTB/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : YELLOW EXT PAINT FAMILY B ----- CYPRESS GOLD FROST C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : CELESTINE BRAXTON Title: OTHER

Repair Dlr: 06000 - COUNTRY FORD INC Ph#: (601) 349-4300
 City: Southaven State : Mississippi
 Country: UNITED STATES Region : Memphis - 23

Customer name : [REDACTED] City : MEMPHIS
 State/Prov : Tennessee
 Phone (Work) : [REDACTED] - Ext: (Home) : [REDACTED]

Specialist's
 Name : TANISHA GILES

----- C Q I S V I E W H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
01/06/1998	WAFGB521	CACVOC	CHASS.				06000
01/06/1998	WAFGB522	CACVOC	CHASS.				06000
01/06/1998	WAFGB523	CACVOC	DRVABL				06000
03/30/1998	WC4AB058	CACVOC	DRVABL				06000
03/30/1998	WC4AB547	CACVOC	DRVABL				06000

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

CQIS Report Number: W080429 Program Type: Q
Report Source: M88 - FCSD - QSPS

Orig Rpt #: 194308-96
Report Date: 04/14/1998

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

VEHICLE: 1998 WINDSTAR, STDLS , WAGON VIN : 2FMDAS142W82
Engine : 3.8L EFI FWD Odometer: 17,351 MILES
Operating Environ: WCC : 5K01
Vehicle Use : Rsp. Act:

SYMPTOM: 3 06 1 99 CHASSIS TIRE WEAR TIRE WEAR
TIRE WEAR
CONCERN NOT LISTED

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

Causal Component: 1007 WHEEL ASST
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- RETURN LOC:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- ----- COMMENT TEXT -----
CONCERN LEFT WHEEL FELL OFF FROM HUB, BROKEN STUDS.
REPAIR ALL FIVE STUDS BROKEN, LIKE IF YOU WOULD HAVE CUT IT WITH A METAL SAW.
REPLACED BROKEN STUDS AND BOLTS AND BODY WORK. PARTS SENT TO WARRANTY
PART EVALUATION CENTER.
AUDIT 04/16/1998 08:56AM DATA ENTRY? M88 - FCSD - QSPS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 1 99 BY Q8ROW2

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	1007	SERVICE	WHEEL ASST	YES

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

Vehicle Build Date: 03/17/1997 Warranty Start Date: 03/04/1997
Date of Sale: 03/04/1997 Selling Dir (Mkt, Dlr, Sub): R2314
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: HK 542 AA
Bld Dt: Calb: Serial #: L

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

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

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

Axle: 3.55 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

CQIS Report Number: WDMAAA29 Program Type: Q
 Report Source: MBS - FCSD - QSFS

Orig Rpt #: 196308-98
 Report Date: 04/14/1998

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

Tire : P215/70R15 BSW Brand :
 Radio : ELNTR AM/FM/STRO/CSTB/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : RED EXTERIOR PAINT FAMILY ----- MIDNIGHT RED C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : PIERRE HARDY

Title: OTHER

Repair Dlr: A2023 - LES VENTES CASTEL MERCURY LITE Ph: (514) 645-7441
 City: Montreal Province: Quebec
 Country: CANADA Region: 02 FCSD REGION CANADA

Claim #/Date : 4182

Customer name : [REDACTED]

City :

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal	Part Description	Dealer Id
04/14/1998	WDMC0001	FOCEL	CHASS.	DISC	FRONT WHEEL BRAKE	A2023

--- S U P P L E M E N T A L S U R V E Y : N O M E ---

CQIS Report Number: WFM00374 Program Type: Q
Report Source: MHS - PCSD - QSPS

Orig Rpt #: 207937-98
Report Date: 06/23/1998

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

VEHICLE: 1998 WINDSTAR, STOLM , WAGON VIN : 2FMDA5145WBS
Engine : 3.8L EFI FWD Odometer: 19,231 MILES
Operating Environ: WCC : 5001
Vehicle Use : Resp. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRES/WHEELS
NOT LISTED TIRES/WHEELS CONCERN NOT LISTED

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

Causal Component: 1107 HUB BOLT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

---TYPE--- COMMENT TEXT
CONCERN THE CUSTOMER STATED THAT THE PASSENGER SIDE FRONT WHEEL CAME OFF WHILE
DRIVING . VEHICLE WAS TOWED INTO SHOP.
REPAIR CHECKED VEHICLE, ALL WHEEL STUDS SHAPPED OFF. REPLACED WHEEL STUDS AND
HAD RIM REPAIRED. INSTALLED WHEEL & TORQUE TO SPEC.
AUDIT 06/25/1998 09:41AM DATA ENTRY? MHS - PCSD - QSPS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY QSR0W2

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	1107	SERVICE	HUB BOLT	YES

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

Vehicle Build Date: 06/29/1997 Warranty Start Date: 05/10/1997
Date of Sale: 05/10/1997 Selling Dlr (Mkt, Dlr, Sub): B4400
Dealer Special Order: Gross Vehicle Weight:
LH/RE Drive:

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

Engine: 3.8L EFI FWD Tag: HK 542 AA
Bld Dt: Calb: 862JRI1 A Serial #: L

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

Trans: AX48 O/D 4SP TRAXLE Part #: Serial #:
Bld Dt: Shift:
Model: Flt:

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

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

CQIS Report Number: WFKAA374 Program Type: Q
Report Source: MSS - FCSD - QSVS

Orig Rpt #: 287927-98
Report Date: 06/23/1998

--- ADDITIONAL ---

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : JAMES FLEET Title: OTHER

Repair Dir: B4400 - MID-TOWN FORD SALES Fb#: (204) 284-7650
City: Winnipeg Province: Manitoba
Country: CANADA Region : 04 FCSD REGION-CANADA

Claim #/Date : 122800

Customer name : [REDACTED] City :

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WGHDC007 Program Type: H Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 07/08/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDA5149WBC
 Engine : 3.8L EFI FWD Odometer: 20,957 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRRS/WHEELS
 NOT LISTED TIRRS/WHEELS OTHER (CODE NOT AVAILABLE)
 Additional Symptom: WHEEL FELL OFF
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
 REPAIR TECH STS THE L,F WHEEL FELL OFF. ALL THE STUDS ARE GONE. TECH SEEKING
 KNOWN
 RECOMM ADV TECH THERE ARE NO KNOWNS FOR THIS CONCERN. ADV TECH TO REPLACE
 THE WHEEL AND NIB.

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance: H1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOEC:
 KOER: CM:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/30/1997 Warranty Start Date: 06/25/1997
 Date of Sale: 06/28/1997 Selling Dlr (Mkt, Dlr, Sub): 04662
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: ME 542 AA
 Bld Dt: Calb: 862JR11 A Serial #: L

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

Trans: AXAS O/D 4SP TRAXLE Part #: Serial #:
 Bld Dt: Serial #:
 Model: Flt: Shft:

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

Axle: 3.86 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Flt:

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

Tire : P215/70R15 BSW Brand :
 Radio : ELSTR AM/FM/STRO/CDS/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : NEUTRAL EXT PAINT FAMILY B PERFORMANCE WHITE C/C

COIS Report Number: WGHDC007 Program Type: H Orig Rpt #:
Report Source: MMS - FCSD - TECH SVC HOTLINE Report Date: 07/06/1998

----- AFTER MARKET MODIFICATIONS -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : ROBERT FISHER Title: SERVICE MANAGER
Repair Dlx: 00357 - GILMORE FORD INC Ph#: (334) 365-2246
City: Prattville State : Alabama
Country: UNITED STATES Region : Atlanta - 21

Specialist's Name : [REDACTED]

----- COIS VIN HISTORY -----
NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
SURVEY HAS BEEN SENT

CQIS Report Number: WQ0AAL66 Program Type: Q
Report Source: MSS - FCSD - QSPB

Orig Rpt #: 211590-98
Report Date: 07/17/1998

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

VEHICLE: 1998 WINDSTAR, STDLN, WAGON VIN : 2FMDK14G8WMA
Engine : 3.8L EFI FWD Odometer: 16,909 MILES
Operating Environ: WCC : SD01
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRAS/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

Causal Component: 1107 HUB BOLT
Causal Factor: Feature: Loc:
Causal Condition: OTHER Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
CONCERN THERE IS NOISE IN THE FRONT WHEEL AREA AND SHAKES IN STEERING WHEEL.
REPAIR FOUR RIGHT FRONT WHEEL SEPARATED FROM VEHICLE. ALL 5 WHEEL STUDS WERE
BROKEN AND THE WHEEL FELL OFF. OWNER WAS TRAVELLING FROM CRT. HAD
BRAKE WORK DONE AT FORD DEALERSHIP APRIL 29/98 AT 15875KL. NO SIGN OF
WEAR ON WHEEL STUD HOLES. POSSIBLY WHEELS WERE OVER TIGHTENED AS WHEEL
NUTS WERE STILL ON STUDS. WE TOOK PARTS OFF NEW UNIT TO GET CUSTOMER
MOBILE AND CHECKED TORQUE ON ALL WHEELS.

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	1107	SERVICE	HUB BOLT	YES

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

Vehicle Build Date: 09/04/1997 Warranty Start Date: 09/15/1997
Date of Sale: 09/15/1997 Selling Dlr (Mkt, Dlr, Sub): B4031
Dealer Special Order: Gross Vehicle Weight:
LH/HH Drive:

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

Engine: 3.8L EFI FWD Tag: MK 542 AA
Bld Dt: Calb: 8627R12 A Serial #: L

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

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

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

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

CQIS Report Number: W000A166 Program Type: Q
Report Source: M58 - PCSD - Q8FS

Orig Rpt #: 21190-98
Report Date: 07/17/1998

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

Tire : P215/70R15 BSW Brand :
Radio : BLSTR AM/FM/STRO/CSTB/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : YELLOW EXT PAINT FAMILY A ----- LT PRAIRIE TAN C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : JOHN BLANCH Title: OTHER

Repair Dlr: H2204 - FAIR ISLE FORD SALES LTD Pb#: (902) 388-3673
City: Charlottetown Province: Prince Edward Island
Country: CANADA Region: 03-PCSD REGION-CANADA

Claim #/Date : 27195

Customer Name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : N O N E ---

CQIS Report Number: WYAA199 Program Type: Q
Report Source: NSS - FCSD - QSPS

Orig Rpt #: 223089-98
Report Date: 09/25/1998

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

VEHICLE: 1998 WINDSTAR, STEEL, WAGON
Engine: 3.0L EFI
Operating Environ:
Vehicle Use:

VIN: 2FMEAS1H3WBD76990
Odometer: 8,558 MILES
WCC: 5D01
Rep. Act:

SYMPTOM: 3 06 9 99 CHASSIS
NOT LISTED TIRES/WHEELS

TIRES/WHEELS
CONCERN NOT LISTED

Additional Symptom:

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

Causal Component: 1107

HUB BOLT

Causal Factor: Feature:

Loc:

Causal Condition: OTHER

Photo:

Images: 0

Component Test Status:

Return Log:

Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
CONCERN VEHICLE WAS TOWED IN. THE RIGHT FRONT WHEEL FELL OFF FROM HUB.
REPAIR WE FOUND OUT THAT ALL 5 STUDS ON THE RIGHT FRONT WHEEL WERE BROKEN. WE REPLACED ALL STUDS AND BOLTS, HUB AND MOTOR, REPLACED THE RIGHT FRONT FENDER AS IT WAS DAMAGED BY THE WHEEL WHEN IT CAME OFF. WE ALSO CHECKED THE TORQ READINGS ON ALL WHEEL NUTS ON THE 3 OTHER WHEELS AND FOUND OUT THAT THEY WERE WITHIN SPECS. WE REMITTED HUB, MOTOR AND BROKEN STUDS AND NUTS TO MICHEL DESJARDINS OF FORD CANADA EASTERN REGIONAL OFFICE.
ADDIT 09/29/1998 10:36AM DIANE STELTER NSS - FCSD - QSPS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY DSTELETTER

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	1107	SERVICE	HUB BOLT	YES

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

Vehicle Build Date: 04/21/1998 Warranty Start Date: 05/06/1998
Date of Sale: 05/06/1998 Selling Dir (Mkt, Dir, Sub): A2058
Dealer Special Order: Gross Vehicle Weight:
IA/2H Drive:

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

Engine: 3.0L EFI Tag: 8G 582 AA
Bld Dt: Calb: 856718 A Serial #: L

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

Trans: AX48 O/D 4SP TRONAL Part #:
Bld Dt: Serial #:
Model: Pkt: Shift:

CQIS Report Number: W12AR399 Program Type: Q
Report Source: MSS - FCED - QMFS

Orig Rpt #: 223089-98
Report Date: 09/25/1998

----- AXLE -----
Axle: 3.98 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

----- ADDITIONAL -----
Tire : LT215/85R-16D BSW A-S Brand :
Radio : ELSTR AM/FM/STRO/CSTR/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B ----- PERFORMANCE WHITE C/C

----- AFTER MARKET MODIFICATIONS -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : DANIEL PARENT Title: OTHER

Repair Dir: B2347 - FORTIER AUTO MONTREAL L/SE Ph#: (514) 353-9845
City: Ville D Anjou Province: Quebec
Country: CANADA Region : 02 FCED REGION CANADA

Claim #/Date : 046255

Customer name : [REDACTED] City :

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
09/24/1998	W12KF001	FOCEL	CHASS.				A1000
09/28/1998	W12AR717	CACVOC	CHASS.				B2347

--- SUPPLEMENTAL SURVEY: NONE

CQIS Report Number: WLBAAL66 Program Type: C1
 Report Source: MSS - PCSD - COST ASST CTR

Orig Rpt #: 00000200615M
 Report Date: 12/02/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDAS140W
 Engine : 3.8L EFI FWD Odometer: 28,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. Act:

SYMPTOM: 3 06 3 00 CHASSIS TINES/WHEELS
 UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----

GENERAL CUSTOMER SAYS:

THE RIGHT FRONT WHEEL FELL OFF.

-ALL FIVE STUDS BROKE

OFF.

-DLSHP WILL NOT COVER REPAIR UNDER WARRANTY BECAUSE THE LOGNUTS WERE OVER-TIGHTENED WHEN COST ROTATED TIRES.

PER CUSTOMER,

DEALER SAYS:

NO COVERAGE-CUST'S FAULT FOR OVERTIGHTENING LOG

NUTS

CAC ADVISED:

- DEALERSHIP HAS DETERMINED THE VEHICLE WAS NOT MAINTAINED PROPERLY OR MISUSED

- FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

INFERENCE CASE ID: 4471 CUSTOMER SAYS:

THE RIGHT FRONT

WHEEL FELL OFF.

-ALL FIVE STUDS BROKE OFF.

-DLSHP WILL NOT COVER

REPAIR UNDER WARRANTY BECAUSE THE LOGNUTS WERE OVER-TIGHTENED WHEN COST ROTATED TIRES.

PER CUSTOMER, DEALER SAYS:

NO COVERAGE-CUST'S

FAULT FOR OVERTIGHTENING LOG NUTS

CAC ADVISED:

- DEALERSHIP HAS

DETERMINED THE VEHICLE WAS NOT MAINTAINED PROPERLY OR MISUSED

- FORD

SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

- FORD WILL NOT PROVIDE

FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

INFERENCE CASE ID: 4471

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 04/24/1997 Warranty Start Date: 07/01/1997
Date of Sale: 07/01/1997 Selling Dlx (Mkt, Dlx, Sub): 02174
Dealer Special Order: Gross Vehicle Weight: 538 LBS
LH/RH Drive:

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

Engine: 3.0L RFI FWD Tag: HK 542 AA
Bld Dt: Calb: 863KR11 A Serial #: L

CQIS Report Number: WLDAA156 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00000200615M
Report Date: 12/02/1998

--- TRANSMISSION ---

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

--- AXLE ---

Axle: 3.56 FWD TRANAXLE Id Tag Code: Bld Dc:
Serial #: Plt:

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELNTR PREM AM/FM STRO/DISC/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW EXT PAINT FAMILY A : LT PRAIRIE TAN C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dlr: 03025 - Jerome-Duncan, Inc. Ph#: (810) 268-7500
City: Sterling Heights State : Michigan
Country: UNITED STATES Region : Detroit - 48

Customer name [REDACTED] City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part	Description	Dealer Id
12/04/1998	WLDAA552	CACVOC	CHASS.					03025

--- SUPPLEMENTAL SURVEY: MORE III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: WLDAA552 Program Type: C1
 Report Source: MRS - FCSD - COST ASST CTR

Orig Rpt #: 00000202568M
 Report Date: 12/04/1998

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

VEHICLE: 1998 WINDSTAR, STEEL, MAGON VIN : 2FMDA8148WBA
 Engine : 2.8L EFI FWD Odometer: 28,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 3 00 CHASSIS TIRING/WHEELS
 UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----
 OWNER CUSTOMER SAYS:
 COST VEHICLE TIRE FELL OFF, DEALER CLAIMS THE REASON FOR THAT IS BECAUSE THE LUGNUTS WERE TIGHTENED TO TIGHT. COST BELIEVES THIS IS A SERIOUS SAFETY ISSUE AND CONSIDERS THIS A DEFECT. IF SOMEONE HAS A FLAT TIRE AND REPLACES TIRE AND TIGHTEN LUGNUTS TO SAY VEHICLE TIRE WILL FALL OFF IS TOTALLY UNACCEPTABLE. COST DOES NOT BELIEVE - COMMON SENSE SUGGESTS THAT AN AVERAGE MAN SHOULD NOT BE ABLE TO TIGHTEN THE LUGNUT SO THAT THE TIRE FALLS OFF. COST DOES NOT BELIEVE COST SHOULD PAY FOR THE WORK FOR THIS DEFECT. IT IS COMMON IN OTHER WINDSTARS AND TRUCKS. BUT NOT A RECALL ON COST. COST REQUEST PHONE CALL FOR CONCERN.

PER CUSTOMER, DEALER SAYS:
 NO COVERAGE

CAC ADVISED:

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE
 - DOCUMENTED INFORMATION

INFERRECE CASE ID: 1615 CUSTOMER SAYS:
 COST VEHICLE TIRE FELL OFF.

DEALER CLAIMS THE REASON FOR THAT IS BECAUSE THE LUGNUTS WERE TIGHTENED TO TIGHT. COST BELIEVES THIS IS A SERIOUS SAFETY ISSUE AND CONSIDERS THIS A DEFECT. IF SOMEONE HAS A FLAT TIRE AND REPLACES TIRE AND TIGHTEN LUGNUTS TO SAY VEHICLE TIRE WILL FALL OFF IS TOTALLY UNACCEPTABLE. COST DOES NOT BELIEVE - COMMON SENSE SUGGESTS THAT AN AVERAGE MAN SHOULD NOT BE ABLE TO TIGHTEN THE LUGNUT SO THAT THE TIRE FALLS OFF. COST DOES NOT BELIEVE COST SHOULD PAY FOR THE WORK FOR THIS DEFECT. IT IS COMMON IN OTHER WINDSTARS AND TRUCKS. BUT NOT A RECALL ON COST. COST REQUEST PHONE CALL FOR CONCERN.

PER CUSTOMER, DEALER SAYS:

NO COVERAGE

CAC ADVISED:

- FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE
 - DOCUMENTED INFORMATION
 INFERRECE CASE ID: 1615

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: WLDAAS52 Program Type: C1
 Report Source: MRS - FCSD - CUST ASST CTR

Orig Rpt #: 00000202568M
 Report Date: 12/04/1998

----- VEHICLE DETAILS -----
 Vehicle Build Date: 04/24/1997 Warranty Start Date: 07/01/1997
 Date of Sale: 07/01/1997 Selling Dir (Mkt, Dlr, Sub): 02174
 Dealer Special Order: Gross Vehicle Weight: 538 LBS
 IH/KH Drive:

----- ENGINE -----
 Engine: 3.8L KFI FWD Tag: EK 342 AA
 Bld Dt: Calb: 862KR11 A Serial #: L
 ----- TRANSMISSION -----
 Trans: AX4S O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Pit: Shift:
 ----- AXLE -----
 Axle: 3.56 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Pit:

----- ADDITIONAL -----
 Tire : P215/70R15 BWB Brand :
 Radio : ELITE PRER AM/FM STRO/DISC/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : YELLOW EXT PAINT FAMILY A ----- LT PRAIRIE TAN C/C

----- AFTER MARKET MODIFICATIONS -----
 NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Repair Dir: 03025 - Jerome-Duncan, Inc. Ph#: (810) 268-7500
 City: Sterling Heights State : Michigan
 Country: UNITED STATES Region : Detroit - 48
 Customer name : [REDACTED] City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
12/02/1998	WLDAAS166	CACVOC	CHASS.			03025

--- SUPPLEMENTAL SURVEY: MRS III GENERIC BATCH LOAD ---
 SURVEY HAS BEEN RECEIVED

CQIS Report Number: XCOA092 Program Type: Q
Report Source: MMS - FCSD - Q878

Orig Rpt #: 259811-99
Report Date: 03/15/1999

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

VEHICLE: 1998 WINDSTAR, STD LN , WAGON VIN : 2F3KAS149WH
Engine : 3.8L EFI FWD Odometer: 14,024 MILES
Operating Environ: WCC : SK
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRAS/WHEELS
NOT LISTED TIRAS/WHEELS CONCERN NOT LISTED

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

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: NO Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
CONCERN THE CUSTOMER LOST A WHEEL.
REPAIR INSPECTED THE RIGHT FRONT WHEEL STUDS AND ALL WERE BROKEN NEAR HIS.
FOUND HOLE IN CENTER OF STUD. IT LOOKED LIKE THE STUDS CRACKED AND
BROKE DUE TO STRESS OF THE ROAD. NO SERVICE ACTION TAKEN.
AUDIT 03/17/1999 10:30AM DATA ENTRY MMS - FCSD - Q878
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY SDAVIS20

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
NCA	1107	REPORTED	WHEEL STUDS	

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

Vehicle Build Date: 03/10/1998 Warranty Start Date: 04/23/1998
Date of Sale: 10/30/1998 Selling Dlx (Mkt, Dlx, Sub): A2089
Dealer Special Order: Gross Vehicle Weight: 522 LBS
LN/RH Drive:

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

Engine: 3.8L EFI FWD Tag: BK 542 CA
Bld Dt: Calb: 862JE16 A Serial #: L

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

Trans: AX45 O/D 4SP TRANXLE Part #:
Bld Dt: Serial #:
Model: Flt: Shift:

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

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

CGIS Report Number: KCCRA092 Program Type: Q
Report Source: MSS - FCSD - QSPS

Orig Rpt #: 258811-99
Report Date: 03/15/1999

--- ADDITIONAL ---

Size : P215/70R15 BSW Brand :
Radio : ELFTS PERM AM/FM STRO/DISC/CLK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B ----- PWEJP-????????????????????

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : GUY BROSSRAY Title: OTHER

Repair Dir: A2089 - LE BLANC MERCURY INC. Ph#: (450) 591-4130
City: Chateauguay Province : Quebec
Country: CANADA Region : 02 FCSD REGION CANADA

Claim #/Date : 084568

Customer name : [REDACTED] City :

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

Date	CGIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
03/15/1999	KCCRI001	WOECL				CHASS.	A2089

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: XCVAB994 Program Type: CI
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00000326070M
Report Date: 03/22/1999

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMZAS141WED
Engine : 3.8L RPT FWD Odometer: 9,911 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 1 00 CHASSIS TIRE WEAR TIRTS/WHEELS
OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT

OWNREL CUSTOMER SAYS:
LETTER DATED MARCH 1 1999
WHILE DRIVING VEH THE VEH

FRONT WHEEL SHEARED OFF/WAS ADVISED BY THE DLR THAT THE TIRE HAD BEEN
OVER TORQUED/CUST SAYS TIRE WAS PUT ON BY HIMSELF AND DO NOT BELIEVE
IT WAS ANY FAULT OF HIS/CUST FEELS THAT SOMETHING MECHANICAL HAPPENED
AND THAT FORD SHOULD BE RESPONSIBLE FOR THE COST WHICH IS ESTIMATED AT
\$1700

UPDATED ISSUE 032299
CUST STATED THAT THE ENTIRE REPAIR WAS
APP:\$1674.03-CUST HAS ALREADY PAID FOR REPAIR AND HAS NOT HEARD FROM
DLRSHF-

PER CUSTOMER, DEALER SAYS:
CUST CLAIMS THE DLRSHF HAD
ADVISED HIM THAT THE TIRE HAD BEEN OVER TORQUED LETTER DATED MARCH 1
1999

CAC ADVISED:
- FORD WILL NOT PROVIDE REIMBURSEMENT
ASSISTANCE
INPERENCE CASE ID: 3305 CUSTOMER SAYS:

PER CUSTOMER,
DEALER SAYS:

CAC ADVISED:
CNC TO DLRSHF-SPOKE TO CLIFF ATKINSON
S/M-ADVISED ME THAT DLRSHF DENIAL OF ASSISTANCE WAS THE FACT THAT
SERVICE DID NOT FEEL THERE WAS A "FORD MANUFACTURERS DEFECT" AND CUST
HAD TOLD CLIFF S/M THAT THE WHEEL IN QUESTION HAS BEEN REMOVED AND
INSTALLED A NUMBER OF TIMES-THERE ARE NO RECALLS AND THAT CAN REFLECT
A
DEFECT.

ADVISED CUST THAT THIS IS
FORD'S FINAL
POSITION

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	01/29/1998	Warranty Start Date:	04/15/1998
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CQIS Report Number: XCVAB994 Program Type: C1 Orig Rpt #: 00000326070M
 Report Source: MBS - PCSD - CUST ASST CTR Report Date: 03/22/1999

Date of Sale: 04/15/1998 Selling Dir (Mkt,Dir,Sub): 08729
 Dealer Special Order: Gross Vehicle Weight: 538 LBS
 LH/RH Drive:

----- E N G I N E -----
 Engine: 3.8L EFI FWD Tag: 8K 542 AA
 Bld Dt: Calb: 862KR18 A Serial #: L
 ----- T R A N S M I S S I O N -----
 Trans: AX4S O/D 4SP THRAKLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:

----- A X L E -----
 Axle: 3.55 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- A D D I T I O N A L -----
 Tire : P225/60R-16 BSW-PERFORMANCE Brand :
 Radio : KLIFR PRFM AM/FM STRO/CSTC/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint :

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 08510 - FAMILY FORD Ph#: (503) 630-3262
 City: Estacada State : Oregon
 Country: UNITED STATES Region : Seattle - 74

Customer name : [REDACTED] City :

----- C Q I S V I E W H I S T O R Y -----

Date	CQIS Report #	Prog Type	Synp Cat	Causal Part	Description	Dealer Id
03/12/1999	XCLAB029	CACVOC	CRASS.			08510

--- S U P P L E M E N T A L S U R V E Y : M O R S I I I G E N E R I C B A T C H L O A D ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: X08C0017 Program Type: R Orig Rpt #:
 Report Source: M88 - FCSD - TECH SVC HOTLINE Report Date: 04/02/1999

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDAS140WBE
 Engine : 3.8L EFI FWD Odometer: 26,652 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRMS/WHEELS
 NOT LISTED TIRMS/WHEELS CONCERN NOT LISTED
 Additional Symptom: FRONT WHEEL FELL OFF
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
 REPAIR TECH STATES ONE OF THE FRONT WHEELS FELL OFF. ALL FIVE STUDS BROKEN
 ROTOR HAS PADC 1125 ON IT, NO SUFFLE VISIBLE.
 RECOMM ADVISE TECH TO GET WITH PARTS TO VERIFY CORRECT PART NUMBER, I SUSPECT
 THIS IS THE WRONG BRAKE ROTOR...IF SO OBTAIN CORRECT ONE CK OTHER
 SIDE AND BE SURE IT IS CORRECT. GET WITH REGION FOR WARRANTY STATUS
 RECOMM 04/02/1999 03:18PM GREG QUINN M88 - FCSD - TECH SVC HOTLINE
 ADVISED TECH TO CHECK ENG. # ON ROTOR, P58A 112588 TECH TO ALSO CHECK
 FOR A LOOSE ROTOR WITH THE WHEEL INSTALLED. TECH TO CALL PARTS HOT-
 LINE TO VERIFY CORRECT PART.
 REPAIR 04/02/1999 04:11PM BRIAN HERRY M88 - FCSD - TECH SVC HOTLINE
 TECH STE VEH HAS CORRECT ROTOR ON THE VEH , TECH LOOKING FOR KNOWS ON
 CAUSE OF FAILURE.
 RECOMM ADV TECH NO OTHER KNOWS . AT THIS POINT THEIR IS NO WAY OF TELLING
 WHAT CAUSED THE FAILURE. ADV TECH REPLACE THE STUDS TORQUE LOG NUTS
 TO PROPER SPECIFICATION.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance: R1
 Coop. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBD: KOER: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/23/1997 Warranty Start Date: 07/07/1997
 Date of Sale: 07/07/1997 Selling Dlr (Mkt, Dlr, Sub): 08029
 Dealer Special Order: Gross Vehicle Weight: 522 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: HK 542 AA
 Bld Dt: Calh: Serial #: L

CQIS Report Number: XDBCU017 Program Type: H Orig Rpt #:
 Report Source: MSS - PCSD - TECH SVC HOTLINE Report Date: 04/02/1999

- - - TRANSMISSION - - -

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

- - - AXLE - - -

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

- - - ADDITIONAL - - -

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : JASON GARRE Title: TECHNICIAN

Repair Dir: 08029 - FORD GROVES Ph#: (573) 335-2600
 City: Cape Girardeau State : Missouri
 Country: UNITED STATES Region : Memphis - 23

Specialist's
 Name : BEN SMITH

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: ZKZK016 Program Type: H Orig Rpt #:
Report Source: MRS - FCSD - TECH SVC HOTLINE Report Date: 05/24/1999

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STOLN, WAGON VIN: 2FMDA5146WB
Engine: 3.8L EFI FWD Odometer: 29,531 MILES
Operating Environ: WCC
Vehicle Use: Rep. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRES/WHEELS
NOT LISTED TIRES/WHEELS CONCERN NOT LISTED
Additional Symptom: RF WHEEL CAME OFF
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

REPAIR STATES THE CUST HAD THE VEHICLE TOWED TO THE DLR. STATES THE RF WHEEL
STUDS BROKE AND THE WHEEL CAUSED BODY DAMAGE WHEN IT CAME LOOSE. SM ST
ATES HE DOES NOT SERVICE THE VEHICLE.
RECOMM ADVISED TECH TO INSPECT FOR EVIDENCE OF RECENT SERVICE. CONTACT SM FOR
WARRANTY CONCERN IF VEHICLE APPEARS TO HAVE NOT BEEN SERVICED.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: R1
Comp. Timing: Base Timing: MIL light-on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 04/19/1997 Warranty Start Date: 06/25/1997
Date of Sale: 06/25/1997 Selling Dlr (Mkt, Dlr, Sub): 02455
Dealer Special Order: Gross Vehicle Weight: 522 LBS
LH/RE Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: HK 543 AA
Bld Dt: Calb: 862KR11 A Serial #: L

TRANSMISSION

Trans: AX48 O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

AXLE

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

ADDITIONAL

Tire: P215/70R15 BSW Brand:
Radio: ELCTR AM/FM/STRO/CSTB/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER

8803-004 1238

QDIS Report Number: XEERK016 Program Type: H Orig Rpt #:
Report Source: NBB - FCED - TECH SVC HOTLINE Report Date: 05/14/1999

Paint : BLUE-GREEN EXT PAINT FAMILY ----- DNEP JEWEL GREEN C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : MARK MARK Title: SERVICE MANAGER

Repair Dir: 03080 - Village Ford of Pilot Point, I Ph#: (940) 686-2236
City: Pilot Point State : Texas
Country: UNITED STATES Region : Southwest - 52

Specialist's
Name : TIMOTHY DESORDS

----- QDIS VIN HISTORY -----

NO QDIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: VIDGC351 Program Type: C1
Report Source: NSS - FCSD - CUST ASST CTR

Orig Spt #: 1000745791
Report Date: 07/06/1997

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

VEHICLE: 1998 WINDSTAR, STOLN, WAGON VIN : 2FMDAL45WBR
Engine : 3.8L EFI FWD Odometer: 1 MILE
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
OWNER: *** LETTER DATED 5/28/97 *** ** NAVIS: ORIGINAL *** CUSTOMER SAYS: -
WHEEL FELL OFF * PER CUSTOMER, DEALER SAYS: - NO CONTACT * CUSTOMER
SAYS: - LEGAL *
OWNER: CRC ADVISED: **CORRECT AREA CODE IS (414) **OUTSOURCED CALL RE OBC: -
LEGAL DEPT. IS WORKING ON THE SITUATION (ACCORDING TO COMPUTER) - WAIT
\$\$\$ NOTE: ON PERSONNEL TO CONTACT CUSTOMER **SEE CONTACT NO. 108832746
IMAGING DOCUMENT IDENTIFICATION NUMBER (DOCID): 61716545

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: MEL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOCB:
KOBK: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/10/1997 Warranty Start Date: 05/14/1997
Date of Sale: 06/14/1997 Selling Dir (Mkt, Dlx, Sub): 06110
Dealer Special Order: Gross Vehicle Weight:
LH/RE Drive:

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

Engine: 3.8L EFI FWD Tag: HK 542 AA
Bld Dt: Calb: Serial #: L

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

Trans: AX45 O/D 4SP TRANSAXLE Part #:
Bld Dt: Serial #:
Model: Flt: Shift:

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

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

CQIS Report Number: VIDGC351 Program Type: C1
 Report Source: MS2 - FCED - CUST ASST CTR

Orig Rpt #: 1088745791
 Report Date: 09/04/1997

----- ADDITIONAL -----

Tire : P215/70R15 BSW Brand :
 Radio : BLSTR AM/FM/STRO/CBTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : RED EXTERIOR PAINT FAMILY ----- LASER RED TINT C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : CECIL BRANNING

Title: OTHER

Repair Dir: 12145 - LITKE MOTORS INC

Ph#: (920) 887-1561

City: Beaver Dam

State : Wisconsin

Country: UNITED STATES

Region : Chicago - 41

Customer name : [REDACTED]

City : HORIZON

State/Prov : Wisconsin

Phone (Work) : [REDACTED]

Ext: [REDACTED]

(Home): [REDACTED]

Specialist's

Name : KATRINE JACKSON

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
08/23/1997	VIEWAD02	CACVOC	NOISE				12145
08/28/1997	VIEWAD02	CACVOC	CHASS.				12145
09/09/1997	VIIGC144	CACVOC	CHASS.				06118
09/30/1997	VI4GB144	CACVOC	CHASS.				06118

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VI4GB144 Program Type: C1
 Report Source: MRS - FCSD - CUST ASST CTR

Orig Rpt #: 1089754291
 Report Date: 09/30/1997

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

VEHICLE: 1998 WINDSTAR, STEEL, WAGON VIN : 2FMDAB145W8822384
 Engine : 3.8L MPI FWD Odometer: 4,000 MILES
 Operating Environ: WCI :
 Vehicle Use : Esp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRAS/WHEELS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
 OWNERL *** MEDIA REFERRAL *** *** EXECUTIVE OFFICES *** CUSTOMER SAYS:
 -CONTACT 6 CONTACTING FORD ON BEHALF OF CUSTOMER -LEFT FRONT WHEEL
 CAME OFF -FORD SAID THEY WOULD REPAIR THE VEHICLE -CUSTOMER DOES NOT
 WANT VEHICLE ANY LONGER * CUSTOMER SEEKS: -BUYBACK *
 OWNERL SL ADVISED: -VEHICLE WAS INSPECTED BY RAA -MINIMAL DAMAGE THAT CAN BE
 REPAIRED UNDER WARRANTY -CUSTOMER WAS TRAVELING WHEN INCIDENT OCCURRED
 -CUSTOMER REQUESTED VEHICLE BE TOWED BACK TO SELLING DEALER FOR REPAIR
 -FORD AUTHORIZED VEHICLE TO BE RETURNED TO SELLING DEALER -VEHICLE IS
 REPAIRABLE. FORD WILL NOT BUYBACK THE VEHICLE -PLEASE REFERENCE LEGAL
 CONTACT 108832746 FOR ADDITIONAL DETAILS
 OWNERL * SL ADVISED: -ADDING MICRO NUMBER OF RESPONSE-LETTER TO CONTACT 6 AND
 CUSTOMER
 OWNERL *** LETTER DATED 10-19-97 *** *** NAVIS: ORIGINAL *** CUSTOMER WRITES:
 -LETTER TO FOX 6 STATING THAT FORD HAS TRIED TO DECEIVE THEM ALSO
 -SAME CONCERN AS THE PREVIOUS CONTACT -COPY OF LETTER WAS SENT TO FORD
 -CUSTOMER WANTS FORD TO GIVE THEM A NEW VEHICLE BECAUSE FORD IS NOT
 STANDING UP TO THE SALES AGREEMENT THAT THEY MADE -CUSTOMER STATES
 THAT THEY WILL CONTINUE TO TELL OTHERS OF THEIR SITUATION * PER
 CUSTOMER, DEALER SAYS:
 OWNERL -NO CONTACT * CUSTOMER SEEKS: -VEHICLE BOUGHT BACK * CAC ADVISED:
 *** NOTE: INFORMATION BE FORWARDED
 IDENTIFICATION NUMBER (DOCID): 45106780

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : ED Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBD: RORC:
 KOKR: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: VI4GB144 Program Type: CI
Report Source: MSS - PCSD - CUST ASST CTR

Orig Rpt #: 1089754291
Report Date: 09/30/1997

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

Vehicle Build Date: 05/10/1997 Warranty Start Date: 06/14/1997
Date of Sale: 06/14/1997 Selling Dlx (Mkt, Dlx, Sub): 06118
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.6L EFI FWD Tag: HK 542 AA
Bld Dt: Calb: Serial #: L

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

Trans: A4AS O/D 4SP TRAXLE Part #: Serial #:
Bld Dt: Model: Pkt: Shft:

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

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

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

Tire : P215/70R15 BW Brand :
Radio : ELSTE AM/FM/STRO/CSTW/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY ----- LAMER RED TINT C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : CINCIL BRANNING Title: OTHER

Repair Dlx: 06118 - ERNIE VON SCHELDORN F-M INC Ph#: (414) 387-4950
City: Lomira State : Wisconsin
Country: UNITED STATES Region : Chicago --43

Customer name : [REDACTED] City : BOSTON
State/Prov : Wisconsin
Phone (Work) : [REDACTED] Ext: (Home) : [REDACTED]

Specialist's
Name : KAREN ARCHER

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
08/23/1997	VI4GB002	CACVOC				NOVTEC	12145
08/25/1997	VI4GB652	CACVOC				CHASS.	12145
09/04/1997	VI4GB351	CACVOC				CHASS.	12145
09/09/1997	VI4GB146	CACVOC				CHASS.	06118

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

CQIS Report Number: VIIGC146 Program Type: CI
Report Source: M88 - PCED - CUST ASST CTR

Orig Rpt #: 1088917421
Report Date: 09/09/1997

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDA5145W8
Engine : 3.8L EFI FWD Odometer: 4,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRRS/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

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

---TYPE--- COMMENT TEXT
OWNREL ***PER BRIAN RANSON'S, SVC MGR, REQUEST*** PER MY TELEPHONE
CONVERSATION WITH BRIAN YESTERDAY: - ON 8/22/97, WHILE CUSTOMER WAS
DRIVING, THE WHEEL FELL DOWN. - VEHICLE IS CURRENTLY AT LITKE MOTORS.
- LPA SENT OUT AN SAA INSPECTOR AND IT WAS DETERMINED THAT A
MANUFACTURER'S DEFECT CAUSED THE CONCERN WITH THE VEHICLE. - LITKE
SAYS THAT THE DAMAGE TO THE VEHICLE IS MINOR AND COULD BE COVERED
UNDER THE MANUFACTURER'S WARRANTY, HOWEVER, THE CUSTOMER STOPPED THE
DEALER FROM ORDERING THE PARTS. - CUSTOMER WANTS TO HAVE THE REPAIRS
PERFORMED AT ERWIN VON SCHLESDORF, HIS SELLING DEALER.
OWNREL ***CONTINUED*** LPA ADVISED BRIAN THAT AFTER INSPECTION OF THE
VEHICLE, IF IT DOES NOT APPEAR THAT THE REPAIRS WILL BE COVERED UNDER
WARRANTY, HE SHOULD CONTACT ME FOR FURTHER DIRECTION.

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/10/1997 Warranty Start Date: 06/14/1997
Date of Sale: 06/14/1997 Selling Dlr (Mkt, Dlr, Sub): 06118
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: HK 542 AR
Bld Dt: Calb: Serial #: L

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

Trans: AX45 O/D 4SP TREATLE Part #:
Bld Dt: Serial #:

CQIS Report Number: VI4GC144 Program Type: C1
 Report Source: MSS - FCSD - COST ASST CTR

Orig Rpt #: 1088917421
 Report Date: 09/09/1997

Model: Plt: Sht:

--- A T L E ---

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

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

Tire : P215/70R15 BSW Brand :
 Radio : ELSTER AM/FM/STRO/CSTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : RED EXTERIOR PAINT FAMILY ----- LASER RED TINT C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : CECIL BRANNING Title: OTHER

Repair Dlx: 06118 - ERNIE VON SCHELDORN F-M ISC Ph#: (414) 387-4950
 City: Lomira State : Wisconsin
 Country: UNITED STATES Region : Chicago - 41

Customer name : [REDACTED] City : HORICON
 State/Prov : Wisconsin
 Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's
 Name : ROBIN TANSIL

----- C Q I S V I E W H I S T O R Y -----

Date	Report #	Type	Symp	Cat	Causal	Part	Description	Dealer ID
08/23/1997	VENK002	CACVOC	NOVTEC					12145
08/25/1997	VHTG052	CACVFE	CHASS.					12145
09/04/1997	VI4GC351	CACVOC	CHASS.					12145
09/30/1997	VI4GB144	CACVOC	CHASS.					06118

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

CQIS Report Number: WECAC360 Program Type: C1
Report Source: WES - PCSD - CUST ASST CTR

Orig Rpt #: 00000089190M
Report Date: 05/03/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDA5144WE
Engine : 3.8L EFI FWD Odometer: 17,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 1 00 CHASSIS TIRE WEAR TIRE WEAR
TIRE WEAR OTHER (CODE NOT AVAILABLE)

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

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

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

-----TYPE----- COMMENT TEXT -----
OWNER: CUSTOMER SAYS:
CUSTOMER WAS ON HIS WAY TO BUY TIRES WHEN FRONT WHEEL
CAME OFF. DEALER CLAIMED THIS IS A DEFECT. CUSTOMER WANTS A REFUND FOR
REPAIRS.

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:
- FORWARDED
INFORMATION TO THE DEALERSHIP
- REQUESTED CRM/SERV MGR CONTACT
CUSTOMER WITHIN 2 BUSINESS DAYS
INFERENCE CASE ID: 3304 CUSTOMER SAYS:

CUSTOMER WAS ON HIS WAY TO BUY TIRES WHEN FRONT WHEEL CAME OFF.
DEALER CLAIMED THIS IS A DEFECT. CUSTOMER WANTS A REFUND FOR
REPAIRS.

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:
- FORWARDED
INFORMATION TO THE DEALERSHIP
- REQUESTED CRM/SERV MGR CONTACT
CUSTOMER WITHIN 2 BUSINESS DAYS
INFERENCE CASE ID: 3304
OWNER: CANCEL DUE TO LAPSE OF TIME

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

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

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

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/18/1997 Warranty Start Date: 09/11/1997
Date of Sale: 09/11/1997 Selling Dlr (Mkt, Dlr, Sub): 00853
Dealer Special Order:
LE/RH Drive: Gross Vehicle Weight:

----- ENGINE -----

Engine: 3.8L MPI FWD Tag: HK 542 AA
Bld Dt: Calb: Serial #: L

----- TRANSMISSION -----

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

CQIS Report Number: WBCAC360 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 0000089190M
Report Date: 08/03/1998

- - - A X L E - - -

Axle: 3.56 FWD TRANSAXLE
Serial #:

Id Tag Code:

Bld Dt:
Flt:

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

Tire : P215/70R15 BSW Brand :
Radio : ELFTX AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY ----- LASER RED TINT C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 00552 - Fairfield Ford Pth: (570) 368-8121
City: Montoursville State : Pennsylvania
Country: UNITED STATES Region : Philadelphia -16

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : M O R S I I I G E N E R I C B A T C H L O A D ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: WHEAR889 Program Type: C1
 Report Source: NSS - FCHD - CUST ASST CTR

Orig Rpt #: 00000109799M
 Report Date: 08/26/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDR5149W8800000
 Engine : 3.8L EFI FRD Odometer: 8,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 3 00 CHASSIS TIRES/WHEELS
 UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----
 OWNER. CUSTOMER SAYS:
 THE FRONT WHEEL ON THE VEHICLE CAME OFF THE VEHICLE,
 WHICH CAUSED DAMAGE TO THE VEHICLE

VEHICLE WAS TOWED BY ROADSIDE TO
 DLSEHP IN WISCONSIN (CUST WOULD LIKE TO NOTE THAT THE EXPERIENCE HAS
 BEEN LESS THAN PLEASANT, CUST CLAIMS THAT THE DLSEHP PERSONNEL TREATED
 HER RUDELY, DID NOT ORDER THE PARTS FOR THE VEHICLE, HUNG UP ON
 HER.

PER CUSTOMER, DEALER SAYS:
 VEHICLE IS AT DLSEHP BEING
 REPAIRED

(SERVICE MANAGER DID NOT ORDER PARTS BECAUSE HE DID NOT
 FEEL THAT THE CUST COULD NOT PAY FOR THE REPAIR, DOES NOT FEEL THAT
 CUST HAS INSURANCE)

CAC ADVISED:
 WE RECOMMEND THE REPAIR BE
 PERFORMED BY A FORD/LM DEALERSHIP.
 WOULD YOU LIKE FOR ME TO RECOMMEND
 A DEALERSHIP IN YOUR AREA?

CUST HUNG UP ON CAC, MAY CALL BACK AND
 CLAIM THAT THE CAC HUNG UP ON HER (HAS ALSO HUNG UP THE DLSEHP AND
 MADE THE SAME CLAIM)

INFERENCE CASE ID: 4590 CUSTOMER SAYS:
 THE FRONT
 WHEEL ON THE VEHICLE CAME OFF THE VEHICLE, WHICH CAUSED DAMAGE TO THE
 VEHICLE

VEHICLE WAS TOWED BY ROADSIDE TO DLSEHP IN WISCONSIN (CUST
 WOULD LIKE TO NOTE THAT THE EXPERIENCE HAS BEEN LESS THAN PLEASANT,
 CUST CLAIMS THAT THE DLSEHP PERSONNEL TREATED HER RUDELY, DID NOT ORDER
 THE PARTS FOR THE VEHICLE, HUNG UP ON HER.

PER CUSTOMER, DEALER SAYS:
 VEHICLE IS AT DLSEHP BEING REPAIRED

(SERVICE MANAGER DID NOT ORDER PARTS BECAUSE HE DID NOT FEEL THAT THE CUST COULD NOT PAY FOR THE REPAIR; DOES NOT FEEL THAT CUST HAS INSURANCE)

CAC ADVISED:
WE

RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP.

WOULD YOU

LIKE FOR ME TO RECOMMEND A DEALERSHIP IN YOUR AREA?

CUST HUNG UP ON

CAC, MAY CALL BACK AND CLAIM THAT THE CAC HUNG UP ON HER (HAS ALSO HUNG UP THE DLRSHP AND MADE THE SAME CLAIM)

INFERENCE CASE ID: 4590

OWNREL - CLOSED CONTACT DUE TO TIME.

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

CQIS Report Number: WHEAB889 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 00000109799M
Report Date: 08/26/1998

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/11/1997 Warranty Start Date: 03/31/1998
Date of Sale: 03/31/1998 Selling Dir (Mkt,Dir,Sub): 09210
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: HK 542 AA
Bld Dt: Calb: Serial #: L

----- TRANSMISSION -----

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

----- AXLE -----

Axle: 3.86 FWD TRANSAKLE Id Tag Code: Bld Dt:
Serial #: Plt:

----- ADDITIONAL -----

Tire : P215/70R15 BSW Brand :
Radio : ELTRA AM/FM/STRO/CSTC/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY LASER RED TINT C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 06351 - MORRIS-VERNIER MTR SLS INC Ph#: (608) 372-4121
City: Tomah State: Wisconsin
Country: UNITED STATES Region: Twin Cities - 88

Customer name : [REDACTED] City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
08/25/1998	WHYDS007	NRL	CHANS.			06351

--- SUPPLEMENTAL SURVEY: MORRIS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: WIZAB922 Program Type: C1
 Report Source: MSH - FCSD - CUST ASST CTR

Orig Rpt #: 00000136130M
 Report Date: 09/24/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDA5140WBA
 Engine : 3.8L EFI FWD Odometer: 53,500 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 3 00 CHASSIS TIRTS/WHEELS
 UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE----- COMMENT TEXT -----

ORIGINAL CUSTOMER SAYS:

- CAR HAS MANUFACTURERS DEFECT SINCE HE BOUGHT IT

- DLRSHP GAVE CUST 75000 MILE ESP
 - VEHICLE USED TO DIE ON CUST

- ENGINE NOISE
 - RIGHT WHEEL CAME OUT OF CAR FOR 3 TIMES
 - TOWED TO

- DLRSHP
 - CUST PLANS TO SUE FORD

PER CUSTOMER, DEALER SAYS:

- NO
 - REPAIR
 - LET INSURANCE TAKE CARE OF CAR
 - PARK CITIES FORD

CAC

ADVISED:

- FORD WILL NOT PROVIDE REIMBURSEMENT ASSISTANCE
 INFERENCE

CASE ID: 1365 CUSTOMER SAYS:

- CAR HAS MANUFACTURERS DEFECT SINCE HE
 BOUGHT IT
 - DLRSHP GAVE CUST 75000 MILE ESP
 - VEHICLE USED TO DIE ON
 CUST
 - ENGINE NOISE
 - RIGHT WHEEL CAME OUT OF CAR FOR 3 TIMES

- TOWED TO DLRSHP
 - CUST PLANS TO SUE FORD

PER CUSTOMER, DEALER

SAYS:

- NO REPAIR
 - LET INSURANCE TAKE CARE OF CAR
 - PARK CITIES
 FORD

CAC ADVISED:
- FORD WILL NOT PROVIDE REIMBURSEMENT
ASSISTANCE
INFERENCE CASE ID: 3368

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	02/03/1997	Warranty Start Date:	05/20/1997
Date of Sale:	05/20/1997	Selling Dlr (Mkt, Dlr, Sub):	02405
Dealer Special Order:		Gross Vehicle Weight:	
LH/RE Drive:			

----- ENGINE -----

Engine: 3.8L EFI FWD	Tag: HK	342 AA
Bld Dt: Calb:	Serial #: L	

CQIS Report Number: WIKAB922 Program Type: C1
Report Source: NSS - FCSD - COST ASST CTR

Orig Rpt #: 00000136120M
Report Date: 09/24/1998

----- TRANSMISSION -----

Trans: AX4S O/D 4SP TRNAXLE

Part #:

Bld Dt:

Serial #:

Model:

Plt:

Shft:

----- AXLE -----

Axle: 3.56 FWD TRNAXLE

Id Tag Code:

Bld Dt:

Serial #:

Plt:

----- ADDITIONAL -----

Tire : P215/70R15 BSW

Brand :

Radio : ELSTR PREM AM/FM STRO/DISC/CLK A/C

HIGH OUTPUT AIR CONDITIONER

Paint : NEUTRAL EXT PAINT FAMILY B

PERFORMANCE WHITE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 02405 - Park Cities Ford

Ph#: (214) 358-8800

City: Dallas

State : Texas

Country: UNITED STATES

Region : Southwest - S2

Customer name :

City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Syep Cat	Causal Part	Description	Dealer Id
10/22/1997	VJVB403	CACVOC	DRVLN			02405
10/22/1997	VJVB404	CACVOC	CHASS.			02405
01/07/1998	WNRG004	NRL	CHASS.			02405
02/18/1998	WNRGA323	CACVOC	CHASS.			02405
02/18/1998	WNRGA324	CACVOC	DRVLN			02405

--- SUPPLEMENTAL SURVEY: NORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: SENC0010 Program Type: H Orig Rpt #:
 Report Source: MBS - PCSD - TECH SVC HOTLINE Report Date: 05/08/1995

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

VEHICLE: 1995 WINDSTAR, STOLN , WAGON VIN : 2FMDAN14688R
 Engine : 3.8L EFI FWD Odometer: 7,360 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRMS/WHEELS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Additional Symptom: LF WHEEL FELL OFF
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

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

--TYPE-- COMMENT TEXT
 REPAIR SM STRIPS LF WHEEL FELL OFF VEHICLE WHILE DRIVING. THREE OF THE 5
 STUDS WERE COMPLETELY BROKEN OFF. BRAKES HAD JUST BEEN DECLARED BY
 ANOTHER DLR. CHECKING FOR POS KNOWN CONCERNS.
 RECOMM ADV SM NO KNOWN CONCERNS W/ WHEEL RETENTION. SUSPECT WHEEL LOG NUTS
 MAY NOT HAVE BEEN TORQUED PROPERLY IF WHEEL WAS REMOVED FOR SERVICE.

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

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

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
 Comp. Timing: Base Timing: MIL light-on?
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair PrioX to Call: NO
 DTCs KORO: KORB: KOBK:
 KOBK: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 04/12/1994 Warranty Start Date: 06/21/1994
 Date of Sale: 04/28/1995 Selling Dlr (Mkt, Dlr, Sub): 00400
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 AA
 Bld Dt: Calb: 462JR10 A Serial #: 1

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

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

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

Axle: 3.37 FWD TRANAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

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

Tire : P215/70R15 BSW Brand :
 Radio : BLSTR AM/FM/STRO/CBTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER

CQIS Report Number: SEHC6010 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 05/08/1995

Paint : PURPLE-BLUE EXT PAINT FAMILY B----- MED ROYAL BLUE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : MIKE STOKES Title: SERVICE MANAGER

Repair Dir: 00093 - Champion Ford Lincoln-Mercury, Ph#: (910) 562-8183
City: Rockingham State : North Carolina
Country: UNITED STATES Region : Atlanta - 21

Specialist's
Name : KERRY MONTGOMERY

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : N A T I O N A L H O T L I N E S U R V E Y ---

SURVEY HAS BEEN SENT

QDIS Report Number: BGYAA103 Program Type: Q
Report Source: MBS - PCSD - QSPB

Orig Rpt #: 55427
Report Date: 07/25/1995

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : JFMDA5142SBC
Engine : 3.8L EFI FWD Odometer: 3,214 MILES
Operating Environ: WCC : SD01
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRES/WHEELS
NOT LISTED TIRES/WHEELS CONCERN NOT LISTED

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

Causal Component: 1107 HUB BOLT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
CONCERN RIGHT HEAD WHEEL FALL OFF.
REPAIR REPLACED ALL WHEEL STUDS, NUTS AND RIM. CALLED MIKE CRAVE AT HOT LINE.
AIDIT 07/27/1995 09:50AM KRATHY
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY KRATHY

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
RPL	1107	SERVICE	HUB BOLT	YES

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

Vehicle Build Date: 04/19/1995 Warranty Start Date: 05/29/1995
Date of Sale: 05/29/1995 Selling Dlr (Mkt, Dlr, Sub): A7025
Dealer Special Order: Gross Vehicle Weight: 515 LBS
LN/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 BA
Bld Dt: Calb: 462JRI1 A Serial #: L

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

Trans: AX48 O/D 4SP TRANAXLE Part #:
Bld Dt: Serial #:
Model: Flt: Shft:

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

Axle: 3.37 FWD TRANAXLE Id Tag Code: Bld Dt:
Serial #: Flt:

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

Tire : P215/70R15 BSW Brand :
Radio : BLFTR PREM AM/FM STRO/CSTR/CLK A/C : HIGH OUTPUT AIR CONDITIONER

CQIS Report Number: SJTGB260 Program Type: C1
Report Source: NIS - FCSD - CUST ASST CTR

Orig Rpt #: 1061338211
Report Date: 10/16/1995

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDA51468BR
Engine : 3.8L EFI FWD Odometer: 16,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE----- COMMENT TEXT -----
OWNERL **NAVIS STATUS-POSSIBLE ORIGINAL OWNER** CUSTOMER SAYS: -THE VEHICLE
WAS AT THE DEALERSHIP IN 8/95 TO HAVE THE BRAKES REPLACED AND A
MAINTENANCE CHECK -SHE WAS DRIVING DOWN THE HIGHWAY YESTERDAY AND THE
LOG NUTS FALL OFF OF THE VEHICLE AND THE WHEEL WENT FLYING * FMR
CUSTOMER, DEALER SAYS: -MR WILLIAMS STATED THAT THEY SHOULD CONTACT
THEIR INSURANCE COMPANY -ADVISED HER SHE COULD NOT SPEAK TO A REGIONAL
REP IN REGARDS TO THE ISSUE *
OWNERL CUSTOMER SAYS: -TO SPEAK TO A REGIONAL REP IN REGARDS TO THE CONCERN
-SHE DOES NOT BELIEVE THAT THIS IS A INSURANCE ISSUE * CAC ADVISED:
-THIS IS A WORKMANSHIP ISSUE THAT NEEDS TO BE RESOLVED BETWEEN THE
CUSTOMER AND THE DEALERSHIP -CONTACT MR MARK WILLIAMS AT THE...
DEALERSHIP TO DISCUSS THE ISSUE

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 04/27/1994 Warranty Start Date: 05/12/1994
Date of Sale: 05/12/1994 Selling Dlr (Mkt, Dlr, Sub): 03215
Dealer Special Order: Gross Vehicle Weight: 525 LBS
LE/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 AA
Bld Dt: Calb: 462JR10 A Serial #: L

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

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

CQIS Report Number: SJPGB280 Program Type: C1
 Report Source: M88 - FCSD - CUST ASST CTR

Orig Rpt #: 1061330211
 Report Date: 10/16/1995

Model: Pit: Shift:

--- AXLE ---

Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Pit:

--- ADDITIONAL ---

Tire : P215/70R16 BSW Brand :
 Radio : ELITE AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : PURPLE-BLUE EXT PAINT FAMILY B----- MED ROYAL BLUE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : PATTY KLOPFENSTEIN Title: OTHER

Repair Dlx: 03278 - MIKE HAUGHTON FORD INC Pm#: (303) 343-1900
 City: Aurora State : Colorado
 Country: UNITED STATES Region : Denver - 55

Customer name : [REDACTED] City : AURORA
 State/Prov : Colorado
 Phone (Work) : ([REDACTED]) Ext: (Home): [REDACTED]

Specialist's
 Name : KAREN GILKATH

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part Description	Dealer Id
10/16/1995	SJPCW018	MHL			CHASS.		03278

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: TAVGA755 Program Type: C1
 Report Source: MSB - PCSD - CUST ASST CTR

Orig Rpt #: 1064772901
 Report Date: 01/22/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDA51418BC
 Engine : 3.8L EFI FWD Odometer: 18,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- ----- COMMENT TEXT -----
 OWNREL ** HAVIS: ORIGINAL ** * CUSTOMER SAYS: -THE LEFT FRONT WHEEL FELL OFF
 YESTERDAY. -IT STARTED MAKING NOISE WHICH GOT WORSE AND EVENTUALLY
 COMPLETELY FELL OFF. -HE IS NOT COMPLETELY SATISFIED WITH THE WAY IT
 HAS BEEN ADDRESSED AT THE DLR.* PER CUSTOMER DEALER SAYS: -AFTER BRANCH
 WORK, THE LOGS WERE LIKELY EITHER INSTALLED TOO TIGHT OR TOO LOOSE. *
 OWNREL CUSTOMER SAYS: -FIND OUT IF FORD HAS HEARD OF THIS HAPPENING IN THE
 PAST. -CONTACT THE SERVICE DEPT TO MAKE SURE THEY LOOK INTO TO MAKE
 SURE THERE IS NO UNDERLYING CONCERN IN THE FRONT END. * CAC ADVISED:
 -DEALER IS IN THE BEST POSITION TO ADDRESS YOUR CONCERN. -REQUESTED
 THE SM, ROBERT JUERGEN, CONTACT CUST WITHIN 2 BUS DAYS.
 OWNREL TALKED TO DR FINE 01/22/96 SHOWED DR VINE THE 3/27/95 TORQUE PROCEDURE
 TOLD DR FINE NO OTHER NOTICES ON WHEELS COMING OFF WINDSTARS TO MY
 KNOWLEDGE PUT CUSTOMER IN FREN LOANER CAR TOLD CUSTOMER REPAIRS AT
 RAMSEY STORMAN EXPENCE VECH IN SHOP CUSTOMER VERY SATISFIED
 OWNREL THIS IS THE CLOSING COMMENT SEE PREVIOUS SCREEN
 OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	02/24/1995	Warranty Start Date:	03/04/1995
Date of Sale:	03/04/1995	Selling Dlr (Mkt, Dlr, Sub):	07430
Dealer Special Order:		Gross Vehicle Weight:	530 LBS
IH/RH Drive:			

CQIS Report Number: TAVGA755 Program Type: C1
Report Source: NBS - FCHD - COST ASST CTR

Orig Rpt #: 1064772901
Report Date: 01/22/1996

--- ENGINE ---

Engine: 3.0L EFI FWD Tag: 4K 542 BA
Bld Dt: Calb: 462JR11 A Serial #: L

--- TRANSMISSION ---

Trans: AX48 O/D 4SP TRAXLE Part #: Serial #:
Bld Dt: Model: Flt: Shift:

--- AXLE ---

Axle: 3.37 FWD TRAXAXLE Id Tag Code: Bld Dt: Serial #: Flt:

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELTRA FREEM AM/FM STRO/CSTP/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : PURPLE-BLUE EXT PAINT FAMILY B----- MED ROYAL BLUE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : ARTHUR FINE Title: OTHER

Repair Dir: 07430 - Sturman & Larkin Ford, Inc. Ph#: (412) 892-2300
City: Pittsburgh State : Pennsylvania
Country: UNITED STATES Region : Pittsburgh - 44

Customer name : [REDACTED] City : CLAIRTON
State/Prov : Pennsylvania
Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's Name : PETER SALEHR

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: TCR04423 Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1066756301
 Report Date: 03/14/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS14385M
 Engine : 3.8L EFI FWD Odometer: 20,700 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRTS/WHEELS
 OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE--

----- COMMENT TEXT -----

OWNREL CUSTOMER SAYS: -FRONT BRAKES ON THE VEHICLE WERE CHANGED ON MARCH 6TH, 1996 AND TIRES ROTATED -CUSTOMER BROUGHT VEHICLE BACK ON MARCH 12TH FOR A NOISE THAT CUSTOMER HEARD -WANTED DEALER TO CHECK IF IT WAS SAFE TO DRIVE -DEALER DROVE VEHICLE AROUND THE BLOCK AND TOLD CUSTOMER THAT IT WAS SAFE TO DRIVE -DOES NOT WANT TO HAVE ANY PROBLEMS WHEN RETURNING THE LEASED VEHICLE -TOLD CUSTOMER THAT THEY TOOK FELL OFF THE VEHICLE AS CUSTOMER WAS DRIVING

OWNREL -THE LOG NUTS WERE PUT ON TO TIGHT AND SHEARED OFF * PER CUSTOMER, DEALER SAYS: (CHRIS-SVC DPT) -WILL GIVE CUSTOMER THE NUMBER OF THE TOWING SVC -WILL HAVE A RENTAL VEHICLE WAITING FOR THE CUSTOMER * CUSTOMER SEEKS: -TO MAKE FMC AWARE OF THIS ISSUE

OWNREL -FEELS THAT THE LOG NUTS ON THIS VEHICLE ARE NOT STRONG ENOUGH * CRC ADVISED: -CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO SVC MGR (GENR MESSAGE) -DEALER IS NOT OWNED BY FMC -CUSTOMER WOULD NEEDS TO ADDRESS WITH DEALER *

OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: - CUSTOMER IS AFRAID TO PICK UP VEHICLE - FEELS VEHICLE IS UNSAFE - LEFT 3 MESSAGES WITH FORD CSM AND HE HAS NOT ANSWERED QUESTIONS/CONCERNS * PER CUSTOMER, DEALER SAYS: - REPLACED WHEEL COMPONENTS * CUSTOMER SEEKS:

OWNREL - WHY DID THE WHEEL FALL OFF * CRC ADVISED: - DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL INFORMATION. - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP. - FOR A TECHNICAL ANSWER WOULD HAVE TO CONSULT DEALERSHIP.

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: TCR034423 Program Type: CI
 Report Source: MMS - FCSD - CUST ASST CTR

Orig Rpt #: 1066756301
 Report Date: 03/14/1996

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

Vehicle Build Date: 05/09/1995 Warranty Start Date: 05/31/1995
 Date of Sale: 05/31/1995 Selling Dlr (Mkt, Dlr, Sub): 05410
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/AH Drive:

----- ENGINE -----
 Engine: 3.8L EFI FWD Tag: 4K 542 BA
 Bld Dt: Calb: 462SR11 A Serial #: L

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

----- AXLE -----
 Axle: 3.37 FWD TRANXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- ADDITIONAL -----
 Tire : P215/70R15 BSW Brand :
 Radio : ELCTR PRMR AM/FM STRO/CSTX/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW MET. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : MICHAEL DEBER Title: OTHER

Repair Dlr: 05420 - Miracle Ford of Pasadena Ph#: (626) 793-3154
 City: Pasadena State : California
 Country: UNITED STATES Region : Los Angeles

Customer name : [REDACTED] City : NORTHBRIDGE
 State/Prov : California
 Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's
 Name : SEAN SIVORE

----- CQIS VIN HISTORY -----

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: TRK82805 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1073200901
Report Date: 08/05/1996

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

VEHICLE: 1995 WINDSTAR, STEEL , WAGON VIN : 2FMDA51A7SB
Engine : 3.8L KFI FWD Odometer: 22,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 1 00 CHASSIS TIRE WEAR TIRES/WHEELS
OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
OWNEREL CONTACT OPENED WITHOUT REQUIRED INFORMATION *** VLC *** ** NO VIN ***
CUSTOMER SAYS: -THE VEHICLE IS CURRENTLY AT THE DEALERSHIP.
-SUBSEQUENT OWNER PER CUSTOMER. -THE LOG NOTS FOR THE LEFT SIDE FRONT
TIRE BROKE OFF CAUSING THE WHEEL TO COME LOOSE FROM THE VEHICLE. -NO
PERSONAL INJURIES. THE INCIDENT CAUSED ONE OF THE BACK TIRES TO BECOME
FLAT. -THE DEALERSHIP HAS HAD THE VEHICLE SINCE 8/3/96.
OWNEREL -THE CUSTOMER IS WAITING FOR THE DEALERSHIP TO INSPECT THE VEHICLE. *
PER CUSTOMER, DEALER SAYS: -THE DEALERSHIP HAS NOT INSPECTED THE
VEHICLE. -WE'LL INSPECT THE VEHICLE AROUND 1:00 PM. * CUSTOMER SEEKS:
-INSPECTION/REPAIR OF THE VEHICLE. * CAC ADVISED: OUTSOURCED CALL TO
MR. JOHN SLOAN SVC MGR:
OWNEREL - ADVISED CUSTOMER IS A VERY LOYAL CUSTOMER - REQUEST MR. JOHN SLOAN,
SVC MGR, TO CONTACT CUSTOMER SAME DAY
OWNEREL CUSTOMER SAYS: -WANTS TO KNOW WHAT TYPE OF WARRANTY COMES WITH THE
VEHICLE * PER CUSTOMER, DEALER SAYS: -NO CONTACT * CUSTOMER SEEKS:
-WARRANTY INFORMATION * CAC ADVISED:
OWNEREL -VEHICLE COMES WITH A 3/36 WARRANTY AND DOES HAVE A 1996 USED
24/30,000 LEASGUARD LIMITED WARRANTY -STAY IN CONTACT WITH DEALER FOR
RSP INFORMATION -THE RSC PLAN DOES NOT INCLUDE RENTAL ASSISTANCE
OWNEREL \$\$\$THIS IS THE CLOSING COMMENT LOG NOT BROKEN AS IF WHEEL WAS LEFT
LOOSE AFTER A TIRE ROTATION . NOT WARRANT, PER JOHN SLOAN
OWNEREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: NONE:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: THEGD505 Program Type: C1
 Report Source: MSS - PCSO - CUST ASST CTR

Orig Rpt #: 1073200901
 Report Date: 08/05/1996

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

Vehicle Build Date: 11/21/1994 Warranty Start Date: 03/13/1996
 Date of Sale: 03/13/1996 Selling Dlr (Mkt, Dlr, Sub): 02653
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/RH Drive:

----- ENGINE -----
 Engine: 3.0L HPI FWD Tag: 4K 544 BA
 Bld Dt: Calb: 462JR11 A Serial #: L

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

Model: Plt: Shift:
 ----- AXLE -----
 Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- ADDITIONAL -----
 Tire : P215/70R15 BSW Brand :
 Radio : BLUFR PREM AM/FM STRO/CSTH/CLK A/C HIGH OUTPUT AIR CONDITIONER
 Paint : BLUE EXTERIOR PAINT FAMILY VENETIAN BLUE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : ANTHONY ROSS

Title: OTHER

Repair Dlr: 01853 - Calross Ford, Inc.

Ph#: (847) 336-2340

City: Waukegan

State : Illinois

Country: UNITED STATES

Region : Chicago - 41

Customer name :

City : DETROIT

State/Prov : Michigan

Phone (Work) : (847) 336-2340

Ext:

(Home):

Specialist's

Name : MARK KABLICKI

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
08/06/1996	THEGD505	CACVOC	CHASS.			02653

--- SUPPLEMENTAL SURVEY: NONE ---

QDIS Report Number: TH2AA52 Program Type: Q
Report Source: MSS - FCSD - QSVB

Orig Rpt #: 101512-96
Report Date: 08/28/1996

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

VEHICLE: 1995 WINDSTAR, STD LN , WAGON VIN : 2FMDAS1438R
Engine : 3.8L EFI FWD Odometer: 22,950 MILES
Operating Environ: WCC : 5K01
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRMS/WHEELS
NOT LISTED TIRMS/WHEELS CONCERN NOT LISTED

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

Causal Component: 1007 WHEEL ASBY
Causal Factor: Feature: Loc:
Causal Condition: Photo: Inages: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
REPAIR THIS HAS HAPPENED TO TWO COMPARABLY EQUIPPED WINDSTARS. BOTH WERE
SERVICED W/TORQUE STICKS. NO OVERHEAT CONCERN IN BRAKE AREA NOTED ON
EITHER VEHICLE. IN ONE CASE THE VEHICLE WENT 600 MILES BEFORE THE
PROBLEM OCCURRED AND IN THE OTHER CASE THE VEHICLE WENT 2000 MILES.
BOTH VEHICLES HAD DAMAGED STUDS. ONE VEHICLE HAD BODY DAMAGE DIRECTLY
RESULTING FROM THE CONCERN. THE STUDS WERE REPLACED.
CONCER 08/28/1996 12:44PM DATA ENTRY MSS - FCSD - QSVB
THE CUSTOMER STATES THAT THE WHEEL FELL OFF AFTER SERVICE.
ADDIT 08/30/1996 12:48PM DATA ENTRY MSS - FCSD - QSVB
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY SDAVIS20

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

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

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

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
ADJ	1007	SERVICE	WHEEL ASBY	YES

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

Vehicle Build Date: 05/25/1994 Warranty Start Date: 07/14/1994
Date of Sale: 07/14/1994 Selling Dir (Mkt,Dir,Sub): 07737
Dealer Special Order: Gross Vehicle Weight: 505 LBS
LH/RE Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 AA
Bld Dt: Calb: 462HR10 A Serial #: L
----- T R A N S M I S S I O N -----
Trans: AX48 O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift:

CQIS Report Number: TH2AA52 Program Type: Q
Report Source: MSS - PCSD - Q578

Orig Rpt #: 101512-96
Report Date: 08/28/1996

- - - A X I E - - -

Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt:

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

Tire : P215/70R15 BSW Brand :
Radio : ELCTR AM/FM/STRO/CSTR/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B. ----- PERFORMANCE WHITE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : DAVE KAST Title: OTHER

Repair Dlr: 07833 - Varsity Ford, Inc. Ph#:
City: Palo Alto State : California
Country: UNITED STATES Region : ??????????????????????????????????????

Customer Name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y : M O R E ---

CQIS Report Number: TR2AM453 Program Type: Q
 Report Source: MSS - FCSD - Q978

Orig Rpt #: 101513-56
 Report Date: 08/28/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS1449R
 Engine : 3.8L EFI FWD Odometer: 17,854 MILES
 Operating Environ: WCC : SK01
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRRS/WHEELS
 NOT LISTED TIRRS/WHEELS CONCERN NOT LISTED

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

Causal Component: 1007 WHEEL ASSY
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
 REPAIR THIS HAS HAPPENED TO TWO COMPAREBLY EQUIPPED WINDSTARS. BOTH WERE
 SERVICED W/TORQUE STICKS. NO OVERHEAT CONCERNS IN THE BRAKE AREA WERE
 NOTED ON EITHER VEHICLE. IN ONE CASE THE VEHICLE WENT 600 MILES BEFORE
 THE PROBLEM OCCURRED AND IN THE OTHER CASE THE VEHICLE WENT 2000
 MILES. BOTH VEHICLES HAD DAMAGED STUDS. ONE HAD BODY DAMAGE DIRECTLY
 RESULTING FROM THE CONCERN. THE STUDS WERE REPLACED.

CONCERN 08/28/1996 12:52PM DATA ENTRY6 MSS - FCSD - Q978
 THE CUSTOMER STATES THAT THE WHEEL FELL OFF AFTER SERVICE.

ADBIT 08/30/1996 12:51PM DATA ENTRY6 MSS - FCSD - Q978
 SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY SHAVIS20

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

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

Symp. Verify: Base of Diagnosis: Level of Assistance:
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Price to Call: NO
 DTCs KOEO: KOCB: CS:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

Repair Type	Component Number	Number Type	Description	Causal Comp.
ADJ	1007	SERVICE	WHEEL ASSY	YES

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

Vehicle Build Date: 06/08/1995 Warranty Start Date: 07/06/1995
 Date of Sale: 07/06/1995 Selling Dlr (Mkt, Dlr, Sub): 07833
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 544 BA
 Bld Dt: Calb: 4628R11 A Serial #: L

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

Trans: AX48 O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shft: ENG3-084 1261

CQIS Report Number: TH2AM483 Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 101513-96
Report Date: 08/28/1996

----- AXLE -----
Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Sit:

----- ADDITIONAL -----
Tire : P215/70R15 BSW Brand :
Radio : ELNTR PREM AM/FM STRO/CSTE/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B ----- POMICE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : DAVE EAST Title: OTHER
Repair Dlr: 07833 - Varsity Ford, Inc. Ph#:
City: Palo Alto State : California
Country: UNITED STATES Region : ??????????????????????????????????
Customer name : [REDACTED] City :

----- CQIS VIN HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
04/26/1999	XDEDG011	ENR	ENGINE		07776

--- SUPPLEMENTAL SURVEY: NONE ---

COIS Report Number: TUGA011 Program Type: E Orig Rpt #:
Report Source: MRS - PCSD - TECH SVC HOTLINE Report Date: 10/07/1996

REPORT SUMMARY

VEHICLE: 1995 WINDSTAR, STDLN, WAGON VIN: 2FMDAS142SD
Engine: 3.8L EFI FWD Odometer: 25,523 MILES
Operating Environ: WCC
Vehicle Use: Resp. Act:

SYMPTOM: 3 06 0 00 CHASSIS OTHER (CODE NOT AVAILABLE) TIRES/WHEELS OTHER (CODE NOT AVAILABLE)
Additional Symptom: RF WHEEL FELL OFF PER CUSTOMER
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

--TYPE-- COMMENT TEXT
REPAIR THREE OF 5 LOGS WERE BROKEN, LOOKING FOR KNOWNS,
RECORD NO KNOWNS, CONTACT INSURANCE COMPANY

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: H1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 05/02/1995 Warranty Start Date: 07/31/1995
Date of Sale: 07/31/1995 Selling Dir (Mkt, Dlr, Sub): 00481
Dealer Special Order: Gross Vehicle Weight: 530 LBS
LH/RR Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 4K 543 BA
Eld Dt: Calb: 462JR11 A Serial #: L

TRANSMISSION

Trans: AX45 O/D 4SP TRAXLE Part #:
Eld Dt: Serial #:
Model: Flt: Shift:

AXLE

Axle: 3.37 FWD TRANSAXLE Id Tag Code: Eld Dt:
Serial #: Flt:

ADDITIONAL

Tire: P215/70R15 BSW Brand:
Radio: ELITE PREM AM/FM STRO/CSTE/CLK A/C HIGH OUTPUT AIR CONDITIONER
Paint: YELLOW-RED EXT PAINT FAMILY B PUMICE C/C

CQIS Report Number: TJGAR011 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 10/07/1996

----- AFTER MARKET MODIFICATIONS -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : STEW WILKINS Title: SERVICE MANAGER

Repair Dir: 01364 - JOHNSON FAMILY FORD-MERC, INC. Ph#: (540) 725-0522
City: Woodlawn State : Virginia
Country: UNITED STATES Region : Washington - 27

Specialist's
Name : SCAINES -????????????????????

----- CQIS VIN HISTORY -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
SURVEY HAS NOT BEEN SENT

COIS Report Number: TRKGC971 Program Type: C1
Report Source: MSS - FCSO - CUST ASST CTR

Orig Rpt #: 1077460341
Report Date: 11/08/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDA51478BC
Engine : 3.8L EFI FWD Odometer: 38,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRE/WHEELS
NOT LISTED TIRES/WHEELS OTHER (CODE NOT AVAILABLE)

Additional Symptom:

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

Causal Component:

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?:

Customer satisfied?:

Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

OWNREL *** POSSIBLE 12/12 SERVICE PART COVERAGE *** ** NAVIS; PROGRAM **
CUSTOMER SAYS: - 10-15-96 THE DEALERSHIP SENT CUSTOMER TO A
INDEPENDENT SHOP FOR THE TIRE LOGS ON THE VEHICLE TO BE REPLACED -
11-02-96 VEHICLE BEGAN MAKING A CLONKING, SQUEAKING, AND SPINNING WHEEL
VIBRATION - THE TIRE, BOLTS, ALL THE TIRE PARTS FELL OFF THE VEHICLE -
THERE IS \$1500 OF UNDERCARRIAGE DAMAGE CAUSED BY THE TIRE FALLING OFF -
- VEHICLE IS AT THE DEALERSHIP CURRENTLY - DEALERSHIP HAS NOT
DETERMINED UNDER THE PARTS WARRANTY

OWNREL * PER CUSTOMER, DEALER SAYS: - THE TIRE IS NO LONGER COVERED UNDER
WARRANTY AND THEREFOR NOTHING ELSE, INCLUDING THIS DAMAGE IS COVERED
UNDER WARRANTY * CUSTOMER SAYS: - WANTS TO SPEAK WITH A FORD
REPRESENTATIVE - WANT VEHICLE FIXED - WANTS TO COMPLAIN ABOUT THE
DEALERSHIP PERSONNEL - RENTAL VEHICLE *

OWNREL CAC ADVISED: RE: RENTAL VEHICLE - LOANERS ARE NOT A PROVISION OF THE
WARRANTY. - CONTACT MR.DAVE DANIELSON (SVC.MGR.) FOR CLARIFICATION OF
THE DEALERSHIP'S POLICY ON ALTERNATIVE TRANSPORTATION. - MAY REQUIRE
AN APPOINTMENT RE: DEALERSHIP PERSONNEL - DEALERSHIP ARE
INDEPENDENTLY OWNED AND OPERATED - CONTACT DAVE DANIELSON SERV. MGR
FOR FURTHER EXPLANATION. RE: POSSIBLE 12/12 WARRANTY - INFORMATION HAS
BEEN DOCUMENTED AND FORWARDED TO THE DEALER

OWNREL -REQUEST MR.DAVE DANIELSON (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS RE: FORD REPRESENTATIVE - MR.DAVE DANIELSON (SERV. MGR.)
IS IN THE BEST POSITION TO ASSIST YOU. - SVC MGR MAY CONSULT FORD CEM
IF REQUIRED.

OWNREL **TIRE IS THE CLOSING COMMENT SERVICE MANAGER, DAVE DANIELSON SPOKE
TO MRS GARVIN AND EXPLAINED THAT FORD MOTOR COMPANY DOES NOT WARRANTY
TIRES AND VEHICLE IS OUT OF 3/36. ** NO FURTHER ACTION REQUIRED.

OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MID light ca? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCS KOEO: KOCB:
KORR: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

CQIS Report Number: TRK90371 Program Type: C1
 Report Source: MHS - FCSD - CUST ASST CTR

Orig Rpt #: 1877460341
 Report Date: 11/08/1996

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 04/24/1995 Warranty Start Date: 05/13/1995
 Date of Sale: 05/13/1995 Selling Dir (Skt,Dir,Sub):
 Dealer Special Order: Gross Vehicle Weight: 516 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 BA
 Bld Dt: Calb: 462JR11 A Serial #: L

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

Trans: AX4S O/D 4SP TREKLE Part #:
 Bld Dt: Serial #:
 Model: Fit: Shift:

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

Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

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

Tire : P215/70R15 BSW Brand :
 Radio : ELDER FROM AM/FM STRO/CSTR/CLK A/C HIGH OUTPUT AIR CONDITIONER
 Paint : BLUE-GREEN MET PAINT FAMILY DEEP JEWEL GREEN C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : JAMES GARVIN Title: OTHER

Repair Dir: 04078 - HANSEN FORD SALES INC Ph#: (701) 746-6411
 City: Grand Forks State : North Dakota
 Country: UNITED STATES Region : Twin Cities - 58

Customer name : [REDACTED] City : GRAND FORKS
 State/Prov : North Dakota
 Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's
 Name : KATHRYN LEAHY

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

CQIS Report Number: VAIGC325 Program Type: C1
 Report Source: MBS - PCSD - COST ASST CTR

Orig Rpt #: 1079601321
 Report Date: 01/09/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS14482A
 Engine : 3.8L EFI FWD Odometer: 37,142 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Ant:

SYMPTOM: 3 06 9 00 CHASSIS TIRMS/WHEELS
 NOT LISTED TIRES/WHEELS OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT

OWNERL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: - FRONT LEFT WHEEL CAME OFF WHEN DRIVING - CHARGED \$203 FOR THE MECHANIC REPAIR AND \$400 FOR THE BODY REPAIR - PICKED UP CAR ON 12-18-96 - DAMAGE WAS DONE ON 12-08-96 - HAPPENED WHEN PULLING INTO THE DRIVEWAY - FEEL FORD SHOULD STAND BEHIND THEIR PRODUCTS

OWNERL * PER CUSTOMER, DEALER SAYS: - THE LOG NUT WAS LOOSE - BROKE FIVE STUDS AND REPLACED DISC AND ASSEMBLY * CUSTOMER SEEKS: FINANCIAL ASSISTANCE FOR THE REPAIR * CMC ADVISED: - WARRANTY HAS EXPIRED

OWNERL - FORWARDED THE INFORMATION TO THE DEALER FOR REVIEW AND FINANCIAL CONSIDERATION - REQUESTED COST REL MGR KIM GLASGOW TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS FOR ASSISTANCE - THERE HAS BEEN NO PREVIOUS WORK DONE ON THE TIRES

OWNERL ***** THIS IS THE CLOSING COMMENT LEFT FRONT LOG NUTS LOOSE. WHEEL MOVED BACK AND FORWARD CROSSING WHEEL TO FALL OFF. REPAIRED ON R.O. #10343

OWNERL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

OWNERL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: (CUSTOMER'S SON CALLING) - CALLED BACK IN REGARD TO PREVIOUS CONCERN - STATE HADN'T HEARD FROM DEALERSHIP REGARDING FINANCIAL ASSISTANCE ISSUE SO CUSTOMER CALL DEALER AND SPOKE WITH KIM GLASGOW * PER CUSTOMER, DEALER SAYS: - PER KIM, IF CUSTOMER WOULD'VE DONE MAINTENANCE WORK AT THIS DEALERSHIP CONCERN WOULD HAVE BEEN DIAGNOSED EARLIER -

OWNERL * CUSTOMER SEEKS: - WANTS FINAL DECISION ON REQUEST OF FINANCIAL ASSISTANCE REQUEST * CMC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR

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

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

Symp. Verif?: Base of Diagnosis: Level of Assistance:
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs R080: R08C:
 R08A: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: VAIGC225 Program Type: C1
 Report Source: M88 - FCSD - COST ASST CTR

Orig Rpt #: 1078601321
 Report Date: 01/09/1997

----- VEHICLE DETAILS -----
 Vehicle Build Date: 05/30/1994 Warranty Start Date: 06/17/1994
 Date of Sale: 06/17/1994 Selling Dlr (Skt, Dlr, Sub): 20023
 Dealer Special Order: Gross Vehicle Weight: 506 LBS
 LH/RH Drive:

----- ENGINE -----
 Engine: 3.0L EFI FWD Tag: 4E 542 AA
 Bld Dt: Calb: 462JRH0 A Serial #: L
 ----- TRANSMISSION -----
 Trans: AX4S O/D 4SP TRANXLE Part #:
 Bld Dt: Serial #:
 Model: Flt: Shift:
 ----- AXLE -----
 Axle: 3.37 FWD TRANXLE Id Tag Code: Bld Dt:
 Serial #: Flt:

----- ADDITIONAL -----
 Tire : 17215/85R-16D BSW A-8 Brand :
 Radio : BLUET AM/FM/STRO/CSTC/CLOCK A/C : MANUAL AIR CONDITIONER
 Paint : BLUE-GREEN EXT PAINT FAMILY ----- LT EVERGREEN FROST C/C

----- AFTER MARKET MODIFICATIONS -----
 NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : NEW MAN SU Title: OTHER

Repair Dlr: 20023 - WESTLAND FORD INC Pnt: (319) 793-2856
 City: West Burlington State : Iowa
 Country: UNITED STATES Region : Chicago

Customer name : [REDACTED] City : BURLINGTON
 State/Prov : Iowa
 Phone (Work) : [REDACTED] Ext: (Home) : [REDACTED]

Specialist's
 Name : PAUL MULLINS

----- CQIS VIN HISTORY -----
 NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VEMGA738 Program Type: C1
Report Source: ___ NSS - FCMD - CUST ASST CTR

Orig Rpt #: 1080951501
Report Date: 02/13/1997

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

VEHICLE: 1995 WINDSTAR, STEEL, WAGON VIN : 2FMDA5142SBA
Engine: 3.8L EFI FWD Odometer: 36,000 MILES
Operating Environ: WCC
Vehicle Use : Rep. Art:

SYMPTOM: 3 06 0 00 CHASSIS TIRES/WHEELS
OTHER (CODE NOT AVAILABLE) OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT

OWNREL *** HAVIS: ORIGINAL *** CUSTOMER SAYS: -FRONT RIGHT PASSENGER TIRE BROKE OFF -HUB BOLTS ARE ALL SHEARED -INSURANCE COMPANY IS TAKING CARE OF THE REPAIRS -NOT SURE IF THE DEALER EVER LOOKED AT THE HUB * PER CUSTOMER, DEALER SAYS: -TOOK TO CENTURY FORD AND THEY TOWED IT TO A BODY SHOP *

OWNREL CUSTOMER WANTS: -TO HAVE THE DEALER LOOK AT THE VEHICLE TO CHECK FOR DEFECTS INVOLVING THE FRONT RIGHT TIRE * CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER -REQUEST MR. LOUIS SOLIS (CUST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

OWNREL CUSTOMER SAYS: - CALLING BACK - HAS NOT HEARD FROM THE DEALERSHIP * PER CUSTOMER, DEALER SAYS: - NO CONTACT * CUSTOMER WANTS: -TO HEAR FROM THE DEALERSHIP *

OWNREL CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER -REQUEST MR. BOB PRINCE (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

OWNREL CSM J POWERS RECEIVED VOICE MAIL MESSAGE FROM DEALERSHIP'S CUSTOMER RELATIONS MANAGER REGARDING THIS CUSTOMER'S CONCERN--HE ADVISED THAT CUSTOMER HAD MOST RECENTLY BEEN TO "BIG O" TIRES FOR A TIRE ROTATION--HE ADVISED THAT THE INDEPENDENT REPAIR FACILITY DENIES ANY RESPONSIBILITY IN THE CONCERN REPORTED BY THE CUSTOMER--CUSTOMER HAS TOWED THIS MATTER OVER TO HIS INSURANCE COMPANY FOR HANDLING--CUSTOMER ALSO WISHES FOR FORD TO INVESTIGATE HIS CONCERN--CSM J POWERS ADVISED CUSTOMER RELATIONS MANAGER TO SUBMIT A REQUEST FORM FOR REVIEW BY CONSUMER AFFAIRS DEPARTMENT BY FAXING IN A COMPLETED COPY OF THE APPROPRIATE FORM FROM THE CUSTOMER HANDLING "ROAD MAP" BINDER I HAVE ADVISED THAT THIS FORM WILL BE LOCATED BEHIND THE BINDER TAB LABELED LEGAL--IF THE DEALERSHIP HAS ADDITIONAL QUESTIONS I HAVE REQUESTED THAT THEY-->RECONTACT

OWNREL ME VIA RETURN VOICE MAIL--MY RETURN VOICE MAIL MESSAGE WAS SENT AT APPROXIMATELY 8:15PM PST TO THE DEALERSHIP--FORD RECOMMENDS THAT THE CUSTOMER TURN THIS MATTER OVER TO THEIR INSURANCE COMPANY FOR HANDLING AND INVESTIGATION--IF THE CUSTOMER'S INSURANCE COMPANY FEELS THAT THERE IS LIABILITY ON THE PART OF FORD MOTOR COMPANY OR "BIG O" TIRES THEY WILL PURSUE THE MATTER FOR HIM ON HIS BEHALF--COMMENTS ENTERED INTO RECORD BY J POWERS CSM SAN FRANCISCO REGIONAL OFFICE (PROVS ID JPOWERS2)

OWNREL CUSTOMER SAYS: - NO DETERMINATION TO LIABILITY BY FMC REACHED YET - INSURANCE IS COVERING REPAIR AND PAYING FOR RENTAL - REPAIRS STILL BEING MADE AT DEALERSHIP * PER CUSTOMER, DEALER SAYS: - WILL HAVE TO CONTACT FMC TO HAVE THEM LOOK AT VEHICLE (2/18) * CUSTOMER WANTS: DETERMINATION OF LIABILITY

CGIS Report Number: VEM2A738 Program Type: C1
Report Source: MBE - WCSB - COST ASST CTR

Orig Rpt #: 1080951501
Report Date: 02/12/1997

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

-----TYPE----- COMMENT TEXT -----

OWNREL * CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE

OWNREL * CAC ADVISED: -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE
DEALER -REQUEST MR. LOUIS SOLIE, COST REL MGR TO CONTACT THE CUSTOMER
WITHIN 2 BUSINESS DAYS

OWNREL SPOKE DIRECTLY TO CUSTOMER 02.14.97...CUSTOMER STATES THAT LAST WHEEL
WORK WAS PERFORMED AT WINSTON TIRE...LEFT MSG. FOR JEFF POWERS, CEM
SAN FRANCISCO HOME FOR ANY INSPECTION CRITERIA HE WANTED FOLLOWED. NO
INFORMATION HAS BEEN FORTHCOMING, SINCE HE IS BACK EAST...LOUIS SOLIE
IS CALLING HOME AGAIN, FEELING THAT METAL FATIGUE ON ALL LOGS AT ONE
TIME IS A HIGHLY UNLIKELY SCENARIO.

OWNREL 88THIS IS THE CLOSING COMMENT FAXED REVIEW FORM TO FORD LEGAL.
ADVISED CUSTOMER THAT WE HAD COMPLETED A REVIEW AND SAID REVIEW FORM.
CUSTOMER UNDERSTANDS THAT WE HAD NOT BEEN INVOLVED IN ANY WHEEL REPAIR
IN THE RECENT PUTURE AND IS AWARE THEY MAY BE RECEIVING CONTACT FROM
F.M.C.

OWNREL I MEANT IN THE PAST, NOT FUTURE... KLL

OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

----- CONCERN DETAILS -----

----- DIAGNOSTIC INFORMATION -----

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

----- SERVICE ACTIONS -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date:	08/09/1998	Warranty Start Date:	07/31/1998
Date of Sale:	07/31/1998	Selling Dlr (Mkt, Dlr, Sub):	07803
Dealer Special Order:		Gross Vehicle Weight:	530 LBS
LH/RH Drive:			

----- ENGINE -----

Engine: 3.8L EFI FWD	Tag: 6K	546 HA
Bld Dt:	Calb: 4628R11 A	Serial #: L

----- TRANSMISSION -----

Trans: A148 O/D 4SP TRONKLE	Part #:	
Bld Dt:	Serial #:	
Model:	Flt:	Shft:

----- AXLE -----

Axle: 3.37 FWD TRANSAXLE	Id Tag Code:	Bld Dt:
Serial #:		Flt:

----- ADDITIONAL -----

Tire : P215/70R15 BSW	Brand :	
Radio : ELSTR FROM AM/FM STRO/CSTC/CLK A/C		HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED KIT PAINT FAMILY B		PINICH C/C

CQIS Report Number: VM62A738 Program Type: C1
Report Source: NIS - FCED - CUST ASST CTR

Orig Rpt #: 1080951501
Report Date: 02/13/1997

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : TIMOTHY CONTRASTANO

Title: OTHER

Repair Dlr: 07803 - CENTURY FORD

Ph#: (209) 435-8400

City: Fresno

State : California

Country: UNITED STATES

Region : San Francisco - 72

Customer name : [REDACTED]

City : FRESNO

State/Prov : California

Phone (Work) : ([REDACTED])

Fax:

(Home) : [REDACTED]

Specialist's

Name : JOE RYAN

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal	Part	Description	Dealer Id
05/27/1998	WELAR838	CACVOC	ENGINE					07777

--- SUPPLEMENTAL SURVEY: NONE ---