

EA03-004

FORD 8/27/03

ATTACHMENT J

BOOK 3 OF 3

PART 3 OF 4

CQIS Report Number: VDAG8839 Program Type: C1
Report Source: MRS - FGSD - COST ASST CTR

Orig Rpt #: 1082686651
Report Date: 04/01/1997

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

VEHICLE: 1998 WINDSTAR, STDLS , WAGON VIN : 2FMDAS1448ED36924
Engine : 3.8L EFI FWD Odometer: 33,500 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:
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: SUBSEQUENT *** CUSTOMER SAYS: -THE LEFT WHEEL FELL OFF WHILE THE CUSTOMER WAS DRIVING * PER CUSTOMER, DEALER SAYS: -THE LUG NUTS PRIED THE WHEEL OFF * CUSTOMER SEEKS: -TO HAVE THIS CONCERN RESOLVED * CAC ADVISED:
OWNREL -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER -REQUEST MR. BOB SAUNDERS (COST REL MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
OWNREL @@@THIS IS THE CLOSING COMMENT CUSTOMER ADVISED REPAIR WILL NOT BE COVERED BY FORD WARRANTY VEH JUST PURCHASED AT IDEPT CAR LOT WHEEL NUTS LOOSE LEFT FRONT WHEEL
OWNREL *** HAVIS: SUBSEQUENT *** CUSTOMER SAYS: -VEHICLE HAS BEEN AT DEALER SINCE 3/31/97 -DEALER HAS NOT COMPLETED SERVICE FOR VEHICLE -WANT VEHICLE REPAIRED -AFRAID THAT VEHICLE IS BEING STRIPPED * PER CUSTOMER, DEALER SAYS: -WILL KNOW TODAY IF IT WILL BE READY -REPAIR IS NOT COVERED BY WARRANTY *
OWNREL CUSTOMER SEEKS: -WANT CAC TO CALL THE DEALER OR ADVISE ANOTHER DEALER * CAC ADVISED: -THE CAC IS ONLY AN INBOUND CALL CENTER AND NOT ALLOWED TO MAKE OUTSPOOD CALLS OR SUGGESTIONS OF DEALER SERVICE
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 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: 06/22/1995 Warranty Start Date: 07/10/1995

CQIS Report Number: VDAG3899 Program Type: C1
Report Source: MHS - FCSD - CONT ASST CTR

Orig Rpt #: 1082686651
Report Date: 06/01/1997

Date of Sale: 07/10/1995 Selling Dir (Mkt, Dir, Sub): 05534
Dealer Special Order: Gross Vehicle Weight: 516 LBS
LR/RH Drive:

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

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

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

Trans: AX48 O/D 4SP TRAXLE Part #: Serial #:
Bld Dc: Model: Plt: Shift:

- - - A X L E - - -

Axle: 3.37 FWD TRAXLE Id Tag Code: Bld Dc: Plt:
Serial #:

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

Tire : 1/225/85R-14D BW A-S Brand :
Radio : ELFTX PREM AM/FM STRO/CST/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : GREEN EXTERIOR PAINT FAMILY : MEDIUM WILLOW HWT. 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 : MATTHEW ALLEN Title: OTHER

Repair Dir: 07809 - JONES-WEST FORD Ph#: (702) 329-8800
City: Reno State : Nevada
Country: UNITED STATES Region : San Francisco - 72

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

Specialist's Name : THOMAS O'NEILL

----- 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
02/20/1997	VDFGC206	CACVOC	ELECT.			07809
09/09/1997	VIIIGU195	CACVOC	ELECT.			12740

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

CQIS Report Number: VLPGR446 Program Type: C1
Report Source: NBS - PCSD - CUST ASST CTR

Orig Rpt #: 1092681471
Report Date: 12/16/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDA51459EC
Engine : 3.8L EFI FWD Odometer: 1 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 (b):

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

--TYPE-- ----- COMMENT TEXT -----
OWNERL *** MILEAGE UNAVAILABLE *** ** HAVIS: ORIGINAL *** CUSTOMER SAYS:
-JOSEPH, BROTHER CALLING -THE VEHICLE WAS AT DEALER FOR SERVICE. TIRES
ROTATED, AND ETC... -WHEN THE CUSTOMER RECEIVED THE VEHICLE, WHEN
PULLING THE VEHICLE OUT OF THE DRIVEWAY A LOG NUT FELL OFF VEHICLE, SO
THE CUSTOMER TIGHTENED THE LOG NUT BACK ON THE VEHICLE -THE TIRE FELL
OFF OF THE VEHICLE WHILE DRIVING 2,000 MILES AFTER HAVING THE VEHICLE
INTO SERVICE -THE DEALERSHIP SERVICE IS AT FAULT FOR THE WHEEL FALLING
OFF
OWNERL * PER CUSTOMER, DEALER SAYS: -IT IS NO WAY THE TIRE WOULD FALL OFF DUE
TO THE LOG NUTS NOT BEING TIGHTENED * CUSTOMER SEES: -VEHICLE
REQUIRED * -CAC ADVISED: - WORKSMANSHIP ISSUES MUST BE ADDRESSED AT
DEALER
OWNERL - CONTACT MR. CHUCK MAYERCHECK/SERV. MGR FOR ASSISTANCE.

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

----- 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 KOBO: NOBC:
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: 03/14/1995 Warranty Start Date: 07/13/1995
Date of Sale: 07/13/1995 Selling Dlx (Mkt, Dlx, Sub): 06677
Dealer Special Order: Gross Vehicle Weight: 530 LBS
LR/RR Drive:

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

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

CQIS Report Number: VLPGB446 Program Type: C1
 Report Source: MBS - FCHD - CUST ASST CTR

Orig Rpt #: 1092681471
 Report Date: 12/16/1997

--- TRANSMISSION ---

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

--- AXLE ---

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

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand : _____
 Radio : ELCTR PREM AM/FM STRO/CSTX/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 : DAVID KLINK Title: OTHER

Repair Dlr: 07335 - MATWAY FORD INC Ph#: (724) 785-5500
 City: Extonville State : Pennsylvania
 Country: UNITED STATES Region : Pittsburgh - 44

Customer name : _____ City : BETHEL PARK
 State/Prov : Pennsylvania
 Phone (Work) : (_____) - Ext: _____ (Home) : _____

Specialist's
 Name : ANGELENA CROWDER

----- 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: WCVGR151 Program Type: C1
Report Source: MBS - FCSD - COST ASST CTR

Orig Rpt #: 1095920581
Report Date: 03/23/1998

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

VEHICLE: 1995 WINDSTAR, STEEL, WAGON VIN : 2FMDA5141R0C
Engine : 3.8L EFI FWD Odometer: 41,000 MILES
Operating Environ: WCC
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRAS/WHEELS
NOT LISTED TIRAS/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: -800 \$ FROM DEALERSHIP -THE
LEFT FRONT TIRE OF VEHICLE FELL OFF -DID NOT HIT ANYTHING * PER
CUSTOMER, DEALER SAYS: -PART IS NOT COVERED -EITHER LEG BOTS WERE TOO
TIGHT OR THE CUSTOMER MAY HAVE HIT SOMETHING * CUSTOMER SAYS:
OWNER -TO SEE WHAT FORD CAN DO * CAC ADVISED: - WORKMANSHIP ISSUES MUST BE
ADDRESSED AT DEALER - CONTACT MR. BRYAN ALLISON SERV. MGR FOR
ASSISTANCE.

----- 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 MOHO: MOEC:
KOHR: 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: 03/29/1995 Warranty Start Date: 11/29/1998
Date of Sale: 11/29/1995 Selling Dir (Mkt, Dlr, Sub): 05616
Dealer Special Order: Gross Vehicle Weight: 508 LBS
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 BA
Bld Dt: Calb: 462JRE11 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: Flt: Shift:

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

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

CQIS Report Number: WCV08151 Program Type: CI
Report Source: MS8 - PCSD - CUST ASST CTR

Orig Rpt #: 1098920661
Report Date: 03/23/1998

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

Tire : 1T215/85R-16D BSW A-B Brand :
Radio : BLNTR PREM AM/FM STRO/CSTR/CLK A/C : MANUAL AIR CONDITIONER
Paint : FBR-?????????????????????????????????----- TEAL 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 : LEE ELLIS Title: OTHER
Repair Dlr: 08572 - GREENWOOD FORD Ph#: (502) 843-9041
City: Bowling Green State : Kentucky
Country: UNITED STATES Region : Memphis - 23
Customer name : ██████████ City : BOWLING GREEN
State/Prov : Kentucky
Phone (Work) : (████████) - Ext: (Home) : ██████████
Specialist's Name : KAREN BENNETT

----- 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: WEEAA091 Program Type: C1
Report Source: MSS - FCHD - COST ASST CTR

Orig Rpt #: 00000001376M
Report Date: 05/05/1998

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FWDK51438B
Engine : 3.8L EFI FWD Odometer: 68,000 MILS
Operating Environ: WCC :
Vehicle Use : Esp. 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:
-WHEEL HAS FALLEN OFF AND BOLTS HAVE SHEARED OFF WHILE
DRIVING, COST WOULD LIKE TO KNOW IF THIS COVERED UNDER ESP

PER
CUSTOMER, DEALER SAYS:
NONE

CAC ADVISED:
- POSSIBLE ESP COVERAGE

FORWARDED INFORMATION TO THE DEALERSHIP
- REQUESTED CRM/SERV MGR
CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS

INFERENCE CASE ID: 2181
CUSTOMER SAYS:
-WHEEL HAS FALLEN OFF AND BOLTS HAVE SHEARED OFF WHILE
DRIVING, COST WOULD LIKE TO KNOW IF THIS COVERED UNDER ESP

PER
CUSTOMER, DEALER SAYS:
NONE

CAC ADVISED:
- POSSIBLE ESP COVERAGE

FORWARDED INFORMATION TO THE DEALERSHIP
- REQUESTED CRM/SERV MGR
CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS

INFERENCE CASE ID: 2181
OWNER INVITED CUSTOMER TO BRING VEHICLE INTO DEALERSHIP FOR INSPECTION AND
POSSIBLE REPAIR. UNKNOWN AT THIS TIME IF REPAIRS CAN BE COVERED UNDER
WARRANTY. POSSIBLE INSURANCE CLAIM.

----- 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 -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----
Vehicle Build Date: 09/22/1994 Warranty Start Date: 10/04/1994
Date of Sale: 10/04/1994 Selling Dlr (Mkt, Dlr, Sub): 00478
Dealer Special Order: Gross Vehicle Weight: 513 LBS
LN/RH Drive:

----- E N G I N E -----
Engine: 3.8L EFI VMD Tag: 4K 542 AA
Bld Dt: Calb: 462JH11 A Serial #: L

CQIS Report Number: WEEAA091 Program Type: CI
Report Source: NIS - FCSD - COST ASST CTR

Orig Rpt #: D0000001378M
Report Date: 05/05/1998

--- TRANSMISSION ---

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

--- AXLE ---

Axle: 3.27 FWD TRAXAXLE Id Tag Code: Bld Dt:
Serial #: Pit:

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELITE AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY ----- ULTRA RED SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 00274 - CHEROKEE FORD Pb#: (404) 592-0090
City: Woodstock State : Georgia
Country: UNITED STATES Region : Atlanta - 21

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS BEEN RECEIVED

CQIS Report Number: WELAA203 Program Type: C1
 Report Source: MBS - PCSD - CUST ASST CTR

Orig Rpt #: 000000327728
 Report Date: 05/27/1998

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

VEHICLE: 1995 WINDSTAR, STEEL, WAGON VIN : 2FMDAS1428R
 Engine : 3.8L HPI FWD Odometer: 60,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. 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 (v):

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

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

OVERALL CUSTOMER SAYS:

CUST STUD BOLTS BROKE OFF; WHEEL FELL OFF; THIS OCCURED TWO WEEKS AGO; ABOUT 4 MONTHS AGO THE BACK WHEEL FELL OFF; NO ONE WAS HURT; VEHICLE HAD BODY DAMAGE; THE RIGHT FRONT OF THE VEHICLE WAS DAMAGED; THE RIGHT FRONT QUARTER PANEL WAS DENTED. DLR NOT VERY INTERESTED IN HELPING CUST; CUST WANTS TO KNOW WHAT CAN BE DONE TO PROPERLY REPAIR THE VEHICLE.

PER CUSTOMER, DEALER SAYS:

DIRSHP SAID

THAT THEY WOULD LOOK AND SEE WHAT THEY CAN DO FOR THE STUD BOLTS TO ENSURE THAT IT IS SECURE.

HIGHLIGHTS OF CSC:

DLR SAID THAT THEY HAD

RECENTLY TAKEN OFF THE TIRES OFF THE VEHICLE SO IT MAY HAVE BEEN THEIR FAULT WHY THIS HAPPENED; THEY ARE GOING TO INCUR THE COST OF THE REPAIR

CAC ADVISED:

- POSSIBLE 12/12 COVERAGE
- CRM/SERV MGR UNAVAILABLE
- FORWARDED INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE
- REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 3 BUSINESS DAYS

REFERENCE CASE ID: 3003 CUSTOMER SAYS:

CUST STUD

BOLTS BROKE OFF; WHEEL FELL OFF; THIS OCCURED TWO WEEKS AGO; ABOUT 4 MONTHS AGO THE BACK WHEEL FELL OFF; NO ONE WAS HURT; VEHICLE HAD BODY DAMAGE; THE RIGHT FRONT OF THE VEHICLE WAS DAMAGED; THE RIGHT FRONT QUARTER PANEL WAS DENTED. DLR NOT VERY INTERESTED IN HELPING CUST; CUST WANTS TO KNOW WHAT CAN BE DONE TO PROPERLY REPAIR THE VEHICLE.

PER CUSTOMER, DEALER SAYS:

DIRSHP SAID THAT THEY WOULD LOOK

AND SEE WHAT THEY CAN DO FOR THE STUD BOLTS TO ENSURE THAT IT IS SECURE.

HIGHLIGHTS OF CSC:

DLR SAID THAT THEY HAD RECENTLY TAKEN

OFF THE TIRES OFF THE VEHICLE SO IT MAY HAVE BEEN THEIR FAULT WHY THIS HAPPENED; THEY ARE GOING TO INCUR THE COST OF THE REPAIR

CAC ADVISED:

- POSSIBLE 12/12 COVERAGE
- CRM/SERV MGR UNAVAILABLE
- FORWARDED

INFORMATION TO THE DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE

REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS

REFERENCE CASE ID: 3003

OWNER: ***CWM, JUDY MORGAN*** PER JIM AT DEALERSHIP, DEALERSHIP REPLACED ALL STUDS ON VEHICLE, PER DEALER'S EXPENSE.

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

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

Symp. Verify:	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:	KDNC:	
KOBR:	CR:	

CGIS Report Number: WE1AA203 Program Type: C1 Orig Rpt #: 00000032772K
Report Source: MSS - FCSD - CUST ASST CTR Report Date: 05/27/1998

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE.

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

Vehicle Build Date: 06/17/1994 Warranty Start Date: 11/16/1994
Date of Sale: 11/16/1994 Selling Dlr (Mkt, Dlr, Sub): 07287
Dealer Special Order: Gross Vehicle Weight: 506 LBS
LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: 4K 542 AA
Bld Dt: Calb: 462JRI0 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 AM/FM/STRO/CITE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY ULTRA RED SOLID C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE.

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

Repair Dlr: 07287 - Eastern Ford, Ltd. Pn#: (402) 269-2331
City: Syracuse State : Nebraska
Country: UNITED STATES Region : Kansas City - 53

Customer name : City :

----- CGIS VIN HISTORY -----

CGIS Prog
Date Report # Type Symp Cst Causal Part Description Dealer Id
06/27/1999 XDLR8688 CMCVOC ENGINE 07287

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

SURVEY HAS BEEN RECEIVED

CQIS Report Number: WCRG8101 Program Type: CI
Report Source: NMS - FCSD - CUST ASST CTR

Orig Rpt #: 1095840891
Report Date: 03/18/1998

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

VEHICLE: 1996 WINDSTAR, STEELM WAGON VIN : 2FMDH147TR
Engine : 3.8L EFI FWD Odometer: 44,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

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
OMBRCL *** LETTER DATED 3/6/98 *** ** NAVIS: ORIGINAL *** CUSTOMER WRITES:
AT 27,000 MILES HAD TIE ROD REPLACED UNDER WARRANTY AT 34,000 MILES
FOUR LUG BOLTS FROM THE RIGHT FRONT TIRE HOUSE OFF AND WERE REPLACED
UNDER WARRANTY AT 44,000 MILES PASSENGER TIE ROD FAILED AIN WAS NOT
COVERED UNDER WARRANTY - I SHOULD NOT HAVE BEEN RESPONSIBLE FOR THIS
REPAIR - WOULD LIKE SOME HELP FROM FORD TO CONVINCE ME OF FORD'S
COMMITMENT TO QUALITY AND CUSTOMER SATISFACTION *
OMBRCL PER CUSTOMER, DEALER SAYS: - WOULD NOT REPAIR VEHICLE UNDER WARRANTY *
CUSTOMER SAYS: - WOULD LIKE SOME HELP FROM FORD TO CONVINCE ME OF
FORD'S COMMITMENT TO QUALITY AND CUSTOMER SATISFACTION * CSC
ADVISED: - LETTER FOR QUALITY LETTER, NO ASSISTANCE SENT

----- 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 : AD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs K800: K80C:
K08N: CN:
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: 03/22/1996 Warranty Start Date: 04/06/1996
Date of Sale: 04/06/1996 Selling Dlr (Mkt, Dlr, Sub): 09167
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 944 BA
Bld Dt: Calb: 662J810 A Serial #: L

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

Trans: AX4S O/D 4SP THRAKLE Part #: 544 BA
Bld Dt: Serial #: 662J810 A
Model: Plt: Shift: 2R03-004 1284

CQIS Report Number: WCRGH101 Program Type: CL
Report Source: M88 - FCSD - CUST ASST CTR

Orig Rpt #: 1095840591
Report Date: 03/18/1998

----- 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 : BLUFR PREM AM/FM STRO/DISC/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B ----- PUMICE 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 : CURTISS LIND Title: OTHER

Repair Dlr: 09367 - WICK FORD-LINCOLN-MERCURY Ph#: (320) 523-1301
City: Olivia State : Minnesota
Country: UNITED STATES Region : Twin Cities - SA

Customer name : [REDACTED] City : RENVILLE
State/Prov : Minnesota
Phone (Work) : (320) [REDACTED] - Ext: (Home): [REDACTED]

Specialist's
Name : BONNIE HANULA

----- 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
07/03/1997	VUCC020	NHL	CHASS.		NUT BOLT			09367
08/12/1997	VELO7001	NHL	CHASS.		SHOE LINING	REAR BRA		09367
02/26/1998	W88GC413	CACVOC	HOWTEC					09367

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

Becken
Stadt

CQIS Report Number: WCDGA732 Program Type: C1
Report Source: NSS - FCED - COST ASST CTR

Orig Rpt #: 1095309842
Report Date: 03/04/1998

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS141TBC
Engine : 3.8L EFI FWD Odometer: 60,000 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
CORVSE OTHER SYMPTOM CODES FOR THIS CONTACT: 3 01 0 00
OWNREL *** HAVIS: ORIGINAL *** CUSTOMER SAYS: - PER DEALER CASE #VCDHR002 -
STUDS HAVE SHEARED OFF ON FRONT LEFT TIRE TWICE - HAS SAFETY CONCERN
OVER DRIVING VEHICLE * PER CUSTOMER, DEALER SAYS: - JUST KEEP ON
DRIVING, LET US SEE WHAT HAPPENS - SPOKE TO BILL BOND AND NO OTHER
CONCERNS * CUSTOMER SEEMS:
OWNREL - RESOLUTION TO CONCERN * CAC ADVISED: - DEALER IS IN THE BEST
POSITION TO PROVIDE TECHNICAL ASSISTANCE. - FORD SUPPORTS THE
DIAGNOSIS OF THE 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?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SE Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KMG: KMG: KMG:
KMG: 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: 08/08/1996 Warranty Start Date: 05/02/1997
Date of Sale: 05/02/1997 Selling Dlr (Mkt, Dlr, Sub): 03840
Dealer Special Order: Gross Vehicle Weight:
LR/RH Drive:

----- E N G I N E -----
Engine: 3.8L EFI FWD Tag: SE 342 DA
Bld Dt: Calb: 6628E11 A Serial #: L
----- T R A N S M I S S I O N -----
Trans: AKAS O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shift: E983-084 1287

CQIS Report Number: WCDGA732 Program Type: C1
 Report Source: MHS - PCSD - COST ASST CTR

Orig Rpt #: 1095309562
 Report Date: 03/04/1998

----- A X L E -----
 Axle: 3.56 FWD TRANSAXLE Id Tag Code: Hld Dc:
 Serial #: Pit:
 ----- A D D I T I O N A L -----
 Tire : P215/70R15 BSW Brand :
 Radio : ELSTA AM/FM/STRO/CSTX/CLOCK A/C : MANUAL AIR CONDITIONER
 Paint : BLUE-GREEN EXT PAINT FAMILY ----- PACIFIC 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 : WILLIAM NICHOLAS Title: OTHER

Repair Dlr: 03840 - SYOSSET FORD Ph#: (516) 486-9706
 City: Syosset State : New York
 Country: UNITED STATES Region : New York -13

Customer name : [REDACTED] City : GLEN COVE
 State/Prov : New York
 Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's
 Name : MYRNA SPAGNOLA

----- 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
03/04/1998	WCD8002	NHL	DRVLIN	HUB	BOLT		03840
03/04/1998	WCDGA282	CACVOC	MONTEC				03840
03/04/1998	WCDGA731	CACVOC	MONTEC				03840

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

CQIS Report Number: WNWCC390 Program Type: C1
Report Source: MEB - FCSD - COST ASST CTR

Orig Rpt #: 1094967591
Report Date: 02/23/1998

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

VEHICLE: 1996 WINDSTAR, STOLN , WAGON VIN : 2FMDAS145TRB
Engine : 3.8L EFI FWD Odometer: 35,600 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: Led:
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: - I HEARD A NOISE IN THE FRONT END - I HAD IT TOWED TO THE DEALERSHIP - DEALER SAID THAT 2 OF THE 3 STUDS (LOG NUTS) HAD SHEARED OFF * PER CUSTOMER, DEALER SAYS: - REPAIR NOT COVERED UNDER WARRANTY * CUSTOMER SEEKS:

OWNREL - REPAIR UNDER BUMPER TO BUMPER WARRANTY * CAC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER - REQUEST MR. JOSEPH PASQUA, SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS

OWNREL VEHICLE HAS LOG NUTS BROKEN OFF OF FRONT WHEELS. DEALER HAS NEVER SEEN THIS HAPPEN UNDER NORMAL OPERATING CONDITIONS. CUSTOMER HAS NO MAINTENANCE HISTORY OR REPAIR HISTORY AT THIS DEALER. THERE ARE NO RECALLS OR SBN'S FOR THIS CONCERN. DEALER WILL TREAT THIS AS A MIS REPAIR BY AN OUTSIDE FACILITY AND WILL CHARGE CUSTOMER ACCORDINGLY. THIS CONCERN IS NOT CHARACTERISTIC OF THIS VEHICLE. VEHICLE HISTORY IS UNKNOWN WITH THE EXCEPTION OF REPAIRS AT CUMM AS INDICATED BY OASIS.

OWNREL ***** THIS IS THE CLOSING COMMENT VEHICLE AS STATED HAS NO REPAIR OR SERVICE HISTORY AT THIS DEALER LOCATION. CUSTOMER WAS GIVEN A PRICE FOR REPAIR AND THEN CALLED CUSTOMER ASSISTANCE. THE CONCERN IS NOT NORMAL FOR THIS VEHICLE AND CUSTOMER WILL BE CHARGED ACCORDINGLY.

OWNREL *** NAVIS; ORIGINAL *** CUSTOMER SAYS: - CUSTOMER CONTACTED CAC YESTERDAY - WAS INFORMED THAT REPAIR SHOULD BE COVERED UNDER WARRANTY - DEALERSHIP STATES THAT THIS IS A WORKMANSHIP ISSUE FROM ANOTHER DEALERSHIP - THEY WILL CHARGE CUSTOMER ACCORDINGLY - CUSTOMER OWNS A FORD TRUCK FOR HIS BUSINESS AND DOES NOT UNDERSTAND WHY HE IS GETTING THE RUN AROUND *

OWNREL PER CUSTOMER, DEALER SAYS: ***** THIS IS THE CLOSING COMMENT VEHICLE AS STATED HAS NO REPAIR OR SERVICE HISTORY AT THIS DEALER LOCATION. CUSTOMER WAS GIVEN A PRICE FOR REPAIR AND THEN CALLED CUSTOMER ASSISTANCE. THE CONCERN IS NOT NORMAL FOR THIS VEHICLE AND CUSTOMER WILL BE CHARGED ACCORDINGLY. * CUSTOMER SEEKS: - REPAIR COVERED UNDER WARRANTY

OWNREL * CAC ADVISED: - DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE. - FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP

OWNREL *** SUPERVISOR CALL *** *** NAVIS; ORIGINAL *** CUSTOMER SAYS: - TO HAVE THE PREVIOUS REPAIR COVERED BY FORD - THE LOGS SHEARED * PER CUSTOMER, DEALER SAYS: - THEY ARE NOT GOING TO COVER THE REPAIR - PER JIM WITTE, IS VERY HAPPY. THE BRACE JOB WAS DONE AT 3000 MILES AGO - PER MHW ROCHELLE FORD, CALL FORD

OWNREL * CUSTOMER SEEKS: - TO HAVE THE REPAIR PAID FOR BY FORD * CAC ADVISED: RE: WORK AT CUMM FORD - WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER - CONTACT MR. JIM WITTE (CUST REL MGR/SERV MGR) FOR ASSISTANCE.

CQIS Report Number: NWG0390 Program Type: C1
Report Source: NBS - FCSD - CUST ASST CTR

Orig Rpt #: 1094967591
Report Date: 02/23/1998

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

..TYPE.. ..COMMENT TEXT ..
RE: SUPPORT OF DEALERSHIP DIAGNOSIS
RE: SUPPORT OF DEALERSHIP DIAGNOSIS
OWNERL - DEALER IS IN THE BEST POSITION TO PROVIDE TECHNICAL ASSISTANCE. -
FORD SUPPORTS THE DIAGNOSIS OF THE DEALERSHIP
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 KORO:	KORC:	
KORR:	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:	02/28/1996	Warranty Start Date:	08/28/1996
Date of Sale:	08/28/1996	Selling Dir (Mtr, Dir, Sub):	03690
Dealer Special Order:		Gross Vehicle Weight:	
LM/RE Drive:			

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

Engine: 3.0L EFI FWD	Tag: 6K	542 BA
Bld Dt:	Calb: 668810 A	Serial #: L

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

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

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

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

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

Tire : 175/65R-15D BSW A-S	Brand :	
Radio : ELSTER JAM/FM/STRO/CSTS/CLOCK	A/C :	HIGH OUTPUT AIR CONDITIONER
Paint : GREEN EXTERIOR PAINT FAMILY		MEDIUM WILLOW MET. 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 :	HAHALE PICCO, JR	Title: OTHER
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Repair Dir:	08738 - NEW ROCKVILLE FORD, INC.	Ph#: (914) 576-5558
City:	New Rochelle	State : New York
Country:	UNITED STATES	Region : New York -13

Customer name :	[REDACTED]	City : MOUNT KISCO	ERS3-884 1288
State/Prov :	New York		

CQIS Report Number: WNWSC390 Program Type: CI
Report Source: MSA - FCSD - COST ASST CTR

Orig Rpt #: 1094967591
Report Date: 02/23/1998

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

Specialist's Name: KINYANA HARRIS

----- 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
12/30/1997	VLAGA802	CACVOC	CHASS.			03690
02/23/1998	WNWSC098	CACVOC	CHASS.			03690
09/14/1998	WIKAB191	CACVOC	CHASS.			03603
09/28/1998	WIZAM491	CACVOC	CHASS.			03690
11/05/1998	WKEAA675	CACVOC	CHASS.			03603

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: W89G088 Program Type: C1
Report Source: --- M89 - FCSD - CUST ASST CTR

Orig Rpt #: 1094961491
Report Date: 02/23/1998

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

VEHICLE: 1996 WINDSTAR, STD LN , WAGON VIN : 2FMDR1487R
Engine : 3.8L EFI FWD Odometer: 35,800 MILES
Operating Environ: WCC :
Vehicle Use : Resp. 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 *** MAVIS: SUBSEQUENT *** CUSTOMER SAYS: - THE VEHICLE WAS TOWED INTO
NEW ROCHELLE FORD TODAY FOR WHEEL PROBLEMS - THE VEHICLE WAS
PREVIOUSLY REPAIRED AT CURRY FORD, NY - THEY FEEL THE PROBLEMS WITH
THE LOG NUTS IS DUE TO POOR WORKMANSHIP FROM CURRY FORD * PER
CUSTOMER, DEALER SAYS: NEW ROCHELLE FORD - THE LOG NUTS ARE BROKEN OFF
THE TIRES - THE COST OF THE REPAIR IS \$70-90
OWNERL * CUSTOMER WIKES: - WORKMANSHIP ISSUES RESOLVED * CAC ADVISED: -
WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER - CONTACT MR./MS. (
CUST REL MGR/SERV. MGR) FOR ASSISTANCE.

----- 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 : AD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOSO: KOSC:
KORR: 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: 02/20/1996 Warranty Start Date: 08/28/1996
Date of Sale: 08/28/1996 Selling Dir (Mkt, Dir, Sub): 03690
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 543 BA
Bld Dt: Calh: 6628R10 A Serial #: L

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

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

CQIS Report Number: WNWCC098 Program Type: C1
Report Source: --- NSS - PCSD - CUST ASST CTR

Orig Rpt #: 1094961491
Report Date: 02/23/1998

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

----- ADDITIONAL -----
 Tire : LT215/85R-160 BSW A-S Brand :
 Radio : ELSTR AM/FM/STRO/CSTP/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW MFT. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : NIKALIS PICCO , JR Title: OTHER

Repair Bld: 03690 - CURRY FORD Ph#: (914) 736-1200
 City: Yorktown Heights State : New York
 Country: UNITED STATES Region : New York -13

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

Specialist's
 Name : SORENTI HEARD

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

Date	CQIS Report #	Prog Type	Symp Cpt	Causal Part	Description	Dealer Id
12/30/1997	VL4GA802	CACVOC	CHASS.			03690
02/23/1998	WNWCC098	CACVOC	CHASS.			03738
09/14/1998	WINDA191	CACVOC	CHASS.			03603
05/28/1998	WIZAA493	CACVOC	CHASS.			03690
11/05/1998	WERAAS78	CACVOC	CHASS.			02603

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WAG00115 Program Type: CI
Report Source: NSS - FCSD - CUST ASST CTR

Orig Rpt #: 1094006961
Report Date: 01/28/1998

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

VEHICLE: 1995 WINDSTAR, STOLEN , WAG001
Engine : 3.8L EFI FWD
Operating Environ:
Vehicle Use :

VIN : 2FMDAS14528A
Odometer: 50,000 MILES
WCC :
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

OVERNL *** POSSIBLE ESP COVERAGE *** NAVIS: SUBSEQUENT *** CUSTOMER SAYS:
-I WANT TO KNOW IF THE PARTS FOR THE BOLTS ON THE WHEELS ARE COVERED
-THEY ARE BREAKING * PER CUSTOMER, DEALER SAYS: -WE ARENT SURE, IT IS
NOT LISTED AS COVERED OR NOT COVERED -CALL FORD CAC * CUSTOMER SAYS:
OVERNL -ESP COVERAGE AND REPAIR OF VEHICLE * CAC ADVISED: - INFORMATION HAS
BEEN DOCUMENTED AND FORWARDED TO THE DEALER - REQUEST MR. R. J.
FERRALATO (CUST REL MGR/ SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS - GENERAL PART COVERAGE PROVIDED ON ESP CONTRACT -
CONTACT DEALERSHIP TO DETERMINE PART COVERAGE, PER PART NUMBER
OVERNL SENTINEL THE CLOSING COMMENT CALLED CUSTOMER PARTS ARE NOT COVERED BY
ESP CONTRACT AND VEHICLE IS OUT OF BASIC WARRANTY
OVERNL 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 : EO Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOEC:
KORR: 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: 11/18/1994 Warranty Start Date: 02/18/1995
Date of Sale: 02/18/1995 Selling Dir (Mkt, Dir, Sub): 06976
Dealer Special Order: Gross Vehicle Weight: 528 LBS
LE/NE Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 842 SA
Bld Dc: Calb: 443JH11 A Serial #: L

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

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

CQIS Report Number: WJG0C115 Program Type: C1
 Report Source: MBS - FCSD - CUST ASST CTR

Orig Rpt #: 1094006961
 Report Date: 01/28/1998

Model: Pit: Shift:

- - - A X L E - - -

Axle: 3.27 FWD TRANSAXLS Id Tag Code: Bld Dt:
 Serial #: Pit:

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

Tire : LT215/55R-16D BSW A-S Brand :
 Radio : ELTRA PREM AM/FM STRO/CSTX/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : NEUTRAL EXT PAINT FAMILY A ----- LT OPAL C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : JAMES MAHERAT Title: OTHER

Repair Dir: 06440 - BILL WATSON FORD INC Ph#: (504) 246-2010
 City: New Orleans State : Louisiana
 Country: UNITED STATES Region : Memphis - 23

Customer name : [REDACTED] City : NEW ORLEANS
 State/Prov : Louisiana
 Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's
 Name : AMY WAGNER

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

Date	Report #	Type	Symp	Cat	Part	Description	Dealer Id
08/04/1997	VEDGA094	CACVOC	DEVLIN				04982
08/04/1997	VEDGA098	CACVOC	DEVVAL				04982
11/28/1997	VKFGA164	CACVOC	BODY				06440
05/18/1999	XKNC8005	DEL	DEVLIN				06440

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WANA0695 Program Type: C1
 Report Source: NBS - FCHD - CUST ASST CTR

Orig Rpt #: 1093416591
 Report Date: 01/13/1998

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

VEHICLE: 1996 WINDSTAR, STDW , WAGON VIN : 2FMDR5148TR
 Engine : 3.8L EFI FWD Odometer: 42,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. Act:

SYMPTOM: 3 06 4 00 CHASSIS TIRES/WHEELS
 NOISE 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 *** NAVIS: PROGRAM *** CUSTOMER SAYS: - WHEN TURNING RIGHT THE OTHER
 DAY, THERE WAS A SCRAPING NOISE IN THE FRONT WHEEL - LATER FOUND THAT
 THE BOLTS WERE SEARED FROM THE RIGHT END TIRE * BOB THOMAS FORD PER
 CUSTOMER, DEALER SAYS: - BOLTS ARE NOT COVERED UNDER THE BWP - NUTS
 AND BOLTS WERE LOOSE INSIDE * CUSTOMER SAYS:
 OWNERL - TO FIND OUT IF THE REPAIRS SHOULD BE COVERED * CAC ADVISED: -
 ACCORDING TO OUR GENERAL LIST OF COMPONENTS, THE BOLTS DO NOT APPEAR
 TO BE COVERED UNDER THIS PLAN - MUST CONTACT THE SERVICE MANAGER FOR
 CLARIFICATION OF PARTS COVERAGE

----- 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: KOBC:
 KOBR: 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: 05/13/1996 Warranty Start Date: 05/18/1996
 Date of Sale: 05/28/1996 Selling Dlr (Mkt, Dlr, Sub): 04638
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 5K 542 BA
 Bld Dt: Calb: 462J10 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 #: Shft:
 Model: Plt:

CGIS Report Number: WAKMA695 Program Type: C1
Report Source: NSS - FCSD - CUST ASST CTR

Orig Rpt #: 1092416391
Report Date: 01/13/1998

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

----- ADDITIONAL -----
Tire : P215/70R15 BSW Brand :
Radio : ELCTR AM/FM/STRO/CSTM/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 : MARTIN WELLS Title: OTHER

Repair Dir: 03691 - BOB THOMAS FORD INC Ph#: (203) 281-7501
City: Hamden State : Connecticut
Country: UNITED STATES Region : New York -13

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

Specialist's
Name : DOBBI JACKSON

----- CGIS VIN HISTORY -----

NO CGIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VL00A235 Program Type: C1
Report Source: RBS - PCSD - COST ASST CTR

Orig Rpt #: 1092662262
Report Date: 12/16/1997

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

VEHICLE: 1995 WINDSTAR, STOLN , WAGON VIN : 2FMDH81488R2
Engine : 3.8L EFI FWD Odometer: 35,000 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

OWNER OTHER SYMPTOM CODES FOR THIS CONTACT: 7 03 0 00
*** THIS CONTACT IS OPENED DUE TO OPEN RECALL 97888 *** ** NAVIS:
ORIGINAL *** CUSTOMER SAYS: -CUSTOMER HAS HAD 3 SETS OF BRAKES PUT ON
IT. THE MOST RECENT REPAIR WAS 1 WEEK AGO. -HAS HAD THE TRANSMISSION
PUT ON IT A LITTLE WHILE AGO. -THE VEHICLE WAS SHIMMYING JUST
YESTERDAY. -THE LUG NUTS SHEARED. THEY NEEDED TO BE REPLACED
YESTERDAY. -CUSTOMER WANTS OUT OF THE VEHICLE, BUT DOES NOT WANT TO
TAKE THE HIT ON A TRADE IN. -CUSTOMER HAS PURSUED THE LEMON LAW, BUT
HAS BEEN DENIED. HE HAS CONTACTED A
OWNER LAWYER, BUT HAS BEEN ADVISED TO SEE WHAT FORD WILL DO FOR HIM FIRST.
-**THERE ARE NO CURRENT PROBLEMS WITH THE VEHICLE.** * PER CUSTOMER,
DEALER SAYS: -OFFERED TO TRADE THE VEHICLE IN, -SALESMAN CALLED FORD
MOTOR COMPANY. * CUSTOMER SAYS: -TO KNOW WHAT HE CAN DO ABOUT THE
VEHICLE. LAWYER TOLD THE CUSTOMER TO CALL US ABOUT THE VEHICLE.
OWNER * * CNC ADVISED: RE: RECALL -INFORMATION HAS BEEN DOCUMENTED AND
FORWARDED TO THE DEALER -REQUEST MR. PETER S. SPERANO (COST REL MGR/
SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS RE: TRADE IN
-ADVISED THE CUSTOMER TO CONTACT THE SERVICE MANAGER, MR. PETER
S. SPERANO, ABOUT POTENTIAL TRADE IN OFFERS.
OWNER -FORD MOTOR COMPANY PROMISES TO REPAIR THE VEHICLE WITHIN WARRANTY. WE
DO NOT PROMISE TRADE INS FROM THE CUSTOMER ASSISTANCE CENTER. -THE
DEALERSHIP DOES NOT HAVE TO AUTHORIZE TRADE INS EITHER, BUT HAS THE
OPTION OF MAKING AN OFFER. ADVISED THE CUSTOMER TO CONTACT THE
DEALERSHIP ABOUT THIS. MADE NO PROMISES.
OWNER SPERANO IS THE CLOSING CONTACT VEHICLE WAS TOWED TO US YESTERDAY TO
REPAIR RIGHT VME WHEEL STUDS, RECALL WAS COMPLETED DEC 97E 1997 AND IS
BEING ENTERED TODAY THERE ARE NO PROBLEMS WITH UNIT RIGHT NOW BUT
SALESMAN MARK SNOW IS WORKING ON A TRADE FOR CUSTOMER AS CUSTOMER HAS
LOST CONFIDENCE IN VEHICLE
OWNER CONTACT CLOSED BY SYSTEM - IS 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 ROWN: NOSC:
RORR: CR:

CQIS Report Number: VL06A235 Program Type: C1
Report Source: NBS - FCSD - COST ASST CTR

Orig Rpt #: 1092662262
Report Date: 12/16/1997

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 04/08/1994 Warranty Start Date: 11/08/1994
Date of Sale: 11/08/1994 Selling Dlr (Mkt, Dlr, Sub): 01221
Dealer Special Order: Gross Vehicle Weight: 513 LBS
LH/RH Drive:

----- ENGINE -----

Engine: 3.6L MPI FWD Tag: 4K 542 AA
Bld Dt: Calb: 462JRI0 A Serial #: L

----- TRANSMISSION -----

Trans: A64E O/D 4SP TRAXLE Part #: Serial #:
Bld Dt: Model: Fit: Shift:

----- AXLE -----

Axle: 3.17 FWD TRAXLE Id Tag Code: Bld Dt: Fit:
Serial #:

----- ADDITIONAL -----

Tire : LT215/65R-16D BSW A-S Brand :
Radio : ELETR AM/FM/STRO/CSTC/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL MET PAINT FAMILY A LT OVAL C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : RONALD DEPEN Title: OTHER

Repair Dlr: 01221 - LUCAS MOTOR COMPANY INC Ph#: (609) 386-3100
City: Burlington State : New Jersey
Country: UNITED STATES Region : Philadelphia -16

Customer Name : City : PALMYRA
State/Prov : NEW JERSEY
Phone (Work) : Ext: (Home) :

Specialist's Name : MICHAEL MURPHY

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
12/16/1997	VL06A234	CACVOC	UCR	ENC			01221

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VLKRM279 Program Type: C1
Report Source: NSS - PCSD - CUST ASST CTR

Orig Rpt #: 1092535471
Report Date: 12/11/1997

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

VEHICLE: 1996 WINDSTAR, STOLN, WAGON VIN : 2FMDAS148TRA90638
Engine : 3.8L EFI FWD Odometer: 42,000 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: Led:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Led:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

OWNER: *** NAVIS: PROGRAM *** CUSTOMER SAYS: - BOLTS THAT HOLD TIRES ONTO THE VEHICLE HAVE CRACKED OFF - THREE BOLTS CAME OFF THE PASSENGER FRONT WHEEL - THIS HAS HAPPENED TO THE FRONT TIRES TWO OTHER TIMES (NO DATES) - FEELS THE VAN IS UNSAFE AND MAY CAUSE AN ACCIDENT IN THE FUTURE - DEALER WILL BE TAKING CARE OF THE HOOD RECALL WHILE REPAIRING THIS CONCERN * PER CUSTOMER, DEALER SAYS: - NO FINANCIAL ASSISTANCE - POOR QUALITY OF BOLTS

OWNER: * CUSTOMER SEEMS: - TO GET INTO ANOTHER VEHICLE - TO COMPLAIN ABOUT THIS CONCERN * CAC ADVISED: - DEALER WOULD BE IN THE BEST POSITION TO HELP YOU OUT IF YOU ARE LOOKING TO TRADE THE VAN IN

OWNER: CUSTOMER SAYS: - PER HAROLD SAWYER - THIS IS THE 3RD TIME THAT THE BOLTS HAVE BROKEN OFF: - EARLY 1997, SUMMER 1997 (EXACT DATES UNKNOWN) - IS UPSET THAT PROBLEM IS STILL HAPPENING AND IT WON'T BE COVERED - IF PROBLEM CANNOT BE REPAIRED, WANTS TO HAVE THE VEHICLE TAKEN BACK - IS NOT SATISFIED WITH DECISION REACHED AND WILL BE FORMING OUTSIDE ACTION ON THE MATTER * PER CUSTOMER, DEALER SAYS:

OWNER: - PER ANDREW GATES, SERVICE MANAGER - WARRANTY HAS EXPIRED - NO FINANCIAL ASSISTANCE AVAILABLE - STUDS AREN'T COVERED UNDER ESP * CUSTOMER SEEMS: - PREFER REPAIR ON VEHICLE - OR A BUYBACK * CAC ADVISED: - NO FINANCIAL ASSISTANCE WILL BE OFFERED

OWNER: - THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER - DEALERSHIP CALLED CUSTOMER WHILE ON THE LINE WITH CAC - PER RON, SERVICE MGR - TOLD CUSTOMER THAT CAR HAS TO BE LET OFF THE TOW TRUCK AND LEFT AT DEALERSHIP, OR IMPOUNDED

----- 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 KODD: KINC:
KOER: CE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

8063-004 1300

CQIS Report Number: VLK2279 Program Type: C1
Report Source: NIS - FCSD - CUST ASST CTR

Orig Rpt #: 1092525471
Report Date: 12/11/1997

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

Vehicle Build Date: 12/10/1995 Warranty Start Date: 01/02/1996
Date of Sale: 01/02/1996 Selling Dir (Mkt, Dir, Sub): 07770
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- ENGINE -----

Engine: 3.5L EFI FWD Tag: 6K 342 BA
Bld Dt: Calb: 682SR10 A Serial #: L

----- TRANSMISSION -----

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

----- AXLE -----

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

----- ADDITIONAL -----

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : ST. ANTHONY HOSPRI Title: OTHER

Repair Dir: 05497 - SUNLAND FORD L-M Ph#: (760) 341-7751
City: Victorville State : California
Country: UNITED STATES Region : Los Angeles - 71

Customer Name : [REDACTED] City : YUENO
State/Prov : California
Phone (Work) : (760) - Ext: (Home): [REDACTED]

Specialist's Name : DAN COOK

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

Date	CQIS Report #	Prog Type	Symp	Cat	Causal Part	Description	Dealer Id
01/08/1997	VLK2279	4				CACVOC CRASH.	05448

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VJPGC338 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1090454891
Report Date: 10/16/1997

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

VEHICLE: 1998 WINDSTAR, STOLEN, WAGON VIN : 2FMDA5148NBE
Engine : 3.0L EFI FWD Odometer: 11,538 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 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
OVERREL LEGAL FILE # UNAC/CNK REGIONAL CONTACT ALLOWED BROKEN WHEEL STUDS .

----- 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 : AD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOD: KOEC:
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: 06/25/1997 Warranty Start Date: 07/04/1997
Date of Sale: 07/04/1997 Selling Dir (Mkt, Dir, Sub): A1240
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.0L EFI FWD Tag: MK 543 AA
Bld Dt: Calb: Serial #: L

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

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

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

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

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

Tire : P215/70R15 BSW Brand :
Radio : KLFPR AM/FM/STRO/CSTC/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLK-GREEN EXT PAINT FAMILY ----- LT PINK GREEN C/C

CQIS Report Number: VJPGC138 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1090454891
Report Date: 10/16/1997

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : HERTZ RENT-A-CAR Title: OTHER

Repair Dlr: B1052 - TOTAL FCSD SALES LIMITED Ph#: (416) 781-9251
City: Toronto Province: Ontario
Country: CANADA Region: 01 FCSD REGION-CANADA

Customer Name : ██████████ City : STONICOME
State/Prov : Ontario
Specialist's Name : VALERIE HARTLEIN

----- 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: VJ0GDB22 Program Type: C1
 Report Source: MSS - FCED - CRST ASST CTR

Orig Rpt #: 1090395731
 Report Date: 10/15/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDA5144HBC
 Engine : 3.8L EFI FWD Odometer: 56,000 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: ORIGINAL *** CUSTOMER SAYS: - ALL 5 STUDS THAT HOLD RIGHT
 PASSENGER WHEEL HAVE FALLEN OFF - PERSONAL MECHANIC HAS NEVER SEEN
 ANYTHING LIKE IT IN 25 YEARS OF SERVICE- HAS HAD NUMEROUS PROBLEMS
 WITH VEHICLE - ONE OF THE STUDS HAD FALLEN OFF WHILE DRIVING AND WHILE
 ATTEMPTING TO REPAIR TO THE WHEEL THE VIBRATION FROM THE WORK CAUSED
 THE OTHER 4 STUDS AND WENT TO FALL OFF * PER CUSTOMER, DEALER SAYS: -
 NO CONTACT
 OWNERL * CUSTOMER WANTS: - WOULD LIKE FORD MOTOR COMPANY ENGINEER TO LOOK AT
 VEHICLE * CAC ADVISED: - DEALERSHIP IS THE BEST TECHNICAL RESOURCE -
 SVC MGR 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?: 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 -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 12/15/1994 Warranty Start Date: 12/27/1994
 Date of Sale: 12/27/1994 Selling Dlr (Mkt, Dlr, Sub): 01785
 Dealer Special Order: Gross Vehicle Weight: 528 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 544 BA
 Bld Dt: Calb: 462JW11 A Serial #: L

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

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

CQIS Report Number: VJ00DE32 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1090395731
Report Date: 10/15/1997

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

----- ADDITIONAL -----
Tire : LT215/85R-16D BSW A-S Brand :
Radio : ELTRA PREM AM/FM STRO/CSTB/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 : TIMOTHY DALY Title: OTHER

Repair Dlr: 01777 - FAIRFIELD FORD INC Ph#: (708) 388-3000
City: Midlothian State : Illinois
Country: UNITED STATES Region : Chicago - 41

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

Specialist's
Name : BILL BILLIUS

----- 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
02/23/1996	TEWGB998	CACVOC	BODY				01785
03/08/1999	XCEAA409	CACVOC	ENGINE				01777

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: TKRGR786 Program Type: C1
Report Source: MBS - FCSD - CUST ASST CTR

Orig Rpt #: 107778511
Report Date: 11/18/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS1468SD
Engine : 3.8L EFI FWD Odometer: 12,443 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: Log:
Causal Condition: Photo: Damage: 0
Component Test Status: ---- Return Log:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
OWNERL *** HAVIS: ORIGINAL *** CUSTOMER SAYS: - THREE LOG NUTS HAD FALLEN OFF THE LEFT FRONT TIRE - WHILE HE WAS TAKING THE TIRE OFF THE 4TH BROKE OFF - HE HAD IT TOWED TO THE LOCAL DEALER TO HAVE THEM REPLACED * PER CUSTOMER, DEALER SAYS: - THE DEALER INDICATED THAT THERE WOULD BE A COST TO REPLACE THESE PARTS BECAUSE GORBO FORD MAY HAVE PREPARED THE CAR INCORRECTLY ***OBC TO THE DEALER*** - THE LOG NUTS ARE STRIPPED AND WILL NOT BE COVERED UNDER WARRANTY
OWNERL * CUSTOMER ASKS: - WHAT IS THE WARRANTY FOR THIS? * CAC ADVISED: - NO FURTHER FINANCIAL ASSISTANCE WILL BE OFFERED - CAC SUPPORTS THE DECISION. - THIS REPRESENTS FORD MOTOR COMPANY'S FINAL DECISION IN THIS MATTER

----- 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 KOBO: KDEC:
KOER: CE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/01/1995 Warranty Start Date: 08/21/1995
Date of Sale: 08/21/1995 Selling Dlr (Mkt, Dlr, Sub): 02967
Dealer Special Order: Gross Vehicle Weight: 516 LBS
IH/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: AX49 O/D 4SP TRAXLE Part #:
Bld Dt: Serial #:
Model: Pit: Shift:

Page: 02

CQIS DETAIL REPORT

07/06/99 18:08:05

CQIS Report Number: TERGB786 Program Type: C1
Report Source: MES - FCSD - COST ASST CTR

Orig Rpt #: 107778511
Report Date: 11/18/1996

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

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

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : PETER BEC Title: OTHER

Repair Dlx: 02745 - BLACKWELL FORD INC Ph#: (313) 453-1100
City: Plymouth State : Michigan
Country: UNITED STATES Region : Detroit - 48

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

Specialist's
Name : ERIC WATSON

----- CQIS VIN HISTORY -----
CQIS Prog
Data Report # Tyrs Symp_Cat Causal Part Description Dealer Id
05/03/1999 XECAA844 CACVOC ENGINE 05114

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VJAGD490 Program Type: C1
 Report Source: --- MSB - FCSD - CUST ASST CTR

Orig Rpt #: 1069635561
 Report Date: 10/01/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS149TBE
 Engine : 3.8L EFI FWD Odometer: 31,000 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 Log:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (t):

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

--TYPE-- COMMENT TEXT
 OWNERL *** 5 DAYS OUT OF SERVICE *** *** SERVICE: ORIGINAL *** CUSTOMER SAYS: -
 CALLING BACK AND STILL HAVEN'T HEARD FROM ANYONE TO GET THE VEHICLE -
 THE STRIPS FOR THE LOG NUTS WERE DEFECTIVE - IT HAS BEEN 5 DAYS AND THE
 VEHICLE IS JUST SITTING THERE - FRONTIER FORD DID THE MAINTENANCE AT
 25,000 MILES - THE CUSTOMER SERVICE REPRESENTATION HAS BEEN HANDLED
 VERY POORLY (ANDREW MACDONALD) AND HAS TRIED TO MAKE EXCUSE AFTER
 EXCUSE - THE LOG NUTS WERE ON THE BOLTS AFTER THE INCIDENT - THE
 EXCUSES KEEP CHANGING
 OWNERL - MISSION VALLEY FORD SAID IT WAS A DEFECT, AND TAKE IT TO THE NEAREST
 FORD DEALER * PER CUSTOMER, DEALER SAYS: - THEY RE-FAKED THE
 INFORMATION TO THEM (REGIONAL OFFICE OR LEGAL OFFICE) - THEY DON'T
 FEEL THIS IS A WARRANTY ISSUE - DON'T MOVE THE VEHICLE TO ANOTHER
 DEALERSHIP BECAUSE YOU'LL HAVE TO START FROM SQUARE ONE * CUSTOMER
 SAYS: - I WOULD LIKE THIS VEHICLE REPAIRED
 OWNERL - WHY HAS MR. MACDONALD INVOLVED A LEGAL DEPARTMENT * CAC ADVISED: -
 INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALERSHIP WITH A
 COPY TO THE REGIONAL OFFICE. - REQUEST MR. ANDREW MACDONALD (CUST. REL.
 MGR) CONTACT THE CUSTOMER WITHIN BUSINESS DAYS - MAKE OMC TO DEALER
 FOR CLARIFICATION OF WHAT IS GOING ON - SPOKE WITH JILL SECRETARY TO
 LEAVE A MESSAGE TO CALL THE CUSTOMER FOR FURTHER CLARIFICATION
 OWNERL CUSTOMER SAYS: ***WIFE CALLING BACK*** - LIA GAYLE CALLED HER FROM
 CUSTOMER AFFAIRS SAID SHE MUST GO THROUGH INSURANCE CO - WHEEL FLEW
 OFF OF CAR - THE STRIPS FOR THE LOG NUTS WERE DEFECTIVE - LOG NUT BROKE
 OFF IN HALF - IT HAS BEEN 5 DAYS AND THE VEHICLE IS JUST SITTING THERE
 - FRONTIER FORD DID THE MAINTENANCE AT 25,000 MILES - THEY NOTICED THE
 TIRMS AND DID BRAKE WORK
 OWNERL - THE CUSTOMER SERVICE REPRESENTATION HAS BEEN HANDLED VERY POORLY
 (ANDREW MACDONALD) AND HAS TRIED TO MAKE EXCUSE AFTER EXCUSE - THE LOG
 NUTS WERE ON THE BOLTS AFTER THE INCIDENT - THE EXCUSES KEEP CHANGING
 - MISSION VALLEY FORD SAID IT WAS A DEFECT, AND TAKE IT TO THE NEAREST
 FORD DEALER * PER CUSTOMER, DEALER SAYS: - THEY KEEP SAYING THEY NEED
 TO GET INSURANCE PERSON OUT TO SEE CAR * CUSTOMER SAYS:
 OWNERL - WANT THE REPAIR REPAIRED UNDER WARRANTY * CAC ADVISED: - NO FURTHER
 FINANCIAL ASSISTANCE WILL BE OFFERED - THIS REPRESENTS FORD MOTOR
 COMPANY'S FINAL DECISION IN THIS MATTER - MAKE OMC TO DEALERSHIP -
 SPOKE TO MR. ANDREW MACDONALD - IT IS NOT A FORD DEFECT
 OWNERL *** SERVICE: ORIGINAL *** CUSTOMER SAYS: - ON 9/26/97, SHE TOOK HER CAR
 TO CAPITAL FORD. - THE BOLTS ON HER TIRE BROKE CAUSING THE TIRE TO
 FALL OFF. - ON 6/4/97, FRONTIER FORD REPAIRED HER BRAKE SYSTEM. - THEY
 TOOK THE WHEELS OFF TO MAKE THE REPAIR. - SPOKE FROM CUSTOMER
 AFFAIRS SAID SHE MUST CONTACT HER INSURANCE COMPANY. - FRONTIER FORD

CQIS Report Number: VJAGD490 Program Type: C1
Report Source: NSS - PCSD - CUST ASST CTR

Orig Rpt #: 1088835561
Report Date: 10/01/1997

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

--TYPE-- COMMENT TEXT -----
 SAID THEY ARE NOT RESPONSIBLE. IF HE HAD PUT ON A LOOSE BOLT, IT WOULD
 SAID THEY ARE NOT RESPONSIBLE. IF HE HAD PUT ON A LOOSE BOLT, IT WOULD
 HAVE FALLEN OFF A LONG TIME AGO. * PER CUSTOMER, DEALER SAYS:
 OWNERL - THEY WILL NOT TOUCH HER VEHICLE. PER OUTBOUNDED CALL; - FRANK
 DIBARTOLO SAID IT IS A COMPREHENSIVE MATTER. - IT IS NOT A
 MANUFACTURER'S DEFECT. - SHE SHOULD CONTACT HER INSURANCE COMPANY. -
 THEY ARE WAITING INSTRUCTIONS FROM HER INSURANCE COMPANY. * CUSTOMER
 SHERS; - TO HAVE THE VEHICLE REPAIRED. * CAC ADVISED;
 OWNERL - WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER - CONTACT FRONTIER
 FORD'S CUST REL MGR FOR ASSISTANCE.
 OWNERL ***** THIS IS THE CLOSING COMMENT CCM COMMENTS - WHEEL CAME OFF
 CUSTOMER'S VEHICLE CAUSING BODY DAMAGE AND ALLEGED INJURY. DEALERSHIP
 FAXED IN CONSUMER AFFAIRS REVIEW FORM FOR A DECISION TO REPAIR
 VEHICLE. CUSTOMER DECIDED TO TOW VEHICLE OUT OF DEALERSHIP TO ANOTHER
 REPAIR FACILITY. NO FURTHER ACTION REQUIRED AT THIS 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?: Base of Diagnosis: Level of Assistance:
 Comp. Timing: Base Timing: MIL light on?
 Test Stand: Road Test: SO 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: 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:

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

Engine: 3.8L EFI FWD Tag: 6K 544 BA
 Bld Dt: Calb: 6628R10 A Serial #: L

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

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

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

Axle: 3.54 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 PREM AM/FM STRO/CSTE/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : YELLOW-RED EXT PAINT FAMILY B : FINISH 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

CQIS Report Number: VIAGE490 Program Type: C1
 Report Source: M88 - FCSO - CUST ASST CTR

Orig Rpt #: 1089839561
 Report Date: 10/01/1997

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : RICHARD ORRIAS Title: OTHER

Repair Plr: 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 : SAMANTHA KAISER-PORTO

----- 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
09/29/1997	VIAGE769	CACVOC	CHASS.		07842
10/01/1997	VIAGE859	CACSPN	CHASS.		07842
04/20/1998	WDTCS823	MEL	CHASS.		07712
05/13/1998	WEMAC258	CACSPN	CHASS.		07712
07/29/1998	WQZAR799	CACSPN	CHASS.		07712

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VIOGA160 Program Type: C1
 Report Source: MES - FCSD - CUST ASST CTR

Orig Rpt #: 1089115641
 Report Date: 09/15/1997

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

VEHICLE: 1996 WINDSTAR, STEELN , WAGON
 Engine : 3.8L EFI FWD
 Operating Environ:
 Vehicle Use :

VIN : 3FMDA8148TR
 Odometer: 21,000 MILES
 WCC :
 Rsp. Act:

SYMPTOM: 3 06 4 00 CHASSIS
 NOISE

TIRES/WHEELS
 OTHER (CODN NOT AVAILABLE)

Additional Symptom:
 Other Veh. With Concern:

Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor:
 Causal Condition:
 Component Test Status:
 Vehicle Fixed?:

Feature:
 Photo:
 Return Loc:
 Customer satisfied?: Repair Effectiveness (t):

Loc:
 Images: 0

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

--TYPE-- COMMENT TEXT
 OWNERL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -LOGNUTS CAME LOOSE ON VEHICLE
 -LOG NUTS STUDS BROKE LOOSE -WHEEL DID NOT COME OFF -COMPLAINT ON
 BRAKE SYSTEM -NO CURRENT BRAKE PROBLEMS - * PER CUSTOMER, DEALER SAYS:
 OWNERL -TOW VEHICLE IN * CUSTOMER SAYS: -COMPLAIN ABOUT VEHICLE * CAC
 ADVISED: RE: CONCERN / LOG NUTS -INFORMATION HAS BEEN DOCUMENTED AND
 FORWARDED TO THE DEALER -REQUEST MR BOB JOHNSON(CUST REL MGR) TO
 OWNERL CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS
 S-SYTHIS IS THE CLOSING COMMENT WE HAVE INSPECTED THE VEH AND FOUND
 THAT ALL LOG NUTS ON THE LEFT FRONT WHEEL WERE BROKEN OFF. WE
 INSPECTED VEH. AND FOUND ALL OTHER WHEELS TO BE WITHIN SPEC WITH
 TORQUE TUBE THAT IS ALWAYS USED HERE IN SERVICE BY ALL OF OUR TECH,S.
 AFTER SPEAKING WITH CUSTOMER I FOUND OUT THAT HE HEARD A NOISE IN
 WHEEL PULLED OVER IN HIS DRIVEWAY AND STATED THAT HE SAW ONE LOG
 BROKEN AND THAT ALL OF THE OTHERS BROKE AFTER THAT. WE DID NOT FIND
 THEM CROSS THREADED AND THINK IT IS POSS. THAT CUSTOMER OVERTIGHTENED
 LOGS AND SHAPPED WHILE TRYING TO RE-MOVE IN WRONG DIRECTION. SER MGR.
 OWNERL BRIL AVELLINO
 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
 UTCs KOBO: ROBC:
 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: 04/15/1996 Warranty Start Date: 06/12/1996
 Date of Sale: 06/12/1996 Selling Dir (Mkt,Dir,Sub): 03603
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

CQIS Report Number: VIOGA160 Program Type: C1
Report Source: MMS - FCSD - CUST ASST CTR

Orig Rpt #: 1089118841
Report Date: 09/15/1997

--- ENGINE ---

Engine: 3.8L EFI FWD Tag: 6K 542 BA
Bld Dt: Calb: 662SR10 A Serial #: L

--- TRANSMISSION ---

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

--- AXLE ---

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

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELSTA AM/FM/STRO/CSTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLACK-GREEN MET 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 : ARNOLD THORPE Title: OTHER
Repair Dir: 03603 - COLONIAL FORD Wh#: (203) 748-3503
City: Danbury State : Connecticut
Country: UNITED STATES Region : New York -13

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

Specialist's
Name : JACKIE MAXWELL

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/08/1997	WVHGC004	CACVOC	CHASS.			03603

--- SUPPLEMENTAL SURVEY: BOEH ---

CQIS Report Number: VHYGAL85 Program Type: C1
Report Source: MSB - PCSD - CUST ASST CTR

Orig Rpt #: 1088302302
Report Date: 08/25/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON
Engine : 3.8L EFI FWD
Operating Environ:
Vehicle Use :

VIN : 2FMDA5144TR
Odometer: 1 MILES
WCC :
Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS
NOT LISTED TIRES/WHEELS

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
CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 3 01 A 00, 3 03 2 00, 2 07 1 40
OWNREL *** LETTER DATED 8/10/97 *** ** NAVIS: ORIGINAL *** ** MILEAGE
UNAVAILABLE *** CUSTOMER SAYS: -4-5 LOGSOTS HAVE BROKEN ON THE RIGHT
FRONT WHEEL -CONSISTENT PULLING TO THE RIGHT -THE RIGHT FRONT WHEEL
WILL NOT HOLD CONSISTENT AIR PRESSURE -ABS LIGHT COMES ON (HAS BEEN
REPAIRED TWICE BEFORE) -CD PLAYER STOPS PLAYING AND DISPLAYS "EEEE"
-THE POWER BOX OF THE CD PLAYER HAS NOT BEEN PERMANENTLY PLACED ON THE
DASH BOARD
OWNREL -IN THE PAST, IT HAS TAKEN MANY TRIPS TO RESOLVE THE CD PLAYER ISSUE
AND IT IS STILL NOT REPAIRED * PER CUSTOMER, DEALER SAYS: -NO CONTACT *
CUSTOMER SERVICE: -PROPER REPAIR OF THE VEHICLE, IN A TIMELY MANNER
-RENTAL CAR FOR USE WHILE VEHICLE IS UNDER REPAIRS * CAC ADVISED:
OWNREL -FORWARDING FOR WRITTEN CORRESPONDENCE (BUSINESS ADDRESS)
OWNREL #44THIS IS THE CLOSING COMMENT CUSTOMER WAS CONTACTED BY SERV/MGR ON
THE EVENING OF THE 26TH, CUSTOMER MR. STOCKTON ADVISED THAT THE
CONCERN WITH THE VEHICLE HAD ALL BEEN CORRECTED ON THE LAST
VISIT, 8/12/97, AND THAT HIS VEHICLE IS OPERATING FINE.
OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS
OWNREL * CAC ADVISED: CUSTOMER WAS NOT SENT A LETTER AS DEALER HAS RESOLVED
CONCERN.

----- 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: 03/16/1996 Warranty Start Date: 08/30/1996

CGIS Report Number: VHYGAL85 Program Type: C1
Report Source: NBS - PCSD - CUST ASST CTR

Orig Rpt #: 1088302302
Report Date: 08/25/1997

Date of Sale: 08/30/1996
Dealer Special Order:
LH/RH Drive:

Selling Dlr (Mkt, Dlr, Sub): 05518
Gross Vehicle Weight:

Engine: 3.8L SFI FWD
Mtd Dt: Calb: 662BR30 A Tag: 5K 542 BA
Serial #: L

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

Model: Flt: Shift:
A X L E

Axle: 3.56 FWD TRANSAXLE Id Tag Code: Mtd Dt: Flt:

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

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : SOUTHERN CATS I Title: OTHER

Repair Dlr: 05408 - CHINO HILLS FORD SALES INC Ph#: (909) 393-9331
City: Chino State : California
Country: UNITED STATES Region : Los Angeles - 71

Customer Name : [REDACTED] City : ONTARIO
State/Prov : California
Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's Name : FARREN SAIF

----- CGIS VIN HISTORY -----

Date	CGIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer ID
08/25/1997	VHYGAL84	CACVOC	CHASS.			05408
08/25/1997	VHYGAL86	CACVOC	CHASS.			05408
08/25/1997	VHYGAL87	CACVOC	ELECT.			05408
10/02/1997	VJHSC727	CACVOC	CHASS.			05408
12/08/1997	VJHSC74	CACVOC	CHASS.			05408
12/08/1997	VJHSC75	CACVOC	CHASS.			05408
12/12/1997	VLLGC661	CACVOC	CHASS.			05408
12/12/1997	VLLGC662	CACVOC	CHASS.			05408

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VHDG080 Program Type: C1
 Report Source: MRS - PCSD - COST ASST CTR

Orig Rpt #: 1087438692
 Report Date: 08/04/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON
 Engine : 3.8L EFI FWD
 Operating Environ:
 Vehicle Use :

VIN : 2FMDA5147TBC
 Odometer: 3,200 MILES
 WCC :
 Rep. Act:

SYMPTOM: 3 06 5 00 CHASSIS
 WHEEL COVERS

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
 CONVRN OTHER SYMPTOM CODES FOR THIS CONTRACT: 4 97 0 00
 OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -HEAR NOISE IN VEHICLE UNDER
 THE HOOD WAS SERVICED -BEGAN TO HEAR THE NOISE AGAIN NOW IT IS LOUDER
 WHEN DRIVING ABOUT 30MPH--LIKE A POPPING NOISE -THE NUTS IN THE WHEEL
 TIRE AND ONE OF THE NUTS AND BOUTS IS BROKEN INDEPENDENT SHOP SAYS DO
 NOT DRIVE THE VEHICLE -CONCERNED THAT IT COULD HAVE BEEN THE CUSTOMER
 HIMSELF OR PARKWAY FORD THAT SERVICED THE VEHICLE PRIOR TO IT BEING
 TOWED TO TOM FORD THAT COULD HAVE CAUSED THE DAMAGE--CUSTOMER DOES NOT
 KNOW FOR SURE WHO CAUSED THE DAMAGE ON THE VEHICLE
 OWNREL * PER CUSTOMER, DEALER SAYS: -PER TOM FORD THE TIRE WAS REPAIRED
 BEFORE, SOMEONE EITHER TIGHTENED TOO MUCH OR TOO LOOSE--SAYS IT IS NOT
 UNDER WARRANTY WILL NOW HAVE TO REPAIR THE VEHICLE -SAYS ONE OF THE
 NUTS IS BROKEN * CUSTOMER SEEKS: -FINANCIAL ASSISTANCE IN THE COST OF
 REPAIR * CSC ADVISED:
 OWNREL - WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER - CONTACT MR. JIM
 LESLIE (SERV. MGR) FOR ASSISTANCE.

----- 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 NOB0: RDCR: 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: 09/28/1996 Warranty Start Date: 12/28/1996
 Date of Sale: 12/28/1996 Selling Dir (Mkt,Dir,Sub): 01423
 Dealer Special Order: Gross Vehicle Weight:
 LH/RE Drive:

CQIS Report Number: VHDGD090 Program Type: C1
Report Source: MSB - PCSD - CUST ASST CTR

Orig Rpt #: 1087438892
Report Date: 08/04/1997

----- ENGINE -----
 Engine: 3.8L EFI FWD Tag: 6K S42 DA
 Bld Dt: Calb: 662HR11 A Serial #: L
 ----- TRANSMISSION -----
 Trans: AX4S O/D 4SP TRAXLE Part #: Serial #:
 Bld Dt: Plt: Shift:
 Model: Axle: 3.56 FWD TRAXLE Id Tag Code: Bld Dt: Plt:
 Serial #:

----- ADDITIONAL -----
 Tire : LT215/88R-16D BSW A-S Brand :
 Radio : BLKTR AM/FM/STRO/CSTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : BLUE-GREEN EXT PAINT FAMILY ----- LT EVERGREEN FRONT C/C

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : STEPHEN WONG Title: OTHER
 Repair Dir: 01422 - PARKWAY FORD, INC. Ph#: (908) 248-2656
 City: Roselle Park State : New Jersey
 Country: UNITED STATES Region : New York -13
 Customer name : [REDACTED] City : MARLBORO
 State/Prov : New Jersey
 Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]
 Specialist's Name : MIA HOLLY

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

Date	CQIS Report #	Prog Type	Bysp Cat	Causal Part	Description	Dealer Id
08/04/1997	VHDGD079	CACVOC	ENGINE			01422
08/05/1997	VHDGD022	CACVOC	CHASS.			01422

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VEDGD057 Program Type: C1
Report Source: --- MES - FCED - COST ASST CTR

Orig Rpt #: 1087438242
Report Date: 08/04/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAN140TBC
Engine : 3.8L EFI FWD Odometer: 10,000 MILES
Operating Environ: WCC :
Vehicle Use : Resp. Act:

SYMPTOM: 3 06 3 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
CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 3 06 3 00
OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -SHE HAD TO PAY TO HAVE HER VEHICLE TOWED TO A SHOP TO HAVE THE BOLT REPLACED -THE FACILITY ALSO DAMAGED THE WHEEL COVER -HER FIRST ATTEMPT TO HAVE THE VEHICLE TOWED BY A FORD MEMBER OF ROADSIDE ASSISTANCE BROUGHT NO SOLUTION TO HER CONCERN -WHEN FORD CONTACTED THE WRECKER SERVICE THEY INFORMED ROADSIDE THAT THEY WERE THROUGH WITH THE CUSTOMER - PER CUSTOMER, DEALER SAYS: -NO CONTACT
OWNREL * CUSTOMER SEES: -REIMBURSEMENT FOR TOWING -BOLT AND MIDDLE WHEEL COVER REPLACEMENT * CRC ADVISED: ****RE:WHEEL COVER & BOLT REPLACEMENT***** -INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER -REQUEST MR.PAUL SCANLIN (SVC MGR) TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS DAYS. ****RE:TOWING REIMBURSEMENT*****
OWNREL - PROVIDE ORIGINAL RECEIPTS TO MR.PAUL SCANLIN (SVC MGR) - PAUL SCANLIN(SVC MGR) WILL EVALUATE SITUATION TO DETERMINE IF REPAIR IS REIMBURSABLE.
OWNREL @@THIS IS THE CLOSING COMMENT MRS SMOALLY CAME BY DEALERSHIP AND FILLED OUT A REQUEST FOR REVIEW FORM I HAVE SUBMITTED IT TO FORD GARY CORONA FORD REP APPROVED REIMBURSEMENT BACK TO CUSTOMER PLEASE CLOSE P.2
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 : ID Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KORG: KDEC:
KORR: 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: VHDG0057 Program Type: C1
Report Source: MMS - FCSD - CONST ASST CTR

Orig Rpt #: 1067430242
Report Date: 08/04/1997

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

Vehicle Build Date: 07/26/1996 Warranty Start Date: 09/28/1996
Date of Sale: 09/28/1996 Selling Dlr (Mkt, Dlr, Sub): 04511
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- ENGINE -----

Engine: 3.0L HPI FWD Tag: 6K 542 BA
Bld Dt: Calb: 662JR11 A Serial #: L

----- TRANSMISSION -----

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

----- AXLE -----

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

----- ADDITIONAL -----

Tire : P215/70R15 BSW Brand :
Radio : ELSTR AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT 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 : JOYCE SULLIVY Title: OTHER

Repair Dlr: 04511 - MAC HARK FORD INC Ph#: (713) 932-5065
City: HOUSTON State : TEXAS
Country: UNITED STATES Region : Southwest - 52

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

Specialist's Name : RODERIC CORNING

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

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
08/04/1997	VHDG0056	CRCVOC	CHASS			04511

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VG4GD141 Program Type: C1
 Report Source: MSS - PCSD - CUST ASST CTR

Orig Rpt #: 1087277631
 Report Date: 07/30/1997

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDAS143WRA
 Engine : 3.8L SPI FWD Odometer: 4,000 MILES
 Operating Division: 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

OWNREL *** HAVIS: ORIGINAL *** CUSTOMER SAYS: - WANT REIMBURSEMENT DOES FORD
 OFFER FOR EXPENSES INCURRED IN AN EMERGENCY SITUATION? - WHEEL STUDS
 BROKE OFF OF VEHICLE WHILE TRAVELING * PER CUSTOMER, DEALER SAYS: -
 HAVI NOT CONTACTED PER CAC TO DEALERSHIP; PER STEVE GRAUER, SERVICE
 MANAGER - NO REASON FOR THE WHEEL STUDS TO HAVE COME OFF

OWNREL - WAS NOT IN AN ACCIDENT, NO REASON TO THINK THAT THE CUSTOMER WAS
 RESPONSIBLE FOR THE DAMAGE * CUSTOMER SEEKS: - REIMBURSEMENT FOR
 EMERGENCY TRAVEL EXPENSES * CAC ADVISED: PER RELATIONSHIP MANAGEMENT
 PROCESS: - MADE AN CAC TO DEALERSHIP - TEAM LEADER, MICHAEL SINGLETON
 AUTHORIZED RENTAL REIMBURSEMENT UP TO

OWNREL \$30 PER DAY FOR SIX DAYS - CAC MADE TO STEVE GRAUER, SERVICE MANAGER -
 CALL BACK WHEN RECEIVE RECEIPTS FOR RENTAL VEHICLE NEXT CSR PLEASE
 CONTACT MICHAEL SINGLETON OR TEAM LEADER FOR A CODE

OWNREL CUSTOMER SAYS: -PER CSR FROM CANADA PCAC REGARDING PREVIOUSLY
 DOCUMENTED INFO: REQUESTS EXTENSION OF REIMBURSEMENT AUTHORIZATION *
 PER CUSTOMER, DEALER SAYS: - * CUSTOMER SEEKS: -

OWNREL * CAC ADVISED: -PER TEAM LEADER KEPT BOCK; UPGRADE REIMBURSEMENT TO
 MAXIMUM OF 10 DAYS TOTAL AT \$30 PER DAY -CONTACT KEPT BOCK UPON
 COMPLETION OF REPAIRS AT 313)446-7894

OWNREL CUSTOMER SAYS: -PER CSR FROM CANADA PCAC REGARDING PREVIOUSLY
 DOCUMENTED INFO: REQUESTS EXTENSION OF REIMBURSEMENT AUTHORIZATION *
 PER CUSTOMER, DEALER SAYS: - * CUSTOMER SEEKS: -

OWNREL * CAC ADVISED: -PER TEAM LEADER KEPT BOCK; UPGRADE REIMBURSEMENT TO
 MAXIMUM OF 10 DAYS TOTAL AT \$30 PER DAY -CONTACT KEPT BOCK UPON
 COMPLETION OF REPAIRS AT 313)446-7894

OWNREL CAC REP: HAS CONTACTED CUST TO LET HER KNOW OF THE EXTENSION, AND
 ADVISED HER TO CONTACT THE UNITED STATES CAC TO FIND OUT ABOUT THE
 REIMBURSEMENT PROCEDURES THERE.

OWNREL CUST: CALLED BACK CONCERNED FOR PHONE BILLS WHICH SHE HAS INCURRED
 DURING THISORDEAL, AND REP ALSO DIRECTED HER TO THE U.S. CAC TO FIND
 OUT IF THIS IS AVAILABLE-REP KNEW THAT CERTAIN THINGS WERE COVERED IN
 CANADA, BUT WAS AWARE NOT AWARE OF THE U.S PROCEDURES.

OWNREL CAC REP: (FROM CANADA) HAS ALSO CREATED A FILE FOR CUST: #108718998
 PLEASE REFER TO FOR INFO OF WHAT HAS TAKEN PLACE.

OWNREL *** MILEAGE UNAVAILABLE *** *** HAVIS: ORIGINAL *** CUSTOMER SAYS:
 (FORD OF CANADA CALLING FOR CUSTOMER) - WOULD LIKE TO KNOW HOW TO GET
 REIMBURSED FOR EMERGENCY REPAIR * PER CUSTOMER, DEALER SAYS: - NO
 CONTACT * CUSTOMER SEEKS: - WOULD LIKE TO KNOW HOW TO GET REIMBURSED
 FOR EMERGENCY REPAIR

OWNREL - IF THE REIMBURSEMENT WILL BE FOR UP TO 10 DAYS * CAC ADVISED: -
 INFORMED FORD OF CANADA THAT THE REIMBURSEMENT IS UP TO 10 DAYS -

CQIS Report Number: V64GD141 Program Type: C1
 Report Source: MGR - FCSD - CUST ASST CTR

Orig Rpt #: 1087277631
 Report Date: 07/30/1997

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

-----TYPE----- COMMENT TEXT -----
 PROVIDE ORIGINAL RECEIPTS TO MR. BUDDY SCORDAMAGLIA (CUST. REL MGR)
 PROVIDE ORIGINAL RECEIPTS TO MR. BUDDY SCORDAMAGLIA (CUST. REL MGR)
 OWNERL ***** THIS IS THE CLOSING COMMENT SPOKE TO TARA 1-800-565-3673 CUST BROKE
 DOWN IN CANADA REPAIRS TOOK 10 DAYS CONTACTED AMERICAN CUST. ASSIST
 ADVISED WILL EXTEND RENTAL TO 10 DAYS. WILL HANDLE AS CUSTOMER REFUND
 OWNERL 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 : SO Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCM KOSO: KOSC:
 KCMR: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 01/06/1997 Warranty Start Date: 04/18/1997
 Date of Sale: 04/18/1997 Selling Dlr (Mkt, Dlr, Sub): 03817
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: UK 542 AA
 Bld Dt: Calb: Serial #: 1

----- TRANSMISSION -----

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

----- AXLE -----

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

----- ADDITIONAL -----

Tire : P215/70R15 BSW Brand :
 Radio : KLETA FROM AM/FM STRO/CSTR/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : BLUE-GREEN MET 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 : BERNIE W WALDON

Title: OTHER

Repair Dlr: 20812 - Dan Rodney Ford, Inc.

Ph#: (914) 352-3704

City: Chestnut Ridge

State : New York

Country: UNITED STATES

Region : New York -13

Customer name : [REDACTED]

City : MCKEY

8963-004 1320

Page: 03

CQIS DETAIL REPORT

07/06/99 18:08:15

CQIS Report Number: VU43D141 Program Type: C1
Report Source: --- BBS - FCSD - CUST ASST CTR

Orig Rpt #: 1087277621
Report Date: 07/30/1997

State/Prov : New York
Phone (Work) : [REDACTED]

Ext: (Home): [REDACTED]

Specialist's
Name : WENDEAN HANDECHD

----- 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
08/20/1998	WRTAB639	CACVOC	CHASS.		20533
12/22/1998	WLVD2004	NEL	CHASS.		20533
01/28/1999	XAJAB119	CACVOC	CHASS.		20533

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: V838192 Program Type: C1
 Report Source: MES - PCSD - CUST ASST CTR

Orig Rpt #: 1087189981
 Report Date: 07/29/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAN1428B
 Engine : 3.8L EFI FWD Odometer: 621 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:
 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 (%):

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

--TYPE-- COMMENT TEXT

OWNREL CUST: HAS CALLED WITH PROBLEMS CONCERNING ROADSIDE ASSISTANCE. THERE WAS TROUBLE WITH THE VEHICLE WHILE THEY WERE TRAVELLING ON VACATION TOWARDS CANADA. BEFORE THEY REACHED CANADA THE CAR WAS MAKING AN ANFUL NOISE. STOPPED TO CHECK AND NOTICED A BOLT WAS CRACKED OFF ON THE FRONT PASSENGER SIDE WHEEL. A DLSEHP WAS CALLED , AND CUST WAS TOLD THAT WHEEL WAS FINE JUST TO GO OUT AND TIGHTEN THE NUT. WHEN THIS WAS DONE ANOTHER BOLT CRACKED AND THEY WERE TOLO TO STAY THERE . SOMEONE WOULD PICK THEM UP. CAR WAS TAKEN TO M & M DLR AND SHE HAS A RENTAL CAR FROM HERTS . WHAT SHE WANTS TO KNOW IS WHY THIS HAPPENS DTC HER CAR AND IS THIS STUFF GOING TO BE COVERED BY FORD. CAC REP: IS GOING TO FIND OUT ABOUT THE CAR RENTAL IF IT IS COVERED, AND WHEN THE DLR WAS CALLED THERE WAS NO INFO ON IT AT THAT MOMENT. WILL GET BACK TO CUST@CA

OWNREL REP: HAS KEPT IN CONTACT WITH CUST TO FIND OUT INFORMATION ON THE VEH. CUST : IS ON VACATION, AND DOES HAVE A VEH FOR 5 DAYS. HOWEVER, THE CAR HAS NOT YET BEEN REPAIRED, AND THE 5 DAYS ARE RUNNING OUT. CAC REP: WOULD LIKE TO FIND OUT FOR THE CUST IF THERE IS A RED CARPET LEASE OR AN ESP PLAN FOR THE VEH. EITHER OF THESE WOULD GUARANTEE THE CUST A FREE CAR FOR THE TIME OF THE REPAIR. REP IS FROM CAN. AND REALIZES THAT THERE ARE DIFFERENT PROCEDURES, BUT THE CUST SEEMS SO STUCK THAT REP WANTS TO HELP IN THIS CASE . AFTER CALLING THE DLR AT WHICH THE CAR IS BEING REPAIRED AND THE LEASING DLSEHP. NO LUCK IN FINDING EITHER WAY OF A GUARANTEED FREE RENTAL. CAC REP FROM CAN: CALLED TO THE U.S CAC TO ASK FOR AN EXTENSION ON THE VEH, SINCE THE CAR HAS NOT YET BEEN REPAIRED. EXT GRANTED FOR ANOTHER 5 DAYS.

OWNREL CALLED CUST: TO RELAY INFORMATION, AND GIVE PROCESS AS TO HOW TO COLLECT MONEY ON RENTAL CAR WHEN AT HOME. UNFORTUNATELY A CAR IS NOT AVAILABLE FOR THE LENGTH OF HER VACATION, BUT CUST UNDERSTANDS THIS. IF THE CAR TAKES LONGER TO REPAIR, CAC (CAN) REP: ADVISED CUST TO CALL U.S LINE AND ASK FOR ANOTHER EXTENSION. REP COULD NOT GUARANTEE ONE, BUT IF THE CAR IS STILL UNDER REPAIR THIS CAC REP FEELS THAT A CAR SHOULD STILL BE AVAILABLE.

----- 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 KOEC: KOEC:
 KOER: CB:

CQIS Report Number: VQ3GB392 Program Type: CI
Report Source: MMS - FCSD - CUST ASST CTR

Orig Rpt #: 1887189981
Report Date: 07/29/1997

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: 04/08/1994 Warranty Start Date: 04/21/1994
Date of Sale: 04/21/1994 Selling Dir (Mkt, Dlr, Sub): 03610
Dealer Special Order: Gross Vehicle Weight: 525 LBS
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 AA
Bld Dt: Calb: 463JR10 A Serial #:

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

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

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

Axle: 3.37 FWD TRAXLE Id Tag Code: Bld Dt: Flt:

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

Tire : P215/70R15 BSW Brand :
Radio : BLUER AM/FM/STRO/CNTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : NEUTRAL EXT 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 : ELLY WALDEN Title: OTHER
City: Detroit Region :
Country: UNITED STATES : 77777777777777777777777777777777

Customer name : City : MURRY
State/Prov : New York
Phone (Work) : Ext: (Home):

Specialist's Name : TARA WORSCHUK

----- 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
07/16/1996	TQFGB330	CACVOC				REJECT.	20533
07/16/1996	TQFGB331	CACVOC				BODY	20533
07/16/1996	TQFGB332	CACVOC				BODY	20533

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

Report Number: VEGSD076 Program Type: C1
 Report Source: MSS - PCSD - COST ASST CTR

Orig Rpt #: 1084104131
 Report Date: 08/07/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 1FMDAS149TBC43705
 Engine : 3.8L EFI FWD Odometer: 8,600 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 1 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
 OWNER *** HAVIS; ORIGINAL *** CUSTOMER SAYS: -LUG NUTS BROKE OFF AFTER THE
 CAR WAS MAKING A HORRIBLE NOISE WHILE CUSTOMER WAS DRIVING VEHICLE *
 PER CUSTOMER, DEALER SAYS: -CUSTOMER SHOULD TAKE LUGS OFF WITH A
 TORQUE WRENCH -REPAIR WAS NOT COVERED UNDER WARRANTY -WARRANTY WAS
 VOIDED BECAUSE CUSTOMER ROTATED THE TIRES *
 CUSTOMER SAYS: -FINANCIAL ASSISTANCE TOWARD THE PRICE OF THE LUG
 REPLACEMENT * CAC ADVISED: - WARRANTY HAS BEEN VOIDED ON THE LUGS -
 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 : AD 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: 08/09/1996 Warranty Start Date: 08/31/1996
 Date of Sale: 08/31/1996 Selling Dir (Mkt,Dir,Sub): 01856
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 542 DA
 Sld Dt: Calb: 562JR11 A Serial #: L

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

Tr: AX48 O/D 4SP TRANXLE Part #: Serial #:
 Dt: Serial #:
 Plt: Shift:

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

Axle: 3.56 FWD TRANXLE Id Tag Code: Sld Dt: Plt:
 Serial #: Plt:

CQIS Report Number: VB1GB521 Program Type: C1
 Report Source: MES - FCSD - COST ASST CTR

Orig Rpt #: 1082497901
 Report Date: 02/27/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 1FMDAS1458R
 Engine : 2.8L EFI FWD Odometer: 37,006 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. 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 -----
 CONVERS OTHER SYMPTOM CODES FOR THIS CONTACT: 1 04 4 98
 OWNREL *** HAVIS: SUBSEQUENT *** CUSTOMER SAYS: - AIR BAG LIGHT CAME ON IN
 JANUARY 1997 - FLAT TIRE AND BOLT BROKE UPON CHANGING TIRE - CURRENTLY
 WENT TO DEALER TO HAVE AIR BAG SENSOR REPLACED * PER CUSTOMER, DEALER
 SAYS: - DEALER WILL REPAIR SENSOR FOR 170.00 AND SAID VEHICLE IS OUT
 OF WARRANTY - DEALER WILL FIX WHEEL ASSEMBLY BUT WILL HAVE TO ORDER
 ASSEMBLY AND CHARGE CUSTOMER
 OWNREL * CUSTOMER SEEKS: - FINANCIAL ASSISTANCE FOR REPAIR AND HOTEL EXPENSES
 AND RENTED HIS JACKET WHILE REPAIRING THE TIRE * CAC ADVISED: -
 WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL-ASSISTANCE TO
 THE COST OF THE REPAIR
 OWNREL *** HAVIS: ORIGINAL *** CUSTOMER SAYS: - CALLING BACK - FEELS THAT THE
 TIRE SHOULD BE COVERED UNDER WARRANTY - IT IS NOT THE TIRE IT IS THE
 MECHANISM THAT THE TIRE IS CONNECTED TO - THE MAJOR PORTION OF THE
 ASSEMBLY IS NOT OPERATIVE - FEELS THAT THE CAC IS NON-COOPERATIVE *
 PER CUSTOMER, DEALER SAYS: - NOT COVERED UNDER WARRANTY *
 OWNREL CUSTOMER SEEKS: - WHY SHOULD HE CALL US AT THE CAC - FEELS VEHICLE
 SHOULD BE COVERED BY THE WARRANTY * CAC ADVISED: - WARRANTY HAS
 EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TO THE COST OF
 THE REPAIR - DOCUMENTED CUSTOMER CONCERNS AND EXPLAINED THE ROLE OF
 THE CAC IN THE CUSTOMER HANDLING PROCESS.
 OWNREL *** HAVIS: SUBSEQUENT *** CUSTOMER SAYS: -CALLING BACK -REITERATES
 PREVIOUS CONCERNS ON AIR BAG AND SPARE TIRE ISSUES -VERY FROSTRATED
 AND UPSET -WAS NEVER NOTIFIED OF ANY RECALL ON THE VEHICLE, READ ABOUT
 POWER DISTRIBUTION BOX AND AIR BAG -HAS GOTTEN NO SATISFACTION FROM
 TALKING TO FORD * PER CUSTOMER, DEALER SAYS: RE: AIR BAG
 OWNREL -WILL COST \$75 FOR REPAIR AND 412 FOR DIAGNOSTIC -THIS IS NOT COVERED
 UNDER WARRANTY RE: SPARE TIRE -COST \$450 FOR COMPLETE MOUNTING OF
 SPARE TIRE ASSEMBLY * CUSTOMER SEEKS: -FINANCIAL ASSISTANCE -WHY ARE
 THE DEALER PRICES SO HIGH? * CAC ADVISED:
 OWNREL RE: DEALER PRICES -DEALERSHIPS ARE INDEPENDENTLY OWNED AND OPERATED,
 -FORD/ MOTORCRAFT PARTS ARE OEM AND CARRY A 12/12 WARRANTY, RE:
 FINANCIAL ASSISTANCE RE: FINANCIAL ASSISTANCE -SUPPORT PREVIOUS
 INFORMATION PROVIDED -WARRANTY HAS EXPIRED -FORD WILL NOT PROVIDE
 FINANCIAL ASSISTANCE TO THE COST OF THE REPAIR RE: RECALL STATUS
 OWNREL -NO OPEN RECALLS ON THE VEHICLE AT THIS TIME -RECALL ON POWER
 DISTRIBUTION BOX WAS COMPLETED ON 3/13/95

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

CQIS Report Number: VB1G8531 Program Type: C1
 Report Source: MBS - PCSD - CUST ASST CTR

Orig Rpt #: 1081497901
 Report Date: 02/27/1997

----- 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 RCODE: KOSC:
 NERR: CB:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

----- SERVICE ACTIONS -----
 NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- VEHICLE DETAILS -----
 Vehicle Build Date: 08/31/1994 Warranty Start Date: 09/15/1994
 Date of Sale: 09/15/1994 Selling Dir (Mkt, Dir, Sub): 09035
 Dealer Special Order: Gross Vehicle Weight: 513 LBS
 LH/RH Drive:

----- ENGINE -----
 Engine: 3.5L EFI FWD Tag: 4K 542 AA
 Bld Dt: Calb: 463JRL1 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 : LT215/45R-16D BSW A-8 Brand :
 Radio : ELITE AM/FM/STEREO/CLOCK A/C : MANUAL AIR CONDITIONER
 Paint : BLUE-GREEN MET 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 : JACOBS BRISBANT Title: OTHER

Repair Dir: 03891 - MATTHEWS CURSIE FORD CO Pch: (941) 468-6787
 City: Nokomis State : Florida
 Country: UNITED STATES Region : Orlando - 24

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

Specialist's
 Name : DAVID MOODY

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

Date	CQIS Report #	Frog Type	Symp Cat	Causal Part	Description	Dealer Id
12/06/1995	ALB9002	MIL	ELCCT.			08955
12/18/1995	ALB9482	CNCVOC	BODY			08955
02/27/1997	VB1G8532	CNCVOC	BODY			03891

Page: 03

QIS DETAIL REPORT

07/05/99 18:08:00

QIS Report Number: VBIGS11 Program Type: CI
Report Source: --- MHS - PCSD - CUST ASST CTR

Orig Rpt #: 1001497901
Report Date: 02/27/1997

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VAG025 Program Type: CI
Report Source: MSS - PCSD - COURT ASST CTR

Orig Rpt #: 1079913681
Report Date: 01/17/1997

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

VEHICLE: 1995 WINDSTAR, STDLM , WAGON VIN : 1FMDAS141SDC
Engine : 3.6L EFI FWD Odometer: 0 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS TIRRES/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
OVERALL CAC LEGAL FILE DIA/LPS WHEEL STUDS SHEARED 01/16/97 ..

----- 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:
Pror Repair Attempts: Repair Prior to Call: NO
DTCs KORO: KOEC:
KORR: CR:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/26/1995 Warranty Start Date: 06/14/1995
Date of Sale: 06/14/1995 Selling Dir (Mkt, Dlx, Sub): B2412
Dealer Special Order: Gross Vehicle Weight: 516 LBS
LN/RE Drive:

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

Engine: 3.6L EFI FWD Tag: 4K 542 BA
Bld Dt: Calb: 452JRL1 A Serial #: L

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

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

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

Axle: 3.27 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 : ELFTX PRFM AM/FM STRO/CSTX/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B ----- PERFORMANCE WHITE C/C

Page: 02

CQIS DETAIL REPORT

07/06/99 12:08:07

CQIS Report Number: VAG8025 Program Type: C1
Report Source: MES - PCSD - COST ASST CTR

Orig Rpt #: 1079813681
Report Date: 01/17/1997

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : DISCOUNT CAR RENTALS Title: OTHER

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

Customer name : [REDACTED] City: NA
State/Prov : Ontario
Specialist's
Name : BRENDA JEFFERS

----- 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: TJ3GA933 Program Type: C1
 Report Source: MSB - PCSD - CUST ASST CTR

Orig Rpt #: 1076940301
 Report Date: 10/29/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS14398
 Engine : 3.5L EFI FWD Odometer: 28,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 4 00 CHASSIS TIRAS/WHEELS
 NOISE 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: - NOISE COMING FROM RIGHT
 FRONTEND - NOISE HAS BEEN GETTING WORSE - THE NOISE STARTED ABOUT 2
 MONTHS AFTER GETTING THE VEHICLE - THE STEM THAT HOLD THE LOG NUTS
 BROKE - DEALERSHIP REPAIRED THE VEHICLE - CUSTOMER DOES NOT HAVE A DATE
 - NOW THERE IS A CLANKING NOISE COMING FROM THE FRONT RIGHT WHEEL- ALL
 FOUR LOG NUTS WERE NOT TIGHTENED - ONE LOG NUT HAD FALLEN OFF
 OWNREL - THE LOG NUTS HAVE FALLEN OFF BEFORE - THIS HAS HAPPEN 5 TO 6 TIMES
 BEFORE- NO DATES AVAILABLE - THE DEALERSHIP SAYS THEY REPAIRED THE
 PROBLEM - THIS KEEP HAPPENING * PER CUSTOMER, DEALER SAYS: - REPLACED
 THE STEM THAT HOLDS THE LOG NUTS - BRING THE VEHICLE IN AND THEY WILL
 REPAIR IT * CUSTOMER SAYS: - TO HAVE A RESOLUTION TO THIS CONCERN
 OWNREL * CMC ADVISED: - INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE
 DEALER -REQUEST MR. BRAD STRAUB,CUST REL MGR, TO CONTACT THE CUSTOMER
 WITHIN 2 BUSINESS DAYS.
 OWNREL #8-THIS IS THE CLOSING COMMENT REPLACED SUB ON VEHICLE CUSTOMER
 SATISFIED PLEASE CLOSE
 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 HDSO: KDCB:
 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: 10/27/1994 Warranty Start Date: 11/18/1994
 Date of Sale: 05/06/1995 Selling Dlx (Dist, Dlx, Sub): 06947
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/RH Drive:

CQIS Report Number: TJ3GAS33 Program Type: C1
Report Source: --- MES - PCSO - CUST ASST CTR

Orig Rpt #: 1076940301
Report Date: 10/28/1996

----- E N G I N E -----
 Engine: 3.8L EFI FWD Tag: 4K 542 AA
 Bld Dt: Calb: 462JRI1 A Serial #: L
 ----- T R A N S M I S S I O N -----
 Trans: AX4S O/D 4SP TRMAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt: 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 88W Brand :
 Radio : ELETR PREM AM/FM STRO/CSTP/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW HWT. 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 : MITCHELL DEUTSCH Title: OTHER
 Repair Dir: 06947 - Lone Star Ford Phone: (281) 931-3385
 City: Houston State : Texas
 Country: UNITED STATES Region : Southwest - S2
 Customer name : [REDACTED] City : HOUSTON
 State/Prov : TEXAS
 Phone (Work) : [REDACTED] Ext: (Home): [REDACTED]

Specialist's Name : BARBARA KOONCE

----- 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: TIRGDS10 Program Type: C1
Report Source: NBS - FCSD - COST ASST CTR

Orig Rpt #: 1075202442
Report Date: 09/18/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS14682B92194
Engine : 3.8L EFI FWD Odometer: 48,000 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 06 5 00 CHASSIS TIRE/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
CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 3 01 7 00
OWNREL *** HAVIS: ORIGINAL *** *** 3 REPAIR ATTEMPTS *** - REPAIR DATES
UNKNOWN - 3 REPAIR ATTEMPTS FOR THE SAME CONCERN WITH THE BRAKE
WEARING EXCESSIVELY - THE VEHICLE HAS 3 LOG NUTS BROKEN OFF THE
VEHICLE - EVERY 2300 MILES HE HAS TO HAVE THE BRAKES REPAIRED * PER
CUSTOMER, DEALER SAYS: - NO CONTACT * CUSTOMER SEEKS:
OWNREL - A FINAL RESOLUTION * CMC ADVISED: - INFORMATION HAS BEEN DOCUMENTED
AND FORWARDED TO THE DEALERSHIP WITH A COPY TO THE REGIONAL OFFICE.
-REQUEST MR. BRUCE COLLEATES SVC MGR CONTACT THE CUSTOMER WITHIN 2
BUSINESS DAYS
OWNREL *** POSSIBLE ESP COVERAGE *** CUSTOMER SAYS: *** HAVIS: ORIGINAL ***
*** 3 REPAIR ATTEMPTS *** - BRAKES ARE MAKING A NOISE - WANTS TO TAKE
VAN TO A DIFFERENT DEALER * PER CUSTOMER, DEALER SAYS: - HAS
APPOINTMENT AT NEW DEALER GERBERE FORD TRUCK SALES INC SALES CODE:
144909 *
OWNREL CUSTOMER SEEKS: - TO SWITCH DEALERS * CMC ADVISED: - ESP WORK CAN BE
PERFORMED AT ANY PARTICIPATING FORD OR L-M DEALERSHIP - RECOMMEND
CONTINUE WORKING WITH SERVICING DEALERSHIP BUT WILL MAKE CHANGE
INSYSTEM AT CUSTOMERS REQUEST
OWNREL ~~SALES CODE HAS BEEN CHANGED FROM 144047 TO 144909~~ REGION CODE
HAS BEEN CHANGED FROM 10 TO 91 CUSTOMER REQUESTED TO CHANGE DEALER
INFORMATION
OWNREL ~~THIS IS THE CLOSING COMMENT CONTACTED CUSTOMER AND CUSTOMER AGREED~~
TO MAKE REFUND. CUSTOMER, DEALER, AND FORD HAVE PARTICIPATED IN THE
REPAIR. CUSTOMER IS SATISFIED AND HAS PURCHASED A NEW FORD VEHICLE.
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 : ED Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOCB:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

CQIS Report Number: TIRG0510 Program Type: C1
 Report Source: MSS - FCSD - COST ASST CTR

Orig Rpt #: 1075282442
 Report Date: 09/18/1996

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 11/14/1994 Warranty Start Date: 11/29/1994
 Date of Sale: 11/29/1994 Selling Dlr (Mkt, Dlr, Sub): 00601
 Dealer Special Order: Gross Vehicle Weight: 516 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: Shift:

----- AXLE -----

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

----- ADDITIONAL -----

Tire : LT215/85R-16D BSW A-S Brand :
 Radio : ELCTR PREM AM/FM STRO/CHTR/CLK 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 : ROBERT COAKLEY Title: OTHER

Repair Dlr: 00851 - GENESEE FORD TRUCK SALES INC Ph#: (716) 424-6200
 City: Rochester State : New York
 Country: UNITED STATES Region : Pittsburgh - 44

Customer name : [REDACTED] City : FORTIAC FALLS
 State/Prov : New York
 Phone (Work) : [REDACTED] - Ext: (Home) : [REDACTED]

Specialist's
 Name : KEVIN CROOK

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

Date	CQIS Report #	Prog Type	Sysp Cat	Causal Part	Description	Dealer Id
09/18/1996	TIRG0509	CACVOC	CHASS.			00851
09/23/1996	TIRG0618	EDSR	DEVAL	VALVE-AIR BYPASS		00501

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: THPC671 Program Type: C1
Report Source: MES - FCSD - CUST ASST CTR

Orig Rpt #: 1071815971
Report Date: 08/16/1996

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

VEHICLE: 1995 WINDSTAR, STEEL, WAGON VIN : 2FMDAS1468BC
Engine : 3.8L EFI FWD Odometer: 18,432 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

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

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

Causal Component:
Causal Factor: Feature: Low:
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: - LOG NUTS WERE SEVERED OFF -
FOUR OF THE LOGS WERE SEVERED OFF, ONLY ONE ON * PER CUSTOMER, DEALER
SAYS: - SPOKE TO MACHY, SERVICE MANAGER, THIS IS NOT COVERED UNDER
WARRANTY - VEHICLE HAS BEEN SABOTAGED * CUSTOMER SAYS:
OWNERL - REIMBURSEMENT FOR REPAIRS * CAC ADVISED; - WARRANTY HAS EXPIRED -
FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE TOWARD THE COST OF THE
REPAIR
OWNERL CUSTOMER SAYS: - TALKED TO NICK KENNEDY AT DEALERSHIP - WANTS TO TALK
TO FORD CSM * PER CUSTOMER, DEALER SAYS: - NICK KENNEDY WILL OPEN A
DISTRICT CASE * CUSTOMER SAYS: - WANTS TO TALK TO CSM - WANTS TO
WRITE LETTER TO PRESIDENT OF FORD
OWNERL * CAC ADVISED: - NICK KENNEDY (CUST. REL. MGR.) IS IN THE BEST
POSITION TO ASSIST YOU. - SVC MGR MAY CONSULT FORD CSM IF REQUIRED. -
ADDRESS GIVEN

----- 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? 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 NOBO: KOBC:
KOBR: 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: 03/13/1995 Warranty Start Date: 04/08/1995
Date of Sale: 04/08/1995 Selling Dlr (Mkt, Dlr, Sub): 01777
Dealer Special Order: Gross Vehicle Weight: 530 LBS
LR/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 BA
Bld Dt: Calb: 462JR11 A Serial #: L E083-004 1334

CQIS Report Number: THPGC571 Program Type: CI
Report Source: MBS - PCSO - CUST ASST CTR

Orig Rpt #: 1073818971
Report Date: 08/16/1996

--- TRANSMISSION ---

Trans: AX4S O/D 4SP TRSAILE Part #:
Eld Dt: Serial #:
Model: Plt: Shift:
--- AXLE ---
Axle: 3.37 FWD TRANSAXLE Id Tag Code: Eld Dt:
Serial #: Plt:

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELTRA PREM AM/FM STRO/CSIS/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 : RATTY GUIN Title: OTHER

Repair Dir: 01777 - FAIRFIELD FORD INC Ph#: (708) 388-3000
City: Midlothian State : Illinois
Country: UNITED STATES Region : Chicago - 41

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

Specialist's
Name : BRANDON CUADRA

----- 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
08/08/1996	THPGC246	CACVOC	ELECT.				01202
09/09/1996	THPGC273	CACVOC	DEVREL				01777
09/09/1996	THPGC274	CACVOC	CHASS.				01777
03/13/1997	VCMGR350	CACVOC	DEVREL				01237
03/13/1997	VCMGR351	CACVOC	CHASS.				01237

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: TQVGA062 Program Type: C1
Report Source: M8S - FCSD - COST ASST CTR

Orig Rpt #: 1072435541
Report Date: 07/22/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMC1A1478BA
Engine : 3.8L EFI FWD Odometer: 43,000 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:
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 MSP COVERAGE *** *** HAVIN; SUBSEQUENT *** CUSTOMER SAYS:
- ONE OF THE STUDS ON THE LOGS ON THE WHEEL ARE MISSING * PER
CUSTOMER, DEALER SAYS: - NO CONTACT * CUSTOMER SAYS: - IS THIS UNDER
WARRANTY *
OWNREL CAC ADVISED: - WOULD NEED A PART NUMBER TO CHECK IF UNDER WARRANTY
- INFORMATION HAS BEEN DOCUMENTED AND FORWARDED TO THE DEALER - REQUEST
MR. PAUL D'AUTIOLO SVC MGR TO CONTACT THE CUSTOMER WITHIN 2 BUSINESS
DAYS
OWNREL \$\$\$THIS IS THE CLOSING COMMENT TALKED WITH COST ON 7/26/96 AND
DISCUSSED HIS CONCERNS-I INFORMED HIM THAT AT 43000 MILES IF A WHEEL
STUD BRAKES, IT IS NOT COVERED UNDER WARRANTY. I SUGGESTED THAT
PERHAPS THE WHEEL WAS TAKEN OFF THE CAR FOR SOME REASON AND NOTPUT
BACK ON PROPERLY, OR PERHAPS SOMEONE WAS TRYING TO STEAL HIS WHEELS
AND HAD STARTED TO LOOSEN THE LOG NUTS WHEN THEY WERE INTERRUPTED AND
THE LOG WAS LEFT LOOSE ONLY TO BREAK THE STUD AT A LATER DATE-THE COST
ACCEPTED THE EXPLANATION
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 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: 09/23/1994 Warranty Start Date: 10/05/1994
Date of Sale: 10/05/1994 Selling Dlx (Mkt, Dlx, Sub): 00068
Dealer Special Order: Gross Vehicle Weight: 513 LBS
LH/RE Drive:

CQIS Report Number: TQ00D727 Program Type: C1
 Report Source: MMS - PCSD - CUST ASST CTR

Orig Rpt #: 1072286141
 Report Date: 07/17/1996

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

VEHICLE: 1995 WINDSTAR, STOLEN WAGON VIN : 2FMDAN1485B
 Engine : 3.8L EFI FWD Odometer: 22,875 MILES
 Operating Environ: WCC :
 Vehicle Use : Rsp. 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-- ----- CHECKED TEXT -----
 OWNERL *** LETTER DATED 7-12-96 *** ** NAVIS: ORIGINAL *** CUSTOMER SAYS: -
 ALL THREE WHEEL STUD BROKE OFF THE VEHICLE - THE DEALER REPLACED THEM
 UNDER WARRANTY (ORIGINAL RECEIPT ENCLOSED) - THEY DIDN'T KNOW HOW 3
 STUDS COULD BREAK OFF THE SAME WHEEL * PER CUSTOMER, DEALER SAYS: - WE
 DON'T KNOW EXACTLY WHY IT HAPPENED * CUSTOMER SAYS:
 OWNERL - A ENGINEERING EXPLANATION AS TO WHY THE STUDS BROKE * CAC ADVISED:
 SENT AUTOMATIC LETTER, THE REQUESTED INFORMATION IS NOT AVAILABLE

----- 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 KMOC: KMOC:
 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: 04/04/1995 Warranty Start Date: 04/10/1995
 Date of Sale: 04/10/1995 Selling Dir (Mkt, Dir, Sub): 01852
 Dealer Special Order: Gross Vehicle Weight: 510 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 842 NA
 Bld Dt: Calb: 463JRI1 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:

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

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

CQIS Report Number: TGQGD727 Program Type: C1
Report Source: MBS - PCSD - CUST ASST CTR

Orig Rpt #: 1072286141
Report Date: 07/17/1996

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

Tire : P215/70R15 BSW Brand :
Radio : BLSTR PREM AM/FM STEREO/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B ----- POLICE 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 : EDWARD BOGALA Title: OTHER

Repair Dir: 01852 - MARILYN FORD INC Ph#: (319) 464-3523
City: Valparaiso State : Indiana
Country: UNITED STATES Region : Chicago - 41

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

Specialist's
Name : GRANT ADAMS

----- 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: TR3GA739 Program Type: C1
Report Source: MBS - FCSD - COST ASST CTR

Orig Rpt #: 1069938391
Report Date: 05/29/1996

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDA5141GBB
Engine : 3.8L EFI FWD Odometer: 25,000 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:
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 CUSTOMER SAYS: -THE LOG NUTS ARE BROKEN ON THE WHEEL * PER CUSTOMER,
DEALER SAYS: -THE LOG NUTS OVER TIGHTENED -NOT COVERED UNDER THE
WARRANTY * CUSTOMER SEEKS: -TO SEE FIELD REP *
OWNERL CRC ADVISED: -THAT CONCERNS HAVE BEEN DOCUMENTED AND WILL BE FORWARDED
TO THE DEALERSHIP
OWNERL *THIS IS THE CLOSING COMMENT CUSTOMER HAS VEHICLE AT LYNCH FORD FOR
REPAIRS, THEREFORE I CANNOT DO ANYTHING. SERVICE MANAGER DID DISCUSS
CONCERN OVER THE PHONE WITH CUSTOMER & BROTHER-IN-LAW AND WAS TOLD THAT
LYNCH FOR CLAIMS LOGS WERE OVER TIGHTENED CAUSING CONCERN...CUSTOMER
UNFORTUNATELY TOLD ME THAT THEY HAD A RECENT BRANCH JOB DONE BY AN
INDEPENDANT.....SORRY NO ASSISTANCE HERE...ALTHOUGH I DID TELL
CUSTOMER THAT IF THEY BRING ME THE OLD PARTS AND RECEIPTS I WILL
REVIEW THEM WITH MY HOFORD REP , BUT NO PROMISES CLOSING COMMENTS MERK
SERV. MGR.
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 : ED Number:
Prior Repair Attempts: Repair Price to Call: NO
DTCs KOD: KODC:
KOD: 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: 10/28/1994 Warranty Start Date: 11/18/1994
Date of Sale: 11/18/1994 Selling Dir (Mkt, Dir, Sub): 01591
Dealer Special Order: Gross Vehicle Weight: 428 LBS
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 562 AA
Bld Dc: Calb: 462JR11 A Serial #: L

ERE3-004 1348

CQIS Report Number: TE3GA739 Program Type: C1
 Report Source: NBS - FCSD - CUST ASST CTR

Orig Rpt #: 1069930391
 Report Date: 05/29/1996

- - - TRANSMISSION - - -

Trans: AX45 O/D 4SP TRAXLE Part #:
 Sld Dt: Serial #:
 Model: Plt: Shft:

- - - AXLE - - -

Axle: 3.37 FWD TRAXLE Id Tag Code: Sld Dt:
 Serial #: Plt:

- - - ADDITIONAL - - -

Tire : LT215/88R-16D BSW A-8 Brand :
 Radio : ELETR PREM AM/FM STRO/CSTE/CLK 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 : JAMES ROOSELL

Title: OTHER

Repair Dlr: 01591 - GOLF HILL FORD INC

Ph#: (847) 470-9818

City: Elmhurst

State : Illinois

Country: UNITED STATES

Region : Chicago - 41

Customer name : [REDACTED]

City : CHICAGO

State/Prov : Illinois

Phone (Work) : [REDACTED]

Ext: [REDACTED]

(Home): [REDACTED]

Specialist's

Name : KIMBERLY DICKENS

- - - 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
09/25/1998	SIYGA739	CACVOC	CHASS.			01591
09/25/1998	SIYGA730	CACVOC	DRIVLIN			01591
08/25/1997	VHYG887	CACVOC	DRIVLIN			01591

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: 8GFGH238 Program Type: C1
Report Source: MBS - PCSD - CUST ASST CTR

Orig Rpt #: 1057123021
Report Date: 07/06/1995

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

VEHICLE: 1995 WINDSTAR, STD LN , WAGON VIN : 2FMDAS1458RA
Engine : 3.8L EFI FWD Odometer: 25,000 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 CUSTOMER SAYS: -THE LEGS BROKE OFF ON THE WAY TO HILTON HEAD AND WERE REPAIRED ON THE WAY -MORE LEGS HAVE FALLEN OFF AND THEY CAN NOT GET THIS REPAIRED PROMPTLY -SHE HAS BUSINESS APPOINTMENTS AND MUST GET TO THEM -SHE IS VERY FRUSTRATED WITH THE VEHICLE AND WILL TAKE LEGAL ACTION ONCE SHE IS HOME * PER CUSTOMER DEALER SAYS: -WE CAN NOT GET TO IT UNTI 2 OR 3 *
OWNREL CUSTOMER WANTS: -VEHICLE REPAIRED SOONER * CAC ADVISED: -SCHEDULING IS SOMETHING BEST DISCUSSED WITH THE SERVICE OR GENERAL MANAGER -TO CONTACT PAUL ONTES OR MARK HARRSHAW TO DISCUSS
OWNREL THIS IS THE CLOSING COMMENT CUSTOMER INTO SERVICE DEPT. ON 07/06/1995 .REPAIRS PERFORMED TO CUSTOMERS SATISFACTION, CUSTOMER TOOK VEHICLE, SATISFIED.
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? :
Test Stand : Road Test : ED Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOC:
KOR: 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: 06/09/1994 Warranty Start Date: 08/04/1994
Date of Sale: 08/04/1994 Selling Dlx (Mkt, Dlx, Sub): 08820
Dealer Special Order: Gross Vehicle Weight: 506 LBS
LH/RH Drive:

----- E N G I N E -----
Engine: 3.8L EFI FWD Tag: 4K 542 AA
Bld Dt: Calb: 462JH10 A Serial #: L

CQIS Report Number: 8GFG238 Program Type: C1
Report Source: NMS - FCSD - CUST ASST CTR

Orig Rpt #: 1087123021
Report Date: 07/06/1995

--- TRANSMISSION ---

Trans: AK48 O/D 4SP THREAXLE Part #:
Sld Dt: Serial #:
Model: Flt: Shft:
--- AXLE ---
Axle: 3.17 FWD THREAXLE Id Tag Code: Sld Dt:
Serial #: Flt:

--- ADDITIONAL ---

Tire : LT215/85R-16D BSW A-S Brand :
Radio : HEATR AM/FM/STRO/CSTW/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : PURPLE-BLUE MET 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 : JACQUELEN ALLEN Title: OTHER

Repair Dir: 04815 - ISLAND FORD L-M P#: (843) 782-6372
City: Bluffton State : South Carolina
Country: UNITED STATES Region : Atlanta - 21

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

Specialist's
Name : CHARLES NAKI

----- 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
09/28/1994	R1208819	CACVOC	BODY					08820
09/28/1994	R1208820	CACVOC	CHASS.					08820
01/18/1995	8A802399	CACVOC	CHASS.					08820
01/18/1995	8A802400	CACVOC	ELECT.					08820
01/18/1995	8A802398	CACVOC	CHASS.					08820
01/18/1995	8A802399	CACVOC	ELECT.					08820
12/01/1995	8A802123	CACVOC	CHASS.					08820

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: SFWGA129 Program Type: CI
Report Source: MSB - FCSD - CUST ASST CTR

Orig Rpt #: 1056623871
Report Date: 06/23/1998

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

VEHICLE: 1995 WINDSTAR, STOLM , WAGON VIN : 2FMDAS146881
Engine : 3.8L EFI FWD Odometer: 5,500 MILES
Operating Environ: WCC :
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:
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

OWNER1 CUSTOMER SAYS: - HE RECENTLY ROTATED THE TIRES (AT AN INDEPENDENT SHOP) AND THE SHOP BROKE SEVERAL WHEEL BOLTS WHEN ROTATING THEM UNDER THE SPECIFICATIONS. * PER CUSTOMER, DEALERSHIP SAYS: - THEY ARE NOT TIGHTENING THEM TO SPECIFICATIONS, AND THEY ARE AWARE OF THIS CONCERN. - SVC MGR (MIKE OWENS) IS GETTING CUSTOMER A NEW SET OF WHEEL BOLTS. * CUSTOMER WANTS: - TO KNOW WHY HE WAS NOT NOTIFIED OF THIS SAFETY CONCERN.

OWNER1 CAC ADVISED: - THERE ARE NO RECALLS/OSP'S FOR THIS CONCERN. - FORD DOES NOT NOTIFY CUSTOMERS OF ANY SERVICE BULLETINS, THEY ARE REPAIR PROCEDURES, AND UPDATES THAT THE DEALERSHIPS RECEIVE FROM FORD. - WE WOULD DOCUMENT CONCERN ON CUSTOMERS BEHALF AND FORWARD IT TO THE SVC MGR FOR REVIEW.

----- 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 KOBO: KOBC:
KOEK: 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: 11/10/1994 Warranty Start Date: 05/04/1995
Date of Sale: 05/04/1995 Selling Dlr (Mkt, Dlr, Sub): 00688
Dealer Special Order: Gross Vehicle Weight: 328 LBS
LN/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 BA
Bld Dt: Calb: 462JH11 A Serial #: L

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

Trans: AX48 O/D 4SP TRAXLE Part #: 8E83-084 1344
Bld Dt: Serial #:

CQIS Report Number: SFWGAL29 Program Type: C1
Report Source: MEX - PCSD - CUST ASST CTR

Orig Rpt #: 1056623871
Report Date: 06/23/1995

Model: Plt: Shft:

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

----- ADDITIONAL -----
Tire : P215/70R15 MSW Brand :
Radio : HIGHT DRUM AM/FM STRO/CITE/CLK A/C : MANUAL 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 : RALPH MACKAY Title: OTHER

Repair Dir: 00685 - CARL GREGORY FORD L-M, INC. Ph#: (256) 845-1101
City: Fort Payne State : Alabama
Country: UNITED STATES Region : Atlanta - 21

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

Specialist's
Name : KARA SMITH

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

CQIS Report # Type Symp Cnt Causal Part Description Dealer Id
01/04/1996 TADGAS84 CACVOC CHASS. 00685

--- SUPPLEMENTAL SURVEY: NONE ---

QGIS Report Number: WLAAA912 Program Type: Q
Report Source: MMS - PCSD - QSVS

Orig Rpt #: 236989-98
Report Date: 12/01/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDAN148WNA
Engine : 3.8L EFI FWD Odometer: 28,646 MILES
Operating Environ: MCC : SD01
Vehicle Use : Rsp. Act:

SYMPTOM: 3 06 8 99 CHASSIS TIRMS/WHEELS
VIBRATION 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?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT
CONCERN THE VEHICLE VIBRATES OVER 45 MPH.
REPAIR FOUND THE RIGHT FRONT WHEEL STUDS, THEY ARE BROKEN OFF INSIDE THE HUBCAP. REPLACED 5 WHEEL STUDS AND NUTS AND ROTORS. THE WHEELS WERE OFF PREVIOUSLY AND TORQUE BIT WAS USED.
AUDIT 12/03/1998 02:31PM BRENDA WENZEL MMS - PCSD - QSVS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 8 99 BY SWENDEL

----- 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 KOBO: 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	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: 04/19/1997 Warranty Start Date: 04/28/1997
Date of Sale: 04/28/1997 Selling Dir (Mkt, Dir, Sub): A1193
Dealer Special Order: Gross Vehicle Weight: 522 LBS
LR/RH Drive:

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

Engine: 3.8L EFI FWD Tag: NK 542 AA
Bld Dt: Calb: 861JEL1 A Serial #: L

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

Trans: AX48 O/D 4SP TRANAXLE Part #: Serial #:
Bld Dt: Plt: Shift:
Model:

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

Axle: 3.76 FWD TRANAXLE Id Tag Code: Bld Dt: 8883-884 1348
Serial #: Plt:

Page: 02

COIS DETAIL REPORT

07/06/99 18:08:41

COIS Report Number: WLAAS12 Program Type: Q
Report Source: MSS - FCSD - Q8VS

Orig Rpt #: 236989-98
Report Date: 12/01/1998

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELCTR AM/FM/STRO/CBTE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : BLUE-GREEN MET 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 : JOE BERNARDON Title: OTHER

Repair Dir: A1193 - CRUICKSHANK MOTORS LTD Ph#: (416) 244-6461
City: Weston Province: Ontario
Country: CANADA Region: 01 FCSD REGION-CANADA

Claim #/Date : 67416

Customer name : [REDACTED] City :

----- COIS VIN HISTORY -----
NO COIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CGIS Report Number: VHMAL74 Program Type: Q
Report Source: M88 - PCSD - QSFS

Orig Rpt #: 154360-97
Report Date: 08/31/1997

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDAB144WBA
Engine : 3.8L EFI FWD Odometer: 12,184 MILES
Operating Environ: WCC : 3D01
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 3 99 CHASSIS UNABLE TO REMOVE
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 Log:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

---TYPE--- COMMENT TEXT
CONCERN THE LEFT FRONT LOG STUD WAS BROKEN.
REPAIR REMOVED THE WHEEL ASSY, THE BRAKE CALIPER, AND THE ROTOR. INSPECT THE STUDS, AND HUB, NO EVIDENCE OF OVER TORQUE. CHECKED THE HUB BUSHOUT, OK. REPLACED THE STUDS AND REASSEMBLED. RESTORQUED AND ROAD TEST.
AUDIT 08/28/1997 10:26AM BRENDA WENDEL M88 - PCSD - QSFS
SYMPTOM 3 04 0 00 CHANGED TO 3 06 3 99 BY BRENDEL

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 R020: R02C:
R02R: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

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

VEHICLE DETAILS

Vehicle Build Date: 01/02/1997 Warranty Start Date: 02/13/1997
Date of Sale: 02/19/1997 Selling Dir (Mkt, Dir, Sub): 04927
Dealer Special Order: Gross Vehicle Weight:
LH/RR Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 7K 544 AA
Bld Dt: Calb: Serial #: L

TRANSMISSION

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

AXLE

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

CQIS Report Number: VHDAA174 Program Type: Q
Report Source: MSE - FCSD - QSPS

Orig Rpt #: 154360-97
Report Date: 08/21/1997

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELFTX PREM AM/FM STRO/DISC/CLK 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 : FRED SMITH Title: OTHER

Repair Dlr: 04927 - J C LEWIS MOTOR CO INC Pb#: (912) 925-2678
City: Savannah State : Georgia
Country: UNITED STATES Region : Atlanta - 21

Claim #/Date : 172878

Customer name : [REDACTED] City :

----- CQIS VIEW HISTORY -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
04/15/1997	VDOCK002	MHL	BODY		04927
08/21/1997	VHUGD269	CACVOC	NONTEC		04927

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VVVAR035 Program Type: Q
Report Source: MES - FCSD - QGFS

Orig Rpt #: 171086-97
Report Date: 11/22/1997

REPORT SUMMARY

VEHICLE: 1996 WINDSTAR, STDLN, WAGON VIN: 2FMDRA5147TE
Engine: 3.8L EFI FWD Odometer: 27,211 MILES
Operating Environ: WCC: 5D01
Vehicle Use: Resp. Act:

SYMPTOM: 3 06 4 00 CHASSIS NOISE
Tires/Wheels 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: NOISY OPERATION Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

COMMENTS

---TYPE--- COMMENT TEXT
CONCERN THERE IS A GRINDING NOISE IN FRONT ON DRIVER'S SIDE.
REPAIR REPLACED BROKEN LEFT FRONT WHEEL STUD.
ADDT 11/26/1997 10:29AM DIANE STELTER MES - FCSD - QGFS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 4 00 BY DSTELTER

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

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

VEHICLE DETAILS

Vehicle Build Date: 04/09/1996 Warranty Start Date: 05/01/1996
Date of Sale: 05/01/1996 Selling Dir (Mkt, Dir, Sub): B2565
Dealer Special Order: Gross Vehicle Weight:
LN/RN Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 5K 542 BA
Bld Dt: Calb: Serial #: L

TRANSMISSION

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

AXLE

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

ADDITIONAL

Tire: P215/70R15 89V Brand:
Radio: ELETR AM/FM/STAO/CSTE/CLOCK A/C: HIGH OUTPUT AIR CONDITIONER

QV02-004 1302

CQIS Report Number: VKVAA035 Program Type: Q
Report Source: MSS - FCSD - QSPB

Orig Rpt #: 171086-97
Report Date: 11/22/1997

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 : HYLTON FERNANDES

Title: OTHER

Repair Dlr: B1712 - OTTAWA FORD SALES

Ph#: (613) 521-8463

City: Ottawa

Province : Ontario

Country: CANADA

Region : 01 FCSD REGION-CANADA

Claim #/Date : 29227 11/03/1997

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 : NONE ---

COIS Report Number: WJ3AA160 Program Type: Q
Report Source: NSS - FCSD - QSV8

Orig Rpt #: 165580-97
Report Date: 10/29/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS146TBC
 Engine : 3.8L EFI FWD Odometer: 6,329 MILES
 Operating Environ: WCC : SD01
 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: 1107 HUB BOLT
 Causal Factor: Feature: Loc:
 Causal Condition: BROKEN/CRACKED 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 LEFT FRONT WHEEL STUDS WERE BROKEN.
 REPAIR REPLACED 3 WHEEL STUDS AND NUTS ON THE DRIVERS FRONT WHEEL.
 ADDIT 10/31/1997 12:03PM DATA ENTRY NSS - FCSD - QSV8
 SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY JHUFF3

----- 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 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.
RPL	1107	SERVICE	HUB BOLT	YES

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

Vehicle Build Date: 09/03/1996 Warranty Start Date: 10/23/1996
 Date of Sale: 10/23/1996 Selling Dir (Mkt,Dir,Sub): B4079
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 542 DR
 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: Plt: Shift:
 Model:

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

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

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

Tire : P215/70R15 BSW Brand :
 Radio : BLAETZ AM/FM/STRO/CSTB/CLOCK A/C : HIGH OUTPUT AXE CONDITIONER

CQIS Report Number: VJ1AAL60 Program Type: Q
Report Source: MSS - FCSD - QNVE

Orig Rpt #: 16680-97
Report Date: 10/29/1997

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 : BOB DEVIGNE Title: OTHER

Repair Dlr: B4076 - CAN CLARK FORD SALES (WPG) LTD Ph#: (204) 837-3636
City: Winnipeg Province: Manitoba
Country: CANADA Region : 04 FCSD REGION-CANADA

Claim #/Date : 44200

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
11/19/1996	TF2AAS99	SDSR	DRUVAL	CONTROL ASY RELAY	B4614

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

CQIS Report Number: VIVAB246 Program Type: Q
Report Source: MSH - FCSD - QSPS

Orig Rpt #: 159679-97
Report Date: 09/22/1997

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

VEHICLE: 1996 WINDSTAR, STEEL , WAGON VIN : 2FMDAS146TR[REDACTED]
Engine : 3.8L EFI FWD Odometer: 19,138 MILES
Operating Environ: WCC : SD01
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: 1107 HUB BOLT
Causal Factor: Feature: Loc:
Causal Condition: BROKEN/CRACKED 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 WHEEL STUDS ARE BREAKING ON THE FRONT PASSENGER'S TIRE.
REPAIR CHECKED OUT AND REPLACED THE WHEEL STUDS AND RIM.
AUDIT 09/24/1997 11:10AM DATA ENTRY MSH - FCSD - QSPS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY ADAVIS20

----- 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 : MEL light on?
Test Stand : Road Test : AD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs NOSC: 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: 01/20/1996 Warranty Start Date: 04/09/1996
Date of Sale: 04/09/1996 Selling Dir (Mkt, Dir, Sub): A5019
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 642 BA
Bld Dt: Calb: Serial #: L

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

Trans: AX4S O/D 4SP TRANAXLE Part #:
Bld Dt: Serial #:
Model: Pkt: Hkft:

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

Axle: 3.56 FWD TRANAXLE Id Tag Code: Bld Dt:
Serial #: Pkt:

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

Tire : P215/70R15 BSW Brand :
Radio : BLUFR AM/FM/STRO/CSTP/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER

Page: 02

CGIS DETAIL REPORT

07/06/99 18:08:29

CGIS Report Number: VIVAN346 Program Type: Q
Report Source: MHE - FCSD - QSTP

Orig Rpt #: 159679-97
Report Date: 08/22/1997

Paint : RED EXTERIOR PAINT FAMILY ----- LAMER RED TINT C/C

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : CHAD FELLNER Title: OTHER

Repair Dir: S4062 - GREAT PLAINS FORD SALES LTD Ph#: (306) 842-2645
City: Weyburn Province : Saskatchewan
Country: CANADA Region : 04 FCSD REGION-CANADA

Claim #/Date : 042813 07/17/1997

Customer name : [REDACTED] City :

----- CGIS VIN HISTORY -----
NO CGIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CGIS Report Number: VFIC9012 Program Type: H Orig Rpt #:
Report Source: MES - FCSD - TECH SVC HOTLINE Report Date: 06/09/1997

REPORT SUMMARY

VEHICLE: 1997 WINDSTAR, STDLN, WAGON VIN: 2FMDAS146VB
Engine: 3.8L EFI FWD Odometer: 6,339 MILES
Operating Environ: WCC
Vehicle Use: Rep. Act:

SYMPTOM: 3 06 4 97 CHASSIS TIRES/WHEELS
NOISE CONCERN NOT LISTED
Additional Symptom: WHEEL STUDS BROKEN,
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?: YES Customer satisfied?: Repair Effectiveness (%):

COMMENTS
REPAIR TECH STATES TWO WHEEL STUDS ON RIGHT FRONT WHEEL ARE BROKEN. VEHICLE IS BACK FOR SECOND TIME WITH SAME CONCERN, ALL FIVE STUDS AND AT LEAST TWO LOG NUTS WERE REPLACED LAST TIME.
RECOMM ADVISE SA NO KNOWS. VERIFY BOLT HOLES IN WHEEL AND HUB ARE NOT OVAL. MARK WHEEL BOLT HOLES AND POSITION OF STUDS THAT ARE BROKEN IF CONCERN CONTINUES, WILL BE ABLE TO VERIFY IF STUDS ARE BREAKING IN THE SAME POSITION. REPLACE LOG NUTS FOR THAT WHEEL.

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Synp. Verif?: Base of Diagnosis: Level of Assistance: H1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: SO Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOBC:
KOBR: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 11/01/1996 Warranty Start Date: 02/07/1997
Date of Sale: 02/07/1997 Selling Dlr (Mkt, Dlr, Sub): 06184
Dealer Special Order: Gross Vehicle Weight: 526 LBS
LR/RR Drive:

ENGINE
Engine: 3.8L EFI FWD Tag: 6K B42 DA
Sld Dt: Calb: 682J11 A Serial #: 1
TRANSMISSION
Trans: AX48 O/D 4SP TRAXLE Part #:
Sld Dt: Serial #:
Model: Flt: Sht:

AXLE
Axle: 3.86 FWD TRANSAXLE Id Tag Code: Sld Dt: B923-004 1358
Serial #: Flt:

COIS Report Number: VFIC9012 Program Type: H Orig Rpt #:
Report Source: NBS - FCSD - TECH SVC HOTLINE Report Date: 06/09/1997

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELSTR AM/FM/STRO/CBTR/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 : JEFF LENNIE Title: SERVICE MANAGER

Repair Dlx: 06184 - Venus Ford of Cudahy, Inc. Ph#: (414) 481-8800
City: Cudahy State : Wisconsin
Country: UNITED STATES Region : Chicago - 41

Specialist's
Name : BEN SMITH

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

COIS Prog
Date Report # Type Symp Cat Causal Part Description Dealer Id
06/26/1997 VE2GAP73 CACVCC CHASS. 06184

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: KRCN008 Program Type: R
Report Source: MBS - FCSD - TECH SVC HOTLINE

Orig Rpt #:
Report Date: 05/14/1999

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS141T8
Engine : 1.8L EFI FWD Odometer: 45,145 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: FRONT LOGS/BTS BREAK REPEATEDLY
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 SF STATES THE FRONT LOG STUDS HAVE BROKEN OFF REPEATEDLY. LOOKING
FOR REPAIR, FIRST TIME WAS WITH 27,000 MILES.
RECOMM REPORT #: V000050 REPLACE HUB BOLT
TECH REPLACED ALL STUDS ON FRONT WHEELS.
ADVISE SF TO VERIFY CORRECT NUTS ARE INSTALLED. BE SURE LOG NUT TORQ
IS CORRECT AND WHEELS DO NOT HAVE OVALED OUT HOLES. REPLACE ALL
STUDS.

----- 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 RENC: RENC:
RNER: 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: 05/03/1996 Warranty Start Date: 07/10/1996
Date of Sale: 07/10/1996 Selling Dir (Mkt, Dir, Sub): 00193
Dealer Special Order: Gross Vehicle Weight:
LM/RH Drive:

----- E N G I N E -----
Engine: 1.8L EFI FWD Tag: GK 542 BA
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: Shft:

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

COIS Report Number: KEMC008 Program Type: H Orig Rpt #:
 Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 08/14/1999

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

Tire : P215/70R15 BSW Brand :
 Radio : ELSTR AM/FM/STRO/CBTE/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : YELLOW-RED EXT PAINT FAMILY 8 ----- FUMICE 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 : PAUL MISZYNSKI Title: SHOP FOREMAN

Repair Dir: 00191 - JACKY W JONES FORD INC Ph#: (706) 865-2168
 City: Cleveland State : Georgia
 Country: UNITED STATES Region : Atlanta - 21

Specialist's

Name : BEN SMITH

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

Date	COIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
12/20/1996	TLEB1008	NEL	CHASS.	MUD & ROTOR ASY	FRONT	00191

--- 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

COIS Report Number: WLVD2004 Program Type: H Orig Rpt #:
Report Source: NSA - FCED - TECH SVC HOTLINE Report Date: 12/22/1998

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STOLN, WAGON VIN: 2FMDAB143WR
Engine: 3.8L EFI FWD Odometer: 16,665 MILES
Operating Environ: WCC
Vehicle Use: Rep. Act:

SYMPTOM: 3 06 9 00 CHASSIS TIRMS/WHEELS
NOT LISTED TIRES/WHEELS OTHER (CODE NOT AVAILABLE)
Additional Symptom: LP WHEEL STUDS BREAKING

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

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

COMMENTS

--TYPE-- COMMENT TEXT
REPAIR TECH STATES THAT THIS IS THE SECOND WHEEL STUD HE HAS REPLACED ON THIS VEHICLE. TECH STATES HE IS TIGHTENING THE WHEEL STUD TO THE PROPER TENSION
RECOMM ADVISED TECH TO CHECK TO MAKE SURE THAT THE VEHICLE IS EQUIPPED WITH A ROTOR WITH A CENTER SECTION OF THE PROPER THICKNESS. ALSO ADVISED TECH TO MAKE SURE THAT ROTOR & OR HUB IS NOT WARRIED.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance: E1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: MI Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOEO: KOEC:
DTCs: CM:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 01/06/1997 Warranty Start Date: 04/18/1997
Date of Sale: 04/18/1997 Selling Dlx (Mkt, Dlx, Sub): 03817
Dealer Special Order: Gross Vehicle Weight:
LN/RN Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: UK E42 AA
Bld Dt: Calb: Serial #: L

TRANSMISSION

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

Model: Bld Dt: Shft:

AXLE

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

CQIS Report Number: WLVD2804 Program Type: H Orig Rpt #:
Report Source: NIS - FCSD - TECH SVC HOTLINE Report Date: 12/22/1998

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELTRA PREM AM/FM STRO/CSTE/CLK 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 : BUDY SCORDARAGLIA Title: SERVICE MANAGER

Repair Dir: 20533 - Dan Buckley Ford, Inc. Ph#: (914) 352-3704
City: Chestnut Ridge State : New York
Country: UNITED STATES Region : New York -13

Specialist's Name : ROBERT LYNN

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

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id. Rows include dates 07/30/1997, 08/20/1998, 01/28/1999.

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CGIS Report Number: WJWR4012 Program Type: H Orig Spt #:
Report Source: MMS - PCSD - TECH SVC HOTLINE Report Date: 09/10/1998

REPORT SUMMARY

VEHICLE: 1996 WINDSTAR, STOLEN, WAGON VIN: 2FMDAS141TBC
Engine: 3.8L EFI FWD Odometer: 43,258 MILES
Operating Environ: WCC
Vehicle Use: Resp. Act:

SYMPTOM: J 06 0 00 CHASSIS OTHER (CODE NOT AVAILABLE) TIRES/WHEELS OTHER (CODE NOT AVAILABLE)
Additional Symptom: BROKEN STUDS LEFT WHEEL
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

REPAIR TECH STS THE STUDS ARE BROKEN OFF OF THE LEFT FRONT WHEEL. THIS IS THE THIRD TIME IT HAS OCCURRED. SEEKING KNOWLEDGE
RECOMM ADV TECH THERE ARE NO KNOWNS FOR THE CONCERN. ADV TO INSPECT THE RIM FOR DAMAGE

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Base of Diagnosis: Level of Assistance: H1
Comp. Timing: Base Timing: MIL light on?
Test Stand: Road Test: ID Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOEC:
KOBK: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/08/1996 Warranty Start Date: 10/12/1996
Date of Sale: 10/12/1996 Selling Dir (Mkt,Dir,Sub): 01363
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

Engine: 3.8L EFI FWD Tag: 5K 542 DA
Bld Dt: Calb: 662JR11 A Serial #: L

Trans: AX4S O/D 4SP TRANXLS Part #:
Bld Dt: Serial #:
Model: Pit: Shft:

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

ADDITIONAL
Tire : P215/70R15 BSW Brand :
Radio : BLUFR AM/FM/STRO/CSTS/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : PURPLE-BLUE EXT PAINT FAMILY B----- MED ROYAL BLUE C/C

CQIS Report Number: WIJB4012 Program Type: E Orig Rpt #:
Report Source: MMS - FCSD - TECH SVC HOTLINE Report Date: 09/10/1998

----- 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 : DAMON FOULKE Title: TECHNICIAN

Repair Dlr: 01363 - CONSHOHOCKEN FORD INC Ph#: (610) 279-1700
City: Conshohocken State : Pennsylvania
Country: UNITED STATES Region : Philadelphia -16

Specialist's
Name : ANDREW POENAR

----- 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

CQIS Report Number: WHYDS007 Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/25/1998

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STYLE ,WAGON VIN : JFMDAN149WBA
Engine : 3.8L EFI FWD Odometer: 8,116 MILES
Operating Environ: WCC :
Vehicle Use : Resp. Act:

STEPTON: 3 06 0 00 CHASSIS OTHER (CODE NOT AVAILABLE) TIRES/WHEELS OTHER (CODE NOT AVAILABLE)
Additional Symptom: LOG STUDS BROKE OFF
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

REPAIR SM STS ALL LOG STUDS BROKE OFF FROM THE LEFT WHEEL. SEEKING KNOWNS
RECOMM ADV SM THERE ARE NO KNOWNS FOR THIS CONCERN. SUSPECT SOMEONE LEFT THE
LOG NUTS LOOSE WHEN THE TIRE WAS REMOVED

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verify: 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: NONC:
KOER: CB:

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

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 08/11/1997 Warranty Start Date: 01/31/1998
Date of Sale: 03/31/1998 Selling Dlr (Mkt, Dlr, Sub): 09210
Dealer Special Order: Gross Vehicle Weight:
LN/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: EK 342 AA
Bld Dt: Calb: Serial #: L

TRANSMISSION

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

Model: Pit: Mkt:

AXLE

Axle: 3.5E FWD TRANSAXLE IG Tag Code: Bld Dt:
Serial #: Pit:

ADDITIONAL

Tire : 9215/70R15 BSW Brand :
Radio : ELSTR AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY LASER RED TINT C/C

CQIS Report Number: WHTD8007 Program Type: H Orig Rpt #:
 Report Source: SMS - FCSD - TECH SVC HOTLINE Report Date: 08/25/1998

----- 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 : PETE BANSIC Title: SERVICE MANAGER

Repair Dlr: 06351 - NORRIS-VERNIER MTR SLS INC Phs: (608) 372-4121
City: Tomah State : Wisconsin
Country: UNITED STATES Region : Twin Cities - 58

Specialist's
Name : ANDREW POZGAR

----- 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
08/26/1998	WHTD8007	CACVOC	CHASS.				06351

--- 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

CQIS Report Number: WF4CF018 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 06/30/1998

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS1498EC
 Engine : 3.8L EFI FWD Odometer: 75,000 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: BROKEN STUDS
 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 CUST BROUGHT VEH IN WITH TWO BROKEN WHEEL STUDS, WHILE
 REMOVING OTHER THREE STUDS ON THAT WHEEL THEY BROKE OFF AS WELL.
 HAS NEW STUDS AND RE-TORQUED TO 100 FTL. LBS.
 RECOMM ADVISE TECH NO KNOWS, CK TORQUE STICK ACCURACY BY TIGHTENING A BOLT W
 ITN IT THEN USE TORQUE WRENCH TO VERIFY TORQUE.

----- 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: 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?

----- 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: 02/10/1995 Warranty Start Date: 02/15/1995
 Date of Sale: 02/28/1995 Selling Dir (Mkt, Dir, Sub): 43348
 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 EA
 Bld Dt: Calb: 462JR11 A Serial #: L

----- T R A N S M I S S I O N -----
 Trans: AX4E O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shft:

----- A X L E S -----
 Axle: 2.37 FWD TRAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

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

CQIS Report Number: WF4CF018 Program Type: H Orig Rpt #:
Report Source: MSS - FCMD - TECH SVC HOTLINE Report Date: 06/30/1998

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 : DAN ROBERTSON Title: TECHNICIAN

Repair Dir: 01237 - KIMBLE FORD MTRC-LINC INC Ph#: (609) 465-5100
City: Cape May Court House State : New Jersey
Country: UNITED STATES Region : Philadelphia -16

Specialist's
Name : BEN SMITH

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

COIS Report Number: WOTCZ023 Program Type: H Orig Rpt #:
 Report Source: MSB - PCRD - TECH SVC HOTLINE Report Date: 04/20/1998

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

VEHICLE: 1998 WINDSTAR, STD/LN , WAGON VIN : 2FMDAB149TE
 Engine : 3.8L EFI FWD Odometer: 39,531 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRRS/WHEELS
 NOT LISTED TIRES/WHEELS CONCERN NOT LISTED
 Additional Symptom: RF WHEEL STUDS BROKEN 2X
 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 (V):

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

--TYPE-- COMMENT TEXT
 REPAIR TECH STATES THIS IS THE SECOND TIME THE VEH HAS COME IN IN 3,000 MILES
 FOR BROKEN WHEEL STUDS ON RF WHEEL. ALL STUDS WERE REPLACED FIRST TIM
 E...ALL WERE BROKEN, THIS TIME ONLY THREE ARE BROKEN. VEH HAS FACTORY
 ALUMINUM WHEELS.
 RECOMM REPORT #: V000020 REPLACE NUB BOLT
 TECH REPLACED ALL STUDS ON FRONT WHEELS.
 ADVISE TECH TO REPLACE ALL WHEEL STUDS ON RF, INSPECT WHEEL AND
 REPLACE AS NECESSARY.

----- 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: N1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOEO: KOCB:
 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: 02/01/1998 Warranty Start Date: 03/13/1998
 Date of Sale: 03/13/1998 Selling Dir (Mkt, Dlr, Sub): 07842
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 544 BA
 Bld Dt: Calb: 662SR10 A Serial #: L

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

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

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

Axle: 3.56 FWD TRANXLE Id Tag Code: Bld Dt: 8903-004 1304
 Serial #: Plt:

Page: 02

CQIS DETAIL REPORT

07/06/99 18:08:32

CQIS Report Number: WPTC5023 Program Type: H Orig Rpt #:
Report Source: NSS - FCSD - TRCH SVC HOTLINE Report Date: 04/20/1998

--- ADDITIONAL ---

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : JOHN ORTIVERO Title: TECHNICIAN

Repair Dir: 07712 - MISSION VALLEY FORD TRUCK SLR Ph#: (408) 933-2323
City: San Jose State : California
Country: UNITED STATES Region : San Francisco - 72

Specialist's
Name : BEN SMITH

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

Table with columns: Date, CQIS Report #, Prog Type, Symp Cat, Causal Part, Description, Dealer Id. Rows include dates from 09/25/1997 to 07/29/1998.

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
SURVEY HAS BEEN SENT

CQIS Report Number: VKRBF010 Program Type: R Orig Rpt #:
Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 11/18/1997

REPORT SUMMARY

VEHICLE: 1996 WINDSTAR, STDLN, WAGON VIN: 2FMDAS143TEC
Engine: 3.8L EFI FWD Odometer: 16,634 MILES
Operating Environ: WCC
Vehicle Use: Rep. Act:

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

Additional Symptom: WHEEL STUDS BREAK OFF
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

REPAIR TECH STATES WHEEL STUDS ARE BREAKING OFF. HAS BROKEN TWO STUDS OFF
ON THE LEFT FRONT. SEEKING KNOWS.
RECOMM ADV TECH TO REPLACE LOG STUDS AND VERIFY LOG HOLES WERE DRILLED AND
SPACED CORRECTLY.
TECH/C 12/19/1997 03:18PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE
CENTER OF MOTOR HAD BEEN MACHINED WRONG CAUSING PRESSURE ON STUDS

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Varif?: 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: CE:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 09/20/1996 Warranty Start Date: 10/17/1996
Date of Sale: 10/17/1996 Selling Dlr (Mkt, Dlr, Sub): 06660
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 6K 542 BA
Bld Dt: Calb: 662UR11 A Serial #: L
TRANS MISSION
Trans: AX45 O/D 4SP TRANXLE Part #:
Bld Dt: Serial #:
Model: Plt: Shft:

AXLE

Axle: 9.56 FWD TRANXLE Id Tag Code: Bld Dt:
Serial #: Plt:

CQIS Report Number: VRRBF020 Program Type: H Orig Rpt #:
Report Source: --- MMS - FCED - TECH SVC HOTLINE Report Date: 11/18/1997

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELFT8 AM/FM/STNO/CETE/CLOCK 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 : HUNTER LOVING Title: TECHNICIAN
Repair Dir: 06707 - DICK STRAUSS FORD INC Ph#: (804) 794-0500
City: Richmond State : Virginia
Country: UNITED STATES Region : Washington - 27

Specialist's Name : STEPHEN MARTINEZ

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

Table with 6 columns: Date, CQIS Report #, Prog, Type, Symp Cat, Causal Part Description, Dealer Id. Row 1: 04/15/1999, X00DL006, MHL, ELECT., GAUGE ASY FUEL TANK, 06707

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: V6003020 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 07/03/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS147TB
 Engine : 3.8L EFI FWD Odometer: 33,314 MILES
 Operating Environ: WCC : SD01
 Vehicle Use : Asp. Act:

SYMPTOM: 3 06 9 99 CHASSIS TIRES/WHEELS
 NOT LISTED TIRES/WHEELS CONCERN NOT LISTED
 Additional Symptom: WHEEL STUDS BROKEN OFF
 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 (%):

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

--TYPE-- COMMENT TEXT
 REPAIR STATES CUSTOMER CLAIMS HE FELT A VIBRATION WHILE DRIVING. STOPPED AND FOUND 2 LUGS ON THE RF WHEEL BROKEN. CUSTOMER WANTS ALL STUDS REPLACE D. TECH FINDS NO CONCERN WITH REMAINING STUDS. DLR DID REPLACE RF TIE ROD END APPROX 2 MONTHS AGO.
 RECOMM ADVISED TECH TO VERIFY ALL OTHER WHEEL STUDS ARE NOT DAMAGED OR STRETCH REQ. VERIFY THE NUTS THREAD ONTO THE STUDS PROPERLY.
 TECH/C 07/29/1997 03:16PM SURVEY ENTRY MSS - FCSD - TECH SVC HOTLINE
 TECH REPLACED ALL STUDS ON FRONT WHEELS.

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

----- 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 Prior to Call: NO
 DTCs ROSO: KOBC:
 KOER: CS:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

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

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

Vehicle Build Date: 03/22/1996 Warranty Start Date: 04/06/1996
 Date of Sale: 04/06/1996 Selling Dir (Mkt, Dir, Sub): 09367
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 546 BA
 Bld Dt: Calb: 662JRI0 A Serial #: L

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

Trans: AXAS O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shft:

CQIS Report Number: VGCC0020 Program Type: H Orig Rpt #:
 Report Source: --- MSB - PCSD - TECH SVC HOTLINE Report Date: 07/03/1997

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

----- ADDITIONAL -----
 Tire : P215/70R15 BSW Brand :
 Radio : ELFTZ PREM 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 : GENE ALLEK Title: SERVICE MANAGER

Repair Dir: 09367 - WICK FORD-LINCOLN-MERCURY Ph#: (220) 523-1301
 City: Olivia State : Minnesota
 Country: UNITED STATES Region : Twin Cities - 58

Specialist's
 Name : TIMOTHY DEBORDE

----- 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
08/12/1997	VHLD7001	NHL	CHASS.	SHOE LINING REAR BRA	09367
02/26/1998	WBRGC413	CACVOC	MONTEC		09367
03/18/1998	WBRGE101	CACVOC	CHASS.		09367

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
 SURVEY HAS BEEN RECEIVED

CQIS Report Number: VEURW004 Program Type: H Orig Rpt #:
 Report Source: NRS - FCSD - TECH SVC HOTLINE Report Date: 05/21/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAN1458RC
 Engine : 3.0L EFI FWD Odometer: 54,511 MILES
 Operating Environ: WCC :
 Vehicle Use : Esp. Act:

SYMPTOM: 3 05 9 99 CHASSIS TIRES/WHEELS
 NOT LISTED TIRES/WHEELS CONCERN NOT LISTED
 Additional Symptom: WHEEL STUDS BROKEN 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 (0):

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

REPAIR WHEEL STUDS BROKE OFF WHEN COST WAS DRIVING UNIT/DLR HAD PERFORMED BRAKE JOB 2K MILES AGO/DLR ORDERED NEW STUD AND QUESTIONED THE NEW STUDS BECAUSE THEY ARE DIFFERENT THEN ORIGINALS/
 RECOMM THE 95-06-04 USE ONLY TORQUE WRENCH OR ROTUNDA "ACCUTORQ" FOR LOGS ADV DLR NO KNOWS/REPLACE LOGS/ADV DLR TO CALL CATALOG ASSIST FOR PART INFO

----- 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: E1
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : ED Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs NOSC: NOEC:
 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: 09/08/1995 Warranty Start Date: 09/27/1995
 Date of Sale: 09/27/1995 Selling Dlx (Mkt, Dlx, Sub): 02413
 Dealer Special Order: Gross Vehicle Weight: 528 LBS
 LH/RM Drive:

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

Engine: 3.0L EFI FWD Tag: 4K 542 BA
 Bld Dt: Calb: 463JR11 A Serial #: L

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

Trans: AX48 O/D 4HP THROXLS Part #:
 Bld Dt: Serial #:

Model: Flt: Sht:

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

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

CQIS Report Number: VEHAW004 Program Type: N Orig Rpt #:
Report Source: MMS - FCSD - TECH SVC HOTLINE Report Date: 05/21/1997

--- ADDITIONAL ---

Tire : P215/70R15 BSW Brand :
Radio : ELSTR DRMB AM/FM STRO/CSTR/CLK 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 : DANNY SILCOX Title: TECHNICIAN

Repair Dir: 02413 - DAYTON-WRIGHT FORD SALES INC Ph#: (817) 481-3531
City: Grapevine State : Texas
Country: UNITED STATES Region : Southwest - 52

Specialist's
Name : JIM MURRAY

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---

SURVEY HAS BEEN SENT

CQIS Report Number: VDGEC024 Program Type: H Orig Rpt #:
 Report Source: --- MSS - FCSD - TECH SVC HOTLINE Report Date: 04/07/1997

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

VEHICLE: 1995 WINDSTAR, STOLN ,NAGOR VIN : 2FMDA51498BD
 Engine : 3.8L EFI FWD Odometer: 58,901 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. Ant:

SYMPTOM: 1 06 9 99 CHASSIS TIRES/WHEELS
 NOT LISTED TIRE/WHEELS CONCERN NOT LISTED

Additional Symptom: WHEEL STUDS BROKEN
 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 WHEEL STUDS BROKEN--WHEEL CAME OFF--DEALER DID FRONT BRAKE JOB ON 15TH
 OF MARCH--TECH USED ROTUNDA TOOL.
 RECOMM ADV NO KNOWNS. CONTACT HOME FOR INSPECTION OF PARTS.

----- 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: H1
 Comp. Timing: Base Timing : MIL light on?
 Test Stand : Road Test : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs MONO: KOEC:
 MONR: CR:
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/10/1995 Warranty Start Date: 05/30/1995
 Date of Sale: 06/30/1995 Selling Dlr (Mkt, Dlr, Sub): 00243
 Dealer Special Order: Gross Vehicle Weight: 516 LBS
 IM/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 BA
 Bld Dt: Calb: 4623R11 A Serial #: L

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

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

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

Axle: 3.37 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 : ELSTR PREM AM/FM STRO/CSTN/CLK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW MET. C/C

CQIS Report Number: VDGE024 Program Type: E Orig Rpt #:
Report Source: --- MSS - FCSD - TECH SVC HOTLINE Report Date: 04/07/1997

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : MIKE GREENLAW Title: SERVICE MANAGER

Repair Dlr: 00243 - Marietta Ford Ph#: (770) 425-5499
City: Marietta State : Georgia
Country: UNITED STATES Region : Atlanta - 31

Specialist's
Name : LENA THOMPSON (PER)

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NATIONAL HOTLINE SURVEY ---
SURVEY HAS BEEN SENT

CQIS Report Number: VE2GA973 Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1084780571
 Report Date: 08/26/1997

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

VEHICLE: 1997 WINDSTAR, STDLE , WAGON VIN : 2FMDAS166VW
 Engine : 3.8L RPT FWD Odometer: 4,300 MILES
 Operating Environ: WCC :
 Vehicle Use : Rsp. Act:

SYMPTOM: 2 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 (%):

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

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

OWNREL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: - WIFE CALLING - TOOK VEHICLE
 IN YESTERDAY, IT WILL BE REPAIRED TODAY - TWO OF THE LOG NUTS CAME OFF
 OF THE RIM * PER CUSTOMER, DEALER SAYS: - WILL REPLACE THE 2 LOG NUTS
 THAT CAME OFF *

OWNREL CUSTOMER SAYS: - WANTS ALL OF THE LOG NUTS TO BE REPLACED - FORD CSM
 * CAC ADVISED: **RE FORD REPRESENTATIVE** - MR. JEFF LEMMIE (CUST. REL
 MGR.) IS IN THE BEST POSITION TO ASSIST YOU. - SVC MGR MAY CONSULT
 FORD CSM IF REQUIRED. **RE REPAIR PROCEDURE** - DEALER IS IN THE BEST
 POSITION TO PROVIDE TECHNICAL ASSISTANCE. - FORD SUPPORTS THE
 DIAGNOSIS OF THE DEALERSHIP

OWNREL CUSTOMER SAYS: (MRS. STRANER) - TWO OF THE LOG NUTS CAME OFF OF THE
 RIM - THEY ARE LEAVING TOMORROW & SHE IS WONDERING IF SHE CAN CHANGE
 DEALERSHIP * PER CUSTOMER, DEALER SAYS: PER BOAH, SERVICE: - THE
 VEHICLE WILL NOT BE READY UNTIL TOMORROW * CUSTOMER SAYS: - CHANGE
 DEALERSHIP

OWNREL * CAC ADVISED: - WARRANTY CAN BE PERFORMED AT ANY FORD OR L-M
 DEALERSHIP FRANCHISED TO SELL THE VEHICLE - RECOMMEND CONTINUE WORKING
 WITH SERVICING 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?: 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 KOSO: KOSC:
 KCHR: 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: 11/01/1996 Warranty Start Date: 02/07/1997
 Date of Sale: 02/07/1997 Selling Dlx (Mkt, Dlx, Sub): 06184
 Dealer Special Order: Gross Vehicle Weight: 526 LBS
 LR/RH Drive:

QDIS Report Number: VE2GA973 Program Type: CI
Report Source: MHS - FCSD - CUST ASST CTR

Orig Rpt #: 1084780571
Report Date: 05/28/1997

Engine: 3.8L EFI FWD Tag: 6K 542 DA
Sld Dt: Calb: 662JW11 A Serial #: L
----- TRANSMISSION -----
Trans: AX4E O/D 4SP TRANSAXLE Part #: Serial #:
Sld Dt: Model: Plt: Shft:

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

----- ADDITIONAL -----
Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CNTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY ----- LASER RED TRIM C/C

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : EDWIN STASZAK Title: OTHER

Repair Dlr: 06184 - Venus Ford of Cudahy, Inc. Ph#: (414) 481-8500
City: Cudahy State : Wisconsin
Country: UNITED STATES Region : Chicago - 41

Customer Name : [REDACTED] City : SO MILWAUKEE
State/Prov : Wisconsin
Phone (Work) : [REDACTED] - Ext: (Home): [REDACTED]

Specialist's Name : BRIAN BREWER

----- QDIS VIN HISTORY -----
Date QDIS Prog Symp Cat Causal Part Description Dealer Id
06/09/1997 VFIC9022 MEL CHASS. 06184

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: XDLAB192 Program Type: C1
 Report Source: MBS - PCSD - CUST ASST CTR

Orig Rpt #: 00000276519M
 Report Date: 04/27/1999

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDA5149TE
 Engine : 3.8L EFI FWD Odometer: 30,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Resp. Act:

SYMPTOM: 3 06 4 00 CHASSIS TINES/WHEELS
 NOISE 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:

-RIGHT FRONT PASSENGER SIDE

-LOG NOT SEEMS TO BE
 SHAKING OFF

-ONE LOG NOT WAS LOST

HEARD A LOAD BANG

-WENT VEH.

ARRIVED HOME ONE LOG NOT WAS LEFT ON THE

-WOULD LIKE FOR VEH. TO BE
 REPAIRED PROPERLY

PER CUSTOMER, DEALER SAYS:

-COULD NOT UNDERSTAND

WHY THIS HAPPEN

-STATED VEH. WAS FIXED

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?

REFERENCE CASE ID: 4891

CUSTOMER SAYS:

-RIGHT FRONT PASSENGER SIDE

-LOG NOT SEEMS TO BE
 SHAKING OFF

-ONE LOG NOT WAS LOST

HEARD A LOAD BANG

-WENT VEH.

ARRIVED HOME ONE LOG NOT WAS LEFT ON THE

-WOULD LIKE FOR VEH TO BE
 REPAIRED PROPERLY

PER CUSTOMER, DEALER SAYS:

-COULD NOT UNDERSTAND

WHY THIS HAPPEN

-STATED VEH. WAS FIXED

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

OWNER: CUSTOMER SAYS:

WAS CALLED BACK TO STRESS CONCERN FOR THIS PROBLEM, AS

WAS THE 2ND OCCURENCE IN PAST 5 WKS. CALLER IS AT THIS POINT

CONCERNED OF THIS HAPPENING AGAIN, AND IS LOOKING INTO HER

INTERVENTION AS TO PERHAPS TRADING INTO ANOTHER VEH.

PER CUSTOMER,

DEALER SAYS:

RETIRE RIGHT FRONT SIDE (STEERING) NEEDS TO BE

REPLACED,

CAC ADVISED:

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

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

Symp. Verif? :	Ease of Diagnosis:	Level of Assistance:
Comp. Timing:	Race Timing :	MIL light on? :
Test Stand :	Road Test :	SD Number:
Prior Repair Attempts:		Repair Prior to Call: NO
DTCs R000:	K00C:	
K00R:	CB:	
Equipment/Procedure Used	Effective?	Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 06/06/1996 Warranty Start Date: 04/18/1996

CQIS DETAIL REPORT

07/06/99 13:08:46

CQIS Report Number: XD1A192 Program Type: C1
Report Source: MSS - FCED - CUST ASST CTR

Orig Rpt #: 00000376519M
Report Date: 04/27/1999

Date of Sale: 04/15/1996
Dealer Special Order:
LN/RE Drive:

Selling Dlr (Mkt, Dlr, Sub): 00545
Gross Vehicle Weight: 514 LBS

Engine: 3.0L EFI FWD
Sld Dt:

--- ENGINE ---

Tag: 6K 542 BA

Calb: 662BR10 A Serial #: L

Trans: AX4S O/D 4SP TRUCKLE

--- TRANSMISSION ---

Sld Dt: Part #: Serial #:

Model:

Plt: Shift:

Axle: 3.56 FWD TRANSAXLE
Serial #:

--- AXLE ---

Id Tag Code: Sld Dt: Plt:

Tire : P215/70R16 BSW

--- ADDITIONAL ---

Radio : ELSTR AM/FM/STRO/CSTC/CLOCK

Brand :
A/C :

Paint : BLUE-GREEN MET PAINT FAMILY

MANUAL AIR CONDITIONER
PACIFIC GREEN C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dlr: 00789 - COURTESY FORD INC Ph#: (315) 485-2435
City: Syracuse State : New York
Country: UNITED STATES Region : New York -13

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS BEEN RECEIVED