

EA03-004

FORD 8/27/03

ATTACHMENT J

BOOK 3 OF 3

PART 4 OF 4

CQIS Report Number: KDTA8777 Program Type: C1
Report Source: M88 - PCSD - CUST ASST CTR

Orig Rpt #: 00000367172M
Report Date: 04/20/1999

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STDLM , WAGON VIN : 2FMDAN144WBA94223
Engine : 3.8L EFI FWD Odometer: 37,900 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06.3 00 CHASSIS TIRES/WHEELS
UNABLE TO REMOVE OTHER (CODE NOT AVAILABLE)

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

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

COMMENTS

-----TYPE----- COMMENT TEXT
OWNER: CUSTOMER SAYS:
I HAVE A 1998 FORD WINDSTAR WITH 37,900 MILES ON IT; I
HAD A FLAT TIRE AND THREE 3 LOG WERE BROKEN ON THE FRONT PASSENGER
SIDE; THIS IS NOT UNDER A RECALL; I WAS TOLD TO CALL THE CAC AND FIND
OUT IF FORD WOULD HELP WITH THE REPAIRS ON THIS VEH;

PER CUSTOMER,
DEALER SAYS:
NONE

CAC ADVISED:
- WARRANTY HAS EXPIRED
- FORD WILL
NOT PROVIDE FINANCIAL ASSISTANCE

REFERENCE CASE ID: 1794 CUSTOMER
SAYS:
I HAVE A 1998 FORD WINDSTAR WITH 37,900 MILES ON IT; I HAD A
FLAT TIRE AND THREE 3 LOG WERE BROKEN ON THE FRONT PASSENGER SIDE;
THIS IS NOT UNDER A RECALL; I WAS TOLD TO CALL THE CAC AND FIND OUT IF
FORD WOULD HELP WITH THE REPAIRS ON THIS VEH;

PER CUSTOMER, DEALER
SAYS:
NONE

CAC ADVISED:
- WARRANTY HAS EXPIRED
- FORD WILL NOT
PROVIDE FINANCIAL ASSISTANCE

REFERENCE CASE ID: 1794

CONCERN DETAILS

DIAGNOSTIC INFORMATION

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Ease Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KSD0: 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: 04/10/1997 Warranty Start Date: 04/25/1997
Date of Sale: 04/25/1997 Selling Dlr (Mkt, Dlr, Sub): 04562
Dealer Special Order:
LH/RH Drive: Gross Vehicle Weight: 512 LBS

----- ENGINE -----

Engine: 3.0L EFI FWD Tag: EK 542 AA
Bld Dt: Calb: 862JR11 A Serial #: L

----- TRANSMISSION -----

Trans: AX49 O/D 4SP TORQUE Part #:
Bld Dt: Serial #:

Page: 02

CQIS DETAIL REPORT

07/06/99 18:08:46

CQIS Report Number: XDTAR777 Program Type: C1
Report Source: MRS - FCSD - CUST ASST CTR

Orig Rpt #: 00000367172M
Report Date: 04/20/1999

Model: Plt: Shift:
- - - 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 : ELSTR AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : BLUE-GREEN EXT PAINT FAMILY ----- LT PINK 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

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

Repair Dlr: 00400 - REGAL FORD, INC. Ph#: (316) 722-2593
City: Winston Salem State : North Carolina
Country: UNITED STATES Region : Atlanta - 21

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 : MORS III GENERIC BATCH LOAD ---

SURVEY HAS BEEN RECEIVED

CQIS Report Number: KR2AB763 Program Type: C1
Report Source: MHS - FCSD - COST ASST CTR

Orig Rpt #: 00000291244M
Report Date: 02/19/1999

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

VEHICLE: 1996 WINDSTAR, STEEL , WAGON VIN : 2FMDA5149TBC
Engine : 3.0L EFI FWD Odometer: 70,000 MILES
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 2 06 7 00 CHASSIS TIRMS/WHEELS
APPEARANCE OTHER (CODE NOT AVAILABLE)

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

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

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

--TYPE-- COMMENT TEXT
OWNER CUSTOMER SAYS:
THE WHEEL LOG NPT ON THE COST WINDSTAR HAS BROKEN.
CUST IS CONCERN AT THIS TIME AS TO THE SAFETY OF THE VEH. THIS IS THE
3RD ONE. CUST WOULD LIKE TO WHY THIS IS HAPPENING.

PER CUSTOMER,
DEALER SAYS:
BRING IN FOR REPAIR

CAC ADVISED:
WE RECOMMEND THE
REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP.
WOULD YOU LIKE FOR ME TO
RECOMMEND A DEALERSHIP IN YOUR AREA?
INFERENCE CASE ID: 4591 CUSTOMER
SAYS:
THE WHEEL LOG NPT ON THE COST WINDSTAR HAS BROKEN. CUST IS
CONCERN AT THIS TIME AS TO THE SAFETY OF THE VEH. THIS IS THE 3RD ONE.
CUST WOULD LIKE TO WHY THIS IS HAPPENING.

PER CUSTOMER, DEALER SAYS:
BRING IN FOR REPAIR

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

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Sym. Verif?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs R080: K08C:
R08R: C0:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 08/01/1996 Warranty Start Date: 08/08/1996
Date of Sale: 08/08/1996 Selling Dir (Mkt, Dlr, Sub): 02204
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- ENGINE -----

Engine: 3.6L EFI FWD Tag: 6K 542 DA
Bld Dt: Calb: 662JRI1 A Serial #: L

----- TRANSMISSION -----

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

CQIS Report Number: K82AB763 Program Type: C1
Report Source: --- MMS - FCSD - CUST ASST CTR

Orig Rpt #: 0000291244M
Report Date: 02/19/1999

Model: Plt: Shift:

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

--- ADDITIONAL ---
Tire : LT215/65R-16D BSW A-B Brand :
Radio : ELITE AM/FM/STRO/CSTR/CLOCK A/C : MANUAL 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 -----
Repair Dir: 02204 - MARSHALL FORD Ph#: (216) 449-1000
City: Mayfield Heights State : Ohio
Country: UNITED STATES Region : Pittsburgh - 44

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 |
|------------|---------------|-----------|--------|-----|-------------|-------------|-----------|
| 10/21/1997 | VJ03D401 | CACVOC | WOMPEC | | | | 01678 |
| 10/21/1997 | VJ03D826 | CACVOC | CHASS. | | | | 01678 |

--- SUPPLEMENTAL SURVEY: MORS III GENERIC BATCH LOAD ---
SURVEY HAS BEEN RECEIVED

CGIS Report Number: WLEAA783 Program Type: C1
Report Source: NBS - FCSD - CUST ASST CTR

Orig Rpt #: 00000201963M
Report Date: 12/02/1998

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS143TSC
Engine : 3.8L RFI FWD Odometer: 0
Operating Environ: WCC :
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 3 00 CHASSIS TIRDS/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

OWNEL CUSTOMER SAYS:
- CUST SBT LETTER DATED 11/16/98. CUST SAYS THAT VEH'S
LOG BOLTS SHAPPED OFF TWICE. TOOK TO RIESO FORD LAST WEEK. CONCERN HAS
JUST RETURNED THIS WEEKEND. 4 LOG BOLTS WERE REPLACED ON ONE WHEEL.
CUST SAYS HE NEEDS A GUARANTEE THAT THIS CONCERN

PER CUSTOMER, DEALER
SAYS:

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?
- CAC CANNOT GUARANTEE THE SAFETY OF VEHICLES; HOWEVER
THE DEALERSHIPS ARE OUR TECHNICAL EXPERTS; SERVICE DEPARTMENT CAN MAKE
AN INSPECTION TO DETERMINE SAFETY OF VEHICLES.
INFERENCE CASE ID: 4890
CUSTOMER SAYS:

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:
BUST
SIGNAL.
OWNEL CUSTOMER SAYS:
- CUST SBT LETTER DATED 11/16/98. CUST SAYS THAT VEH'S
LOG BOLTS SHAPPED OFF TWICE. TOOK TO RIESO FORD LAST WEEK. CONCERN HAS
JUST RETURNED THIS WEEKEND. 4 LOG BOLTS WERE REPLACED ON ONE WHEEL.
CUST SAYS HE NEEDS A GUARANTEE THAT THIS CONCERN

PER
CUSTOMER, DEALER SAYS:

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?

- CAC CANNOT GUARANTEE THE SAFETY OF
VEHICLES; HOWEVER THE DEALERSHIPS ARE OUR TECHNICAL EXPERTS; SERVICE
DEPARTMENT CAN MAKE AN INSPECTION TO DETERMINE SAFETY OF VEHICLE.

FALLED SECOND CALL ATTEMPT NEXT CSR WHEN CUSTOMER CALLS IN PLEASE
ADVISE AS PER ABOVE.

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: WLBAAT83 Program Type: C1
 Report Source: MBS - FCSD - CUST ASST CTR

Orig Rpt #: 00080201563M
 Report Date: 12/02/1998

----- VEHICLE DETAILS -----
 Vehicle Build Date: 08/28/1996 Warranty Start Date: 02/28/1997
 Date of Sale: 02/28/1997 Selling Dlr (Mkt, Dlr, Sub): 08884
 Dealer Special Order: Gross Vehicle Weight: 526 LBS
 LR/RH Drive:

----- ENGINE -----
 Engine: 3.8L EFI FWD Tag: 6K 542 DA
 Bld Dt: Calb: 662JR11 A Serial #: L
 ----- TRANSMISSION -----
 Trans: AXAS O/D 4SP TRANAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shift:
 ----- AXLE -----
 Axle: 3.56 FWD TRANAXLE Id Tag Code: Bld Dt:
 Serial #: Plt:

----- ADDITIONAL -----
 Tire : P215/70R15 BSW Brand :
 Radio : ELTRA AM/FM/STRO/CNTR/CLOCK 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 -----
 Repair Dlr: 08884 - DICK GRANSTON FORD SALES INC Ph#: (401) 884-4000
 City: East Greenwich State : Rhode Island
 Country: UNITED STATES Region : Boston -11
 Customer name : [REDACTED] City :

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

| Date | CQIS Report # | Prog Type | Symp Cat | Causal Part | Description | Dealer Id |
|------------|---------------|-----------|----------|-------------|-------------|-----------|
| 12/17/1998 | WLQAB529 | CACVOC | CHASS. | | | 08884 |

--- SUPPLEMENTAL SURVEY: MORE III GENERIC MATCH LOAD ---
 SURVEY HAS BEEN RECEIVED

CQIS Report Number: WHEAAE75 Program Type: C1
 Report Source: --- NSS - FCSD - COST ASST CTR

Orig Rpt #: 00000176020M
 Report Date: 11/05/1998

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

VEHICLE: 1996 WINDSTAR, STDLE , WAGON VIN : 2FMDA5145TAE
 Engine : 3.0L EFI FWD Odometer: 1 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 (b):

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

--TYPE-- COMMENT TEXT
 AUDIT OCCURER 0040062 M CHANGED TO 0000001 M BY CQCAC

ORIGINAL CUSTOMER SAYS:

- **LETTER DATED 9/16/98 ATTN: MR. ROSS ROBERTS/
FORWARDED TO SL FOR HANDLING**
- WRITES HE HAS EXPERIENCED A CONCERN
WITH THE WHEELS COMING LOOSE DUE TO THE LOG NUT STUDS
- IN 2/98, THE
LEFT FRONT WHEEL ALMOST FELL OFF AND THE VEHICLE WAS TOWED TO CURRY
FORD FOR REPAIRS
- ON 9/13/98, THEY EXPERIENCED A CONCERN AGAIN WITH
THE LEFT FRONT WHEEL AND THE VEHICLE WAS TAKEN TO COLONIAL FORD FOR
REPAIRS
- FEELS THE LOG STUDS ARE DEFECTIVE AND THERE SHOULD BE A
RECALL ISSUED
- WANTS FORD TO ADDRESS THE CONCERN

PER CUSTOMER,
 DEALER SAYS:

CAC ADVISED:

- SL MADE CAC TO JIM WITS/SVC MGR AT
CURRY FORD
- PER JIM:
ON 2/9/98 AT 25,867 MILES, 2 LOG STUDS ON
THE LEFT FRONT WHEEL WERE REPLACED UNDER WARRANTY
- SL MADE CAC TO
JIM AVELLINO/SVC MGR AT COLONIAL FORD
- PER JIM:
VEHICLE WAS
BROUGHT IN ON 9/14/98 AT 48,862 MILES; EXAMINED WHEEL HUB AND REPLACED
STUDS AND LOG NUTS ON THE LEFT FRONT WHEEL.
- BELIEVES REPAIRS WERE
COVERED BY UNDER A NON-FORD ESP
- SL MADE CAC TO CUSTOMER
- LEFT

MESSAGE FOR CUSTOMER TO RECONTACT SL
 ORIGINAL - SL MADE CAC TO CUSTOMER - CUSTOMER INDICATED HE NO LONGER OWNS THE
 VEHICLE - WAS CHARGED FOR THE LOG STUD REPAIRS - SL ADVISED CUSTOMER
 THAT THE VEHICLE IS NOT INVOLVED IN A RECALL/CWP - DEALER IS IN THE
 POSITION TO DETERMINE IF REPAIRS ARE COVERED UNDER THE MANUFACTURER

WARRANTY - CONCERNS HAVE BEEN DOCUMENTED
OWNER CUSTOMER SAYS:

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:

SL

ADDING MICRO # 0009 1373

----- 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 KMO: | KOBC: | |
| KOER: | CB: | |
| Equipment/Procedure Used | Effective? | Equipment/Procedure Used Effective? |

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

CQIS Report Number: WZKAA678 Program Type: C1
 Report Source: M88 - FCSD - CUST ASST CTR

Orig Rpt #: 00000176820M
 Report Date: 11/05/1998

----- VEHICLE DETAILS -----
 Vehicle Build Date: 02/20/1996 Warranty Start Date: 08/28/1996
 Date of Sale: 08/28/1996 Selling Dir (Mkt, Dlr, Sub): 03690
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

----- ENGINE -----
 Engine: 3.8L 2PI FWD Tag: 6K 842 BA
 Bld Dt: Calb: 662SR10 A Serial #: L

----- TRANSMISSION -----
 Trans: AX48 O/D 4SP TREACLE Part #:
 Bld Dt: Serial #:
 Model:

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

----- ADDITIONAL -----
 Tire : LT215/85R-16D BSW A-5 Brand :
 Radio : ELCTR AM/FM/SYNO/CITE/CLOCK 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 -----
 Repair Dir: 03603 - COLONIAL FORD Ph#: (203) 748-3503
 City: Danbury State : Connecticut
 Country: UNITED STATES Region : New York -13

Customer name : [REDACTED] City :

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

| Date | CQIS Report # | Frog Type | Symp | Cat | Causal | Part Description | Dealer Id |
|------------|---------------|-----------|--------|-----|--------|------------------|-----------|
| 12/30/1997 | VLAGA802 | CACVOC | CHASS. | | | | 03690 |
| 02/23/1998 | W8WOC088 | CACVOC | CHASS. | | | | 03690 |
| 02/23/1998 | W8WOC190 | CACVOC | CHASS. | | | | 03738 |
| 09/14/1998 | WIZAA191 | CACVOC | CHASS. | | | | 03603 |
| 09/28/1998 | WIZAA193 | CACVOC | CHASS. | | | | 03690 |

--- SUPPLEMENTAL SURVEY: MORE III GENERIC BATCH LOAD ---
 SURVEY HAS BEEN RECEIVED

CQIS Report Number: WINDAR191 Program Type: C1
 Report Source: MMS - PCSD - CUST ASST CTR

Orig Rpt #: 00000125004M
 Report Date: 09/14/1998

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

VEHICLE: 1996 WINDSTAR, STDLM , WAGON VIN : 2FMDA149TB
 Engine : 3.8L EFI FWD Odometer: 50,100 MILES
 Operating Environ: WCC
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 5 00 CHASSIS TIRRE/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 -----
 ADDIT ODOMETER 000000 M CHANGED TO 0000100 M BY CRCAC
 OWNER CUSTOMER SAYS:
 3 TIRES SHAPPED OFF ON THE RIGHT SIDE WHEEL. CUST IS
 HAVING THE SAME PROBLEM AS RECALL ON LOG NOTS. CUST WOULD LIKE FORD TO
 AUTHORIZE THE REPAIR.

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:

INFORMATION HAS BEEN FORWARDED TO THE DEALERSHIP, THE REGIONAL OFFICE
 FOR FINANCIAL CONSIDERATION
 - REQUESTED CSM/SERV MGR CONTACT CUSTOMER
 WITHIN 2 BUSINESS DAYS
 INFERENCE CASE ID: 3151 CUSTOMER SAYS:
 3 TIRES
 SHAPPED OFF ON THE RIGHT SIDE WHEEL. CUST IS HAVING THE SAME PROBLEM
 AS RECALL ON LOG NOTS. CUST WOULD LIKE FORD TO AUTHORIZE THE
 REPAIR.

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:

INFORMATION HAS
 BEEN FORWARDED TO THE DEALERSHIP, THE REGIONAL OFFICE FOR FINANCIAL
 CONSIDERATION
 - REQUESTED CSM/SERV MGR CONTACT CUSTOMER WITHIN 2
 BUSINESS DAYS
 INFERENCE CASE ID: 3151
 OWNER VEHICLE WAS LAST AT DEALERSHIP ON 10/20/98 WITH 50,100 MILES DIFFERENT
 NAME FOR OWNER...BELIEVE VEHICLE MAY HAVE BEEN TRADED IN.

----- 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

DTC# KOEO: KOEC:
KOER: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 02/20/1996 Warranty Start Date: 08/26/1996
Date of Sale: 08/26/1996 Selling Dlr (Mkt, Dlr, Sub): 01690
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

----- ENGINE -----

Engine: 3.8L EFI FWD Tag: GK 542 BA
Bld Dt: Calb: 662R210 A Serial #: L

CQIS Report Number: W12AB191 Program Type: C1
 Report Source: MES - FCSD - CUST ASST CTR

Orig Rpt #: 00000125004M
 Report Date: 09/14/1998

--- TRANSMISSION ---

Trans: AXAS O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Flt: Shift:
 --- AXLE ---
 Axle: 1.56 FWD TRAXLE Id Tag Code: Bld Dt:
 Serial #: Flt:

--- ADDITIONAL ---

Tire : LT215/85R-15D BW A-8 Brand :
 Radio : BLUFR AM/FM/STRO/CSTW/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW HWT. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Biz: 03603 - COLONIAL FORD Ph#: (903) 748-3503
 City: Danbury State : Connecticut
 Country: UNITED STATES Region : New York -13

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 |
|------------|---------------|-----------|--------|-----|-------------|-------------|-----------|
| 12/30/1997 | V142A802 | CACVOC | CHASS. | | | | 03690 |
| 02/23/1998 | WENGC098 | CACVOC | CHASS. | | | | 01690 |
| 02/23/1998 | WENGC390 | CACVOC | CHASS. | | | | 03738 |
| 09/28/1998 | W12AB493 | CACVOC | CHASS. | | | | 03690 |
| 11/05/1998 | WENR8575 | CACVOC | CHASS. | | | | 03603 |

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

SURVEY HAS BEEN RECEIVED

CQIS Report Number: MHTAB639 Program Type: CI
 Report Source: MBE - FCSD - CUST ASST CTR

Orig Rpt #: 00000109026X
 Report Date: 08/20/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMDA5143WA
 Engine : 3.8L NPT FWD Odometer: 0
 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 (%):

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

--TYPE-- COMMENT TEXT
 ADDIT ODOMETER 0030000 M CHANGED TO 0000000 M BY ORCAC
 OMBREL CUSTOMER SAYS:

- BOLTS OF RIGHT FRONT LEFT WHEEL CRACKED OFF WHILE DRIVING
- HAD TO TAKE TO DLSEHP AND REST CAR
- VEHICLE WAS REPAIRED
- YESTERDAY SAME THING HAPPENED AGAIN
- VEHICLE IS AT DLSEHP RIGHT NOW
- CUST FEELS THAT THIS IS A VERY DANGEROUS SITUATION AND WOULD LIKE TO GET DIFFERENT VEHICLE

PER CUSTOMER, DEALER SAYS:

NONE

CAC ADVISED:

- DEALERSHIP IS IN THE BEST POSITION TO DETERMINE WARRANTY COVERAGE
- STAY IN TOUCH WITH CSM/SENY NCR INFERRENCE CASE

ID: 6873 CUSTOMER SAYS:

- BOLTS OF RIGHT FRONT LEFT WHEEL CRACKED OFF WHILE DRIVING
- HAD TO TAKE TO DLSEHP AND REST CAR
- VEHICLE WAS REPAIRED
- YESTERDAY SAME THING HAPPENED AGAIN
- VEHICLE IS AT DLSEHP RIGHT NOW
- CUST FEELS THAT THIS IS A VERY DANGEROUS SITUATION AND WOULD LIKE TO GET DIFFERENT VEHICLE

PER CUSTOMER, DEALER SAYS:

NONE

CAC ADVISED:

- DEALERSHIP IS IN THE BEST POSITION TO DETERMINE WARRANTY COVERAGE

- STAY IN TOUCH WITH CRM/SERV MGR
INFERENCE CASE

ID: 4573

OWNER: 1 YEAR AGO LEFT FRONT WHEEL STUDS (3) BROKE IN LIBERTY N.Y. VEHICLE
WAS DOWN APPROX. 3 WEEKS WHILE THEY WERE ON VACATION (PREVIOUS MONTHS
COMPLAINT). NOW CUSTOMER CONCERNED THIS MAY BE A PRODUCT CONCERN
BECAUSE 1 LUG NUT STUD BROKE 1 YEAR LATER.

OWNER: CUSTOMER SAYS:

CUST VIEWPOINT SURVEY SENT

CUST WOULD LIKE TO RETURN

THIS VEHICLE TO THE DEALER AND HAVE IT REPLACED AS CUST CLAIMS THE
VEHICLE IS A LEMON

CUST SAYS THAT BOLTS ON DRIVER'S SIDE FRONT TIRE

IS CONTINUOUSLY CRACKING WHICH POSSES A SAFETY ISSUE

PER CUSTOMER,

DEALER SAYS:

NO DLR CONTACT

CAC ADVISED:

- VEHICLE UNDER

BUMPER-TO-BUMPER WARRANTY

- WILL FORWARD INFORMATION TO THE

DEALERSHIP, WITH A COPY TO THE REGIONAL OFFICE

- WILL REQUEST

CRM/SERVICE MANAGER CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS

INFERENCE

CASE ID: 4569 CUSTOMER SAYS:

CUST VIEWPOINT SURVEY SENT

CUST WOULD

LIKE TO RETURN THIS VEHICLE TO THE DEALER AND HAVE IT REPLACED AS CUST
CLAIMS THE VEHICLE IS A LEMON

CUST SAYS THAT BOLTS ON DRIVER'S SIDE

FRONT TIRE IS CONTINUOUSLY CRACKING WHICH POSSES A SAFETY
ISSUE

PER CUSTOMER, DEALER SAYS:

CAC ADVISED:

LEFT MESSAGE

FOR CUST ON ANSWERING MACHINE

LEFT NUMBER FOR CAC

ADVISED OF THE

FOLLOWING:

PER CUSTOMER, DEALER SAYS:

NO DLR CONTACT.

CAC

ADVISED:

- VEHICLE UNDER BUMPER-TO-BUMPER WARRANTY

- WILL FORWARD

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

WILL REQUEST CRM/SERVICE MANAGER CONTACT CUSTOMER WITHIN 2 BUSINESS
DAYS

INFERENCE CASE ID: 4569

CQIS Report Number: WHTAR639 Program Type: C1
 Report Source: MMS - FCSD - CUST ASST CTR

Orig Rpt #: 00000105026M
 Report Date: 08/20/1998

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 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 FND Tag: UK S42 AA
 Bld Dt: Calb: Serial #: L

----- TRANSMISSION -----

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

----- AXLE -----

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

----- ADDITIONAL -----

Tire: P215/70R15 MSW Brand:
 Radio: ELTRA PREM AM/FM STRO/CWTR/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 -----

Repair Dlr: 20533 - Don Hickey Ford, Inc. Ph#: (516) 352-1704
 City: Chestnut Ridge State: New York
 Country: UNITED STATES Region: New York -13

Customer Name: [REDACTED] City:

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

| Date | Report # | Prog | Type | Symp | Cat | Causal | Part | Description | Dealer Id |
|------------|----------|--------|--------|------|-----|--------|------|-------------|-----------|
| 07/30/1997 | VS40D161 | CACVOC | CHASS. | | | | | | 20533 |
| 12/22/1998 | WLVD2004 | MIL | CHASS. | | | | | | 20533 |
| 01/28/1999 | KAZAR119 | CACVOC | CHASS. | | | | | | 20533 |

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

SURVEY HAS BEEN RECEIVED

legs
loose

CQIS Report Number: XFDA195 Program Type: Q
Report Source: MSB - PCSD - Q878

Orig Rpt #: 275030-99
Report Date: 06/04/1999

REPORT SUMMARY

VEHICLE: 1999 WINDSTAR, 4X2, WAGON VIN : 2FMRAS140XBC
Engine : 3.8L EFI FWD Odometer: 15 MILES
Operating Environ: MCC : SK01
Vehicle Use : Resp. Act:

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

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

Causal Component: 1012 WHEEL LOG NUT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (b): 100

COMMENTS

--TYPE-- COMMENT TEXT
CONCERN THERE WAS A MISSING WHEEL NUT ON THE RIGHT FRONT OF THE VEHICLE. THIS
WAS FOUND ON THE FOI INSPECTION.
REPAIR WE REPLACED ONE NUT.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

| Repair Type | Component Number | Number Type | Description | Causal Comp. |
|-------------|------------------|-------------|---------------|--------------|
| RPL | 1012 | SERVICE | WHEEL LOG NUT | YES |

VEHICLE DETAILS

Vehicle Build Date: 05/03/1999 Warranty Start Date:
Date of Sale: 06/12/1999 Selling Dlx (Mkt, Dlx, Sub): B7009
Dealer Special Order: Gross Vehicle Weight: 510 LBS
LH/RE Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: SK 542 GA
Bld Dt: Calb: Serial #: L

TRANSMISSION

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

AXLE

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

ADDITIONAL

Tire : P215/70R15 BSW Brand :
Radio : ELCTR AM/FM/STRO/CSTN/CLOCK A/C : MANUAL AIR CONDITIONER
Paint :

CQIS Report Number: XFDAA195 Program Type: Q
Report Source: NIS - FCSD - QSVB

Orig Rpt #: 275030-99
Report Date: 06/04/1999

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : BRUCE HEPNER Title: OTHER

Repair Dlr: B7009 - SEARSON MOTORS LTD Ph#: (250) 372-7101
City: Kamloops Province: British Columbia
Country: CANADA Region: 07 FCSD REGION-CANADA

Claim #/Date : 158281

Customer name : - [REDACTED] City :

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

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: XELAA020 Program Type: G
Report Source: MBS - FCSD - QSPS

Orig Rpt #: 270626-99
Report Date: 05/12/1999

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

VEHICLE: 1999 WINDSTAR, 4X2, WAGON
Engine: 3.8L EFI FWD
Operating Environ:
Vehicle Use:

VIN : 2FMEAS141XEC
Odometer: 3 MILES
WCC : SK01
Rep. Act:

SYMPTOM: 3 06 8 99 CHASSIS
VIBRATION

TIRES/WHEELS
CONCERN NOT LISTED

Additional Symptom:

Other Veh. With Concern:

Severity Rating - Customer: Engineering:

Causal Component:

1012

WHEEL LOG NUT

Causal Factor:

Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

---- Return Loc:

Vehicle Fixed?: YES

Customer satisfied?:

Repair Effectiveness (%): 100

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

--TYPE--

----- COMMENT TEXT -----

CONCERN THE FRONT END SHAKES.

REPAIR FOUND THREE WHEEL NUTS MISSING AND OTHER TWO WERE LOOSE. REPLACED
WHEEL NUTS AND TORQUED TO SPECS.

AUDIT 05/14/1999 09:11AM DIANE STELTER

MBS - FCSD - QSPS

SYMPTOM 3 06 0 00

CHANGED TO 3 06 8 99

BY STELTER

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

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

Symp. Verified:

Ease of Diagnosis:

Level of Assistance:

Comp. Timing:

Base Timing :

MIL light on? :

Test Stand :

Road Test :

SD Number:

Prior Repair Attempts:

Repair Prior to Call: NO

DTCs 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 -----

Repair

Type

Component Number

Rubber

Type

Description

Causal

Comp.

NFL

1012

SERVICE

WHEEL LOG NUT

YES

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

Vehicle Build Date:

04/27/1999

Warranty Start Date:

Date of Sale:

05/27/1999

Selling Dir (Mkt, Dir, Sub): B3366

Dealer Special Order:

Gross Vehicle Weight:

LH/RR Drive:

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

Engine: 3.8L EFI FWD

Tag: 9K

642 EA

Bld Dt:

Calh:

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:

Plt:

Shft:

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

Axle: 3.55 FWD TRANAXLE

Id Tag Code:

Bld Dt:

Serial #:

Plt:

CQIS Report Number: XELAA020 Program Type: Q
Report Source: MBE - FCSD - QSPS

Orig Rpt #: 270628-99
Report Date: 05/12/1999

--- ADDITIONAL ---

Tire : P225/60R-16 BSW-PERFORMANCE Brand :
Radio : ELETR PREM STRO/CSTR/DIS/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : PURPLE-BLUE EXT PAINT FAMILY B----- MED ROYAL BLUE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : CHRIS PHINNEY Title: OTHER

Repair Dir: B3206 - JIM HATHENWAY P/M SALES LTD Ph#: (902) 657-3378
City: Amherst Province: Nova Scotia
Country: CANADA Region: 03-FCSD REGION-CANADA

Claim #/Date : 31780

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: XEFAA184 Program Type: Q
Report Source: MSS - FCSD - QSPB

Orig Rpt #: 270383-99
Report Date: 05/11/1999

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

VEHICLE: 1999 WINDSTAR, 4X2, WAGON VIN : 2FVMAA14000B
Engine : 3.8L EFI FWD Odometer: 7 MILES
Operating Environ: WCC : 5K01
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: 1012 WHEEL LOG NUT
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 PRE DELIVERY INSPECTION.
REPAIR THE LEFT REAR WHEEL HAD ONE WHEEL NUT THAT WAS A QUARTER OF AN INCH,
AWAY FROM TOUCHING THE RIM AND THE LEFT FRONT WHEEL HAD ONE WHEEL NUT,
THAT WAS ONLY FINGER TIGHT. RETORQUED THE WHEEL NUTS.

..... 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. Varis?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : \$D Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOEC:
KOER: CE:
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. |
|-------------|------------------|-------------|---------------|--------------|
| RFR | 1012 | SERVICE | WHEEL LOG NUT | YES |

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

Vehicle Build Date: 04/29/1999 Warranty Start Date:
Date of Sale: 05/12/1999 Selling Dlx (Mkt, Dlx, Sub): B8165
Dealer Special Order: Gross Vehicle Weight: 510 LBS
LM/RH Drive:

..... E N G I N E

Engine: 3.8L EFI FWD Tag: 9K 543 CA
Bld Dt: Calb: Serial #: L

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

Trans: AXAS O/D 4SP TRAXLE Part #: Serial #:
Bld Dt: Model: Ptc: Shft:

..... A X L E

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

..... A D D I T I O N A L

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

CQIS Report Number: XECAA164 Program Type: Q

Report Source: MSS - FCED - Q878

Orig Rpt #: 270563-99

Report Date: 05/11/1999

Print : PNF-????????????????????????????????----- MED. TORONTO 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 : DAN IACHELLE Title: OTHER

Repair Dlr: B8165 - Cambrian Ford Sales Ltd. Ph#: (705) 560-3673

City: Sudbury Province: Ontario

Country: CANADA Region: 08 FCED REGION-CANADA

Claim #/Date : 79855

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

COIS Report Number: SIMA166 Program Type: Q
Report Source: M88 - FCSD - Q878

Orig Rpt #: 67591
Report Date: 09/08/1995

REPORT SUMMARY

VEHICLE: 1995 WINDSTAR, STDLN, WAGON VIN : 2FMDA51418RA21577
Engine : 3.8L EFI FWD Odometer: 25,772 MILES
Operating Environ: WCC : 5D01
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 4 97 CHASSIS TIRMS/WHEELS
NOISE CONCERN NOT LISTED

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

Causal Component: 1125 DISC - FRONT WHEEL BRAKE
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

COMMENTS

--TYPE-- COMMENT TEXT
CONCERN CUSTOMER COMPLAIN OF NOISE COMING FROM THE FRONT BRAKES.
REPAIR HAD TO DEGRADE FRONT BRAKES-FOUND AND REPLACED ALL WHEEL STUDS-CROSS-
THREADED AT ORIGINAL INSTALLATION(FACTORY). C#038938
AUDIT 09/14/1995 07:47AM KRATKY
SYMPTOM 3 06 0 00 CHANGED TO 3 06 4 97 BY KRATKY

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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: ROBC:
KOER: CR:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

| Repair Type | Component Number | Number Type | Description | Causal Comp. |
|-------------|------------------|-------------|--------------------------|--------------|
| RPL | 1125 | SERVICE | DISC - FRONT WHEEL BRAKE | YES |

VEHICLE DETAILS

Vehicle Build Date: 03/22/1994 Warranty Start Date: 05/19/1994
Date of Sale: 05/19/1994 Selling Dlr (Mkt, Dlr, Sub): B7217
Dealer Special Order: Gross Vehicle Weight: 525 LBS
LH/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 4K 542 AA
Bld Dt: Calb: 462JR10 A Serial #: 2

TRANSMISSION

Trans: AX48 O/D 4SP TRANAXLE Part #: Serial #:
Bld Dt: Model: Flt: Shft:

AXLE

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

CQIS Report Number: SIHAA166 Program Type: Q
Report Source: MSS - FCSD - QSVB

Orig Rpt #: 67891
Report Date: 09/08/1995

--- ADDITIONAL ---

Tire : LT215/85R-16D BSW A-S Brand :
Radio : ELCTR AM/FM/STRO/CSTB/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED-PURPLE EXT PAINT FAMILY ----- LT MED AMBERLINE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : DAN QUINN Title: OTHER

Repair Dir: B7160 - JACOBSON FORD MERCURY SALES P#:(250) 822-2101
City: Salmon Arm Province: British Columbia
Country: CANADA Region: 07 FCSD REGION-CANADA

Claim #/Date : 13874 08/04/1995

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: WJAAA056 Program Type: Q
Report Source: NIS - FCSD - QSVS

Orig Rpt #: 224265-98
Report Date: 10/01/1998

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FMCAS142WBR
Engine : 3.8L EFI FWD Odometer: 3 MILES
Operating Environ: WCC : SK
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?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

---TYPE--- COMMENT TEXT
CONCERN RIGHT FRONT WHEEL NUTS LOOSE.
REPAIR FOUND 1 WHEEL NUT CROSS THREADED, & THE OTHER NUTS ON THE RIGHT FRONT
WHEEL WERE NOT PROPERLY TORQUED. REPLACED 1 NUT & NUT & REFORCED THE
REMAINDER TO SPEC. CONCERN IDENTIFIED AS FDI.

----- 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 -----
Sym. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on?
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOHO: KMBC:
KOHR: CR:
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 | REPORTED | STUD ET NOIX DE ROUE | |

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

Vehicle Build Date: 06/11/1998 Warranty Start Date:
Date of Sale: 09/30/1998 Selling Dlr (Mkt, Dlr, Sub): A2058
Dealer Special Order: Gross Vehicle Weight:
LN/RM Drive:

----- E N G I N E -----
Engine: 3.8L EFI FWD Tag: SK 542 CA
Bld Dt: Calb: 862JN21 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: Model: Plt: Shift:

----- A X L E -----
Axle: 2.86 FWD TRANSAXLE Id Tag Code: Bld Dt: Plt:

----- A D D I T I O N A L -----
Tire : P215/70R16 BSW Brand :
Radio : ELSTR AM/FM/STRO/CSTX/CLOCK A/C : MANUAL AIR CONDITIONER

Page: 02

CQIS DETAIL REPORT

07/06/99 18:08:40

CQIS Report Number: WJAAA086 Program Type: Q
Report Source: MSS - FCSD - QSFS

Orig Rpt #: 224268-98
Report Date: 10/01/1998

Paint : -----

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : SHAWN BOURGET

Title: OTHER

Repair Dir: A2058 - LES VENTES LE CIRCUIT MERCURY Ph#: (514) 325-4700

City: Montreal

Province: Quebec

Country: CANADA

Region : 02 FCSD REGION CANADA

Claim #/Date : 270559

Customer Name : [REDACTED]

City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CGIS Report Number: WI4AY001 Program Type: Q
 Report Source: M88 - PCED - Q878

Orig Rpt #:
 Report Date: 09/30/1998

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2F3HAR14XVBC
 Engine : 3.8L EFI FWD Odometer: 9,819 MILES
 Operating Environ: WCC : 5K01
 Vehicle Use : Rep. Act:

SYMPTOM: 3 06 5 99 CHASSIS TIRES/WHEELS
 WHEEL COVERS CONCERN NOT LISTED
 Additional Symptom:
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component: 1012 WHEEL LOG NOT
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: Images: 0
 Component Test Status: ---- Return Log:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

COMMENTS

--TYPE-- COMMENT TEXT
 OWNER STUD CROSS THREAD FELL OFF OF LEFT FRONT WHEEL.
 HONDIA REPLACED HUB AND WHEEL NUT.

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

| Repair Type | Component Number | Number Type | Description | Causal Comp. |
|-------------|------------------|-------------|---------------|--------------|
| RPL | 1012 | SERVICE | WHEEL LOG NOT | YES |

VEHICLE DETAILS

Vehicle Build Date: 10/17/1997 Warranty Start Date: 03/04/1998
 Date of Sale: 03/04/1998 Selling Dir (Mkt,Dir,Sub): 09N78
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: SK 543 AA
 Sld Dt: Calb: 863JRI7 A Serial #: L

TRANSMISSION

Trans: AX4S O/D 4SP TRAXLER Part #:
 Sld Dt: Serial #:
 Model: Flt: Shaft:

AXLE

Axle: 3.16 FWD TRAXLER Id Tag Code: Sld Dt:
 Serial #: Flt:

ADDITIONAL

Tire : P215/70R15 BSW Brand :
 Radio : BLTR AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
 Paint : BLUE EXTERIOR PAINT FAMILY ----- MED SHAPONS METALLIC C/C

CGIS Report Number: W14AY001 Program Type: Q
Report Source: MHS - FCSD - Q878

Orig Rpt #:
Report Date: 05/30/1998

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : GLEN EDWARD Title: TECHNICIAN

Repair Dlx: 09250 - WALSER MOTORS INC Ph#: (612) 925-9776
City: Minneapolis State : Minnesota
Country: UNITED STATES Region : Twin Cities - 58

Claim #/Date : 80833 09/27/1998

Customer name [REDACTED] City :
Specialist's Name : DATA ENTRY 7

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

NO CGIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: NIRA007 Program Type: Q
Report Source: --- MES - FCSD - Q878

Orig Rpt #: ---
Report Date: 09/18/1998

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

VEHICLE: 1998 WINDSTAR, STOLN , WAGON VIN : 2FMEAS147WBC
Engine : 3.8L EFI FWD Odometer: 5,064 MILES
Operating Environ: WCC : SD01
Vehicle Use : Rep. Act:

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

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

Causal Component: 1107 HUB BOLT
Causal Factor: Feature: Log:
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 THE CUSTOMER ONE WHEEL STUD IS STRIPPED.
HOWDIA INSPECTED THE LEFT FRONT WHEEL STUD. ONE LOG NUT IS CROSS THREADED. R
& I THE ROTOR. REPLACED THE STRIPPED STUD AND RETORQUED TO SPECIFICITY
ONE.

----- 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. Varief?: Base of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing: ---MIL-light-on?
Test Stand : Road Test : SD Number:
Prior Repair Attempts: Repair Prior to Call: NO
DTCs KOBO: KOBC:
KOBR: 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: 10/06/1997 Warranty Start Date: 10/10/1997
Date of Sale: 10/10/1997 Selling Dlx (Mkt, Dlx, Sub): 03703
Dealer Special Order: Gross Vehicle Weight:
LN/RR Drive:

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

Engine: 3.8L EFI FWD Tag: BK 542 AA
Bld Dt: Calb: 662NR17 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: Fit: Shft:

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

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

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

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

CQIS Report Number: WIRAP007 Program Type: Q
Report Source: --- MSB - PCED - Q578

Orig Rpt #:
Report Date: 09/18/1998

Paint : NEUTRAL EXT PAINT FAMILY B ----- PNEJD-????????????????????????????????

----- 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 : CHRISTAN HILDEB Title: TECHNICIAN

Repair Dlr: 02703 - BOB THINCERAI INC Ph#: (810) 755-2100
City: Centerline State : Michigan
Country: UNITED STATES Region : Detroit - 48

Customer name : [REDACTED] City :
Specialist's
Name : BRENDA WENDEL

----- 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: W080A154 Program Type: Q
Report Source: MMS - FCSD - QSPS

Orig Rpt #: 210973-98
Report Date: 07/14/1998

REPORT SUMMARY

VEHICLE: 1998 WINDSTAR, STOLN, WAGON VIN : 2FMSAS142W
Engine : 3.8L EFI FWD Odometer: 6 MILES
Operating Environ: WCC : SK01
Vehicle Use : Rep. Art:

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

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

Causal Component: 1015 WHEEL ASBY
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

COMMENTS

---TYPE--- COMMENT TEXT
CONCERN BOTH WHEELS ON DRIVERS SIDE LOOSE.
REPAIR TIGHTEN WHEEL NUTS ON BOTH WHEELS TO PROPER SPEC.
AUDIT 07/16/1998 02:57PM DATA ENTRY? MMS - FCSD - QSPS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY QBRONN

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

SERVICE ACTIONS

| Repair Type | Component Number | Number Type | Description | Causal Comp. |
|-------------|------------------|-------------|-------------|--------------|
| RPR | 1015 | SERVICE | WHEEL ASBY | YES |

VEHICLE DETAILS

Vehicle Build Date: 06/17/1998 Warranty Start Date: 06/30/1998
Date of Sale: 06/30/1998 Selling Dir (Mkt, Dlr, Sub): A4710
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: SK 542 CA
Bld Dt: Calb: 862JR21 A Serial #: L

TRANSMISSION

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

AXLE

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

ADDITIONAL

Tire : P215/70R 15 BSW SKLF SEAL Brand :
Radio : ELTRA PRMN AM/FM STRO/DISC/CLK A/C ; HIGH OUTPUT AIR CONDITIONER

COIS Report Number: WGNRA154 Program Type: Q
Report Source: HES - FCSD - Q878

Orig Rpt #: 210973-98
Report Date: 07/14/1998

Print :

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : ROBERT BODWAY Title: OTHER

Repair Dir: A4710 - LANDAU LINC MERC SALES LTD Ph#: (204) 772-2411
City: Winnipeg Province: Manitoba
Country: CANADA Region: 04 FCSD REGION-CANADA

Claim #/Date : 118919

Customer name : [REDACTED] City :

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

| Date | COIS Report # | Prog Type | Symp | Cat | Causal Part Description | Dealer Id |
|------------|---------------|-----------|--------|----------|-------------------------|-----------|
| 07/14/1998 | WGNRA153 | EDSR | BODY | VENT | ASY | A4710 |
| 10/05/1998 | WJEAR448 | EDSR | CHASS. | ABSORBER | KIT-REAR SH | A4710 |

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VJHAA220 Program Type: Q
Report Source: MBS - FCSD - QJFS

Orig Rpt #: 152103-97
Report Date: 10/02/1997

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON VIN : 2FHEAS14JWC
Engine : 3.8L EFI FWD Odometer: 9 MILES
Operating Environ: WCC : SK01
Vehicle Use : Rep. Act:

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

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

Causal Component: 1012 WHEEL LOG NUT
Causal Factor: Feature: Loc:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
CONCERN SEVERAL LOG NUTS WERE INSTALLED UPSIDE DOWN.
REPAIR WE REINSTALL THE LOG NUTS CORRECTLY.
AUDIT 10/06/1997 10:17AM DATA ENTRY MBS - FCSD - QJFS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY BRAKERS

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

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

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

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

| Repair Type | Component Number | Number Type | Description | Causal Comp. |
|-------------|------------------|-------------|---------------|--------------|
| ADJ | 1012 | SERVICE | WHEEL LOG NUT | YES |

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

Vehicle Build Date: 09/10/1997 Warranty Start Date:
Date of Sale: 03/30/1998 Selling Dir (Mkt,Dir,Sub): 08916
Dealer Special Order: Gross Vehicle Weight:
IH/EM Drive:

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

Engine: 3.8L EFI FWD Tag: SK 542 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: Fit: Shift:
Model:

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

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

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

Tire : P215/70R15 BW Brand :
Radio : ELETR AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER

CGIS Report Number: V08AA220 Program Type: Q
 Report Source: MSS - PCSD - Q878

Orig Rpt #: 162103-97
 Report Date: 10/02/1997

Print : YELLOW EXT PAINT FAMILY A ----- LT PRAIRIE TAN C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
 Orig/Caller : DICK KINN Title: OTHER

Repair Dir: 08916 - SUNNYSIDE MOTOR CO INC Ph#: (608) 629-4333
 City: Holden State : Massachusetts
 Country: UNITED STATES Region : Boston -11

Claim #/Date : 103563

Customer name : [REDACTED] City :

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

| Date | CGIS Report # | Prog Type | Synp Cat | Causal Part | Description | Dealer Id |
|------------|---------------|-----------|----------|-------------|-------------|-----------|
| 10/02/1997 | V08AA221 | EDSR | UNK | SEC | VENT ASY | 08916 |

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VJGAA174 Program Type: Q
Report Source: MES - FCSD - QSVS

Orig Rpt #: 162836-97
Report Date: 10/07/1997

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

VEHICLE: 1998 WINDSTAR, STDLN , WAGON
Engine : 3.9L EFI FWD
Operating Environ:
Vehicle Use :

VIN : 2FMEAS14JWBC
Odometer: 8 MILES
WCC : SK01
Rep. Act:

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

TIRES/WHEELS
CONCERN NOT LISTED

Additional Symptom:

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

Causal Component: 1012

WHEEL LOG NOT

Causal Factor: Feature:

Loc:

Causal Condition:

Photo:

Images: 0

Component Test Status:

Return Loc:

Vehicle Fixed?: YES

Customer satisfied?:

Repair Effectiveness (%): 100

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

--TYPE-- COMMENT TEXT
CONCERN THREE OF THE RIGHT REAR WHEEL NUTS, WERE NOT EVEN FINNER TIGHT.
REPAIR TORQUED ALL WHEEL NUTS. NOTE, THIS IS NOT SUPPOSED TO BE BENDED ON
PDI.

ADDT 10/09/1997 09:54AM BRENDA WENDEL MES - FCSD - QSVS
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY BWENDEL

----- 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 KOHO: KOBC:
KOHR: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

| Repair Type | Component Number | Number Type | Description | Causal Comp. |
|-------------|------------------|-------------|---------------|--------------|
| ADJ | 1012 | SERVICE | WHEEL LOG NOT | YES |

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

Vehicle Build Date: 10/02/1997 Warranty Start Date:
Date of Sale: 10/16/1997 Selling Dlr (Mkt, Dlr, Sub): A2084
Dealer Special Order: Gross Vehicle Weight:
LH/RE Drive:

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

Engine: 3.9L EFI FWD Tag: SK 542 AA
Bld Dt: Calb: Serial #: L

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

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

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

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

Page: 02

CQIS DETAIL REPORT

07/06/99 18:08:20

CQIS Report Number: VJGAA174 Program Type: Q
Report Source: MSS - PCSD - QSPS

Orig Rpt #: 162636-97
Report Date: 10/07/1997

--- ADDITIONAL ---

Tire : P215/70R 15 BSW SELF SEAL Brand :
Radio : ELSTR AM/FM/STRO/CSTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : PNF-??? MED. TORREADOR C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : JOCK TULLOCH Title: OTHER

Repair Dir: A8084 - MACKAY AUTO SALES LIMITED Ph#: (519) 485-3340
City: Ingersoll Province: Ontario
Country: CANADA Region: 08 PCSD REGION-CANADA

Claim #/Date : 038095 10/07/1997

Customer name : [REDACTED] City :

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VREGC782 Program Type: C1
Report Source: MES - PCSD - CUST ASST CTR

Orig Rpt #: 1083579822
Report Date: 05/05/1997

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

VEHICLE: 1997 WINDSTAR,STOLN ,WAGON VIN : 2FMDAS142VBC
Engine : 3.8L EFI FWD Odometer: 0 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
CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 3 01 9 00
OWNERL MES TO FORD - SERVICE SURVEY
OWNERL D SOCHA
OWNERL C VERY SATISFIED WITH QUALITY OF WINDSTAR. C WAS DISAPPOINTED THAT
AFTER HAVING THE VAN FOR ONLY 2 WEEKS, THE LEFT FRONT WHEEL NOT BROKE
OFF AND UPON CHECKING THE WHEEL, C NOTICED THAT 3 OTHER WHEEL LUGS
WERE LOOSE. CSC: THANKED C FOR SURVEY. FEEDBACK APPRECIATED. COMMENTS
NOTED. APOLOGIZED FOR ABOVE. COPY TO DLR. REFERRED C TO SVY DEPT AT
DLRSHIP WITH ANY UNRESOLVED VEHICLE CONCERNS.
OWNERL PICHE 4

----- 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 R080: K08C:
R08R: 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: 11/27/1996 Warranty Start Date: 01/28/1997
Date of Sale: 01/28/1997 Selling Dir (Mkt,Dir,Sub): A8312
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K F42 DA
Bld Dt: Calb: Serial #: L

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

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

CQIS Report Number: VEGGC782 Program Type: C1
Report Source: MES - FCSD - CUST ASST CTR

Orig Rpt #: 1083979822
Report Date: 05/05/1997

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

----- ADDITIONAL -----
Tire : P215/70R15 BSW Brand :
Radio : KLETA AM/FM/STRO/CBTE/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : NEUTRAL EXT PAINT FAMILY B ----- PWSJP-77777777777777777777

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

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : CARL WRIGHT Title: OTHER

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

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

Specialist's
Name : OI KSM

----- CQIS VIN HISTORY -----
Date CQIS Prog Symp Cat Causal Part Description Dealer Id
05/05/1997 VEGGC782 CACVOC NORTAC B8002

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: XFWAA124 Program Type: C1
 Report Source: --- MBS - FCED - CUST ASST CTR

Orig Rpt #: 0000045124M
 Report Date: 06/23/1999

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAK144TB
 Engine : 3.8L EFI FWD Odometer: 36,883 MILES
 Operating Environ: WCC
 Vehicle Use : Rep. Act:

SYMPTOM: 3 08 3 00 CHASSIS TIRE/WHEEL
 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: Images: 0
 Component Test Status: ---- Return Log:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

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

--TYPE-- COMMENT TEXT

OWNER: CUSTOMER SAYS:

- THE FRONT LOG NUTS ON FRONT ARE COMING LOOSE.

- UNHAPPY THAT
 CUST FEELS THAT THERE IS A DEFECT ON THE LOG NUTS.

DEALER IS GOING TO CHARGE CUST FOR DIAGNOSIS, SINCE CUST FEELS THAT
 THERE IS A DEFECT AND THE REPAIR SHOULD BE COVER UNDER A RECALL.

SEEKING FINANCIAL ASSISTANCE.

PER CUSTOMER, DEALER SAYS:

- YOU HAVE
 TO PAY FOR THE DIAGNOSIS.
 - THERE IS A MANUFACTURER DEFECT ON THE
 VEH.

CAC ADVISED:

- WARRANTY HAS EXPIRED.
 - FORD WILL NOT PROVIDE
 FINANCIAL ASSISTANCE.
 - NO RECALLS AT THIS TIME.

INFERENCE CASE ID:

4500 CUSTOMER SAYS:
 - THE FRONT LOG NUTS ON FRONT ARE COMING
 LOOSE.
 - CUST FEELS THAT THERE IS A DEFECT ON THE LOG NUTS.

UNHAPPY THAT DEALER IS GOING TO CHARGE CUST FOR DIAGNOSIS, SINCE CUST
 FEELS THAT THERE IS A DEFECT AND THE REPAIR SHOULD BE COVER UNDER A
 RECALL.

- SEEKING FINANCIAL ASSISTANCE.

PER CUSTOMER, DEALER SAYS:

- YOU HAVE TO PAY FOR THE DIAGNOSIS.
 - THERE IS A MANUFACTURER
 DEFECT ON THE VEH.

CAC ADVISED:

- WARRANTY HAS EXPIRED.
 - FORD

WILL NOT PROVIDE FINANCIAL ASSISTANCE.
- NO RECALLS AS-THIS TIME.

INFERENCE CASE ID: 4500

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

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

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

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

| | | | |
|-----------------------|------------|------------------------------|------------|
| Vehicle Build Date: | 09/07/1995 | Warranty Start Date: | 10/23/1995 |
| Date of Sale: | 10/23/1995 | Selling Dlx (Mkt, Dlx, Sub): | 20664 |
| Dealer Special Order: | | Gross Vehicle Weight: | 514 LBS |
| LA/RR Drive: | | | |

Page: 02

CGIS DETAIL REPORT

07/06/99 18:08:40

CGIS Report Number: XFWAA324 Program Type: C1
Report Source: MSS - FCSD - CDST ASST CTR

Orig Rpt #: 00000451524M
Report Date: 06/23/1999

--- ENGINE ---

Engine: 3.8L EFI FWD Tag: 6K 542 AA
Bld Dt: Calb: 6628R00 A Serial #: L

--- TRANSMISSION ---

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

--- AXLE ---

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

--- ADDITIONAL ---

Tire : P205/70R15 85W Brand :
Radio : ELCTR AM/FM/STRO/CSTK/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : RED EXTERIOR PAINT FAMILY MED SCARLET

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dlr: 20599 - MONTCLAIR BLOOMFIELD MTRS Ph#: (201) 746-8830
City: Montclair State : New Jersey
Country: UNITED STATES Region : New York -13

Customer Name : [REDACTED] City :

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

NO CGIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS BEEN RECEIVED

CQIS Report Number: MLRAB452 Program Type: C1
Report Source: MS3 - FCSD - CUST ASST CTR

Orig Rpt #: 00000207251M
Report Date: 12/09/1998

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS148TB
Engine : 3.8L EFI FWD Odometer: 53,000 MILES
Operating Environ: WCC :
Vehicle Use : Esp. Act:

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

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

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

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

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

OWNER CUSTOMER SAYS:
FRONT WHEEL BOLTS ARE NOT TIGHT ENOUGH, IS CONCERNED
THAT HE WILL BE KILLED ON HIGHWAY

PER CUSTOMER, DEALER SAYS:
DID NOT
WANT TO TALK TO COST

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

FRONT WHEEL BOLTS ARE NOT TIGHT ENOUGH, IS CONCERNED THAT HE WILL BE
KILLED ON HIGHWAY

PER CUSTOMER, DEALER SAYS:
DID NOT WANT TO TALK TO
COST

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

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

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

Symp. 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
DTC# KOD: RORC:
KDR: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

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

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

| | | | |
|-----------------------|------------|------------------------------|------------|
| Vehicle Build Date: | 08/22/1995 | Warranty Start Date: | 12/19/1995 |
| Date of Sale: | 12/15/1998 | Selling Dlr (Mkt, Dlr, Sub): | 00978 |
| Dealer Special Order: | | Gross Vehicle Weight: | 326 LBS |
| LH/RH Drive: | | | |

----- ENGINE -----

| | | | |
|----------------------|-----------------|-------------|--------|
| Engine: 3.8L MPI FWD | Calb: 662JRO0 A | Tag: 6K | 542 AA |
| Bld Dt: | | Serial #: L | |
| | | Part #: | |
| | | Serial #: | |
| | | Plt: | Shft: |

----- TRANSMISSION -----

Trans: AX4S O/D 4SP TREAXLE
 Bld Dt:
 Model:

Page: 02

CGIS DETAIL REPORT

07/06/99 18:08:42

CGIS Report Number: WLHAB452 PROGRAM Type: C1
Report Source: --- MSB - PCSD - COST ASST CTR

Orig Rpt #: 00000207233M
Report Date: 12/08/1998

Axle: 1.56 FWD TRANSAXLE
Serial #:

--- AXLE ---
Id Tag Code:

Sld Dt:
Plt:

--- ADDITIONAL ---
Tire : P215/70R15 BSW Brand :
Radio : ELCTR AM/FM/STRO/CBTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : GREEN EXTERIOR PAINT FAMILY ----- MEDIUM WILLOW MET. C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: 06634 - UNIVERSITY FORD INC Ptn#: (919) 682-9171
City: Durham State : North Carolina
Country: UNITED STATES Region : Atlanta - 31

Customer Name : [REDACTED] City :

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

NO CGIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

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

SURVEY HAS BEEN RECEIVED

CGIS Report Number: WCKHA193 Program Type: C1
Report Source: --- DBS - FCSD - CUST ASST CTR

Orig Rpt #: 1092967161
Report Date: 03/26/1998

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

VEHICLE: 1995 WINDSTAR, STDLN ,WAGON VIN : 2FMDA5149EBC
Engine : 3.8L EFI FWD Odometer: 48,000 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 *** HAVIS: ORIGINAL *** CUSTOMER SAYS: - ASKING ABOUT HIDDEN
WARRANTIES INFORMATION - LOG NUTS IN WHEEL; TRAVELING AND HEARD A POP
- PULLED INTO A SERVICE STATION ON INTERSTATE, ALL FOUR LOG NUTS
POPPED OFF - HAS BEEN WAITING SINCE AUGUST OF '97 FOR A REGIONAL REP
TO CONTACT KIM-NASHOT HEARD ANYTHING FROM ANYONE - FEELS FORD WILL BE
HIT WITH LAW SUITS FOR THIS LOG NUT PROBLEM * PER CUSTOMER, DEALER
SAYS:
OWNERL - ALPINE NJ, SERVICE STATION REPAIRED THE LOG NUTS AS FORD DEALERSHIP
SERVICE DEPT WAS CLOSED ON SATURDAY - SERVICE STATION SAID HE HAS
ORDERED AN OVER-ABUNDANCE OF LOG NUTS FOR THIS PARTICULAR-FORD CAR
PROBLEM * CUSTOMER SAYS: - ESP COVERAGE OF LOG NUTS * CAC ADVISED: -
NO PART #, REFERRED TO ESP SELLING DEALERSHIP TO ASSIST HIM IN
DECIPHERING CODES ON ESP CONTRACT FOR 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?: 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: 02/09/1995 Warranty Start Date: 03/10/1995
Date of Sale: 03/10/1995 Selling Dlr (Mkt, Dlr, Sub): 03629
Dealer Special Order: Gross Vehicle Weight: 506 LBS
LN/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4K 542 EA
Bld Dt: Calh: 482JR11 A Serial #: L

CQIS Report Number: WCR0A193 Program Type: C1
Report Source: MSS - PCED - CUST ASST CTR

Orig Rpt #: 1095967251
Report Date: 03/24/1998

- - - TRANSMISSION - - -

Trans: AX4S O/D 4SP TRAXLE Part #:
Bid Dt: Serial #:
Model: Ptc: Shift:

- - - AXLE - - -

Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bid Dt:
Serial #: Ptc:

- - - ADDITIONAL - - -

Tire : LT215/45R-15D BSW A-S Brand :
Radio : ELCTR PREM AM/FM STRO/CSTR/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 : JOHN TESTAVERDE

Title: OTHER

Repair Dir: 03629 - POPULAR FORD SALES INC Ph#: (718) 376-9111
City: Brooklyn State : New York
Country: UNITED STATES Region : New York -13

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

Specialist's

Name : JENNIFER WILLIAMS

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

| Date | CQIS Report # | Prog Type | Symp Cat | Causal Part | Description | Dealer Id |
|------------|---------------|-----------|----------|-------------|-------------|-----------|
| 08/22/1997 | VHVG0558 | CACVOC | CHASS. | | | 03629 |
| 08/29/1997 | VH3GB173 | CACVOC | CHASS. | | | 03629 |
| 09/04/1997 | VIDGD139 | CACVOC | DRIVLIN | | | 03629 |
| 09/04/1997 | VIDGD140 | CACVOC | CHASS. | | | 03629 |

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VJUGA144 Program Type: CI
Report Source: MSS - PCSD - CUST ASST CTR

Orig Rpt #: 1090188152
Report Date: 10/10/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAS149TBA
Engine : 3.8L MPI FWD Odometer: 40,000 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
CONVRS OTHER SYMPTOM CODES FOR THIS CONTACT: 3 06 4 00
OWNREL ***CASIS VERIFIED*** *** HAVIE; ORIGINAL *** CUSTOMER SAYS: -8008 FROM THE OWNER'S GUIDE -THE PASSENGER FRONT WHEEL IS MAKING NOISES -ARE THERE ANY RECALLS ON THIS VEHICLE -THE LOG NUTS KEEP COMING OFF -PREVIOUS REPAIR ATTEMPT: 6-97 -WE HAD THIS REPAIR DONE UNDER OUR WARRANTY *
OWNREL PER CUSTOMER, DEALER SAYS: -THE TIRE MAY BE ON IMPROPERLY * CUSTOMER SEEKS: -RECALL INFORMATION -FINANCIAL ASSISTANCE * CAC ADVISED; - WARRANTY HAS EXPIRED - FORWARDED THE INFORMATION TO THE DEALER FOR REVIEW AND FINANCIAL CONSIDERATION
OWNREL - REQUESTED MR. BILL JACKSON (COST REL MGR/SVC. MGR.) TO CONTACT THE CUSTOMER WITHIN TWO BUSINESS DAYS FOR ASSISTANCE -THERE ARE NO RECALLS ON THIS VEHICLE
OWNREL ***THIS IS THE CLOSING COMMENT CUSTOMER STATED THAT HE HAS HAD AN OCCURRING HUB LOG BOLT BREAKAGE WITH HIS VEHICLE. CUSTOMER HAS THREE CURRENT BOLT BREAKAGES. DEALER HAS ASSISTED CUSTOMER WITH AN ADA ADJUSTMENT. CUSTOMER SATISFIED. CLOSING.
OWNREL CONTACT CLOSED BY SYSTEM - IN PENDING 7 DAYS

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

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Ease Timing: MIL light on? :
Test Stand : Road Test : ED 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: 12/19/1995 Warranty Start Date: 06/25/1996
Date of Sale: 06/25/1996 Selling Dlr (Mkt, Dlr, Sub): 08990
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

CQIS Report Number: VJUGA144 Program Type: C1
Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1090188152
Report Date: 10/10/1997

--- ENGINE ---

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

--- TRANSMISSION ---

Trans: AX4S O/D 4SP TRAXLE Part #: Serial #:
Sld Dc: Model: Flt: Shift:

--- AXLE ---

Axle: 3.56 FWD TRAXLE Id Tag Code: Sld Dc:
Serial #: Flt:

--- ADDITIONAL ---

Tire : LT215/85R-16D MSW A-S Brand :
Radio : ELSTR AM/FM/STRO/CSTX/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : DWF-?? MEDIUM BERRY C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : SWANOW ALVARADO Title: OTHER

Repair Dir: 06630 - Don Coser Ford, Inc. Ph#: (757) 486-8311
City: Portsmouth State : Virginia
Country: UNITED STATES Region : Washington - 27

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

Specialist's Name : DAVID ROBINSON

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

| Date | CQIS Report # | Prog Type | Symp | Cat | Causal | Part | Description | Dealer Id |
|------------|---------------|-----------|--------|-----|--------|------|-------------|-----------|
| 10/10/1997 | VJUGA143 | CACVOC | CHASS. | | | | | 06630 |

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VJUGA143 Program Type: C1
 Report Source: MSS - FCSD - CUST ASST CTR

Orig Rpt #: 1090188151
 Report Date: 10/10/1997

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

VEHICLE: 1996 WINDSTAR, STDLN, WAGON VIN : 2FMDA5197TA
 Engine: 3.6L EFI FWD Odometer: 40,000 MILES
 Operating Environ: WCC :
 Vehicle Use : Rep. 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:

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
 CONVRB OTHER SYMPTOM CODES FOR THIS CONTACT: 3 06 9 00
 OWNREL ***CASIS VERIFIED*** *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -8000 FROM
 'THE OWNER'S GUIDE -THE PASSENGER FRONT WHEEL IS MAKING NOISES -ARE
 THERE ANY RECALLS ON THIS VEHICLE -THE LOG NOTE KEEP COMING OFF
 -PREVIOUS REPAIR ATTEMPT: 6-97 -WE HAD THIS REPAIR DONE UNDER OUR
 WARRANTY *
 OWNREL PER CUSTOMER, DEALER SAYS: -THE TIRE MAY BE ON IMPROPERLY * CUSTOMER
 SENSE: -RECALL INFORMATION -FINANCIAL ASSISTANCE * CAC ADVISED: -
 WARRANTY HAS EXPIRED - FORWARDED THE INFORMATION TO THE DEALER FOR
 REVIEW AND FINANCIAL CONSIDERATION
 OWNREL - REQUESTED MR. BILL JACKSON (CUST REL MGR/SVC. MGR.) TO CONTACT THE
 CUSTOMER WITHIN TWO BUSINESS DAYS FOR ASSISTANCE -THERE ARE NO RECALLS
 ON THIS VEHICLE
 OWNREL ***** THIS IS THE CLOSING COMMENT CUSTOMER STATED THAT HE HAS HAD AN
 OCCURRING SUB LOG BOLT BREAKAGE WITH HIS VEHICLE. CUSTOMER HAS THREE
 CURRENT BOLT BREAKAGES. DEALER HAS ASSISTED CUSTOMER WITH AN ANN
 ADJUSTMENT. CUSTOMER SATISFIED. CLOSING.
 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 : | RD 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 -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

| | | | |
|-----------------------|------------|------------------------------|------------|
| Vehicle Build Date: | 12/19/1995 | Warranty Start Date: | 05/25/1996 |
| Date of Sale: | 05/25/1996 | Selling Dir (Mkt, Dir, Sub): | 08990 |
| Dealer Special Order: | | Gross Vehicle Weight: | |
| LH/RH Drive: | | | |

CQIS Report Number: VJUGA142 Program Type: C1
Report Source: NSS - FCSD - CUST ASST CTR

Orig Rpt #: 1090188151
Report Date: 10/10/1997

Engine: 3.0L EFI FWD Tag: 6K 542 EA
Sld Dt: Call: 6628R10 A Serial #: L
Trans: AX4S O/D 4SP THROCKLE Part #:
Sld Dt: Serial #:
Model: Plt: Shft:

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

--- A D D I T I O N A L ---
Tire : LT215/85R-16D BSW A-S Brand :
Radio : SIXTA AM/FM/STRO/CBTX/CLOCK A/C : MANUAL AIR CONDITIONER
Paint : PMP-????????????????????????? MEDIUM HEAVY 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 : SHARON ALVAREZ Title: OTHER

Repair Dir: 06630 - Don Comer Ford, Inc. Sh: (757) 498-8311
City: Portsmouth State : Virginia
Country: UNITED STATES Region : Washington - 27

Customer name : City : CHESAPEAKE
State/Prov : Virginia
Phone (Work) : - Ext: (Home):

Specialist's
Name : DAVID ROBINSON

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

CQIS Prog
Date Report # Type Syop Cat Causal Part Description Dealer Id
10/10/1997 VJUGA142 CACVOC CHASS. 06630

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

CQIS Report Number: VHGGR211 Program Type: C1
Report Source: MBS - PCSO - CUST ASST CTR

Orig Rpt #: 1088206921
Report Date: 08/21/1997

REPORT SUMMARY

VEHICLE: 1996 WINDSTAR, STOLEN, WAGON VIN : 2FMDA5143TBR
Engine : 3.8L EFI FWD Odometer: 0 MILES
Operating Environ: WCC :
Vehicle Use : Esp. 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 (%):

COMMENTS

---TYPE--- COMMENT TEXT
GENERAL CUST: HAD THE VEH IN FOR TIRE ROTATION AND CHANGED FRONT BRAKES - DLR DID NOT REINSTALL THE WHEEL PROPERLY - ADVISED THAT SOME OF THE BOLTS HAD COME LOOSE AND THAT THE ENTIRE WHEEL WAS READY TO COME LOOSE (PASSENGER SIDE) DRIVER SIDE WAS ALSO A BIT LOOSE CAC: ADVISED CUST THAT FORD WOULD CERTAINLY DOCUMENT THE CONCERN AGAINST THE DLR AND WE APOLOGIZED FOR THE PROBLEM

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 R080: K08C:
K08R: CB:
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective?

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 02/29/1996 Warranty Start Date: 02/29/1996
Date of Sale: 02/29/1996 Selling Dlr (Mkt, Dlx, Sub): B0123
Dealer Special Order: Gross Vehicle Weight:
LH/RH Drive:

ENGINE

Engine: 3.8L EFI FWD Tag: 6X B42 BA
Eld Dt: Calb: Serial #: L

TRANSMISSION

Trans: AXAS O/D 4SP TRAXLE Part #: Serial #:
Eld Dt: Model: Flt: Shft:

AXLE

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

CQIS Report Number: VHOGE211 Program Type: C1
Report Source: M88 - FCSD - CUST ASST CTR

Orig Rpt #: 1088286521
Report Date: 08/21/1997

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

Tire : P215/70R15 BSW Brand :
Radio : ELITE AM/FM/STRO/CSTE/CLOCK 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 : C YU Title: OTHER

Repair Dir: B1804 - ARCCORA INC. O/A NORINTOWN FORD Ph#: (905) 869-7343
City: Thornhill Province: Ontario
Country: CANADA Region: 01 FCSD REGION-CANADA

Customer name : [REDACTED] City: NORTH YORK
State/Prov : Ontario
Phone (Work) : [REDACTED] - Ext: (Home): [REDACTED]

Specialist's
Name : DREW TILSON

----- 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: VQIGD329 Program Type: C1
 Report Source: --- MHS - FCED - CUST ASST CTR

Orig Rpt #: 1086405261
 Report Date: 07/09/1997

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

VEHICLE: 1998 WINDSTAR, STDM , WAGON VIN : 2FMDAS143NR
 Engine : 3.8L EFI FWD Odometer: 3,800 MILES
 Operating Environ: WCC
 Vehicle Use : Rep. Act:

SYMPTOM: 3 05 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
 OVERALL *** NAVIS: ORIGINAL *** CUSTOMER SAYS: - THE VEHICLE BROKE DOWN ON THE
 ROAD - SOME OF THE LOG NUTS FELL OFF AND THE TIRE WAS LOOSE - SHE
 CALLED ROAD SIDE ASSISTANCE TO HAVE THE VEHICLE TOWED - ROAD SIDE SENT
 A TOW TRUCK OFF TO GET THE VEHICLE - 7/7/97 THE VAN WAS SUPPOSED TO
 GO TO BARBER'S FORD * PER CUSTOMER, DEALER SAYS: - PER FAT, SERVICE
 ADVISOR, THEY HAVE NOT SEEN THE VEHICLE *
 OVERALL CUSTOMER SEEMS: - WHERE THE VEHICLE IS * CAC ADVISED: - TRANSFERRED TO
 ROAD SIDE 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?: 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 RIND: RORC:
 RORR: 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: 02/01/1997 Warranty Start Date: 05/03/1997
 Date of Sale: 05/03/1997 Selling Dlx (Mkt, Dlx, Sub): 02148
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

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

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

Trans: A4AE O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shft:

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

Axle: 3.56 FWD TRAXLE Id Tag Code: Bld Dt: 8403-004 1438
 Serial #: Plt:

CQIS Report Number: VGIGD229 Program Type: C1
Report Source: --- MSS - FCED - CUST ASST CTR

Orig Rpt #: 1086405261
Report Date: 07/09/1997

--- ADDITIONAL ---

Tire : LT215/85R-16D BSW A-S Brand :
Radio : BLFTR AM/FM/STRO/CSTN/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 : BEST WESTERN LANDMARK Title: OWNER

Repair Dir: 03148 - Barber's Freeway Ford, Inc. Ph#: (303) 757-3673
City: Denver State : Colorado
Country: UNITED STATES Region : Denver - H4

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

Specialist's
Name : BRANCO CUADRA

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

NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE

CQIS Report Number: VD4GC735 Program Type: C1
Report Source: --- M8S - PCSD - CUST ASST CTR

Orig Rpt #: 1002824591
Report Date: 04/30/1997

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

VEHICLE: 1995 WINDSTAR, STDLN , WAGON VIN : 2FMDAS143SD
Engine : 3.8L EFI FWD Odometer: 29,500 MILES
Operating Environ: WCC :
Vehicle Use : Resp. 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 (t):

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

--TYPE-- COMMENT TEXT
OVERSEL *** MAVIS: ORIGINAL *** CUSTOMER SAYS: -STEERING WHEEL WAS SHAKING AT
CRUISE SPEEDS -DEALERSHIP REPLACED FRONT BRAKES ON VEHICLE -ON THE WAY
HOME, CUSTOMER HEARD A NOISE COMING FROM FRONT OF VEHICLE -CUSTOMER
CHECKED FRONT WHEEL AND THE LOG NUTS WERE LOOSE -CUSTOMER RETURNED TO
DEALERSHIP AND THEY DETERMINED THE WHEEL NEEDED TO BE REPLACED, AGREED
TO PAY FOR IT * PER CUSTOMER, DEALER SAYS: -NO FURTHER CONTACT
OVERSEL * CUSTOMER SAYS: -TO LET ROAD KNOW * CAC ADVISED; -DOCUMENTED AND
FORWARDED INFORMATION

----- 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: KOBC: 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 -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

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

Vehicle Build Date: 05/17/1995 Warranty Start Date: 06/08/1995
Date of Sale: 06/08/1995 Selling Dir (Mkt, Dir, Sub): 03700
Dealer Special Order: Gross Vehicle Weight: 528 LBS
LK/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 4X 542 BA
Bld Dt: Calb: 462J11 A Serial #: L

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

Trans: AX4S O/D 4SP TRNALE Part #:
Bld Dt: Serial #:
Model: Ptc: Shift:

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

Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dt: 2003-004 1448
Serial #: Ptc:

CQIS Report Number: VM4GC735 Program Type: C1
 Report Source: --- MSB - FCED - CUST ASST CTR

Orig Rpt #: 1003824591
 Report Date: 04/30/1997

----- ADDITIONAL -----

Tire : LT215/85R-16D BSW A-8 Brand :
 Radio : ELTRA PREM AM/FM STRO/CSTH/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 : SHASHI MISTRY Title: OTHER

Repair Dir: 20600 - ED CANNY FORD INC Ph#: (973) 386-1771
 City: East Hanover Twp State : New Jersey
 Country: UNITED STATES Region : New York -13

Customer name : ██████████ City : CLIFTON
 State/Prov : New Jersey
 Phone (Work) : ██████████ - Ext: (Home): ██████████

Specialist's
 Name : STEVE TYLER

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

| Date | CQIS Report # | Prog Type | Syap Cat | Causal Part | Description | Dealer Id |
|------------|---------------|-----------|----------|-------------|-------------|-----------|
| 06/27/1995 | 8F1GH169 | CACVOC | BODY | | | 03700 |
| 11/29/1995 | 8K3GC276 | CACVOC | BODY | | | 03700 |
| 02/08/1996 | T8888971 | CACVOC | BODY | | | 20600 |
| 02/08/1996 | T8888972 | CACVOC | ELECT. | | | 20600 |
| 08/13/1996 | T1M3A799 | CACVOC | CHASS. | | | 20600 |
| 09/13/1996 | T1M3A800 | CACVOC | CHASS. | | | 20600 |

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: VAQGR020 Program Type: C1
 Report Source: MSE - PCSD - CUST ASST CTR

Orig Rpt #: 1075913572
 Report Date: 02/17/1997

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

VEHICLE: 1995 WINDSTAR, STOLN , WAGON VIN : 2FMDAS14580C
 Engine : 3.8L EFI FWD Odometer: 0 MILES
 Operating Environ: WCC
 Vehicle Use : Rep. Act:

SYMPTOM: 3 05 & 00 CHASSIS TIRES/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
 CONVRN OTHER SYMPTOM CODES FOR THIS CONTACT: 3 01 0 00
 OWNREL RMB TO FORD - SERVICE SURVEY
 OWNREL E MCQUADE
 OWNREL CUST UPSET WITH SERVICE - BROUGHT VEHICLE IN FOR RATTLE IN FRONT WHEEL
 - DLR DID \$1000 BRAKE REPAIR - RATTLE STILL THERE - WENT TO AN
 INDEPENDENT GARAGE WHO FOUND NUTS LOOSE ON WHEEL WAS CAUSING RATTLE -
 ALSO FURTHER BRAKE CONCERN REQUIRED A SECOND VISIT - CUST FEELS DLR
 DID UNNECESSARY REPAIR AND DID NOT CHECK WHEEL - I WROTE APOLOGY FOR
 DISSATISFACTION WITH SERVICE - ADVISED COPY OF SURVEY COMPLAINT WOULD
 BE FORWARDED TO DLR FOR REVIEW
 OWNREL FICHE 4

----- 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 KODC: KODC:
 KODC: 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: 02/02/1995 Warranty Start Date: 02/27/1995
 Date of Sale: 02/27/1995 Selling Dlr (Mkt, Dlr, Sub): A1240
 Dealer Special Order: Gross Vehicle Weight: 530 LBS
 LH/RH Drive:

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

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

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

Trans: AX48 O/D 4SP TRUCKLE Part #:
 Bld Dt: Serial #:
 Model: Plt: Shft:

CQIS Report Number: VAGGE020 Program Type: C1
Report Source: --- MSB - FCSD - COST ASST CTR

Orig Rpt #: 1079913572
Report Date: 01/17/1997

----- A X I E -----
Axle: 3.37 FWD TRANSHAILE 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/CSTR/CLK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B ----- PWRICE C/C

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Repair Dir: A1240 - BAY LINCOLN MERCURY SALES 1991 Ph#: (416) 922-1228
City: Toronto Province: Ontario
Country: CANADA Region: 01 FCSD REGION-CANADA

Customer name : [REDACTED] City: TORONTO
State/Prov : Ontario
Specialist's Name : 01 RHM

----- 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 |
|------------|---------------|-----------|------|-----|-------------|-------------|-----------|
| 01/17/1997 | VAGGE019 | CNCVOC | | | | CHASS. | A1240 |

--- 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: VANG5594 Program Type: C1
 Report Source: --- M88 - FCSD - CUST ASST CTR

Orig Rpt #: 1079558931
 Report Date: 01/04/1997

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

VEHICLE: 1996 WINDSTAR, STDLN , WAGON VIN : 2FMDAB149TBA
 Engine : 3.8L EFI FWD Odometer: 26,500 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-- COMMENT TEXT
 OWNERL *** NAVIS: PROGRAM *** CUSTOMER SAYS: - MRS. FANIS SAWYER IS CALLING FOR THE COMPANY - HEARD A NOISE IN THE FRONT LEFT TIRE OF THE VEHICLE - WENT TO INVESTIGATE THE PROBLEM AND THREE LOG NUTS WERE MISSING - IT SEEMS AS THOUGH BOLTS HAD BROKEN - WOULD LIKE TO HAVE THE REPAIR COVERED UNDER THE BUMPER TO BUMPER WARRANTY * PER CUSTOMER, DEALER SAYS: - PER SERVICE WRITER, THE LOG NUTS WERE ON THE WRONG TORQUE * CUSTOMER SEES: - TO HAVE THE REPAIR COVERED UNDER THE BUMPER TO BUMPER WARRANTY * 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 : SD Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 DTCs KOBO: ROBC:
 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: 12/18/1995 Warranty Start Date: 01/02/1996
 Date of Sale: 01/02/1996 Selling Dlr (Mkt, Dlr, Sub): 07770
 Dealer Special Order: Gross Vehicle Weight:
 LH/RH Drive:

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

Engine: 3.8L EFI FWD Tag: 6K 542 BA
 Bld Dt: Calb: 6628R10 A Serial #: L

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

Trans: AX4E O/D 4SP TRAXLE Part #: Serial #:
 Bld Dt:

Model: Plt: Sht: E923-004 1444

Page: 02

CQIS DETAIL REPORT

07/06/99 18:08:06

CQIS Report Number: VAN33294 Program Type: C1
Report Source: --- MBS - FCSD - COST ASST CTR

Orig Rpt #: 1079559931
Report Date: 01/04/1997

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

----- ADDITIONAL -----
Tire : P215/70R15 BSW Brand :
Radio : BLUFR AM/FM/STRO/CSTB/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY B ----- FURIGE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : ST. ANTHONY ENTERPRI Title: OTHER

Repair Utr: 05548 - Soutar's Ph#: (780) 256-2241
City: Barstow State : California
Country: UNITED STATES Region : Los Angeles - 71

Customer name : ██████████ City : YERMO
State/Prov : California
Phone (Work) : ██████████ Ext: (Home) : ██████████

Specialist's
Name : MELINDA MILES

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

| Date | CQIS Report # | Prog | Type | Sym | Car | Causal | Part | Description | Dealer Id |
|------------|---------------|--------|-------|-----|-----|--------|------|-------------|-----------|
| 12/11/1997 | VAN33279 | CACVDC | CRASH | | | | | | 05497 |

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: TRK28735 Program Type: C1
 Report Source: MBS - PCSD - COST ABST CTR

Orig Rpt #: 1077777461
 Report Date: 11/18/1996

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

VEHICLE: 1995 WINDSTAR, STD LN , WAGON VIN : 2FMDAS1475EA
 Engine : 3.8L EFI FWD Odometer: 17,000 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
 OWNER *** NAVIS: ORIGINAL *** CUSTOMER SAYS: -CUSTOMER CURRENTLY TRAVELING
 IN TEXAS (AND WILL NOT BE BACK FOR 6 MONTH) -AMT HILL FORD (IN),
 PERFORMED SERVICE ON BRAKES BEFORE LEFT FOR TRIP -THE NEXT DAY, HEARD
 NOISE AND DEALER SAID NOISE WOULD GO AWAY -WHEN TRAVELING, THE VEHICLE
 STARTED BUCKING -FOUND THAT THE LOG NUTS HAD FALLEN OFF -REPAIRING
 DEALER WOULD NOT COVER THIS UNDER WARRANTY * PER CUSTOMER, DEALER
 SAYS: -BRING IN THE PARTS AND WE WILL EXAMINE THE ISSUE
 OWNER * CUSTOMER WANTS: -WHAT SHOULD I DO / FINANCIAL ASSISTANCE * CAC
 ADVISED: - WORKMANSHIP ISSUES MUST BE ADDRESSED AT DEALER - CONTACT
 MR. JAMES MYKA, CUST REL 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?: 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: KMIC:
 IDMR: 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: 06/29/1994 Warranty Start Date: 04/15/1995
 Date of Sale: 04/15/1995 Selling Dir (Mkt, Dir, Sub): 01525
 Dealer Special Order: Gross Vehicle Weight: 313 LBS
 LH/RH Driver:

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

Engine: 3.8L EFI FWD Tag: 4K 542 AA
 Bld Dt: Calb: 462JR10 A Serial #: 1

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

Trans: AX4E O/D 4SP TRAXLE Part #:
 Bld Dt: Serial #:

Model: Plt: Shift:

CQIS Report Number: TRKGB735 Program Type: C1
Report Source: --- MSB - FCSD - CUST ASST CTR

Orig Rpt #: 1077777461
Report Date: 11/18/1996

----- A X I E -----
Axle: 3.37 FWD TRANSAXLE Id Tag Code: Bld Dc:
Serial #: Plt:

----- A D D I T I O N A L -----
Tire : P215/70R15 BSW Brand :
Radio : ELETR AM/FM/STRO/CSTR/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER
Paint : YELLOW-RED EXT PAINT FAMILY A ----- LT BARFAVE C/C

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

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

Orig/Caller : DAVID BARKINSON Title: OTHER

Repair Dir: 01542 - ART HILL INC Ph#: (219) 738-5300
City: Merrillville State : Indiana
Country: UNITED STATES Region : Chicago - 41

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

Specialist's
Name : KEVIN JONES

----- 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: WVVAA163 Program Type: Q
Report Source: MSS - FCSD - QSVB

Orig Rpt #: 202786-98
Report Date: 05/22/1998

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

VEHICLE: 1998 WINDSTAR, STOLEN, WAGON VIN : 2F2AA5146WED
Engine : 3.8L EFI FWD Odometer: 4 MILES
Operating Environ: WCC : SK01
Vehicle Use : Rsp. Act:

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

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

Causal Component: 1012 WHEEL LUG NUT
Causal Factor: Feature: Log:
Causal Condition: Photo: Images: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: YES Customer satisfied?: Repair Effectiveness (%): 100

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

-----TYPE----- COMMENT TEXT
CONCERN THE LEFT FRONT WHEEL STUD WAS CROSSTHREADED.
REPAIR WE REPLACED THE STUD AND NUT.
MIDXT 05/26/1998 10:46AM DATA ENTRY MSS - FCSD - QSVB
SYMPTOM 3 06 0 00 CHANGED TO 3 06 9 99 BY WBAKRS

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

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 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 | 1012 | SERVICE | WHEEL LUG NUT | YES |

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

Vehicle Build Date: 04/23/1998 Warranty Start Date: 05/15/1998
Date of Sale: 05/15/1998 Selling Dlr (Mkt, Dlr, Sub): A7073
Dealer Special Order: Gross Vehicle Weight:
LM/HE Drive:

Engine: 3.8L EFI FWD Tag: 6F 342 CA
Sld Dt: Calb: Serial #: L

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

Trans: AX4S O/D 4SP THINBLE Part #: Serial #:
Sld Dt: Plt: Shft:
Model:

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

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

Tire : P215/70R15 BSW Brand :
Radio : 5L57R AM/FM/STRO/CSTX/CLOCK A/C : HIGH OUTPUT AIR CONDITIONER

Page: 02

CGIS DETAIL REPORT

07/06/99 10:08:33

CGIS Report Number: NEVRA163 Program Type: Q
Report Source: MSE - FCSD - QSFS

Orig Rpt #: 202796-98
Report Date: 05/22/1998

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

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

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : TIM HANULAN Title: OTHER

Repair Dlx: A7073 - Zephyr L/M & Ford Truck Sls Ph#: (604) 298-2311
City: Vancouver Province: British Columbia
Country: CANADA Region: 07 FCSD REGION-CANADA

Claim #/Date : 110081 05/14/1998

Customer name : [REDACTED] City :

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

NO CGIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- SUPPLEMENTAL SURVEY: NONE ---

CQIS Report Number: RHCQL024 Program Type: H Orig Rpt #:
Report Source: MBS - FCSD - TECH SVC HOTLINE Report Date: 08/17/1994

REPORT SUMMARY

VEHICLE: 1995 WINDSTAR, STDLEN, WAGON VIN : 2FMDAS142HM
Engine : 3.0L MPI FWD Odometer: 8,087 MILES
Operating Environ: WCC : BK01
Vehicle Use : Rep. Act:

SYMPTOM: 3 06 0 00 CHASSIS OTHER (CODE NOT AVAILABLE) TIRES/WHEELS OTHER (CODE NOT AVAILABLE)
Additional Symptom: REPEAT LOOSENING OF LOG NUTS
Other Veh. With Concern: Severity Rating - Customer: Engineering:

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

COMMENTS

--TYPE-- COMMENT TEXT
REPAIR OWNER SAYS THAT THE WHEEL LOG NUTS HAVE COME LOOSE SEVERAL TIMES. DEALER HAS NEVER VERIFIED THIS. OWNER HAS CONTACTED THE NHTSA AND THERE ARE SAFETY CONCERN-ANY INFO?
RECOMM NO-TORQUE LOG NUTS AND CONTACT YOUR SEM AND DISCUSS CLOSING THE CASE
TECH/C 09/21/1994 09:42AM SURVEY ENTRY MBS - FCSD - TECH SVC HOTLINE TIGHTEN LOG NUTS TO SPEC

CONCERN DETAILS

DIAGNOSTIC INFORMATION

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

SERVICE ACTIONS

Table with 6 columns: Repair Type, Component Number, Number, Type, Description, Causal Comp. Includes entry for RPR 1007 SERVICE WHEEL ASSY YES.

VEHICLE DETAILS

Vehicle Build Date: 09/24/1994 Warranty Start Date: 09/05/1994
Date of Sale: 05/05/1994 Selling Dir (Mkt, Dir, Sub): 08630
Dealer Special Order: Gross Vehicle Weight: 506 LBS
LH/RH Drive:

ENGINE

Engine: 3.0L MPI FWD Tag: 4K 542 AA
Bld Dt: Calb: 462JH10 A Serial #: L

TRANSMISSION

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

AXLE

Axle: 3.57 FWD TRANSAXLE Id Tag Code: Bld Dt:
Serial #: Plt: 8003-084 1480

CQIS Report Number: RHCML024 Program Type: H Orig Rpt #:
 Report Source: MSS - FCSD - TECH SVC HOTLINE Report Date: 08/17/1994

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

Tire : P215/70R15 BSW Brand :
 Radio : ELSTR AM/FM/STRO/CSTE/CLOCK A/C : MANUAL AIR CONDITIONER
 Paint : RED-PURPLE EXT PAINT FAMILY ----- LT MED ALUMINUM 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 : KILSWY CROSSMAN Title: SERVICE MANAGER

Repair Dir: 08630 - Sea-Tac Ford Truck Sales, Inc. Ph#: (206) 763-9100
 City: Seattle State : Washington
 Country: UNITED STATES Region : Seattle - 74

Specialist's
 Name : JEFF DELONGE

----- 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 |
|------------|---------------|-----------|----------|-------------------------|-----------|
| 03/24/1995 | SCXEN002 | REL | DEVLIN | CONTROL ASY TRANS MA | 08664 |
| 04/04/1997 | VDDGCS08 | CACVOC | DEVLIN | | 08664 |
| 05/29/1997 | VEDGEB47 | CACVOC | MONTEC | | 08664 |

--- 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 RECEIVED

FOA

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/88 10:12:30

RELEASE DATE: 97/05/27

PAGE: 1

NOTICE STATUS: R

RELEASE NOTICE NO
ACTY Y BASE SUPP
NCOO I 10894017 008

NOTICE PRIORITY: 3

RESP ENG ACTY/CODE: NVC2 235
ANALYST ACTY/CODE: NVC2 067
PRODUCTS AFFECTED: 1999 WIN126
CAUSAL FACTOR: PR
SCOPE: N
CONSUM INFO AFF: N
NOTICE DESC: RELEASE DRAWINGS FOR PRODUCTION (RAISE FROM T TO P AUTN)

RESP ENG NAME: ZAJAC, KEVIN
ANALYST NAME: WISE, DELORES
PRIMARY NOTICE:
EMISSION CNTL NO: 000
RADIATION AFF: N

RESP ENG PHONE: 313-39-02286
ANALYST PHONE: 313-59-47496

IDENT TO PPM IND: N
NOTICE CNTL ITER: N
ELECTRIC AFF:
NOTICE AUTH CODE:

ESTIMATED INCREMENTAL VEHICLE COST/WEIGHT/QUALITY:

VEHICLE COST: 0.00
FACILITY COST: 0
VEHICLE WT: 0.000 LB
ASSEMBLY MINUTES:

TOOLING COST: 0
MANDATORY COST: 0.00
VEHICLE MT: 0.000 KM
SCRAP COST: 0.00

ASSEMBLY LABOR: R/1000: 0.00
TGM: 0

EFF TYPE/POINT: 84P99A
PM ID/SEGMENT: WIN126 09A
AFF CONCERN NO: C10894017
AFF MFG ACTY:
MFG RESPONSE:
AFF ENG ACTY:
OTHER REG IND: N
SUPPORTING DOC: TAJ-0262
CALIB NUMBERS:
ALERT TYPE/NUMBER:

EFF TYPE/POINT:
PM ID/SEGMENT:
AFF CONCERN NO:
AFF MFG REGST IN:
MFG EST LEAD TIME:
AFF ACTY RESPONSE:
OTHER REG REMARKS:
SUPPORTING DOC:
CALIB NUMBERS:
ALERT TYPE/NUMBER:

EFF TYPE/POINT:
PM ID/SEGMENT:
AFF CONCERN NO:
MFG EST TOOL COST:
EST MFG COST VAR:
AFF NOTICE:

SUPPORTING DOC:
CALIB NUMBERS:
ALERT TYPE/NUMBER:

NOTICE PARTS SUPPORTING DOCUMENTATION

ACTION: RP PART NO: XF22 1007 B NAME: WML ASY-CAST ALUM 16 X 6.5
REPLACES PART NO: XF22 1007 B1 NAME: WML ASY-CAST ALUM 16 X 6.5
PART TYPE: P ASSEMBLY IMPACT: PULL AHEAD: CAD INDY F DATA COLL: C1D1
MARKED PRINT: N OUT DES SRC: ABC IND: ENG APR SRC:
TEST REQ: N
ASSUMPTIONS:
FUNC TYPE (C/F): F ACTY-CPSG-SEQ: NCOO 040401 000 RESP ENG: NVC2 042 VILLAGER REL 313-32-32514
FUNC REMARKS: MINOR FEATURE CODE 020E7 (PAINTED 6.5" X 16" 5-SPOKE CAST ALUM WHEEL)
STOCK DISP (PROD): X BAR: Y SI: SERV STK DSP: X CONT SERV: Y ASSY CNTL: P TORQ VAR:
RADIATION: N SAFETY: Y FLAMM: N EMISSION: N TORQ MON: STATIC:
USAGE RTY: 4.00 BUY: MAKE: USISS PLT: SOURCE PLT:
REN IND: N VOLUME: ALMOST COMM: SUPPORT PLAN: Y AVAIL DATE: FBR:
PHOTO STOCK DISP: X BUILD EVENT: J1
ERR DIRECTION: RELEASE PRODUCTION DRAWING (QTY 6 PER VEW). MINOR FEATURE CODE 020E7 (CURRENT POL HAS IT AS RFD FOR LX MODEL ONLY). SA SUFFIX.

ACT MATERIAL SPEC REF / DESCRIPTION

ADDITIONAL REGRS

NC1

-NONE-

FORM 900 0302

====NOTICE PARTS SUPPORTING DOCUMENTATION====

ACTION: RP PART NO: XF22 1007 B NAME: LML ASY-CAST ALUM 16 X 6.5

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REQTS MCI

ESA M2P109 A2
 PAINT QUALITY COLOR AND CLEAR CO
 A ESA M99P28 A
 CHASSIS MATERIALS TRACKING NUMBER

====NOTICE PARTS SUPPORTING DOCUMENTATION====

ACTION: RP PART NO: XF22 1007 C NAME: LML ASY-CAST ALUM 15 X 6.5
 REPLACES PART NO: XF22 1007 C1 NAME: LML ASY-CAST ALUM 15 X 6.5
 PART TYPE: P ASSEMBLY IMPACT: MML AHEAD: CAD 1SD: 1 DATA COLL:
 MARKED PRINT: N OUT DES SRC: RSC 1SD: EMB APR SRC:
 TEST REQ: N

ASSUMPTIONS:
 FUNC TYPE (C/F): F ACTY-SPEC-SER: NC00 046401 000 RESP ENR: MWC2 042 VILLAGER REL 313-32-32514
 FUNC REMARKS: MINOR FEATURE CODE B29EF (PAINTED 6.5" X 15" 11-SPOKE CAST ALUM. WHEEL)

STOCK DISP (PROD): X SAR: Y SI: SERV STK DSP: X CONT SERV: Y ASSY ENTL: P TORQ VAR:
 WAREHOUSING: N SAFETY: Y FLAMM: N EMISSION: N TORQ NON: STATIC:
 USAGE QTY: 4.00 BUY: MAKE: USING PLT: SOURCE PLT:
 REG IND: N VOLUME: ALMOST COMM: PARTS:
 PRTO STOCK DISP: X BUILD EVENT: J1 SUPPORT PLAN: Y AVAIL DATE:
 ENG DIRECTION: RELEASE PRODUCTION DRAWING (QTY 4 PER VEN). USAGE IS STANDARD ON LX MODELS, OPTIONAL ON SL MODELS. SUFFIX IS "CA"

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REQTS MCI

A ESA M99P28 A
 CHASSIS MATERIALS TRACKING NUMBER

====NOTICE APPROVALS====

| REGION | DEPARTMENT | USERID | ACTIVITY | APPROVER'S NAME | DATE APPROVED | APPROVAL |
|--------|------------|---------|----------|-----------------------|---------------|----------|
| N | VC2ENGR | EZAJAC | NC00 | ZAJAC, K.S. (KEVIN) | 97/05/13 | |
| N | VC2ENGR | MLL1E10 | NC00 | WILLER, LOIS (LOIS S) | | |

-MORE-

WAL9FPA

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/28 10:12:30

RELEASE DATE: 97/05/27

PAGE: 3

| |
|---------------------|
| RELEASE NOTICE NO |
| ACTY T BASE SUPP |
| NCDD I 10694817 008 |

NOTICE PRIORITY: 3

NOTICE STATUS: N

| REGION | DEPARTMENT | USERID | ACTIVITY | APPROVER'S NAME | DATE APPROVED | APPROVAL |
|--------|------------|----------|----------|-----------------------|---------------|----------|
| N | VC2ENGR | CBURCAR | NCDD | BURCAR, C.C. (CHRIS) | 97/05/19 | Y |
| N | VC2ENGR | KZAJAC | NCDD | ZAJAC, K.S. (KEVIN) | 97/05/16 | Y |
| N | VC2ENGR | KZAJAC | NCDD | ZAJAC, K.S. (KEVIN) | 97/05/16 | |
| N | VC2ENGR | LWILL10 | NCDD | WILLER, LOIS (LOIS S) | 97/05/16 | Y |
| N | VC2ENGR | CGUTOWSK | NCDD | GUTOWSKI, C.L. (CONN) | 97/05/19 | Y |
| N | VC2TRNC | DWISE | NCDD | WISE, DOLORES E. | 97/05/30 | R |
| N | T616 | SHENKER | NCDD | HENKER, S. (SCOTT) | | |
| N | PD43 | STEMKORA | MLDD | TENKORANS, S. (SAM) | 97/05/28 | Y |
| N | VC2ENGR | CMODGEB1 | NCDD | MCGES, C. (CINDY) | | |
| N | VC2TRNC | EBARKER2 | MBDD | BARKER, ETHEL L. | 97/05/27 | |

-END-

2025-024 0034

MAIL/FSA

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/28 10:42:42

RELEASE DATE: 96/02/10

PAGE: 1

NOTICE STATUS: R

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|---------------------|
| RELEASE NOTICE NO |
| ACTY T BASE SUPP |
| NCOD I 10595206 001 |

NOTICE PRIORITY: 2

RESP ENG ACTY/CODE: 8800 MAG
 ANALYST ACTY/CODE: 8800 KJM
 PRODUCTS AFFECTED: 1999 WINDSTAR - EFFECTIVE POINT/PREFIX CONVERSION WIM126 2000 TO 1999
 CAUSAL FACTOR: FS
 SCOPE: N
 COMMON INFO AFF: N
 NOTICE DESC: WIM126 2000 TO 1999 CONVERSION

RESP ENG NAME: GRAY, MARK (FOR MAIL)
 ANALYST NAME: WAKEFORD, KAREN
 PRIMARY NOTICE:
 EMISSION CNTRL NO: 000
 DEMONSTRATION AFF: Y

RESP ENG PHONE: 313-62-14296
 ANALYST PHONE: 313-32-21088
 IDENT TO PPH IND:
 NOTICE CNTRL ITEM: N
 ELECTRIC AFF:
 NOTICE AUTH CODE:

ESTIMATED INCREMENTAL VEHICLE COST/WEIGHT/QUALITY:

VEHICLE COST: 0.00
 FACILITY COST: 0
 VEHICLE WT: 0.000 LB
 ASSEMBLY MINUTES:

TOOLING COST: 0
 WARRANTY COST: 0.00
 VEHICLE WT: 0.000 KG
 SCRAP COST: 0.00

ASSEMBLY LABOR: 0.00
 \$/1000: 0.00
 TGM: 0

EFF TYPE/POINT: 84999A
 PGM ID/SEGMENT: WIM126 99A
 AFF CONCERN NO: C10595206
 AFF NFG ACTY:
 NFG RESPONSE:
 AFF ENG ACTY:
 OTHER REG IND: N
 SUPPORTING DOC:
 CALIB NUMBERS:
 ALERT TYPE/NUMBER:

EFF TYPE/POINT:
 PGM ID/SEGMENT:
 AFF CONCERN NO:
 AFF NFG BESSY IN:
 NFG EST LEAD TIME:
 AFF ACTY RESPONSE:
 OTHER REG REMARKS:
 SUPPORTING DOC:
 CALIB NUMBERS:
 ALERT TYPE/NUMBER:

EFF TYPE/POINT:
 PGM ID/SEGMENT:
 AFF CONCERN NO:
 NFG EST TOOL COST:
 EST VEH COST VAR:
 AFF NOTICE:
 SUPPORTING DOC:
 CALIB NUMBERS:
 ALERT TYPE/NUMBER:

NOTICE APPROVALS

| REGION | DEPARTMENT | USERID | ACTIVITY | APPROVER'S NAME | DATE APPROVED | APPROVAL |
|--------|------------|---------|----------|--------------------|---------------|----------|
| N | KS075 | KJM2784 | 8800 | WAKEFORD, KAREN W. | 96/02/09 | |
| N | KS075 | KJM2784 | 8800 | WAKEFORD, KAREN W. | 96/02/09 | |
| N | KS075 | KJM2784 | 8800 | WAKEFORD, KAREN W. | 96/02/10 | |

WFO/P9A

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/28 10:39:18

RELEASE DATE: 00/03/16

PAGE: 1

NOTICE STATUS: R

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|---------------------|
| RELEASE NOTICE NO |
| ACTY T WASE SUPP |
| RCDD E 10931056 014 |

NOTICE PRIORITY: 3

RESP ENG ACTY/CODE: W800 WER
 ANALYST ACTY/CODE: W800 WER
 PRODUCTS AFFECTED: 2001 W126
 CAUSAL FACTOR: UC
 SCOPE: N
 CONCERN INFO AFF: N
 NOTICE DESC: REMOVE 2003 EFFECTIVE DUT POINT TO PERMIT FEED TO EASI FOR 2001/2002 W126 PROGRAMS.

RESP ENG NAME: RUMSCHLAG, MARIE
 ANALYST NAME: RUMSCHLAG, MARIE

RESP ENG PHONE: 313-32-31408
 ANALYST PHONE: 313-32-31408

PRIMARY NOTICE:
 EMISSION CNTL NO: 999
 MONOCLOCATION AFF: Y

IDENT TO PPN IND:
 NOTICE CNTL ITEM: N
 ELECTRIC AFF:
 NOTICE AUTO CODE:

ESTIMATED INCREMENTAL VEHICLE COST/WEIGHT/QUALITY:

VEHICLE COST: 0.00
 FACILITY COST: 0
 VEHICLE WT: 0.000 LB
 ASSEMBLY MINUTES:

TOOLING COST: 0
 MARRIARTY COST: 0.00
 VEHICLE WT: 0.000 KG
 SCRAP COST: 0.00

ASSEMBLY LABOR:
 N/1000: 0.00
 TGM: 0

EFF TYPE/POINT: S4P1A8
 PGM ID/SEGMENT: W126 1A8
 AFF CONCERN NO: C10931056
 AFF MFG ACTY:
 MFG RESPONSE:
 AFF ENG ACTY:
 OTHER REG IND: N
 SUPPORTING DOC:
 CALIB NUMBERS:
 ALERT TYPE/NUMBER:

EFF TYPE/POINT:
 PGM ID/SEGMENT:
 AFF CONCERN NO:
 AFF MFG REQST IN:
 MFG EST LEAD TIME:
 AFF ACTY RESPONSE:
 OTHER REG REMARKS:
 SUPPORTING DOC:
 CALIB NUMBERS:
 ALERT TYPE/NUMBER:

EFF TYPE/POINT:
 PGM ID/SEGMENT:
 AFF CONCERN NO:
 MFG EST TOOL COST:
 EST VEH COST VAR:
 AFF NOTICE:

SUPPORTING DOC:
 CALIB NUMBERS:
 ALERT TYPE/NUMBER:

NOTICE APPROVALS

| REGION | DEPARTMENT | USERID | ACTIVITY | APPROVER'S NAME | DATE APPROVED | APPROVAL |
|--------|------------|----------|----------|----------------------|---------------|----------|
| N | LVCTRNC | WRUNSCHL | W800 | RUMSCHLAG, M.(MARIE) | 00/03/11 | |
| R | AVTC | REV2979 | AC00 | VERES, R. E. | 00/03/13 | y |
| N | LVCTRNC | WRUNSCHL | W800 | RUMSCHLAG, M.(MARIE) | 00/03/11 | |
| N | LVCTRNC | WRUNSCHL | W800 | RUMSCHLAG, M.(MARIE) | 00/03/15 | |

-END-

EP83-004 2873

MM...P9A

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/11 10:00:33

RELEASE DATE: 96/02/19

PAGE: 1

NOTICE STATUS: 2

| |
|---------------------|
| RELEASE NOTICE NO |
| ACTY T 646E SUPP |
| NL00 E 10559156 081 |

NOTICE PRIORITY: 3

RESP ENG ACTY/CODE: NL00 P01
 ANALYST ACTY/CODE: NL00 015
 PRODUCTS AFFECTED: 1997 WINDSTAR
 CAUSAL FACTOR: RD
 SCOPE: N
 CONSUM INF0 AFF: N
 NOTICE DESC:

RESP ENG NAME: SARNAST, SYED H.
 ANALYST NAME: SARNAST, SYED H.

RESP ENG PHONE: 313-390-1949
 ANALYST PHONE:

PRIMARY NOTICE:
 EMISSION CNTRL NO: 000
 HOMOLOGATION AFF: N

IDENT TO PPM IND:
 NOTICE CNTRL ITEM: N
 ELECTRIC AFF:
 NOTICE AUTH CODE: P

15" ALUMINUM WHEEL SURFACE HAS BEEN REVISED (THICKNESS ADDED
 IMPROVE ROAD IMPACT.
 RELEASE PART# F78A-1007-BC(NEW)

 * TYPE 2 * WORK TASK #009 * NEEDS CAB ASSESSMENT AND ENTRY
 INTO TRACKING SYSTEM ** R.SCHMIDT 10/11/95 *****

 DESIGNER:F.PAIGB X01950 ** PRIMARY:J.MUSZYNSKI X01959
 TITLE:97 W/IN 15" ALUMINUM WHEEL & CHARTS REVISED
 L/D AFFECTED:PL-F78A-040401-BA ** ILLUSTRATION:N/A
 HOURS:L/D-30 * DET-30 * L/D START:11/1 * * DET COMP:11/3 *

 ENTERED 10/17/95 CEMEVCNIK 40379

UPDATE THE FOLLOWING WHEEL ORNAMENTATION DRAWINGS:
 F78A-1130-AB(NEW) ADD RIBS TO STRENGTHEN LEGS
 F78A-1A115-AB(NEW) UPDATE PART 3 AND BROADCAST CODE
 F78A-1A108-AB UPDATE BROADCAST CODE
 F78A-1A108-BA UPDATE BROADCAST CODE SYED SARNAST X01949

 DRAWINGS TO RELEASE 05/11/10 J.MUSZYNSKI X01959

THIS SUPPLEMENT RELEASES FORMAL DRAWINGS FOR DESIGN CHANGES
 RELEASED ON ORIGINAL NOTICE.

ESTIMATED INCREMENTAL VEHICLE COST/WEIGHT/QUALITY:

VEHICLE COST: 0.00
 FACILITY COST:
 VEHICLE WT: 0.000 LB
 ASSEMBLY MINUTES:

TOOLING COST: 0
 WARRANTY COST:
 VEHICLE WT: 0.000 KG
 SCRAP COST:

ASSEMBLY LABOR:
 R/1000:
 TON:

EFF TYPE/POINT: 84P97A
 PGM ID/SEGMENT:
 AFF CONCERN NO: C10559156
 AFF NPG ACTY:
 NPG RESPONSE:
 AFF ENG ACTY:
 OTHER REQ IND: N
 SUPPORTING DOC:
 CALIS NUMBERS:
 ALERT TYPE/NUMBER:

EFF TYPE/POINT:
 PGM ID/SEGMENT:
 AFF CONCERN NO:
 AFF NPG RESST IN:
 NPG EST LEAD TIME:
 AFF ACTY RESPONSE:
 OTHER REQ REMARKS:
 SUPPORTING DOC:
 CALIS NUMBERS:
 ALERT TYPE/NUMBER:

EFF TYPE/POINT:
 PGM ID/SEGMENT:
 AFF CONCERN NO:
 NPG EST TOOL COST:
 EST VEH COST VAR:
 AFF NOTICE:
 SUPPORTING DOC:
 CALIS NUMBERS:
 ALERT TYPE/NUMBER:

-MORE-

1998 1001-0001

-----NOTICE PARTS SUPPORTING DOCUMENTATION-----

ACTION: RV PART NO: F78A 1007 BC NAME: WNL ASY-CAST ALUM 15X6
 PART TYPE: P REPLACES PART NO: NAME:
 MARKED PRINT: Y ASSEMBLY IMPACT: PULL AHEAD: CAD IND: X DATA COLL:
 TEST REQ: OUT RES SRC: ABC IND: ENG APR SRC:
 ASSUMPTIONS:
 FUNC TYPE (C/F): F ACTY-CPSC-REQ: NLOD 040401 000 RESP ENG: NLOD P22 SARNAST, BYE 313-390-1949
 FUNC REMARKS: A3:(028ED) (MEM IN 1999 1/2)
 STOCK DISP (PROD): SAR: Y SI: SERV STK DSP: COMT SERV: ASBY CNTL: TORQ VAR:
 MONOLOGATION: SAFETY: M FLANG: M EMISSION: M TORQ NOW: STATIC:
 USAGE QTY: 4.00 BUY: MAKE: USING PLT: SOURCE PLT:
 REQ IND: M VOLUME: ALMOST COMM: AVAIL DATE: FBR:
 PHOTO STOCK DISP: BUILD EVENT: J1 SUPPORT PLAN: Y
 ENG DIRECTION: REL. FORMAL DRWG.

ACT MATERIAL SPEC REF / DESCRIPTION

ADDITIONAL REQTS NCI

ESA W2AT23 A
 ALUMINUM ALLOY (AA 356-T6) MODIF
 USE H999999 AT
 RESTRICTED SUBSTANCE MANAGEMENT

-----NOTICE PARTS SUPPORTING DOCUMENTATION-----

ACTION: RV PART NO: F78A 1130 AB NAME: CVR ASY-WNL
 PART TYPE: P REPLACES PART NO: NAME:
 MARKED PRINT: Y ASSEMBLY IMPACT: PULL AHEAD: CAD IND: X DATA COLL:
 TEST REQ: OUT RES SRC: ABC IND: ENG APR SRC:
 ASSUMPTIONS:
 FUNC TYPE (C/F): C ACTY-CPSC-REQ: NLOD 040403 001 RESP ENG: NLOD P81 SARNAST, BYE 313-390-1949
 FUNC REMARKS: P1A -1A115-
 STOCK DISP (PROD): SAR: Y SI: SERV STK DSP: COMT SERV: ASBY CNTL: TORQ VAR:
 MONOLOGATION: SAFETY: M FLANG: M EMISSION: M TORQ NOW: STATIC:
 USAGE QTY: BUY: MAKE: USING PLT: SOURCE PLT:
 REQ IND: M VOLUME: ALMOST COMM: AVAIL DATE: FBR:
 PHOTO STOCK DISP: BUILD EVENT: J1 SUPPORT PLAN: Y
 ENG DIRECTION: REL. FORMAL DRWG.

ACT MATERIAL SPEC REF / DESCRIPTION

ADDITIONAL REQTS NCI

-MORE-

*****NOTICE PARTS SUPPORTING DOCUMENTATION*****

| | | | | | |
|-------------------------------------|----|-------------------|--------------|-------|-------------|
| ACTION: | RV | PART NO: | F78A 1130 AB | NAME: | CVR ASY-LWL |
| ACT MATERIAL SPEC REF / DESCRIPTION | | ADDITIONAL REGRTS | | NCI | |

SAE J113 CLASS1
 SPRING WIRE AND SPRINGS.
 SAE J403 1045-1055
 SAE CARBON STEELS
 VEA H4000H A1
 ABS + POLYCARBONATE BLEND (ABS+P
 WSS H999999 A1
 RESTRICTED SUBSTANCE MANAGEMENT

*****NOTICE PARTS SUPPORTING DOCUMENTATION*****

| | | | | | |
|--------------------|--|-------------------|-----------------|-----------------|------------------------------------|
| ACTION: | RV | PART NO: | F78A 1A108 AB | NAME: | KIT-WHL ORN & LUG NUT CAP |
| PART TYPE: | F | REPLACES PART NO: | | NAME: | |
| MARKED PRINT: | Y | ASSEMBLY IMPACT: | | MULT. AHEAD: | CAD IND: F DATA COLL: |
| TEST REQ: | | OUT DES SRC: | | ASC IND: | EBG APR SRC: |
| ASSUMPTIONS: | | | | | |
| FUNC TYPE (C/F): | F | ACTY-CPSC-SER: | ML00 040403 000 | RESP ENG: | ML00 P22 SARMAST, SYE 313-390-1949 |
| FUNC REMARKS: | 15X6 LACEY SPOKE ALLM WHL. (NEW IN 1999 1/2) | | | | |
| STOCK DISP (PROD): | | SAR: Y | SI: | SERV SVC DEP: | CONT SERV: |
| HOMOLOGATION: | | SAFETY: | M | FLAMM: | M |
| USAGE QTY: | 1.00 | BUY: | | MAKE: | USING PLT: |
| REQ IND: | N | VOLUME: | | ALMOST COMPN: | ASSY CNTL: |
| PHOTO STOCK DISP: | | BUILD EVENT: | J1 | SUPPORT PLAN: Y | YORG VAR: |
| EBG DIRECTION: | REL. FORMAL DRWG. | | | AVAIL DATE: | STATIC: |
| | | | | | SOURCE PLT: |
| | | | | | FBR: |

| | | |
|-------------------------------------|-------------------|-----|
| ACT MATERIAL SPEC REF / DESCRIPTION | ADDITIONAL REGRTS | NCI |
|-------------------------------------|-------------------|-----|

WSS H999999 A1
 RESTRICTED SUBSTANCE MANAGEMENT

*****NOTICE PARTS SUPPORTING DOCUMENTATION*****

| | | | | | |
|---------|----|----------|---------------|-------|---------------------------|
| ACTION: | RV | PART NO: | F78A 1A108 BA | NAME: | KIT-WHL ORN & LUG NUT CAP |
|---------|----|----------|---------------|-------|---------------------------|

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| RELEASE NOTICE NO |
| ACTY T BASE SUPP |
| MLDD E 10559136 001 |

NOTICE PRIORITY: 3 NOTICE STATUS: R

=====NOTICE PARTS SUPPORTING DOCUMENTATION=====

ACTION: RV PART NO: F78A 1A108 BA NAME: KIT-WHL CVR & LUG NUT CAP
 REPLACES PART NO: :
 NAME: :
 PART TYPE: P ASSEMBLY IMPACT: :
 FULL AHEAD: : CAD IND: F DATA COLL: :
 MARKED PRINT: Y OUT DES SRC: :
 ABC IND: : ENG APR SRC: :
 TEST REQ: :
 ASSUMPTIONS: :
 FUNC TYPE (C/F): F ACTY-CPSC-SEQ: BLDG 040403 000 RESP ENG: WCDD CEO CRASSIS ENGR
 FUNC REMARKS: 16X6 CAST ALUM WHL (NEW IN 1999 1/2)
 STOCK DISP (PROD): :
 SAE: Y SI: : SERV STK DSP: : CONT SERV: : ASBY CNTL: : TORQ VAR: :
 MONOLOGATION: : SAFETY: N FLAMM: N EMISSION: N TORQ BON: : STATIC: :
 USAGE QTY: 1.00 BUY: : MAKE: : USING PLT: : SOURCE PLT: :
 REG IND: N VOLUME: : ALMOST COMPN: :
 PHOTO STOCK DISP: : BUILD EVENT: J1 SUPPORT PLAN: Y AVAIL DATE: :
 ENG DIRECTION: REL. FORMAL DRWG.

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REQTS MCI

WES M9999999 A1
 RESTRICTED SUBSTANCE MANAGEMENT

=====NOTICE PARTS SUPPORTING DOCUMENTATION=====

ACTION: RV PART NO: F78A 1A115 AB NAME: KIT-WHL CVR
 REPLACES PART NO: :
 NAME: :
 PART TYPE: P ASSEMBLY IMPACT: :
 FULL AHEAD: : CAD IND: F DATA COLL: :
 MARKED PRINT: Y OUT DES SRC: :
 ABC IND: : ENG APR SRC: :
 TEST REQ: :
 ASSUMPTIONS: :
 FUNC TYPE (C/F): F ACTY-CPSC-SEQ: BLDG 040403 000 RESP ENG: BLDG P51 KARNART, BYE 313-390-1949
 FUNC REMARKS: 15"X5.5 & 15"X6 STL 2D WHLR (NEW IN 1999 1/2)
 STOCK DISP (PROD): :
 SAE: Y SI: : SERV STK DSP: : CONT SERV: : ASBY CNTL: : TORQ VAR: :
 MONOLOGATION: : SAFETY: N FLAMM: N EMISSION: N TORQ BON: : STATIC: :
 USAGE QTY: 1.00 BUY: : MAKE: : USING PLT: : SOURCE PLT: :
 REG IND: N VOLUME: : ALMOST COMPN: :
 PHOTO STOCK DISP: : BUILD EVENT: J1 SUPPORT PLAN: Y AVAIL DATE: :
 ENG DIRECTION: REL. FORMAL DRWG.

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REQTS MCI

-NONE-

W999999A

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/11 10:00:33

RELEASE DATE: 96/02/19

PAGE: 5

NOTICE STATUS: R

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|---------------------|
| RELEASE NOTICE NO |
| ACTY T BASE SUPP |
| NL00 E 10559136 001 |

NOTICE PRIORITY: 3

NOTICE PARTS SUPPORTING DOCUMENTATION

ACTION: EV PART NO: F78A 1A115 AB NAME: KIT-VNL CVR

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL RIGHTS NCI

WCS W999999 A1
RESTRICTED SUBSTANCE MANAGEMENT

NOTICE APPROVAL

| REGION | DEPARTMENT | USERID | ACTIVITY | APPROVER'S NAME | DATE APPROVED | APPROVAL |
|--------|------------|---------|----------|---------------------|---------------|----------|
| 1 | K7963 | WCS479 | PL00 | SCHONFIELD, RANDALL | 96/02/16 | |
| 1 | K7963 | NCC5484 | BL00 | CARVALHO, MARIA C. | 96/02/19 | |
| 1 | K7963 | NCC5484 | BL00 | CARVALHO, MARIA C. | 96/02/19 | |

-END-

0000 148-0000

*****NOTICE PARTS SUPPORTING DOCUMENTATION*****

ACTION: RV PART NO: CHF78A 413 EA NAME: CB-MNL/TIME DATA

PLMC REMARKS: ACTY. CONV.

| | | | | | | |
|--------------------|--------------|-----|---------------|---------------|-------------|-----------|
| STOCK DISP (PROD): | SAR: N | SI: | SERV STK DSP: | CONT SERV: | ASSY CNTL: | TORG VAR: |
| NONOLOCATION: | SAFETY: | M | FLAW: | EMISSION: | TORG NOR: | STATIC: |
| USAGE QTY: | QTY: | | MAKE: | USING PLY: | SOURCE PLY: | |
| REQ 199: | VOLUME: | | ALMOST COMM: | SUPPORT PLAN: | AVAIL DATE: | FR: |
| PROTO STOCK DISP: | BUILD EVENT: | FEU | | | | |
| ENG DIRECTION: | UPDATE CRABT | | | | | |

*****NOTICE PARTS SUPPORTING DOCUMENTATION*****

ACTION: RV PART NO: CHF78A 605 CA NAME: CB-MNL/CVR & HUB CAP IDENT

PART TYPE: M REPLACES PART NO: ASSEMBLY IMPACT: PML1 AHEAD: CAD IND: X DATA COLL:
 MASKED PRINT: Y OUT DES SEC: ABC IND: ENG APP SEC:

TEST REQ:
 ASSUMPTIONS:
 PLMC TYPE (C/F): F ACTY-CPBC-REV: NC00 040403 000 RESP ENG: SVC2 042 VILLAGER REL 313-32-32514
 PLMC REMARKS: ACTY. CONV.

| | | | | | | |
|--------------------|---|-----|---------------|---------------|-------------|-----------|
| STOCK DISP (PROD): | SAR: N | SI: | SERV STK DSP: | CONT SERV: | ASSY CNTL: | TORG VAR: |
| NONOLOCATION: | SAFETY: | M | FLAW: | EMISSION: | TORG NOR: | STATIC: |
| USAGE QTY: | QTY: | | MAKE: | USING PLY: | SOURCE PLY: | |
| REQ 199: | VOLUME: | | ALMOST COMM: | SUPPORT PLAN: | AVAIL DATE: | FR: |
| PROTO STOCK DISP: | BUILD EVENT: | FEU | | | | |
| ENG DIRECTION: | REV PG 2 TO REFLECT CHANGE TO MOUNTING LUBRICANT FROM ESA-N1814-A TO USE-N998186-A | | | | | |

*****NOTICE PARTS SUPPORTING DOCUMENTATION*****

ACTION: RP PART NO: F78A 1007 DC NAME: MNL ASY-CAST ALUM 16X6

PART TYPE: P REPLACES PART NO: F78A 1007 DC NAME: MNL ASY-CAST ALUM 16X4
 MASKED PRINT: Y ASSEMBLY IMPACT: PML1 AHEAD: CAD IND: X DATA COLL:
 TEST REQ: M OUT DES SEC: ABC IND: ENG APP SEC:

ASSUMPTIONS:
 PLMC TYPE (C/F): F ACTY-CPBC-REV: NC00 040401 000 RESP ENG: SVC2 042 VILLAGER REL 313-32-32514
 PLMC REMARKS:

-MORE-

WPA-VPA

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/11 11:58:23

RELEASE DATE: 06/06/20

PAGE: 3

RELEASE NOTICE NO
ACTY T BARE SUPP
NC00 E 10654393 000

NOTICE PRIORITY: 1

NOTICE STATUS: R

-----NOTICE PARTS SUPPORTING DOCUMENTATION-----

ACTION: EP PART NO: F7BA 1007 BC NAME: WNL ASY-CAST ALUM 16X6

STOCK DISP (PROD): S BAR: Y SI: SERV STK DSP: S CONT SERV: ASST CNL: S TORQ VAR:
 NONCLOGATION: N SAFETY: Y FLAMM: N EMISSION: N TORQ MON: STATIC:
 USAGE QTY: 4.00 BUY: MAKE: USING PLT: SOURCE PLT:
 REQ IND: N VOLUME: ALMOST COMM:
 PRTO STOCK DIRP: S BUILD EVENT: FEU SUPPORT PLAN: Y AVAIL DATE: FBR:
 ENG DIRECTION: REDUCE TOLERANCES FOR DIMENSIONS AFFECTING ORNAMENT RETENTION

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REQTS MCI

A ESA M2A123 A
 ALUMINUM ALLOY (AA 356-T6) MODIF
 A USR M999999 A1
 RESTRICTED SUBSTANCE MANAGEMENT

-----NOTICE PARTS SUPPORTING DOCUMENTATION-----

ACTION: EP PART NO: F7BA 1A096 FB NAME: ORN ASY - MNL
 REPLACES PART NO: F7BA 1A096 FA NAME: ORN ASY - MNL
 PART TYPE: P ASSEMBLY IMPACT: PULL AHEAD: CAD IMP: X DATA COLL:
 MARKED PRINT: Y OUT DES SEC: ABC IND: ENG APR SEC:
 TEST REQ: N
 ASSUMPTIONS:
 FUNC TYPE (C/F): C ACTY-CPSC-REQ: NC00 040463 000 RESP ENG: NWC2 042 VILLAGER BEL 313-32-32514
 FUNC REMARKS: ACTY. CONV.

STOCK DISP (PROD): S BAR: Y SI: SERV STK DSP: S CONT SERV: ASST CNL: S TORQ VAR:
 NONCLOGATION: N SAFETY: Y FLAMM: N EMISSION: N TORQ MON: STATIC:
 USAGE QTY: 1000.00 BUY: MAKE: USING PLT: SOURCE PLT:
 REQ IND: N VOLUME: ALMOST COMM:
 PRTO STOCK DIRP: S BUILD EVENT: FEU SUPPORT PLAN: Y AVAIL DATE: FBR:
 ENG DIRECTION: DELETE THREE LENS ON ORNAMENT TO IMPROVE INSTALLATION EFFORT

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REQTS MCI

A SAE J405 30302-30304
 SAE MOUNT STAINLESS STEEL
 A USR M40688 A1
 ABS + POLYCARBONATE BLEND (ABS+P)

-NONE-

1010 000-000 1010

MR:PF9A

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/11 11:58:23

RELEASE DATE: 96/08/29

PAGE: 4

NOTICE STATUS: R

| |
|---------------------|
| RELEASE NOTICE NO |
| ACTY T RASG EMP |
| NC00 E 10654393 000 |

NOTICE PRIORITY:

NOTICE PARTS SUPPORTING DOCUMENTATION

ACTION: RP PART NO: F78A 1A096 FB NAME: DRN ASY - VNL

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REPTS NCI

A WSA R40785 A1
ABS + POLYCARBONATE BLEND (ABS+P
A WSS R0000000 A1
RESTRICTED SUBSTANCE MANAGEMENT

NOTICE PARTS SUPPORTING DOCUMENTATION

ACTION: RP PART NO: F78A 1A108 FB NAME: KIT-VNL ORN & LUG BUT CAP
REPLACES PART NO: F78A 1A108 FA NAME: KIT-VNL ORN & LUG BUT CAP
PART TYPE: P ASSEMBLY IMPACT: FULL ARMOR: CAD INO: K DATA COLL:
MARKED PRINT: Y OUT RES SRC: ARE INO: ENG APE SRC:
TEST RES: M
ASSUMPTIONS:
FORM TYPE (C/F): F ACTY-CPSC-REQ: NC00 040483 000 RESP ENG: RVC2 062 VILLAGE REL 313-32-32514
FUNC REMARKS: ACTY. CONV.

STOCK DISP (PROD): S BAR: Y EI: SERV STK DEP: S CONT SERV: ASSY CNTL: TORQ VAR:
HOMOLOGATION: N SAFETY: M FLAMM: M EMISSION: N TORQ NON: STATIC:
USAGE QTY: 1.00 BUY: MAKE: USING PLT: N SOURCE PLT:
REQ JND: N VOLUME: ALMOST COMM:
PROTO STOCK DISP: S BUILD EVENT: FEU SUPPORT PLAN: Y AVAIL DATE: FEB:
ENG DIRECTION: THIS IS A KIT PART# FOR 4 ORNAMENTS F78A-1A096-(MEM).

ACT MATERIAL SPEC REF / DESCRIPTION ADDITIONAL REPTS NCI

A WSS R0000000 A1
RESTRICTED SUBSTANCE MANAGEMENT

NOTICE APPROVALS

| REGION | DEPARTMENT | USERID | ACTIVITY | APPROVER'S NAME | DATE APPROVED | APPROVAL |
|--------|------------|----------|----------|----------------------|---------------|----------|
| N | VCZENG | SBARNST | NC00 | SARNAST, S.W. (| 96/08/22 | |
| N | VCZENG | LYANLOOZ | NC00 | YANLOOZEN, E.(ELIZAB | 96/08/23 | |
| N | VCZENG | SBARNST | NC00 | SARNAST, S.W. (SYED) | 96/08/22 | |

-NONE-

WM89P9A

RELEASE / CONCERN COVER (LATEST DATA)

PRINT DATE/TIME: 03/01/11 11:58:23

RELEASE DATE: 96/08/29

PAGE: 5

RELEASE NOTICE NO
ACTY T BASE SUPP
NCOB E 10654593 000

NOTICE PRIORITY: 1

NOTICE STATUS: R

| REGION | DEPARTMENT | USERID | ACTIVITY | APPROVER'S NAME | DATE APPROVED | APPROVAL |
|--------|------------|-----------|----------|-----------------------|---------------|----------|
| N | VC2ENGR | JJENSEN | NC00 | JENSEN, J.W. (JIM BU | 96/08/22 | Y |
| N | VC2ENGR | PRUSHECKA | NC00 | PRUSHECKAS, (PETER) | 96/08/23 | Y |
| N | VC2ENGR | CRUTCHER | NC00 | GLITOWSKI, C.L. (CONN | 96/08/22 | Y |
| N | VC2ENGR | LVANL002 | NC00 | VANL00ZEN, E.(ELTZAR | 96/08/23 | |
| N | 5330 | AA74C32 | AA41 | CHIADO, R. | 96/09/84 | R |
| N | Y702 | 007095 | NC00 | RAMAVI, B - OAKVILLE | 96/08/23 | R |
| N | Y702 | 003379 | NC00 | RICHE, S - OAKVILLE | 96/08/23 | R |
| N | T616 | SWENKER | NC00 | HENKER, S. (SCOTT) | 96/08/28 | U |
| N | K4764 | CAR1629 | ML00 | X-REEVES, CAROL A. | 96/08/26 | R |
| N | VC2TENC | DVIRE | NR00 | WIRE, SOLORES E. | 96/08/29 | |
| N | VC2ENGR | SHARNST | NC00 | SHARNST, S.M. | | |

-END-

FORM 894 1020

From: Sarwest, Syed (S.H.)
Sent: Thursday, January 06, 2000 9:16 AM
To: Kumrow, Carl (C.H.)
Co: Komoeky, Dale (.)
Subject: Vehicle Info. Ref: [REDACTED] Lease Vehicle

VIN #: 2FMZA6243X9C [REDACTED]
Milage: 6852 Miles
Position: Right Front
Wheel/Tire: 18X6.5 (XF22-1007-8D) Painted on P225/60R16 Michelin Symmetry
Model: Windstar SE
Hope this helps.

Syed Sarwest
Windstar OPD
Wheel/Tire & Orientation Design
Tel 313-386-1846 Fax 313-383-1811
Fax: 1-888-316-7723

From: Sims, Michael (M.A.)
Sent: Friday, January 14, 2000 8:35 AM
To: Kornosky, Dale (.)
Subject: FW: Oakville Wheel Secure - Power Tool capability

FYI

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

From: Heyde, Mary Ellen (M.E.)
Sent: Thursday, January 13, 2000 4:15 PM
To: Giltinan Jr., Paul (P.J.)
Cc: Decker, John (J.E.); Sims, Michael (M.A.); Hotta, Mark-Tami (M.T.); Grenke, Denton (D.A.)
Subject: FW: Oakville Wheel Secure - Power Tool capability

John, thanks for the f/u.

Paul, We need to reach understanding on the capability (see below).
Based on my understanding, we are not on the same page.

Mary Ellen Heyde
VLD / Lifestyle Vehicles
59-42894 / Secure Fax 62-16950
MD 507 - PDC

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

From: John E. Decker [mailto:jdecker@drbn004.dearborn.ford.com]
Sent: Thursday, January 13, 2000 2:28 PM
To: mheyde@mail.ford.com
Cc: dgrenkel@mail.ford.com
Subject: Oakville Wheel Secure - Power Tool capability

Info. I asked Bruce Hettle to audit them. These are his conclusions.

Regards,

John E. Decker, Director, Mfg. Operations, Veh. Ops. G.O.
PH: (313)24-84597 - Fax # (313)84-52735 - Room A-212 - VOGO
Adm. Assistant: Sharon Davis (SDAVIS) PH: 313-24-84596
*** Forwarding note from BHETTLE --DRBN004 01/12/00 13:14 ***
To: DGRENKEL--FORDWA2 JDECKER --DRBN004

FROM: Bruce Hettle USAET(UTC -05:00)
Subject: Oakville Wheel Secure - Power Tool capability
FYI - input from powertool/fastening experts on Oakville wheel secure.

Regards,

Bruce Hettle
Manager, Global Final Assembly Engineering
Room B-248, VOGO ---- Phone: 33-75675 Fax: 24-81859

*** Forwarding note from GHAAG --DRBN005 01/12/00 13:07 ***
To: BHETTLE --DRBN004
cc: DHETTEL --DRBN004

FROM: GAVIN M. HAAG USAET(UTC -05:00)
Subject: Oakville Wheel Secure - Power Tool capability
Per your request, we have analyzed the power tool capability for the subject job.

Facts are:

*Power tools are fully functional and capable. Capability data is as follows:

Steel wheels: Cp = 1.5 Cpk= 1.4

Aluminum wheels: Cp = 1.4 Cpk= 1.3

*Residual torque inspection records indicate NO out-of-spec values.

*Maintenance records indicate all regular maintenance being completed as scheduled.

*Calibration and verification procedures being followed in accordance with procedure VOPFAG-214.

Conclusion:

There are NO concerns with the operation or performance of the wheel secure tooling. Oakville continues to be very strong in the area of fastening systems and torque control.

Regards,

Gavin M. Haag

Supv. Power Tools & Fastening Systems
Tooling & Equipment Engineering F3015 VOGO

Ph: (313)24-87540

Fax: (313)32-25809

Wheel Bolt PPAP Dates

| FAG Bearing Part Number | Bearing Print # | FAG Bolt Part Number | Ford Bolt Part Number | PPAP Date |
|-------------------------|-----------------|----------------------|-----------------------|-----------|
| 559360A | 9705 | BOLZ.559149A | F7DC-1107-AA | 02-Dec-87 |
| 559360D | 9804 | BOLZ.559149F | XF12-1107-AA | 18-Aug-88 |
| 559360G | 9902 | BOLZ.559149I | XF22-1107-AA | 18-Jun-89 |
| 559360H | 9902 | BOLZ.559149H | XF12-1107-AC | 01-Dec-89 |
| 559360I | 9901 | BOLZ.559149H | XF12-1107-AC | 04-May-00 |

FAG BEARINGS

DVP&R

| System FRONT DISC BRAKE SYSTEM | | Assembly FRONT CORNER ASSEMBLY | | Program 1998 MY WENTZ | | Design Engineer FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
|--|---------------------|---|---------------------|--|--------|--|--------|-------------------|--------|-----------------------|
| Subsystem FRONT DISC BRAKE SYSTEM | | Component FRONT HUB AND BEARING | | Latest Design Level XF25-DC300-A3 FAG 399368A Print No. 9703 | | Concept FORD: ROBERT W. HARRISTROG FAG: ERWIN HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Detail | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 1. Recovery Design (Section 81A) Test Conditions: Speed: 1180 RPM Radial Load: 80 lbf Tire Radius: 397 mm Flange Offset: 35.15 mm Clamp Load: 85 lbf Axial Clearance: -0.035 mm Load Cases: 1) Axial 0.0 kN, 50% time 2) Axial 5.0 kN, 33.3% time 3) Axial -2.5 kN, 16.7% time 1.1 CAR Recovery contact pressure < 4000 MPa | | | | | | | | | | FAG Theoretical Model |
| 1.2. Bearing 1000 Hrs with 90% confidence level > 115 hours Suspended 670 Hrs. | | | | | | | | | | |

2003-09-27

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|-------------------------------|--|-----------------------|---------------------|---|--------|---|--------|-------------------|--------|--|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WH126 | | PBR: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Concerned | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | M722-2C340-A3 FAG 599368A Print No. 9705 | | FORD: ROBERT W. HABERSTROH FAG: ERWIN HARTMANN | | | | |
| Test Name/Flow | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| | | | | | | | | | | |
| 1.36 Bearing | B10 life with 50% confidence level > 113 hours Suspend 678 Hours. | | | 12 | | 2-Jun-97 | | 23-Aug-97 | | |
| 1.36 Water Machine on Bearing | B10 life with 50% confidence level > 113 hours Suspend 678 Hours. | | | 12 | | 1-Nov-97 | | 19-Dec-97 | | Insufficient number of parts to complete test. |

ENG-004 2733

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|--|--|--|---------------------|---|--------|--|--------|-------------------|--------|--|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY W0126 | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Control | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BRAKING | | DF22-3C30-A3 FAG 39966A, Print No. 970 | | FORD: ROBERT W. HANSENSTROM FAG: HEWIN HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 1. Rolling Bearing Durability (Gooden, HD) | | Test Conditions: Speed: 250 RPM Mount Load: 2178 lbs | | | | | | | | |
| 2.1 CAR | B10 > 280,000 cycles | | | 8 | | Jan-96 | | Jan-96 | | B10 life is approximately 1/3 B50 life for fatigue life calculations. In constant amplitude loading situations such as this rolling bearing test where the load is constant, the B10 life is approximately 1/2 the B50 life. |
| 2.2a Bearing | B10 > 280,000 cycles Respond 2,000,000 cycles | | | 8 | | 14-Oct-96 | | 9-Jan-97 | | Test report complete. T-2-97-002. |

ENG-004 2704

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|--|---|-----------------------|---------------------|---|--------|--|--------|-------------------|--------|--|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WHITE | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Concerned | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | XYZZ-DC388-43 FAG 559365A Print No. 9793 | | FORD: ROBERT W. HARKSTROM FAG: ERWIN BARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 2.5k Running | B10 > 200,000 cycles Design 2,000,000 cycles | | | 8 | | 24-Jan-97 | | 18-Aug-97 | | |
| 3.1. Run-in Outer Ring Flange Bending Durability (Section 312) | Test Conditions: Speed: 4 Hz Minimum Load: 1782 N Tire Radius: 297 mm Flange Offset: 33.15 mm | | | 16 | | Jan-96 | | Jan-96 | | B10 life is approximately 1/3 B30 life for Range 6/6g; life calculations. In constant amplitude loading situations such as this occurred. Running test where the load is constant, the B10 life is constant. (June 5/96) |
| 3.1 CAE | B10 > 100,000 cycles | | | | | | | | | |

9812 989-0303 2788

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|-------------------------|--|-----------------------|---------------------|---|--------|--|-----------|--------------------|-----------|---|
| FRONT DISC BRAKE SYSTEM | | FRONT CHIMES ASSEMBLY | | 1999 MY WHITE | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Concerned | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | D912-2C280-A3 FAG 59360A Part No. 9783 | | FORD: ROBERT W. HANSENSTROM FAG: ERWIN HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Testing | | Completion Testing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 3.2a Roading | D10 > 100,000 cycles Suspend 300,000 cycles | | | 8 | | | 17-Oct-96 | | 14-Feb-97 | approximately 1/2 the H50 kit. Test report complete. T-E-97-007. |
| 3.2b Roading | D10 > 100,000 cycles Suspend 300,000 cycles | | | 8 | | | 27-Jun-97 | | 22-Aug-97 | |
| 4. Vehicle Test | | | | | | | | | | |
| 4.1a. B-3Mtd Durability | Must complete Phase I and | | | | | | 6-Dec-96 | | 25-Jul-97 | |

8003-004 2738

FAG BEARINGS

| System | | Assembly | | Project | | Design Engineer | | | | |
|---|--|-----------------------|---------------------|---|--------|---|--------|--|--------|--|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WDM26 | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Concerned | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | KXZZ-ZC88-A3 FAG 5595DA Print No. 9783 | | FORD: ROBERT W. HABERSTROM FAG: ERWIN HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| (CRTP: 06.00-B-310) | Phase II durability without loss of function. | | | | | 1-Dec-96 3-Dec-96 9-Jan-97 | | 24-Jan-97 4-Aug-97 19-Aug-97 | | AP: A30-236 AP: A30-237 AP: A30-210 (Phase I Only) |
| A.1b B-STEM Durability (CRTP: 06.00-B-340) | Must complete Phase I and Phase II durability without loss of function. | | | 2 | | 16-Aug-97 23-Aug-97 23-Aug-97 30-Aug-97 30-Aug-97 | | 2-Apr-98 4-Dec-97 9-Apr-97 16-Apr-97 16-Apr-97 | | CP: A39-324 CP: A39-325 (GCC) CP: A39-326 CP: A39-327 (EAO) CP: A39-328 |
| A.2a Corrosion Resistance (CRTP: 06.00-P-14) | System must meet the following criteria for corrosion resistance: -60 Cycles Function -25 Cycles Serviceability -20 Cycles Appearance | | | 1 | | 10-Jan-97 1) 97 2) 97 3) 97 4) 97 | | 24-Oct-97 | | AP: A38-218 (317-W-441) |
| A.2b Corrosion Resistance (CRTP: 06.00-P-14) | System must meet the following criteria for corrosion resistance: -60 Cycles Function -25 Cycles Serviceability -20 Cycles Appearance | | | 1 | | 15-Aug-97 1) 97 2) 97 3) 97 4) 97 | | 15-Jan-98 17-Apr-98 | | CP: A38-382 L180 Grease and Nickel Anti-Scale used on Left Side of vehicle, and was updated after 5 cycles. |

ENG-004 2737

FAG BEARINGS

DVP&R

| | | | |
|---|---|---|--|
| System FRONT DISC BRAKE SYSTEM | Assembly FRONT CORNER ASSEMBLY | Program 1999 MY W1N126 | Design Engineer FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON |
| Subsystem FRONT DISC BRAKE SYSTEM | Component FRONT HUB AND BEARING | Latest Design Level XFZZ-2C288-A3 FAG 329362A Part No. 9700 | Concept FORD: ROBERT W. HARBESTROH FAG: BROWN HARTMANN |

| Test Name/Spec | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------------|---------------------|-------------|--------|--------------|--------|-------------------|--------|---|-------|-----|--------|---------------|---|-----|---------------|---|-------|----------------|---|-----|----------------|---|-------|---------------|---|-----|---------------|---|-------|----------------|---|-----|----------------|---|-------|---------------|---|-----|---------------|---|-------|--------------|---|-----|--------------|---|-----|--------------|-----------|---------------|
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.3 High Temperature Test "Third Rail - Death Valley" RTP P4-255A | Hub Unit must function at ambient temperature up to 120 F per WCR requirement. | | | 1 | | 1-Jul-97 | | 1-Jul-97 | | Full Vehicle Test Ford Test Report Number: XFZZ-V066 AP Vehicle: A30212 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.4a G80000 Test RTP P3-02 | Front Hubs must complete minimum of 1,500 cycles of g80000 without cracking, deformation, or degraded function. WCR Requirement 06.00-P-7.3 | | | 1 | | 15-Nov-96 | | 12-Mar-97 | | Vehicle S11W045 Testing completed at Ashman Proving Grounds. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | <table border="1"> <thead> <tr> <th>Wheel</th> <th>Qty</th> <th>Cycles</th> </tr> </thead> <tbody> <tr><td>13x6.5 Al Wht</td><td>4</td><td>750</td></tr> <tr><td>13x6.5 Al Wht</td><td>1</td><td>1,500</td></tr> <tr><td>13x6.0 Stl Wht</td><td>4</td><td>750</td></tr> <tr><td>13x6.0 Stl Wht</td><td>1</td><td>1,500</td></tr> <tr><td>16x6.5 Al Wht</td><td>4</td><td>750</td></tr> <tr><td>16x6.5 Al Wht</td><td>1</td><td>1,500</td></tr> <tr><td>13x16.5 Al Wht</td><td>4</td><td>750</td></tr> <tr><td>13x16.5 Al Wht</td><td>1</td><td>1,500</td></tr> <tr><td>16x6.5 Al Wht</td><td>4</td><td>750</td></tr> <tr><td>16x6.5 Al Wht</td><td>1</td><td>1,500</td></tr> <tr><td>13x4 Stl Wht</td><td>4</td><td>100</td></tr> <tr><td>13x4 Stl Wht</td><td>1</td><td>200</td></tr> <tr><td>Total</td><td>30</td><td>23,000</td></tr> </tbody> </table> | Wheel | Qty | Cycles | 13x6.5 Al Wht | 4 | 750 | 13x6.5 Al Wht | 1 | 1,500 | 13x6.0 Stl Wht | 4 | 750 | 13x6.0 Stl Wht | 1 | 1,500 | 16x6.5 Al Wht | 4 | 750 | 16x6.5 Al Wht | 1 | 1,500 | 13x16.5 Al Wht | 4 | 750 | 13x16.5 Al Wht | 1 | 1,500 | 16x6.5 Al Wht | 4 | 750 | 16x6.5 Al Wht | 1 | 1,500 | 13x4 Stl Wht | 4 | 100 | 13x4 Stl Wht | 1 | 200 | Total | 30 | 23,000 |
| Wheel | Qty | Cycles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x6.5 Al Wht | 4 | 750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x6.5 Al Wht | 1 | 1,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x6.0 Stl Wht | 4 | 750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x6.0 Stl Wht | 1 | 1,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16x6.5 Al Wht | 4 | 750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16x6.5 Al Wht | 1 | 1,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x16.5 Al Wht | 4 | 750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x16.5 Al Wht | 1 | 1,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16x6.5 Al Wht | 4 | 750 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16x6.5 Al Wht | 1 | 1,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x4 Stl Wht | 4 | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13x4 Stl Wht | 1 | 200 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 30 | 23,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

1999-004 2738

FAG BEARINGS

DVP&R

| | | | |
|---|---|--|---|
| System FRONT DISC BRAKE SYSTEM | Assembly FRONT CORNER ASSEMBLY | Program 1999 MY WINDIG | Design Engineer FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON |
| Subsystem FRONT DISC BRAKE SYSTEM | Component FRONT HUB AND BEARING | Latest Design Level KFD2-2C300-A3 FAG 459360A Part No. 9783 | Contractor FORD: ROBERT W. HAMERSTROM FAG: ERWIN HARTMANN |

| Test Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
|----------------------------------|--|--------------|---------------------|-------------|--------|--------------|--------|-------------------|--------|---|
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 5. Seal and Salt Water Seal Test | Test-Kit: Speed: 30 RPM 0.5 hours Right Hand Rotation 0.5 hours Left Hand Rotation Test Conditions: Water Contamination: 15 g/L salt 100 g/L Abrasive Sand Water Supply: 0.5 L/hr @ each seal configuration Operation Cycle: 5 hours testing being sprayed 3 hours off 168 hours total | | | | | | | | | |
| 5.1a Bearing | Minimum Water Content (B98 < 3.5%) Evaluate Internal Contamination | | | 6 | | | | | | Test data available for this sealing arrangement. It was conducted in support of DM185 and WINDIG cost reduction program. |

ENG-004 2788

FAG BEARINGS

DVP&R

| System FRONT DISC BRAKE SYSTEM | | Assembly FRONT CORNER ASSEMBLY | | Program 1899 MY WIN124 | | Design Engineer FORD: ROBERT K. WHITNEY FAE: ROBERT ASHTON | | | | |
|---|--|---|---------------------|---|--------|---|--------|-------------------|--------|---------|
| Subsystem FRONT DISC BRAKE SYSTEM | | Component FRONT HUB AND BEARING | | Latest Design Level KFE22-K2200-A3 FAG S192604 Part No. 9703 | | Contracted FORD: ROBERT W. HARRISTON FAE: ERWIN HARTMANN | | | | |
| Test Name/Screen | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| | | | | | | | | | | |
| S.No. Bearing | Maximum Water Content (200 < 3.5%) Evaluate Internal Contamination | | | 6 | | 19-Jul-97 | | 31-Jul-97 | | |

ENG-004 2740

FAG BEARINGS

| | | | |
|--------------------------------------|------------------------------------|---|--|
| System FRONT DISC BRAKE SYSTEM | Assembly FRONT CORNER ASSEMBLY | Project 1999 MY WHEELS | Design Engineer FORD: ROBERT E. WEIDNEY FAG: ROBERT ASHTON |
| Subsystem FRONT DISC BRAKE SYSTEM | Component FRONT HUB AND BEARING | Latest Design Level MF22-3C309-A3 EAG 35509A Print No. 9703 | Contract FORD: ROBERT W. HABERSTROH FAG: ERWIN MARKMANN |

| Test Name/Source | Acceptance Criteria | Test results | Design Level Test | Sample Size | | Start Timing | | Completion Timing | | Remarks |
|----------------------------|--|--------------|-------------------|-------------------------------|---|--------------|-----------|--|----------|---------|
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| | | | | 5.2a. Enter Method on Bearing | Moisture Water Content (B99 < 3.9%) Evaluate Internal Contamination | | 6 | | 5-Aug-97 | |
| 6. Bearing Moment Criteria | Test Conditions: Moment Load: Applied @ One Meter from center of bearing Moment Load: 500 Nm to 3300 Nm in increments of 500 Nm. | | 6 | | 17-Oct-96 | | 14-Feb-97 | Test report complete. T-F-97-008. Creation Date: June 5/96 | | |
| 4.1a Bearing | Inclination Angle to Exceed | | 6 | | | | | Test report complete. T-F-97-008. Creation Date: June 5/96 | | |

DMS-004 2741

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | | Design Engineer | | | |
|-------------------------|---|-----------------------|---------------------|---|------------|--------------|---|-------------------|------------|----------------------------------|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WINTZ | | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | |
| Subsystem | | Component | | Latest Design Level | | | Continued | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BRAKING | | XF22-3C280-A3 FAG 19980A, Print No. 9783 | | | FORD: ROBERT W. HABERSTROM FAG: ERWIN HARTMANN | | | |
| Test Name/Agency | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| A16 Braking | FORD-3C380-AE Results (Tilt Angle < 0.0025 rad /1000 Nm) | [REDACTED] | [REDACTED] | 6 | [REDACTED] | 25-Jul-97 | [REDACTED] | 23-Aug-97 | [REDACTED] | Testing in Schweinfurt, Germany. |
| | Ford-3C380-AE Results (Tilt Angle < 0.0025 rad /1000 Nm) | | | | | | | | | |

5803-004 Z142

FAG BEARINGS

DVP&R

| | | | |
|--------------------------------------|------------------------------------|--|---|
| System FRONT DISC BRAKE SYSTEM | Assembly FRONT CORNER ASSEMBLY | Program 1999 MY WINDS | Design Engineer PDR: ROBERT E. WATKINS FAG: ROBERT ASHTON |
| Subsystem FRONT DISC BRAKE SYSTEM | Component FRONT HUB AND BEARING | Latest Design Level JF22-2C280-A3 FAI 23950A Part No. 9789 | Concurred PDR: ROBERT W. HABELSTROM FAG: ERWIN HARTMANN |

| Dist Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
|-----------------------|---|--------------|---------------------|-------------|--------|--------------|--------|-------------------|--------|---|
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 7. Bearing Clamp Load | <p>Test Conditions:</p> <p>Static Gauge Flanged Inner Ring Between Raceways</p> <p>Press 6 Flanged Inner Ring on CVJ Outer Race with Maximum Hatched Angle</p> <p>Press 6 Flanged Inner Ring on CVJ Outer Race with Minimum Hatched Angle</p> <p>Apply Load and Measure Strain</p> <p>Apply Torque and Measure Strain</p> <p>Determine Torque vs. Clamp Load</p> | | | | | | | | | |
| 7.1a Bearing | Determine Half Shaft Net Torque Range to Achieve 70-100 lbf Clamp load | | | 11 | | 8-Nov-96 | | 30-Jan-97 | | <p>Test report complete. T-F-97-009.</p> <p>Half shaft net torque too high.</p> <p>CD Issue: #08044</p> <p>CP components have implemented corrective actions.</p> |
| 7.1b Bearing | Determine Half Shaft Net Torque Range to Achieve 70-100 lbf Clamp load | | | 12 | | 7-Apr-97 | | 21-Apr-97 | | |

1999-004 2743

FAG BEARINGS

DVP&R

| System FRONT DISC BRAKE SYSTEM | | Assembly FRONT CORNER ASSEMBLY | | Program 1999 MY WINDS | | Design Engineer FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
|---|---|---|---------------------|---|--------|--|--------|-------------------|--------|---|
| Subsystem FRONT DISC BRAKE SYSTEM | | Component FRONT HUB AND BEARING | | Latest Design Level KF73-3CS80-AS FAG 35260A File No. 976 | | Contracted FORD: ROBERT W. HAHNSTRICH FAG: ERWIN HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Target | Sample Size | | Start Timing | | Completion Timing | | Results |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| | | | | | | | | | | |
| 7.3c Bearing | Domestic HSK Shell Fit Target Range to Achieve 70-100 kN Clamp load | | | 11 | | 1-Dec-97 | | 10-Dec-97 | | 1PP testing to be completed immediately following production of parts to verify there are no issues with the bearing splines. |

D900-004 2744

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|--------------------------------|---|------------------------|---------------------|--|--------|---|--------|-------------------|--------|-----------------------------------|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WINTL6 | | FORD: ROBERT E. WHITNEY FACE: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Checked | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARINGS | | XF22-2C300-A3 FAG 33369A Print No. 9303 | | FORD: ROBERT W. HAMBERTON FACE: KEVIN HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Detail | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| | | | | | | | | | | |
| Ball Equipment Manufacturer | Test Conditions: Speed: 4 Hz Max Radial: 307 mm Change Offset: 35.15 mm Temperature: Ambient | | | | | | | | | |
| Ball Bearing | Load Conditions: Radial Load: 6.19 kN ± 2.48 kN Axial Load: 0.00 kN ± 2.98 kN Runway Indentation Limit: Max 5 microns | | | 4 | | 17-Oct-96 | | 14-Feb-97 | | Test report complete. T-F-97-010. |

ENG-904 2748

FAG BEARINGS

DVP&R

| System | | Assembly | | Sample | | Design Engineer | | | | |
|--|---|-----------------------|-------------------|--|--------|--|--------|-------------------|--------|---|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WB126 | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Contract | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | JEF22-2C288-A3 FAG 559388A Print No. 9703 | | FORD: ROBERT W. HARRISTON FAG: ERWIN HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Test | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 1.5 Cold Weather Test Shipment Simulation | Test Conditions: Speed: 20 Hz Flange Offset: 35.15 mm Temperature: (1) -10°C (2) -20°C (3) -30°C Load Conditions: Radial Load: 6.19 kN ± 2.63 kN | | | | | | | | | |
| 1.2a Rolling | 6 Bearings w/L181 Grease 6 Bearings w/L180 Grease | | | 6 | | 6-May-97 | | 26-May-97 | | Test specification to be determined in a joint effort between Creation Date: June 5/96 |

ENG-004 2748

Originator: Rob Ashton

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|-----------------------------|--|-----------------------|---------------------|--|------------|---|------------|-------------------|------------|---|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WHT26 | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Labor Design Level | | Control | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | JXZ2-2C308-A3 FAG 53360A Pdr No. 9703 | | FORD: ROBERT W. HABERSTROM FAG: ERWIN BAKEMANN | | | | |
| Test Name/State | Acceptance Criteria | Test Matrix | Design Level Detail | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| L2b Bearing (Re-test) | Comparison to be made of both grooves @ 3 temperatures. (2 bearings with each groove @ each of the 3 temperatures) Load Conditions (input): Static Load: 8.25 kN ± 0.75 kN 6 Bearings w/L.M1 Groove 6 Bearings w/L.M2 Groove Comparison to be made of both grooves @ 3 temperatures. (2 bearings with each groove @ each of the 3 temperatures) | [REDACTED] | [REDACTED] | 6 | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | FAG and Ford Test results insufficient. There were no significant anomalies between grooves and progressive. Ford identified so-called leads as in illustrated by warrc. |
| | | | | 6 | [REDACTED] | 7-Jul-97 | [REDACTED] | 1-Aug-97 | [REDACTED] | |
| | | | | 6 | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | |
| L2b Bearing (Investigation) | Load Conditions (input): Static Load: 8.25 kN ± 0.75 kN Temperature: -30°C 12 Bearings @ 25 mm trial | [REDACTED] | [REDACTED] | 12 | [REDACTED] | 13-Jan-97 | [REDACTED] | 22-Nov-97 | [REDACTED] | Results show maximum fillet initial depth of 12.5 um and consecutive fillet initial depth of 49.3 um. The 0.25 mm clearance Creation Date: June 5/96 |

DMS-004 2747

FAG BEARINGS

DVP&R

| System FRONT DISC BRAKE SYSTEM | | Assembly FRONT CORNER ASSEMBLY | | Program 1999 MY WINDZ | | Design Engineer FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | |
|---|--|---|--------------------------|---|--------|--|--------|----------------------|--------|--|
| Subsystem FRONT DISC BRAKE SYSTEM | | Component FRONT HUB AND BEARING | | Latest Design Level 0022-02380-A3 FAG 509084, Print No. 978 | | Concurred FORD: ROBERT W. HARKSTRICH FAG: ERWIN HARTMANN | | | | |
| Test Manufacture | Acceptance Criteria | Test results | Design Level Yield | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 4.2b Vehicle Testing | Uncontrolled Test Weather conditions -3 to -38°C in February, 1997. AF level first evaluation in Minnesota. | | | | | | | | | <p>in the bearings allowed for macro movement of the balls on the runway as opposed to micro movement when the bearing has minimal clearance or is preloaded. This macro movement allows the runway to be continuously lubricated thus life or no false brinelling results. Also the location of the false brinells were not in the correct contact areas as seen in the AF level parts returned from Minnesota.</p> <p>RD-5 CCF1097061 Issued - Testing L100 Gram</p> |

EMD-004 8749

FAG BEARINGS

DVP&R

| | | | |
|--------------------------------------|------------------------------------|---|---|
| System FRONT DISC BRAKE SYSTEM | Assembly FRONT COUPLER ASSEMBLY | Program 1999 MY W126 | Design Engineer POD: ROBERT E. WHITNEY FAG: ROBERT AUSTON |
| Subsystem FRONT DISC BRAKE SYSTEM | Component FRONT HUB AND BEARING | Latest Design Level KF22-2C300-A3 FAG 299348A Part No. 9705 | Contract POD: ROBERT W. HABERSTROM FAG: KEVIN HARTMANN |

| Test Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
|------------------------|---|--------------|---------------------|-------------|--------|--------------|--------|-------------------|--------|--|
| | | | | Required | Actual | Sched. | Actual | Sched. | Actual | |
| 9. Road Free-Out Force | | | | | | | | | | |
| 9.1a Bearing | Free-Out force > 1000 pounds @ -3 sigma | | | 10 | | 16-Dec-96 | | 28-Dec-96 | | Test report complete. T-F-96-296. W126 AP parts tested at serial interference. |
| 9.1b Bearing | Free-Out force > 1000 pounds @ minimum and maximum interference | | | 10 | | 22-May-97 | | 29-May-97 | | Testing Complete. Awaiting test data. Testing delayed due to bolt deformation studies. |

ENG-004 2748

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|------------------------|--|-----------------------|---------------------|--|--------|---|--------|-------------------|--------|---|
| FRONT LMC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY W126 | | FORD; ROBERT E. WHITNEY FAG; ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Contract | | | | |
| FRONT LMC BRAKE SYSTEM | | FRONT HUB AND BEARING | | XF22-2C300-A3 FAG 29266A Print No. 9703 | | FORD; ROBERT W. HABELSTROM FAG; BRUNO HARTMANN | | | | |
| Test Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| 10.1a Bearing | Steel Mount Break Before Turning in Hubs. Braking Torque > 100 N-M @ -3 sigma. | | | 10 | | 15-Dec-96 | | 20-Dec-96 | | Test report complete. I.P. 84-297. W126 AF parts tested at normal interference. |
| 10.1b Bearing | Steel Mount Break Before Turning in Hubs. Braking Torque > 100 N-M. | | | 10 | | 23-May-97 | | 29-May-97 | | Testing Complete. Awaiting test data. Testing delayed due to hold at formation studies. |

EMC-004 2708

ENTIRE PAGE COMPLETED

FAG BEARINGS

DVP&R

| | | | |
|---|--|---|--|
| System FRONT DISC BRAKE SYSTEM | Assembly FRONT CORNER ASSEMBLY | Part No. 1999 MY WB126 | Designing/Testing/Reviewing FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON |
| Subsystem FRONT DISC BRAKE SYSTEM | Outsourced FRONT HUB AND BEARING | Latest Design Level XF23-2C300-A1 FAG 35888A Print No. 5783 | Concurred FORD: ROBERT W. HABERSTROM FAG: ERWIN HARTMANN |

| Test Name/Source | Assignment Criteria | Test results | Design Level Tested | Sample Size | | Start Timing | | Completion Timing | | Remarks |
|---------------------------------------|--|--------------|---------------------|-------------|--------|--------------|--------|-------------------|--------|--|
| | | | | Required | Tested | Sched. | Actual | Sched. | Actual | |
| | | | | | | | | | | |
| 11.1a Bearing Torque (Section III) | Test Procedure Clamp Load: 185 A-30 Radial Load: 6.65 IN Run-In Speed: 702 RPM Time: 10 min Torque Measurements Speeds: 417, 536, 605, 804 RPM Time: Each step 10 min | | | | | | | | | |
| 11.1a Bearing | 299 < 0.22 Hp @ 50 MPH (@ Basic Wheel Load) | | | 6 | | 17-Oct-96 | | 14-Feb-97 | | Test report complete. T-F-97-811. WB126 wheel bearing does not meet the 0.15 Hp SDC requirement. WB126 is grandfathered vehicle. Creation Date: June 5/96 |

8000-904 2781

Originator: Rob Ashton

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | |
|----------------------------------|--|-----------------------|---------------------|--|--------|--|--------|-------------------|--------|--|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WH126 | | FORD: ROBERT E. WERTNEY FAG: ROBERT ASHTON | | | | |
| Subsystem | | Component | | Latest Design Level | | Customer | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | XF23-2C306-A3 FAG 55608A Print No. 9703 | | FORD: ROBERT W. HANSENSTROM FAG: BRENN BARDMANN | | | | |
| Test Name/Event | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Test Timing | | Completion Timing | | Remarks |
| | | | | Required | Tested | Etched | Actual | Sched. | Actual | |
| H.H. Bearing | Design letter section Only Determine effects of preload on friction torque. | | | 12 | | 25-Jul-97 | | 22-Aug-97 | | <p>Increase slip loss versus current (TR01) (approximately 6.15 Hp)</p> <p>Determine effects of preload on friction torque. Bearings tested above preload specifications. Nominal preload = 30 mm.</p> |
| H2. Bolt Retention Durability | <p>Test Conditions</p> <p>Clamp Load: 85 kN Tilt Radius: 307 mm Flange Offset: 33.15 Speed: 4 Hz</p> <p>Load Conditions</p> <p>Radial Load: 645 kN ± 2.11 kN</p> | | | | | | | | | |

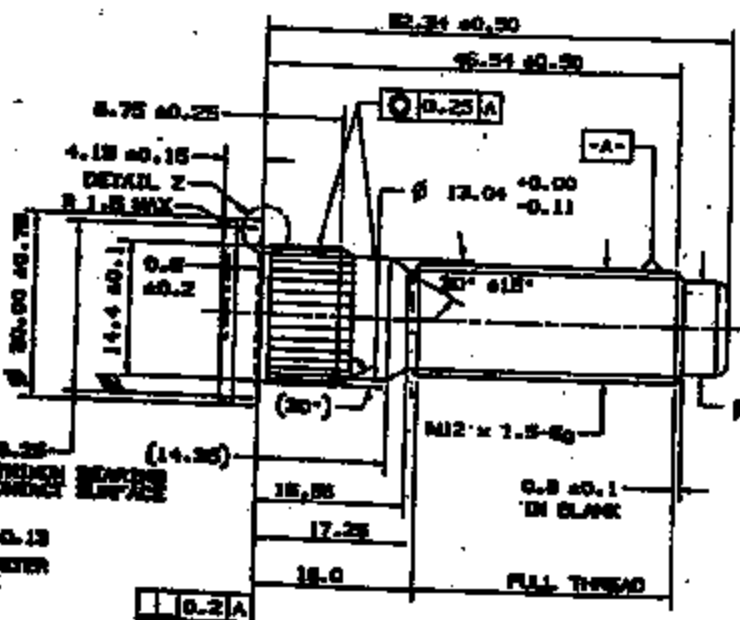
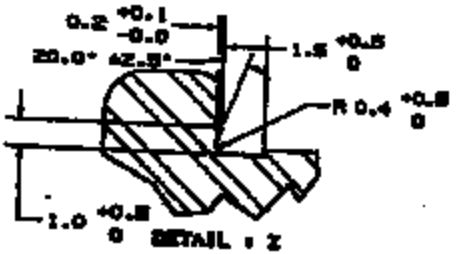
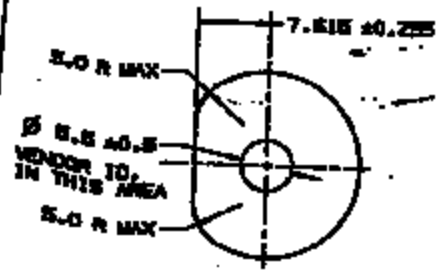
8000-004 2752

FAG BEARINGS

DVP&R

| System | | Assembly | | Program | | Design Engineer | | | | | |
|-------------------------|--|-----------------------|---------------------------|---|---------|---|-----------|-----------------------|-----------|---------|---------------------|
| FRONT DISC BRAKE SYSTEM | | FRONT CORNER ASSEMBLY | | 1999 MY WIND6 | | FORD: ROBERT E. WHITNEY FAG: ROBERT ASHTON | | | | | |
| Subsystem | | Component | | Latest Design Level | | Concept | | | | | |
| FRONT DISC BRAKE SYSTEM | | FRONT HUB AND BEARING | | DZFQ-DC300-A3 FAO 599308A Pdr No. 9705 | | FORD: ROBERT W. HARRISTROH FAG: ERWIN HARTMANN | | | | | |
| Date Name/Source | Acceptance Criteria | Test results | Design Level Tested | Sample Size | | Start Testing | | Completion Testing | | Remarks | |
| | | | | Required | Typical | Sched. | Actual | Sched. | Actual | | |
| 12.1a Bearing | Axial Load: 1.87 kN > 3.87 kN Roll Pin-Load Degradation < 20 % original torque | | | | 6 | | 13-May-97 | | 21-Jun-97 | | Testing @ Delftcom. |

DZC3-004 Z753



DIMENSIONING AND TOLERANCING IN ACCORDANCE WITH ANSI Y14.5M-1982.
 MANUFACTURER TO ESTABLISH PRODUCT ENGINEERING APPROVED CONTROL PLAN
 CHANGE IN DESIGN COMPOSITION OR PROCESSING FROM THE PART PREVIOUSLY APPROVED FOR PRODUCTION REQUIRES PRIOR ENGINEERING APPROVAL.

ENGINEERING APPROVAL OF A MINIMUM OF SIX SAMPLES FROM EACH SUPPLIER IS REQUIRED PRIOR TO FIRST SHIPMENT OF PARTS FOR INITIAL RELEASE AND ALL SUBSEQUENT CHANGE ORDERS.

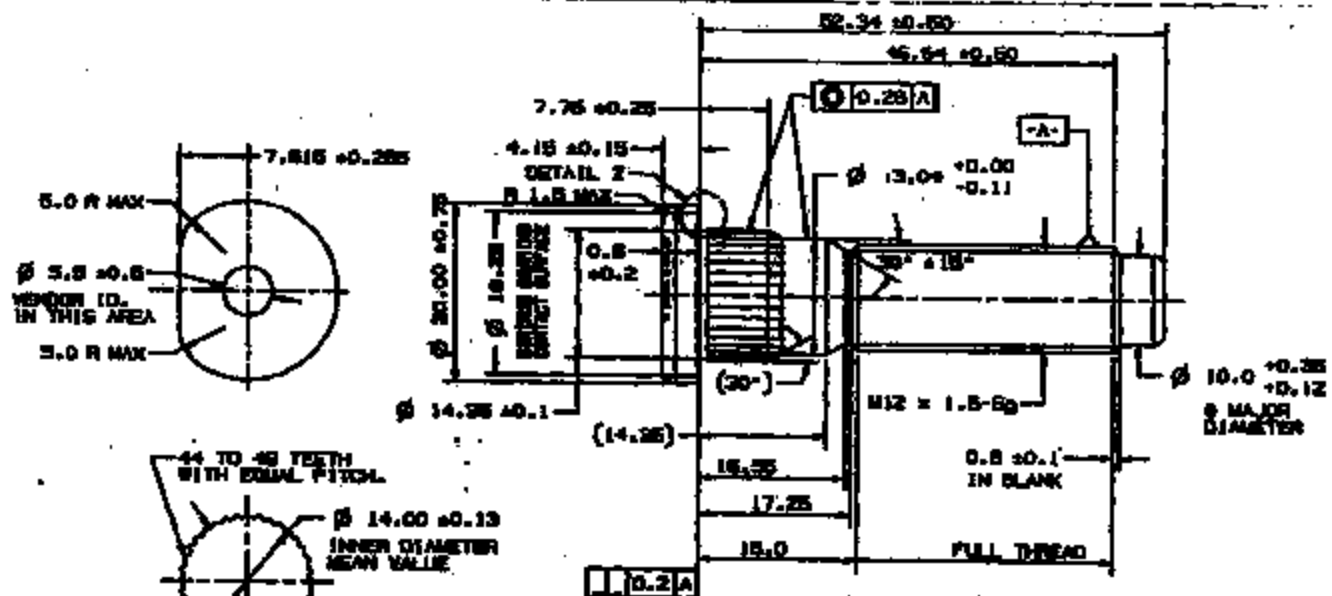
MUST CONFORM TO EN-20000-5100.
 CASE HARDNESS HRC 28-34.
 CASE DEPTH ± 0.102 ± 0.205.
 SURFACE HARDNESS 1 410 VICKERS MAX.
 DIP IN OIL AFTER HEAT TREATMENT
 FINISH PER BS-2122-41 OR EN-2122-A COLOR BLACK.
 DIMENSIONS SHOWN ARE PRIOR TO CONTAIN.
 ENGINEER'S SAMPLE APPROVAL REQUIRED PRIOR TO PRODUCTION NO SURFACE DECONTAMINATION PERMITTED AFTER PROCESSING.

| | | |
|--|--------------------|---------|
| RELEASED | | |
| 12-28-80 NCD-E 10634877-000 | | |
| NATL. DATE | REVISIONS/REL. NO. | CK APP. |
| PART MUST COMPLY WITH SPECIFICATION USE-NEEDED-AT TO HELP SAFEGUARD HEALTH, SAFETY AND THE ENVIRONMENT | | |
| NAME BOLT - FRONT WHEEL HUB | | |
| NO. F7DC-1107-AA | | |
| UNIT BOLT - FRONT WHEEL BRG ASSY | | |
| FAB P/N: BOLZ. 559149A | | |
| SCALE 2:1 | | |
| FAB Drawing Master | | |
| BOLZ. 559149A | | |

NOTE:
 - DIMENSIONS CLASS B-B
 - METRIC THREAD PER ANSI B1.13
 - MATERIAL EN-21001-5100 IF NOT SPECIFICATION
 - LINEAR DIMENSIONS WITHOUT TOLERANCES SHALL BE ±0.25
 - ANGULAR DIMENSIONS WITHOUT TOLERANCES SHALL BE ±0.5°

ENTIRE PAGE CONTAINS

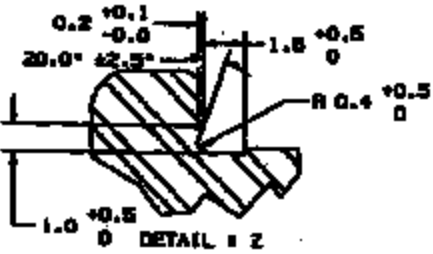
1080-004 275A



DIMENSIONING AND TOLERANCING IN ACCORDANCE WITH ANSI Y14.5M-1982.
 MANUFACTURER TO ESTABLISH PRODUCT ENGINEERING APPROVED CONTROL PLAN
 CHANGE IN DESIGN COMPOSITION OR PROCESSING FROM THE PART PREVIOUSLY APPROVED FOR PRODUCTION REQUIRES PRIOR ENGINEERING APPROVAL.
 ENGINEERING APPROVAL OF A MINIMUM OF SIX SAMPLES FROM EACH SUPPLIER IS REQUIRED PRIOR TO FIRST SHIPMENT OF PARTS FOR INITIAL RELEASE AND ALL SUBSEQUENT CHANGE REQUESTS.

MUST CONFORM TO ES-20000-S200.
 CORE HARDNESS R_c 28-34.
 CASE DEPTH ± 0.102 - 0.305.
 SURFACE HARDNESS ± 410 VICKERS MAX.
 OIL IN OIL AFTER HEAT TREATMENT
 FINISH PER ESA-121P2-14 OR ESA-121P5-A COLOUR BLACK.
 DIMENSIONS SHOWN ARE PRIOR TO COATING.
 ENGINEERING SAMPLE APPROVAL REQUIRED PRIOR TO PRODUCTION NO SURFACE DECARBURIZATION PERMITTED AFTER PROCESSING.

| | | | |
|--|--------------------|--------------------|--------|
| RELEASED | | | |
| DEMAND | AC00-E-1005905-000 | RL | MM |
| MATL | DATE | REVISIONS/REL. NO. | CK APP |
| PART MUST COMPLY WITH SPECIFICATION SEE WORKORD-1 TO HELP IMPROVE HEALTH, SAFETY AND THE ENVIRONMENT | | | |
| NAME BOLT - FRONT WHEEL HUB | | | |
| NO. XF12-1107-AA | | | |



NOTE:
 -PROPERTY CLASS S-8
 -METRIC THREAD PER ANSI B1.13
 -MATERIAL ES-21001-S100 (IF NOT SPECIFICATION)
 -LINEAR DIMENSIONS WITHOUT TOLERANCES SHALL BE ±0.25.
 -ANGULAR DIMENSIONS WITHOUT TOLERANCES SHALL BE ±0.5°.

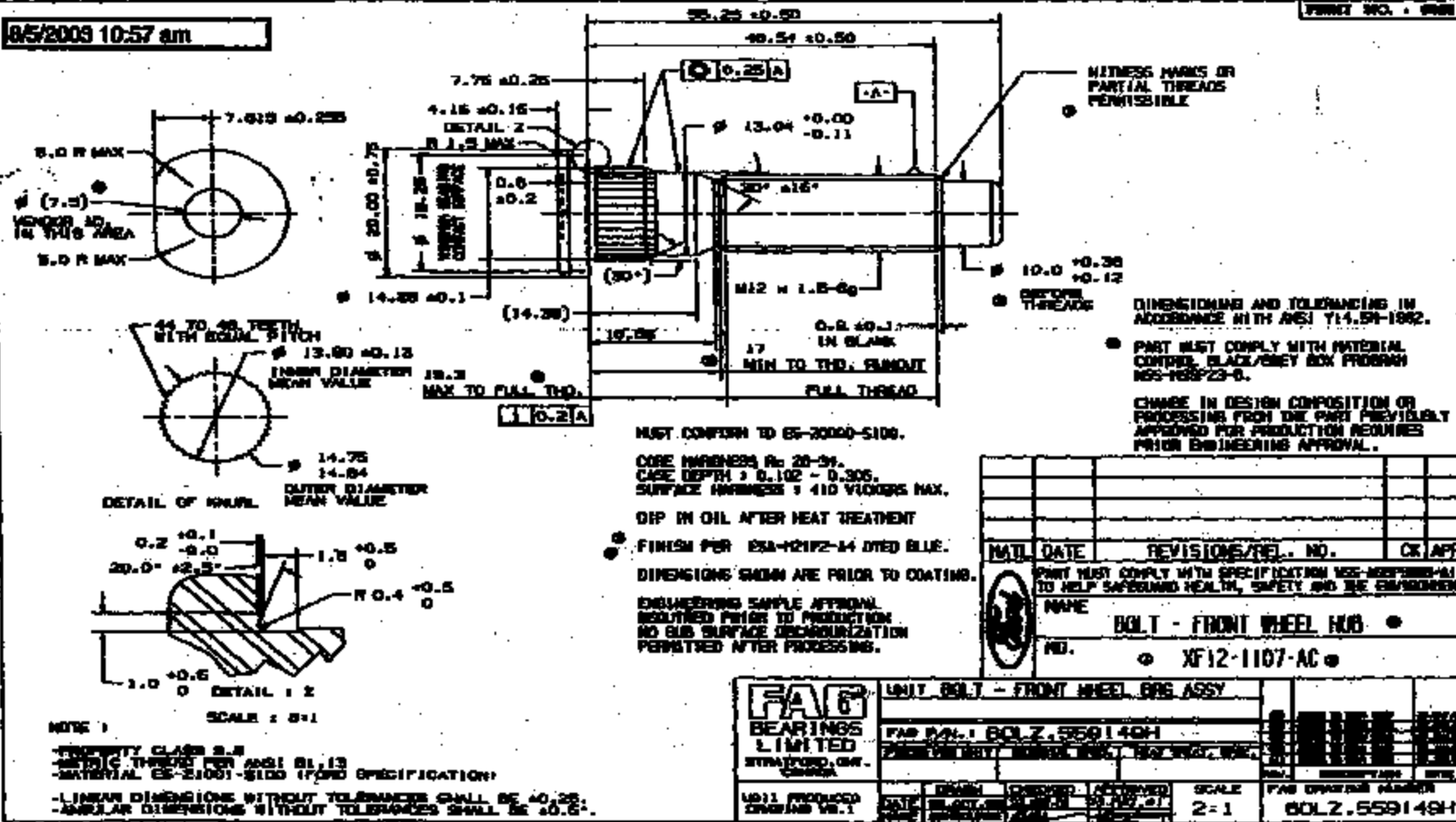


| | | | |
|----------------------------------|-------|--------------------|--|
| UNIT BOLT - FRONT WHEEL DRG ASSY | | REV. DESCRIPTION | |
| FAG P/N: 60LZ.558145F | | REV. 1 01/87 | |
| FAG P/N: 60LZ.558145F | | REV. 2 01/87 | |
| DATE | SCALE | FAG DRAWING NUMBER | |
| 01/87 | 2:1 | 60LZ.558145F | |

EXTENSION CONFIDENTIAL

05/2009 10:57 am

FIGURE NO. 1008



WITNESS MARKS OR PARTIAL THREADS PERMISSIBLE

DIMENSIONING AND TOLERANCING IN ACCORDANCE WITH ANSI Y14.5M-1992.

PART MUST COMPLY WITH MATERIAL CONTROL BLACK/GRY BOX PROGRAM MS-108P23-0.

CHANGE IN DESIGN COMPOSITION OR PROCESSING FROM THE PART PREVIOUSLY APPROVED FOR PRODUCTION REQUIRES PRIOR ENGINEERING APPROVAL.

MUST CONFORM TO ES-2000-S100.
 CORE HARDNESS R_c 20-31.
 CASE DEPTH ≥ 0.102 - 0.305.
 SURFACE HARDNESS ≥ 410 VICKERS MAX.
 DHP IN OIL AFTER HEAT TREATMENT
 FINISH PER ESA-M21P2-14 DYED BLUE.
 DIMENSIONS SHOWN ARE PRIOR TO COATING.
 ENGINEERING SAMPLE AFFIDAVIT REQUIRED PRIOR TO PRODUCTION.
 NO OIL SURFACE DECARBURIZATION PERMITTED AFTER PROCESSING.

| MATL | DATE | REVISIONS/REL. NO. | CK | APP |
|--|------|--------------------|----|-----|
| PART MUST COMPLY WITH SPECIFICATION MS-108P23-0 TO HELP SAFEGUARD HEALTH, SAFETY AND THE ENVIRONMENT | | | | |
| NAME: BOLT - FRONT WHEEL HUB | | | | |
| NO.: X12-1107-AC | | | | |

NOTE 1
 PROPERTY CLASS 8.8
 -MATERIAL ES-21001-S100 (FORM SPECIFICATION)
 -LINEAR DIMENSIONS WITHOUT TOLERANCES SHALL BE ±0.25.
 -ANGULAR DIMENSIONS WITHOUT TOLERANCES SHALL BE ±0.6°.

| | | | |
|---|--|---|--|
| FAG BEARINGS LIMITED STRATFORD, ON, CANADA | UNIT BOLT - FRONT WHEEL BRG ASSY | | |
| | FAB P/N: 1 BOLT Z.559148H DRAWN BY: [Redacted] DATE: [Redacted] | | |
| MS11 PRODUCED DRAWING NO. 1 | DRAWN BY: [Redacted] DATE: [Redacted] | CHECKED BY: [Redacted] DATE: [Redacted] | APPROVED BY: [Redacted] DATE: [Redacted] |
| SCALE: 2:1 | | | FAB OPERATOR NUMBER: BOLT Z.559148H |

ENTIRE DRAWING IS CONFIDENTIAL

0503-004 2789