

CQIS Reports for Inquiry RQ04-007

Inquiry: RQ04-007	Report No: 3FXLX002	Report Date: 8/24/2003	Source: CQIS
Model Year: 2003	Model: CRNVIC	VIN: 2FAHP71W53X	PGM Type:
Symptoms: 3 06 2 00	CHASS. AIR LOSS	TIRES/WHEELS	
Addl. Symptom:		Odometer: 11000 M	
Engine: 4.6L ROM 8	Transmission: 4R70W	Build Date: 1/2/2003	Warranty Start: 1/21/2003
Dealer: AOFD1 FLEET & GOVT. (MONG	PCSD Region:	City: Allen Park	State: MI
Customer First Name:	Last Name:	City:	State:
Causal Component: 1015	WHEEL ASSY	Photo: 21	

Comment Type: Comments:

CONCER DRIVER LOST CONTROL OF VEHICLE AND HAD A SINGLE CAR ACCIDENT
REPAIR POLICE OFFICER WAS ATTEMPTING TO CATCH UP WITH A SUSPECT VEHICLE AND W
REPAIR AS TRAVELING AT 80 TO 100 MILES PER HOUR WHEN VEHICLE SHOOK AND THEN T
REPAIR HE REAR OF VEHICLE SWUNG TO THE RIGHT. UNIT ENDED UP IN THE MEDIAN WHE
REPAIR RE IT ROLLED ABOUT 3 TIMES. FQE REVIEWED UNIT ON 8/24 AND FOUND THAT T
REPAIR HE RIGHT REAR TIRE TREAD HAD SEPARATED FROM THE SIDEWALL. THERE WAS GR
REPAIR OUND UP RUBBER INSIDE THE TIRE WHICH MIGHT INDICATE THAT THE TIRE HAD
REPAIR BEEN RUN WHILE VERY LOW ON AIR OR FLAT. THE LEFT REAR TIRE WAS THE ONL
REPAIR Y ONE THAT STILL HAD AIR IN IT AND IT HAD 38.5 PSI IN IT ON AN 83 DEGR
REPAIR EE DAY. COULD NOT SEE ANY SIGNS OF PUNCTURES IN THE PART OF THE TIRE TH
REPAIR AT WAS LEFT. FQE WILL HOLD TIRE AND WHEEL FOR REVIEW. TOM HECKER SEE A
REPAIR TTACHED PICTURES. FQE MINNESTOA (852) 808-2390

From: Lovelace, Marie (M.E.)
Sent: Wednesday, June 25, 2003 8:10 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: RE: Fleet Inspection Request

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

From: Hacker, Thomas (T.P.)
Sent: Tuesday, June 24, 2003 9:24 PM
To: Lovelace, Marie (M.E.); Bersuder, Lee (L.C.)
Subject: RE: RE: Fleet Inspection Request

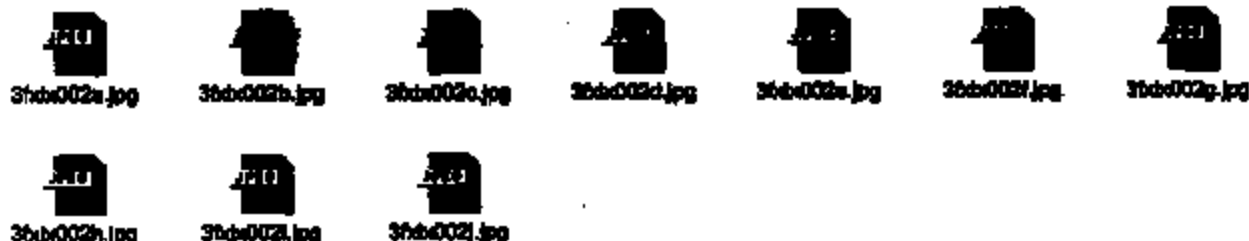
I reviewed the vehicle today at Al's towing in Clear Lake, Minnesota. The tire tread had separated from both sidewalls and I picked it up at the Becker police station. The inside of the tread portion of the tire had a large amount of rubber particles on it which might indicate that tire had been run with very low or no air pressure. I could not see any punctures or cuts in the tread area or in either of the sidewalls. The wheel with both of the side walls still on it was on the vehicle. The tech removed the wheel and I have it. The tire that went flat was the right rear. The police chief indicated to me that this vehicle had a flat tire about 3 weeks ago on the front right. I inspected that tire and there was a cut near the bead that went through the tire. I also have that wheel in my possession. (I did not take the tire.) Examination of the wheels showed a couple of areas of the weld that had a small amount of paint gone, but no obvious leak areas.

Both of the rear tires were Goodyear Eagle Ultragrip M+S P225/60R16. These tires had been installed for the winter and were being left on the vehicle to be "run out" through the summer. The left rear tire was the only tire on the vehicle that still had air in it. I checked the pressure in it and it was 39.5 psi and the temp was 83 degrees F. Both wheels have the following Dot info on them. 16X7 J T DOT K4 1 120402 3.18

This police department is in a small city and has two 2001 Crown Vics and one 2003 Crown Vic. The police officers are responsible for the maintenance on their units including checking tire pressure.

The driver of the vehicle is the K9 police officer and was attempting to "catch up" with a suspect vehicle when the accident happened. The officer has stated that he was driving between 80 and 100 mph when he felt a vibration. The rear end of the vehicle swung to the right and propelled him into the median area while rotating counter clockwise. Once the vehicle entered the median it rolled. The estimate by the driver and the police chief was that it rolled three times. The police officer had to be cut out of the unit. The K9 officer managed to get out on his own. Both of the front air bags deployed and the side bag on the driver's side deployed.

I am attaching pictures to this note and will send another note with the rest of the pictures so I do not overload the system. I will hold onto the two wheels and the one tire until I receive direction relative to where they should be sent.



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

MORS III Reports for Inquiry RQ04-007

Inquiry: RQ04-007

Source: MORS III

Region: 08 TWIN CITIES

Issue: LEGAL

Zone: A2

Case: 297521743

VIN: 2FAHP71W53D

Engine: W

Veh Type: C

Opened: 3/27/2004

Closed: 4/2/2004

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: BECKER

State: MN

ZIP:

Phone:

Model Year: 2003

Model: CROWN VICTORIA P 4-D

Mileage: 11154 Build Date:

Dealer Name: MONTICELLO FORD-ME

Sales Code: F58843

F and A: 08354

Reason Code: 0772

LEGAL - ACCIDENT

Symptoms: 306300

TIRES/WHEELS REMOVAL OF

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION-
FD

3/27/2004 4:03:14 PM

Action: LP203 OPEN LEGAL CONTACT - ATTORNEY DEMAND

02975217430772 30630007

NAME OF LAW FIRM

ROBINS, KAPLIN, MILLER AND CRESI

ATTORNEY NAME

BRUCE D. MANNING

ATTORNEY PHONE NUMBER

6123498500

*****ATTORNEY DEMAND*****

FAX RECEIVED 3-25-04. ATTORNEY ALLEGES HIS CLIENT'S VEHICLE (POLICE CRUISER) STARTING SHAKING WHEN THE VEHICLE REACHED SPEEDS NEAR 100 MPH. THE REAR TIRE DEFLATED CAUSING THE OPERATOR TO LOSE CONTROL OF THE VEHICLE AND ROLLED THE VEHICLE SEVERAL TIMES. ATTORNEY DEMANDS CONTACT FROM FORD REPRESENTATIVE.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

3/29/2004 12:08:12 PM

Action: LP304 SEND ACKNOWLEDGEMENT LETTER TO ATTORNEY

02975217430772 30630007

ATTORNEY ACKNOWLEDGEMENT LETTER

LPA SENT ACKNOWLEDGEMENT TO ATTORNEY.

Origin: CALGL CONSUMER AFFAIRS - LITIGATION PREVENTION FAX

4/2/2004 1:21:21 PM

Action: LP613 DENY ASSISTANCE - REFER TO INSURANCE CARRIER

02975217430772 30630007

THE INSURANCE COMPANY HAS ALREADY BEEN INVOLVED. NO FURTHER ACTION IS NEEDED.

MORS III Reports for Inquiry RQ04-007

Inquiry: **RQ04-007**

Source: MORS III

Region:

Issue: CONCERN

Zone:

Case: 297821743

VIN: 2FAHP71W83D

Engine: W

Vehicle Type: C

Opened: 6/23/2003

Closed: 8/12/2003

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: BECKER

State: MN

ZIP:

Phone:

Model Year: 2003

Model: CROWN VICTORIA P 4-D

Mileage: 11000 Build Date:

Dealer Name:

Sales Code:

P and A:

Reason Code: 4101

ICCD - RESOLUTION REQUIRED

Symptoms: 308700

TIRES/WHEELS APPEARANCE

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

6/23/2003

8:17:42 AM

Action: DAC067 DOCUMENT ADDITIONAL INFORMATION

02975217434101 30870003

**CVO ANALYST WILL REQUEST A VEHICLE INSPECTION.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

6/23/2003

8:15:52 AM

Action: NAF129 OPEN NAFS CONTACT-PRODUCT LIABILITY

02975217434101 30870003

**CVO ANALYST RECEIVED A PHONE CALL FROM

IED ADJUSTER, PH: (CELL). HE IND

ICATED THAT WHILE THE OFFICER WAS DRIVING, HE FELT A VIBRATI

ON, THEN THE TIRE BLEW. THIS VEHICLE ROLLED OVER. INCIDENT

DATE 6-18-03. THE OFFICER SUSTAINED NON-SERIOUS INJURIES.

SOFT TISSUE. IS SEEKING AN INVESTIGATION BY FMC.

HE MENTIONED THE POSSIBILITY OF THIS ISSUE BEING RELATED T

O A PAST RIM WELL CONCERN. VEHICLE LOCATION AL TOWING CLEAR

LAKE, MN.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

EMAIL

6/25/2003

2:59:55 PM

Action: NAF137 INFO RECEIVED FROM ENGINEERING

02975217434101 30870003

**CVO ANALYST RECEIVED FQE INSPECTION REPORT. THE REPORT WI

LL BE REVIEWED WITH SCOTT CLARK, MOD.

Inquiry: RQ04-007

Source: MOR8 III

Region:

Issue: CONCERN

Zone:

Case: 297521743

VIN: 2FAHP71W53X

Englos: W

Veh Type: C

Opened: 8/28/2003

Closed: 8/12/2003

Origin: NAF8 NORTH AMERICAN FLEET SERVICE

OTHER

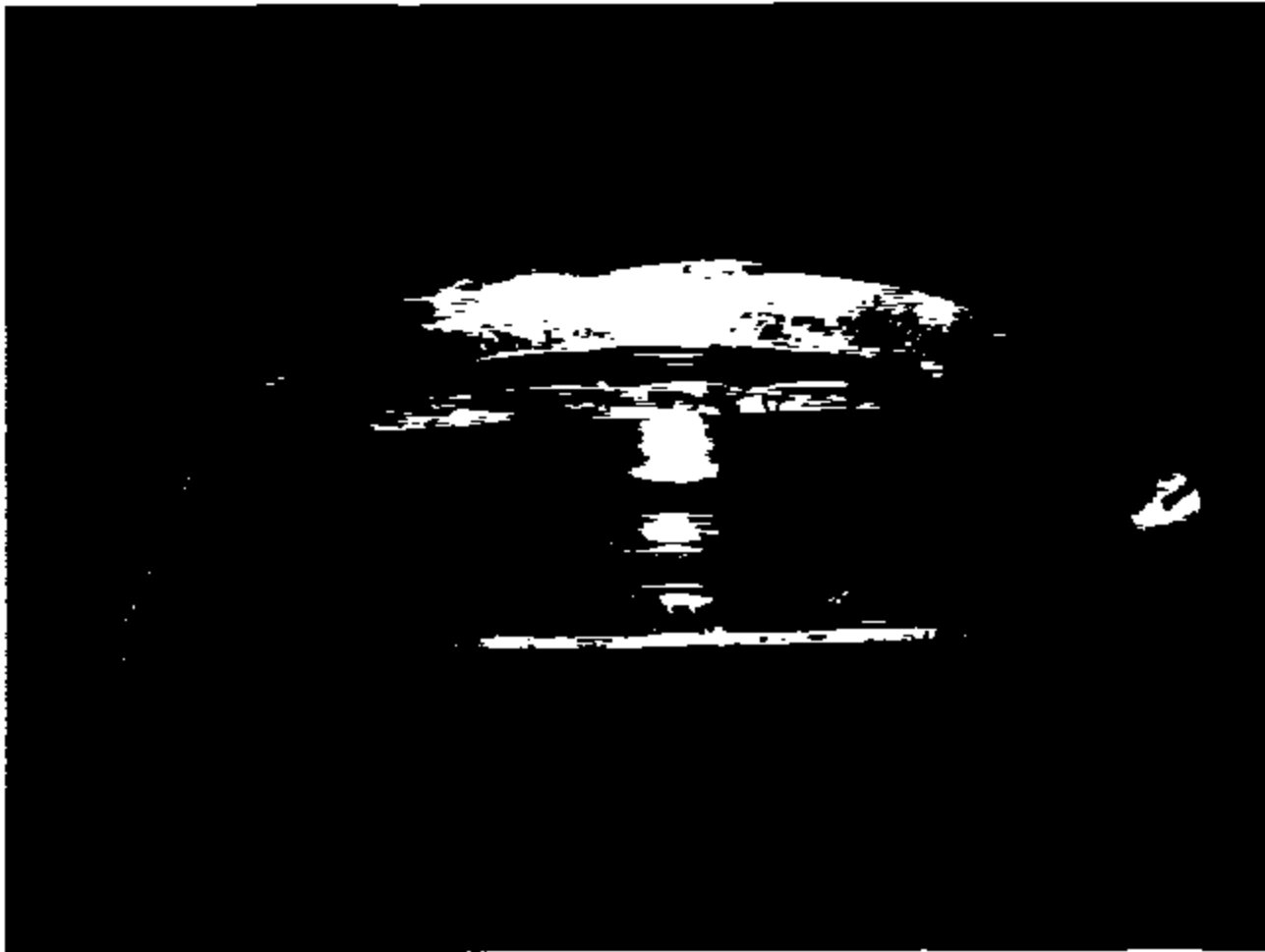
8/12/2003 9:46:19 AM

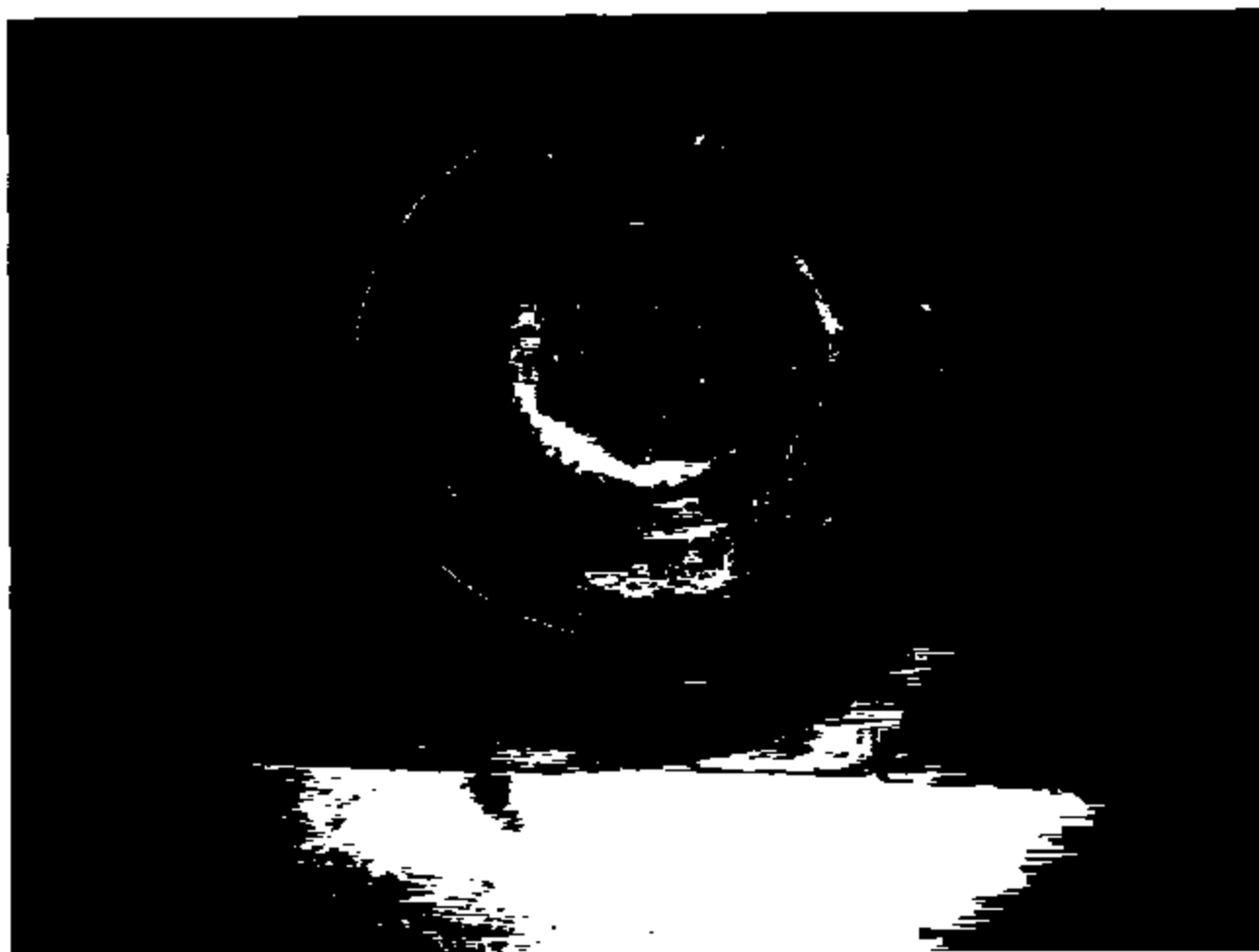
Action: NAF131 CLOSE LEGAL CONTACT

02975217434101 30870003

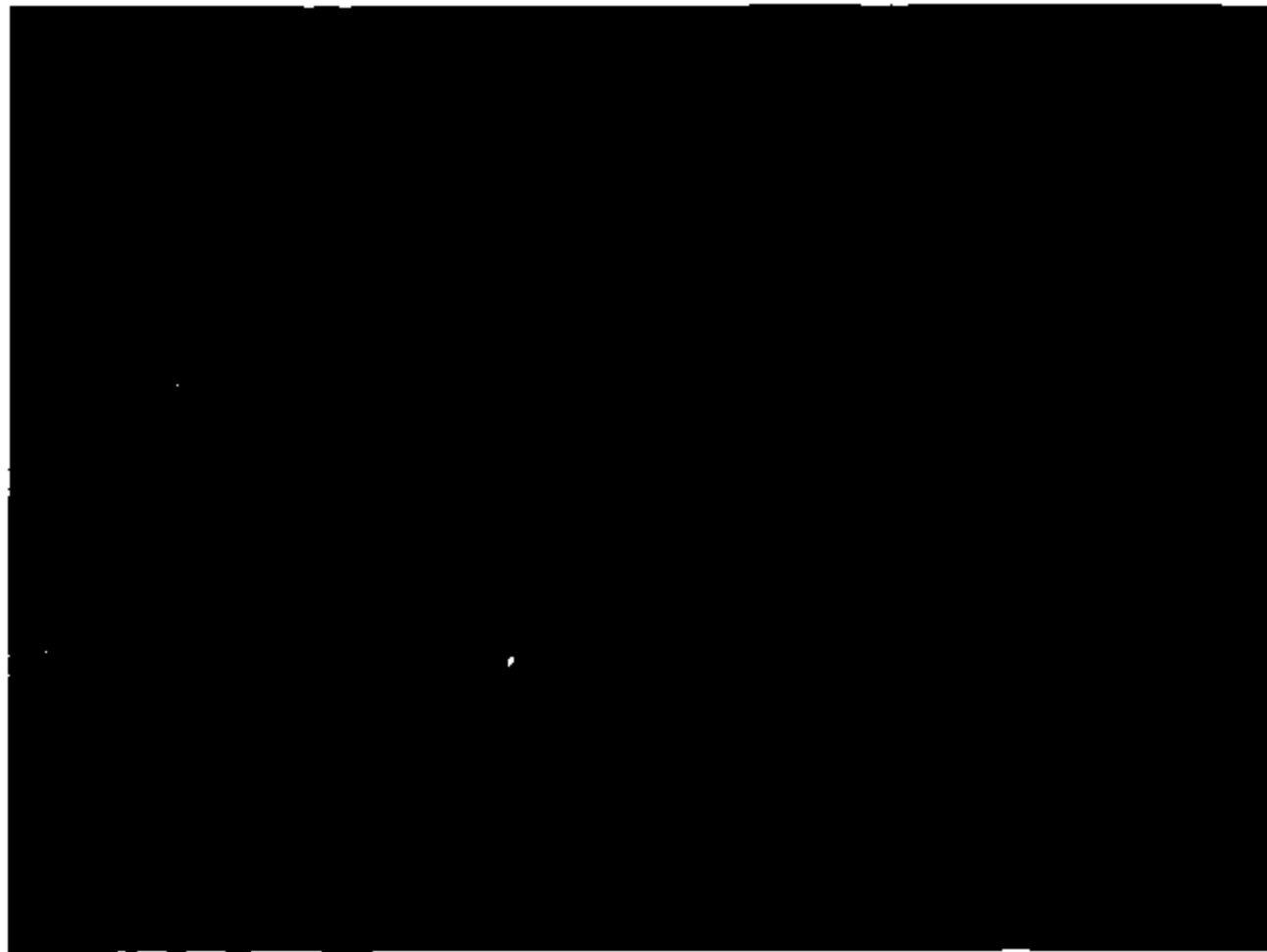
**CVO ANALYST RECEIVED FQE VEHICLE INSPECTION REPORT, 8-25-03
. ADDITIONAL WHEEL INSPECTION REPORT RECEIVED FROM K. CHRIS
TENSON, CCR MGR. (8-12-03). THE REPORTS WERE REVIEWED WITH
S. CLARK, MOD. IT WAS DETERMINED THAT FMC WOULD DENY ASSIST
ANCE. THE DENIAL DECISION INFORMATION WAS PROVIDED, VIA PHO
NE, TO [REDACTED] ALLIED ADJUSTERS, PH: [REDACTED] A
DENIAL LETTER WAS SENT TO BECKER CITY PD, CHIEF KEVIN RIELA
ND, VIA US MAIL













CQIS Reports for Inquiry RQ04-007

Inquiry: RQ04-007		Report No: 3JMK2001		Report Date: 10/14/2003		Source: CQIS	
Model Year: 2003		Model: CRNVIC		VIN: 2FAFP71W43X		PGM Type:	
Symptoms: 3 06 0 00		CHASS.		TRES/WHEELS			
Addl. Symptom:				Odometer: 11365 M			
Engine: 4.6L ROM B		Transmission: 4R70W S		Build Date: 6/26/2002		Warranty Start: 8/1/2002	
Dealer: 04882 Gateway Ford, Inc.		FCSD Region:		City: Kissimmee		State: FL	
Customer First Name:		Last Name		City:		State:	
Causal Component: TIRE		TIRE		Photo: 0			

Comment Type: Comments:

CONCER FOR VEHICLE INSPECTION REQUEST

REPAIR I INSPECTED THE 2003 FORD CROWN VICTORIA POLICE VEHICLE AT GATEWAY FOR
 REPAIR D IN KISSIMMEE, FLORIDA ON OCTOBER 13, 2003 FOR AN ALLEGED TIRE BLOW O
 REPAIR UT. THIS VEHICLE IS A LOCAL LAW ENFORCEMENT VEHICLE THAT IS PERFORMING
 REPAIR NORMAL DUTIES. ACCORDING TO THE INFORMATION RECEIVED, THE DRIVER OF
 REPAIR THE VEHICLE STATED THAT THE VEHICLE'S TIRE BLEW AND THE VEHICLE HIT A
 REPAIR CURB AND BELIEVES THAT THE INCIDENT IS RELATED TO 03S05. LOOKING AT T
 REPAIR HE VEHICLE I FOUND THAT THE RIGHT FRONT WHEEL WAS MISSING, BUT THERE A
 REPAIR PPEARED TO BE NO OUTER BODY DAMAGE. I SHOULD NOTE THAT THE RIGHT REAR
 REPAIR TIRE AND RIM WERE BRAND NEW. BEFORE THIS INSPECTION WAS PERFORMED, THE
 REPAIR DEALERSHIP HAD ALREADY TAKEN THE RIGHT SIDE TIRES AND RIMS OFF OF THE
 REPAIR VEHICLE AND BROKE THEM DOWN. THE TWO RIMS IN QUESTION HAD DATE CODES
 REPAIR OF K402 8 21 AND K402 12 4. THE FIRST
 ADD-ON RIM DATE CODE FALLS INTO THE DATE RANGE THAT 03S05 CALL OUT FOR THAT R
 ADD-ON IM TO BE REPLACED. THE SECOND RIM DOES NOT FALL WITHIN THE REPLACEMENT
 ADD-ON DATE RANGE, BUT DOES FALL UNDER 03M03 THE CUSTOMER SATISFACTION PROGR
 ADD-ON AM. ALTHOUGH NEITHER LOOKED TO HAVE SEAM CRACKS THEY DO FALL WITHIN TH
 ADD-ON E DATES TO BE REPLACED. I LOOKED UP TO SEE IF THE DEALERSHIP HAD REPLA
 ADD-ON CED THE RIMS BEFORE THE INCIDENT AND THEY HAD NOT. THERE IS A CLAIM ON
 ADD-ON 9-29-03 FOR FOUR RIMS UNDER THE 03S05, BUT THE 9-29-03 CLAIMS WOULD H
 ADD-ON AVE BEEN AFTER THIS INCIDENT ON 9-22-03. IT APPEARS THAT ONE OF THE FOU
 ADD-ON R TIRES HAS BEEN REPLACED BECAUSE THE DOT IS DIFFERENT THAN THE OTHERS
 ADD-ON . THE NEWER TIRE HAPPENS TO BE ON THE RIGHT FRONT. JUST LOOKING AT THA
 ADD-ON T TIRE, I WOULD HAVE SAY THAT IT WAS STRUCK BY SOMETHING AND THAT IS W
 ADD-ON HAT CAUSED THE INCIDENT. THIS TIRE HAS A LARGE HOLE IN THE SIDEWALL WI
 ADD-ON TH RUB MARKS JUST BEFORE THE HOLE AND WAS ON THE INSIDE OF THE TIRE. T
 ADD-ON HE DAMAGE TO THE RIMS WAS ON THE OUTER SIDE AND WAS CAUSED BY HITTING
 ADD-ON THE CURB. THE REAL QUESTION IS DID THIS TIRE DAMAGE HAPPEN BEFORE OR W
 ADD-ON AS IT THE RESULT OF THE INCIDENT? I CANNOT SAY FOR SURE, BUT THERE IS
 ADD-ON NO CLEAR EVIDENCE THAT THIS INCIDENT HAPPEN BECAUSE OF THE 03S05 SAFET
 ADD-ON Y RECALL OTHER THAN THE RIMS MEETING THE DATA CODES. PLEASE FEEL FREE
 ADD-ON TO CONTACT ME WITH ANY QUESTIONS. DONALD CHRISTOFF FIELD QUALITY ENGIN
 ADD-ON EER - ORLANDO PH# 321-882-7362

MORS III Reports for Inquiry RQ04-007

Inquiry: RQ04-007

Source: MORS III

Region:

Issue: CONCERN

Zone:

Case: 1372172753

VIN: 2FAFP71W4S

Engine: W

Veh Type: C

Opened: 10/2/2003

Closed: 11/25/2003

Last Name:

Title:

First Name:

Status: CLOSED

Address:

City: KISSIMMEE

State: FL

ZIP:

Phone:

Model Year: 2003

Model: CROWN VICTORIA P 4-D

Mileage: 5455 Build Date:

Dealer Name:

Sales Code:

P and A:

Reason Code: 4101 ICCD - RESOLUTION REQUIRED

Symptoms: 306705 TIRES/WHEELS APPEARANCE DAMAGED

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

10/2/2003 10:27:40 AM

Action: DAC067 DOCUMENT ADDITIONAL INFORMATION

13721727534101 30670503

**CVO ANALYST CONFIRMED ISSUE INFORMATION WITH

FORD AND

CV

O WILL REQUEST A VEHICLE INSPECTION.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

OTHER

10/2/2003 10:20:16 AM

Action: NAF129 OPEN NAFS CONTACT-PRODUCT LIABILITY

13721727534101 30670503

**CVO ANALYST RECEIVED ISSUE INFORMATION FROM HOTLINE ANALYST

T. ACCORDING TO THE INFORMATION RECEIVED, THIS VEHICLE'S TIRE BLEW AND THE VEHICLE HIT A CURB. BOTH THE RIGHT FRONT AND REAR TIRES BLEW. THE CUSTOMER BELIEVES THE INCIDENT IS RELATED TO RECALL 03S06. INCIDENT DATE: 9-22-03. NO INJURIES.

FLEET CONTACT: PH: 40

7 518-2508. VEHICLE LOCATED AT GATEWAY FORD, CONTACT: JERRY DULGAR, PH: 407 848-6000.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

OTHER

10/15/2003 8:27:32 AM

Action: DAC057 DOCUMENT ADDITIONAL INFORMATION

13721727534101 30670503

**CVO ANALYST RECEIVED THE FQE INSPECTION REPORT AND THE REPAIR EST FROM

CVO ANALYST SENT

AN OFFER LETTER AND RELEASE TO OF KIS

SIMMEE REGARDING FMC'S OFFER TO PAY FOR REPAIRS.

Inquiry: RQ04-007

Source: MORS III

Region:

Issue: CONCERN

Zone:

Case: 1372172753

VIN: 2FAFP71W43

Engine: W

Veh Type: C

Opened: 10/2/2003

Closed: 11/25/2003

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

10/24/2003 1:40:48 PM

Action: DAC057 DOCUMENT ADDITIONAL INFORMATION

13721727534101 30870603

**THE REQUESTED CHANGES TO THE OFFER LETTER AND RELEASE. —CVO ANALYST FORWARDED THE REQUESTS TO S. NORTON, OGC. OGC WOULD NOT AGREE TO CHANGE THE WORDING TO HAVE THE RELEASE CONSTRUED AND INTERPETED UNDER THE LAW OF FLORIDA. —CVO ANALYST LEFT A MESSAGE FOR DON SMALLWOOD, CITY ATTY., REQUESTING A RETURN PHONE CALL.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

FAX

10/28/2003 9:58:59 AM

Action: DAC057 DOCUMENT ADDITIONAL INFORMATION

13721727534101 30870603

**CVO ANALYST SENT REVISED OFFER LETTER AND RELEASE, VIA FAX, TO

Origin: NAFS NORTH AMERICAN FLEET SERVICE

FAX

10/30/2003 2:54:37 PM

Action: DAC057 DOCUMENT ADDITIONAL INFORMATION

13721727534101 30870603

**CVO ANALYST RECEIVED THE SIGNED OFFER LETTER AND RELEASE FROM —CVO ANALYST PROVIDED THE AUTHORIZATION FOR REPAIRS TO AN APPROVAL CODE WILL BE PROVIDED WHEN THE REPAIRS ARE COMPLETED.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

PHONE

11/25/2003 2:48:27 PM

Action: NAF204 AWA W04 REQUEST - APPROVAL REVISION

13721727534101 30870603

**CVO ANALYST PROVIDED WITH A REVISED APPROVAL CODE, THE REPAIR CHANGED TO: \$1488.17.

Origin: NAFS NORTH AMERICAN FLEET SERVICE

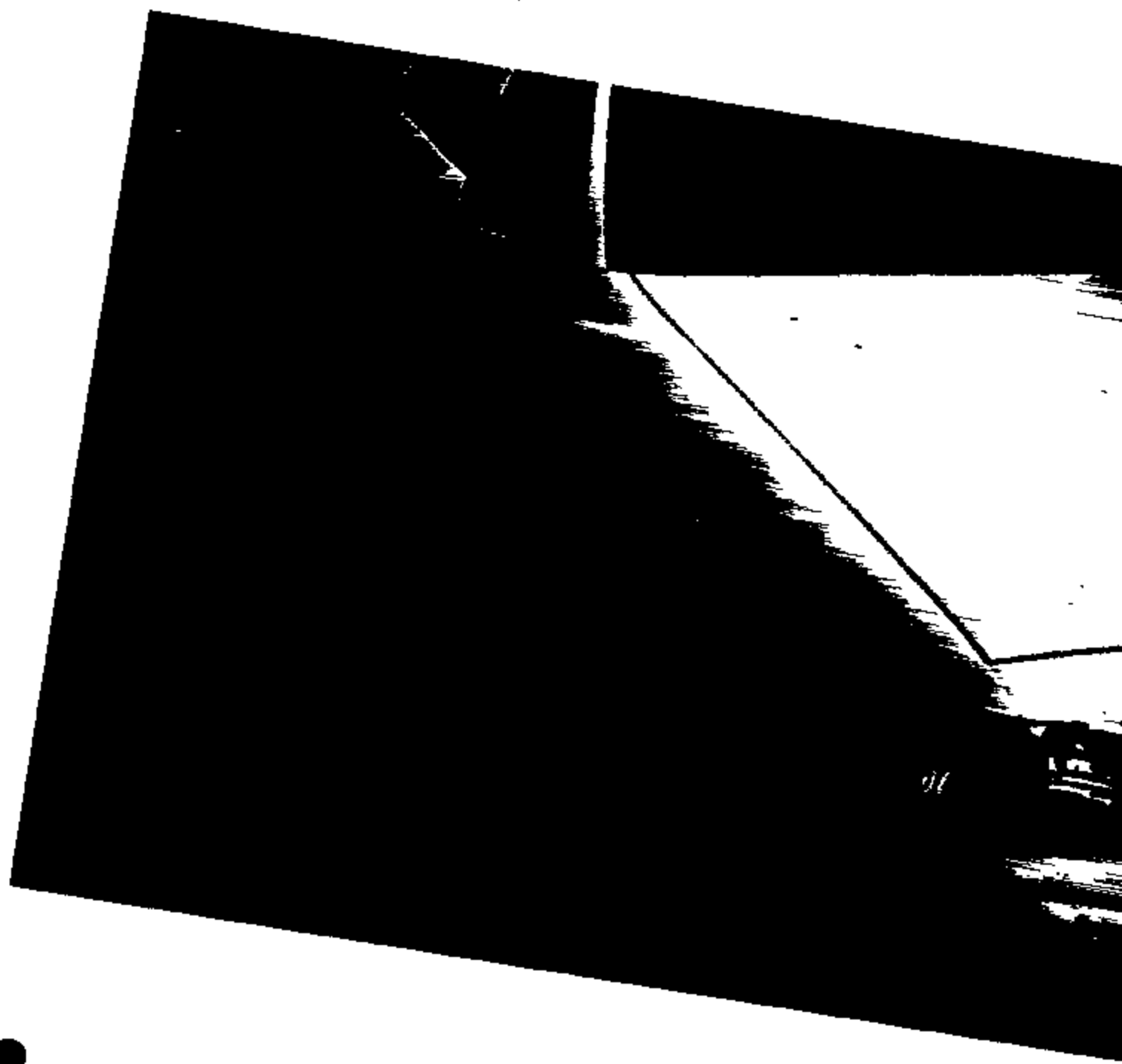
PHONE

11/25/2003 2:31:11 PM

Action: NAF213 AWA W04 REQUEST - APPROVED

13721727534101 30870603

**CVO ANALYST PROVIDED THE DLR WITH THE APPROVAL CODE TO COVER GOODWILL REPAIRS RELATED TO 8-22-03 INCIDENT: RO NBR: 074
254 RPR SEQ: 52 AMT: \$1,488.58 APRVL CD: Y348R



Spring 1994

111
End



