

**Ford Recall 04S17
Appendix B**

1999-2001 Ford Taurus and Mercury Sable Front Coil Springs

Owner Reports: As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as MORS (Master Owner Relations System). Certain contacts, such as letters from customers, are entered into the MORS database and are also copied to microfilm, or more recently, imaged and stored electronically.

The CRC assigns to each vehicle-related contact report a "symptom code" or category that generally reflects the nature of the customer contact or vehicle concern, as described by the owner. The CRC does not undertake to confirm the accuracy of the description provided by the owner; they simply record what is reported. Therefore, given the complexity of the modern motor vehicle, it is Ford's experience that a significant percentage of owner contacts do not contain sufficient information to make a technical assessment of the condition of the vehicle or the cause of the event reported. Accordingly, although MORS contact reports may be useful in identifying potential problems and trends, the records are not the empirical equivalent of confirmed incidents and/or dealership's diagnosis. In the interest of responding promptly to this inquiry, Ford has not undertaken to gather the electronic images related to these contacts because of the largely duplicative nature of the information contained in the images, as well as the time and the burden associated with locating and producing those documents. The pertinent information related to those contacts generally would be included in the contact reports obtained from the MORS system. To the extent that those documents exist, they are reflected in the comments of MORS III contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In responding to this information request, Ford electronically searched MORS using the following criteria:

Model Year(s): 1999-2001

Subject Vehicle: Ford Taurus and Mercury Sable

Search Cut-Off Date: All reports up to April 6, 2004

Types of Contacts: All, including suspended data, canceled contacts and inquiries

Symptom Code(s) for MORS III: See matrices below

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SYMPTOM			MORS
CATEGORY		Symptom Code Description	CODE
	STEERING/ HANDLING	STRG/HANDLING FUNCTION	303100
		STRG/HANDLING FUNCTION HIGH EFFORT	303150
		STRG/HANDLING FUNCTION SENSITIVE/FEEL	303151
		STRG/HANDLING FUNCTION RETURNABILITY	303152
		STRG/HANDLING FUNCTION EXCESSIVE PLAY	303153
		STRG/HANDLING FUNCTION CLEAR VISION	303154
		STRG/HANDLING FUNCTION LOSS OF STRG	303155
		STRG/HANDLING FUNCTION WANDER	303156
		STRG/HANDLING PULL/DRIFT	303200
		STRG/HANDLING PULL/DRIFT LEFT	303289
		STRG/HANDLING PULL/DRIFT RIGHT	303290
		STRG/HANDLING PULL/DRIFT LEFT AND RIGHT	303293
		STRG/HANDLING VIB./SHIMMY	303300
		STRG/HANDLING VIB./SHIMMY NO LOAD	303350
		STRG/HANDLING VIB./SHIMMY ACCELERATION/DECEL	303351
		STRG/HANDLING VIB./SHIMMY OVER BUMPS	303353
		STRG/HANDLING VIB./SHIMMY WHEN TURNING	303354
		STRG/HANDLING VIB./SHIMMY STANDSTILL	303355
		STRG/HANDLING NOISE	303400
		STRG/HANDLING NOISE NO LOAD	303450
		STRG/HANDLING NOISE ACCELERATION/DECEL	303451
		STRG/HANDLING NOISE OVER BUMPS	303453
		STRG/HANDLING NOISE WHEN TURNING	303454
		STRG/HANDLING STEERING COLUMN	303500
		STRG/HANDLING STEERING COLUMN APPEARANCE	303501
		STRG/HANDLING STEERING COLUMN ATTACHMENT	303510
		STRG/HANDLING STEERING COLUMN FUNCTION	303550
		STRG/HANDLING STEERING COLUMN VIBRATION	303595
		STRG/HANDLING STEERING COLUMN NOISE	303597
		STRG/HANDLING FLUID CONCERNS	303600
		STRG/HANDLING FLUID CONCERNS CONTAMINATION	303620
		STRG/HANDLING LEAKS	303800
		STRG/HANDLING LEAKS COOLER	303829
		STRG/HANDLING LEAKS PUMP	303830
		STRG/HANDLING LEAKS LINES	303831

CATEGORY		Symptom Code Description	CODE
	SUSPENSION SYSTEM	SUSPENSION RIDE QUALITY	304100
		SUSPENSION RIDE QUALITY HARSH	304150
		SUSPENSION RIDE QUALITY SOFT/FLOAT	304151
		SUSPENSION RIDE QUALITY BOTTOMING	304152
		SUSPENSION LEAN/SAG/HEIGHT	304200

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		SUSPENSION LEAN/SAG/HEIGHT BOTH ENDS LOW	304285
		SUSPENSION LEAN/SAG/HEIGHT BOTH ENDS HIGH	304286
		SUSPENSION LEAN/SAG/HEIGHT FRONT LOW	304287
		SUSPENSION LEAN/SAG/HEIGHT FRONT HIGH	304288
		SUSPENSION LEAN/SAG/HEIGHT LEANS LEFT	304289
		SUSPENSION LEAN/SAG/HEIGHT LEANS RIGHT	304290
		SUSPENSION DOG TRACKING	304300
		SUSPENSION LEAKS	304400
		SUSPENSION NOISE	304500
		SUSPENSION NOISE FRONT	304586
		SUSPENSION NOISE REAR	304587
		SUSPENSION NOISE BOTH	304588
		SUSPENSION INDICATOR	304600
		SUSPENSION SHOCKS/STRUTS	304700
		SUSPENSION SHOCKS/STRUTS LEAKS	304717
	TIRES/ WHEELS	TIRES/WHEELS TIRE WEAR	306100
		TIRES/WHEELS AIR LOSS	306200
		TIRES/WHEELS REMOVAL OF	306300
		TIRES/WHEELS NOISE	306400
		TIRES/WHEELS WHEEL COVERS	306500
		TIRES/WHEELS APPEARANCE	306700
		TIRES/WHEELS APPEARANCE RUSTED	306701
		TIRES/WHEELS APPEARANCE OXIDATION	306702
		TIRES/WHEELS APPEARANCE DISCOLORED	306703
		TIRES/WHEELS APPEARANCE PEELING	306704
		TIRES/WHEELS APPEARANCE DAMAGED	306705
		TIRES/WHEELS VIBRATION	306800

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CATEGORY		Symptom Code Description	CODE
UNKNOWN SOURCE	NOISE	UNKNOWN SOURCE NOISE PASSENGER COMP.	702300
	VIBRATION	VIBRATION RPM RELATED	703100
		VIBRATION RPM RELATED IDLE-1000 RPM	703160
		VIBRATION RPM RELATED 1001-3000 RPM	703161
		VIBRATION RPM RELATED OVER 3000 RPM	703162
		VIBRATION ACCELERATION	703200
		VIBRATION ACCELERATION 1-30 MPH or 1-50 KMPH	703270
		VIBRATION ACCELERATION 31-50 MPH or 51-80 KMPH	703271
		VIBRATION ACCELERATION OVER 50 MPH or OVER 80 KMPH	703272
		VIBRATION CRUISE	703300
		VIBRATION CRUISE 1-30 MPH or 1-50 KMPH	703370
		VIBRATION CRUISE 31-50 MPH or 51-80 KMPH	703371
		VIBRATION CRUISE OVER 50 MPH or OVER 80 KMPH	703372
		VIBRATION DECELERATION	703400
		VIBRATION DECELERATION 1-30 MPH or 1-50 KMPH	703470
		VIBRATION DECELERATION 31-50 MPH or 51-80 KMPH	703471
		VIBRATION DECELERATION OVER 50 MPH or OVER 80 KMPH	703472

Word Search:

All MORS reports located using the search criteria described above were then searched using the Electronic Data Download System using the following list of text strings. Those reports that included one or more of the following text strings were then individually reviewed for relevance:

- brok
- coi
- front
- frt
- sprin
- strut

Field Reports: Within FCSD, there is a Vehicle Service & Programs Office that has overall responsibility for vehicle service and technical support activities, including the administration of field actions. That Office is the primary source within Ford of vehicle concern information originating from Ford and Lincoln-Mercury dealerships, field personnel, and other sources. The information is maintained in a database known as the Common Quality Indicator System (CQIS). The CQIS database includes reports compiled from more than 40 Company sources (e.g., Company-owned vehicle surveys, service technicians, field service and quality engineers, and technical hot line reports, etc.) providing what is intended to be a comprehensive concern identification resource. As with MORS contact reports, CQIS reports are assigned a "symptom code" or category that generally reflects the nature of the concern.

In responding to this information request, Ford electronically searched CQIS using the following criteria:

Model Year(s): 1999-2001

Subject Vehicle: Ford Taurus and Mercury Sable

Search Cut-Off Date: All reports up to April 6, 2004

Symptom Code(s) for CQIS: Same as MORS matrices above

Base Part Number(s): 5310 (front coil spring)

Description of symptom codes searched is the same as provided in MORS section above. The reports located using the search criteria described above were then searched using the Electronic Data Download system using following list of text strings. Those reports that were identified by one or more of the following text strings were then reviewed for relevance:

- brok
- coi
- front
- frt
- sprin
- strut

Warranty: Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe and Jaguar.

Ford performed a search of AWS for potentially responsive reports using the following criteria:

Model Year(s): 1999-2001

Subject Vehicle: Ford Taurus and Mercury Sable

Search Cut-Off Date: All claims up to March 31, 2004

Base Part Number(s): 5310 (front coil spring)

The reports located using the search criteria described above were then searched using the Electronic Data Download system using following list of text strings. Those reports that were identified by one or more of the following text strings were then reviewed for relevance:

- brok
- coi
- front
- frt
- sprin
- strut