

**RQ08003/FORD
MISCELLANEOUS**

R/1000

Job #2 Design Liftgate Glass Hinges

MIS	All Claims					%REPL% Tech. Comments				
	AA 2002	AA 2003	AB 2003	AB 2004	AC 2004	AA 2002	AA 2003	AB 2003	AB 2004	AC 2004
1	0.05	0.05	0	0.01	0	0.02	0.03	0	0	0
2	0.14	0.09	0	0.04	0	0.08	0.06	0	0.03	0
3	0.19	0.15	0.08	0.07	0	0.11	0.1	0.03	0.04	0
4	0.28	0.23	0.23	0.1		0.17	0.16	0.08	0.04	
5	0.42	0.32	0.28	0.13		0.28	0.22	0.14	0.06	
6	0.58	0.46	0.34	0.17		0.4	0.31	0.2	0.09	
7	0.77	0.64	0.4	0.18		0.53	0.44	0.26	0.09	
8	1.01	0.89	0.46	0.23		0.69	0.61	0.31	0.14	
9	1.34	1.26	0.48	0.35		0.92	0.91	0.34	0.2	
10	1.7	1.79	0.64	0.42		1.21	1.31	0.44	0.27	
11	2.23	2.4	0.82	0.42		1.59	1.76	0.58	0.27	
12	2.93	3.11	1.03			2.09	2.24	0.72		
13	3.9	3.96	1.03			2.77	2.86	0.72		
14	5.14	4.95				3.68	3.62			
15	6.6	6.13				4.82	4.5			
16	8.19	7.41				6.05	5.43			
17	10.05	8.78				7.51	6.47			
18	11.85	10.54				8.86	7.88			
19	13.68	12.29				10.28	9.3			
20	15.76	14.19				11.91	10.69			
21	18.09	16.91				13.78	12.89			
22	20.62	19.62				15.8	15.03			
23	22.96	24.98				17.65	17.71			
24	25.13					19.42				
25	27.54					21.31				
26	29.86					23.19				
27	32.15					25.1				
28	33.96					26.43				

AA is production dates between 3/11/02 and 6/22/03.

AB is production dates between 6/23/03 and 4/20/04.

AC is production dates greater than 4/21/04.

Hinge base part numbers are %420A68 and %420A69.

Rev'd 6/2/04

U152 Hinge Dealer Warranty Data

Number	Description of Failure	Hand	Odometer	Build Date	Dealer
1	5mm stud strip out	LH	32892	3/12/2001	South Hills L/M - Pittsburgh, PA
2	6mm stud w/added material - emboss broken out	LH	9090	5/20/2002	Jim Tidwell Ford - Kennesaw GA
3	6mm stud strip out - prior to material addition	RH	22026	5/7/2001	Paul Crame Ford - Florissant, MO
4	opposite hinge of # 3	LH			
5	opposite hinge of # 6	RH			
6	6mm stud loose - prior to material addition	LH	26647	4/20/2001	Fette Ford - Clifton, NJ
7	Beauty Button	LH	28212	6/10/2002	Brighton FLM - Brighton, MI
8	5mm stud strip out	LH	16017	3/20/2001	Ramey FLM - Johnson City, TN
9	opposite hinge of # 8	RH			
10	5mm stud loose	LH	34310	3/6/2001	Keyser & Miller Ford - Collegetown, PA
11	opposite hinge of # 10	RH			
12	6mm stud w/added material - broken across emboss	LH	8735	5/16/2002	Earnhardt Ford - Chandler, AZ
13	6mm stud - emboss broken out - hinge locked up	LH	10037	8/15/2002	Korener Ford - Syracuse, NY
14	6mm stud - no issue - cust complained of binding	RH	8181	6/3/2002	Drew Ford - La Mesa, CA
15	opposite hinge of # 14	LH			
16	6mm stud strip out - prior to material addition	RH	30218	4/12/2002	Tom's Ford - Keyport, NJ
17	opposite hinge of # 16	LH			
18	6mm stud strip out - prior to material addition	RH	16423	6/18/2001	Teague FLM - El Dorado, AZ
19	5mm stud strip out	RH	20240	2/3/2001	Ridgewood's Ford - Ridgewood, NJ
20	6mm stud w/added material - emboss broken out	RH	8641	10/23/2001	Champion Ford - Erie, PA
21	6mm stud w/added material - emboss broken out	LH	10264	9/9/2002	Bozard Ford - St. Augustine, FL
22	6mm stud w/added material - broken across emboss	LH	21733	1/30/2002	Mullinax Ford - Apopka, FL
23	6mm stud w/added material - emboss broken out - hinge locked up	LH	10273	4/4/2002	Grecco LM - Denville, NJ
24	opposite hinge of # 23				
25	6mm stud w/added material - pin broken	LH	30790	7/31/2001	Maguire FLM - Ithaca, NJ
26	opposite hinge of # 25				
27	6mm stud w/added material - emboss broken out	LH	11986	4/3/2002	All American Ford - Hackensack, NJ
28	opposite hinge of # 27				
29	6mm stud w/added material - new hinge returned but looked like dealer took acytel gasket and washer to repair old hinge	RH	35101	12/2/2000	David McDavid - Plano, TX
30	6mm stud w/added material - stripped out	RH	35124	5/18/2001	Mel Clayton - Phoenix, AZ
31	opposite hinge of # 30				
32	5mm stud strip out	RH	11787	1/9/2001	Henry Day Ford - Salt Lake City, UT
33	5mm stud strip out	RH	42748	3/15/2001	Shamaley Ford - El Paso, TX
34	opposite hinge of # 33				
35	6mm stud w/added material - beauty bolt loose	LH	10201	5/17/2002	Summit Ford - Silverthorne, CO
36	6mm stud w/added material - emboss broken out	LH	14565	9/11/2002	Benson FLM - Easley, SC
37	opposite hinge of # 36				
38	5mm stud - emboss broken out	RH	32924	2/21/2001	Sewell Ford - Odessa, TX
39	6mm stud w/added material - emboss broken out	LH	11103	8/9/2002	Stuart Powell Ford - Danville, KY
40	6mm stud strip out - prior to material addition	RH	7596	8/9/2002	Galpin LM - Van Nuys, CA
41	6mm stud w/added material - emboss broken out	RH	10857	5/29/2002	Miller Bros Ford - Elliot City, MD
42	No visible damage	RH	25919	8/22/2001	Sam Pack - Carrollton, TX
43	6mm stud strip out - prior to material addition	LH	22797	4/17/2001	McCoy Ford - Fullerton, CA
44	6mm stud w/added material - emboss broken out - hinge locked up	LH	18332	9/10/2002	Coune Ford - Racine, WI
45	pin broke opposite hinge of # 44				
46	5mm stud loose	LH	18750	2/28/2001	North Bros - Westlake, MI
47	6mm stud w/added material - broken across emboss	LH	8851	1/29/2002	Winner Ford - Newark, DE
48	opposite hinge of # 44				
49	6mm stud strip out - prior to material addition	LH	34777	3/28/2001	Cavalier Ford - Chesepeak, VA
50	opposite hinge of # 44				
51	5mm stud strip out	RH	23508	2/21/2001	Waldorf Ford - Waldorf, MA
52	opposite hinge of # 51				
53	No visible damage	LH	12877	5/1/2002	Lehigh Valley - Emmaus, PA
54	opposite hinge of # 53				
55	5mm stud strip out	RH	18750	2/28/2001	North Bros - Westlake, MI
56	5mm stud strip out	RH	27589	2/28/2001	Fiesta Auto - San Antonio, TX
57	5mm stud strip out	LH	19953	2/21/2001	Henry Day Ford - Salt Lake City, UT

58	opposite hinge of # 57				
59	6mm stud w/added material - emboss broken out	LH	3814	9/9/2002	Power Ford - Torrance, CA
60	opposite hinge of # 59				
61	5mm stud strip out	RH	26953	2/7/2001	Jim Burke - Bakersfield, CA
62	opposite hinge of # 61				
63	No visible damage	RH	16573	6/20/2002	Puente Hills - City of Industry, CA
64	No Damage opposite hinge of # 63				
65	6mm stud w/added material - emboss broken out	RH	28623	4/11/2002	Holman Ford - Glassboro, NJ
66	pin broken opposite hinge of # 65				
67	No visible damage	LH	5151	5/28/2002	Jim Click - Tucson, AZ
68	opposite hinge of # 67				
69	5mm stud broken	RH	35948	3/23/2001	Jim Click - Tucson, AZ
70	6mm stud w/added material - no issue	RH	21722	6/6/2001	Omera Ford - North Glenn, CO
71	5mm stud strip out	RH	18115	12/19/2000	Mullinax Ford - Apopka, FL
72	5mm stud strip out	LH			
73	6mm stud w/added material - emboss broken out	LH	9171	4/16/2002	J.C. Lewis Ford - Savannah, GA
74	opposite hinge of # 73				
75	6mm stud w/added material - loose stud	LH	13925	2/27/2001	Jorgensen Ford - Detroit, MI
76	5mm stud strip out	RH	23595	1/27/2001	Palm Springs - Cathedral City, CA
77	opposite hinge of # 76				
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U152 Liftgate Glass Hinges Warranty Returns Analysis

Draft



Background Information

● 113 Hinges Returned from 68 Vehicles

- ✓ 57 RH Hinges
- ✓ 56 LH Hinges

● 2002 and 2003 MY Vehicles

- ✓ 43 2002 MY Vehicles
- ✓ 25 2003 MY Vehicles

● Job #1 and Job #2 Glass Assemblies

- ✓ 19 Job #1 Vehicles; 29 Job #1 Hinges
- ✓ 49 Job #2 Vehicles; 84 Job #2 Hinges

● AA, AB, and AC Level Hinges (But All AA Level Vehicles)

- ✓ 106 AA Level Hinges
- ✓ 5 AB Level Hinges
- ✓ 2 AC Level Hinges

(continued)



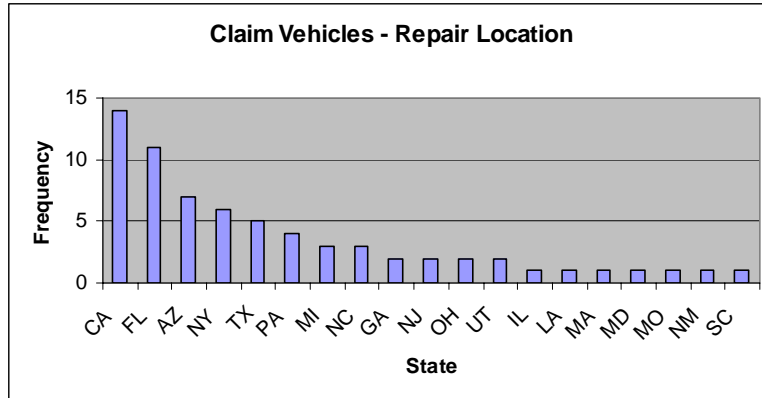
U152 Liftgate Glass Hinges Warranty Returns Analysis

Draft

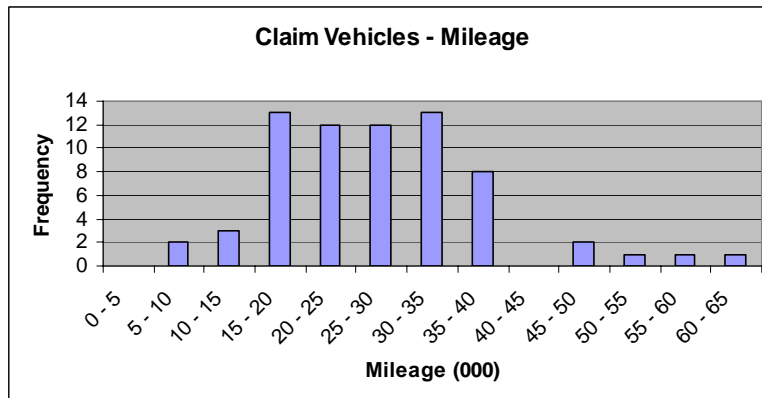


Background Information

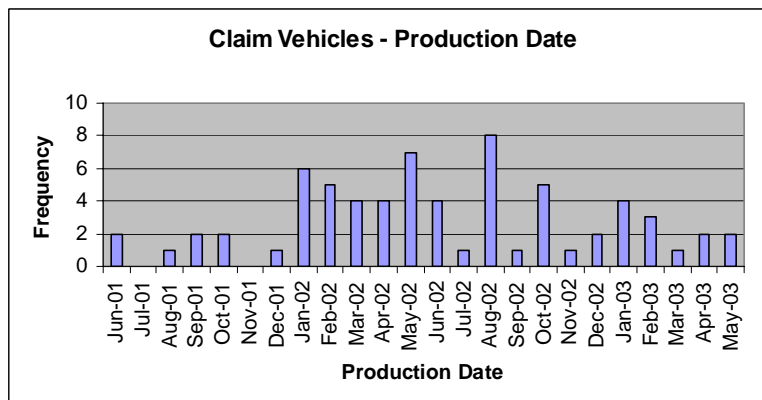
- Location of Repairs:



- Mileage of Vehicles:



- Production Dates of Vehicles:





U152 Liftgate Glass Hinges Warranty Returns Analysis

Draft



Hinge Pivot Pin Fracture

● **Hinges With Fractured Pivot Pins:**

- ✓ 11.3% Of Returned Hinges (12 of 106)
- ✓ 14.1% of Returned Vehicles (9 of 64)
- ✓ 0% of Returned Job #1 Hinges (0 of 25)
- ✓ 0% of Returned Job #1 Vehicles (0 of 16)
- ✓ 14.8% of Returned Job #2 Hinges (12 of 81)
- ✓ 18.7% of Returned Job #2 Vehicles (9 of 48)

● **Fracture Location on Hinge Pin:**

- ✓ 100% on Side of Hinge Pin Toward Center Line of Vehicle

● **RH vs. LH**

- ✓ 58% Returned RH Hinges
- ✓ 42% Returned LH Hinges

● **Vehicles With Pivot Pin Fractures on Both Hinges**

- ✓ 4.7% Returned Vehicles

● **Separation of Hinge Halves**

- ✓ Pivot pin fractures on one side of pin, tears through hinge body on other.
- ✓ 5.7% Returned Hinges

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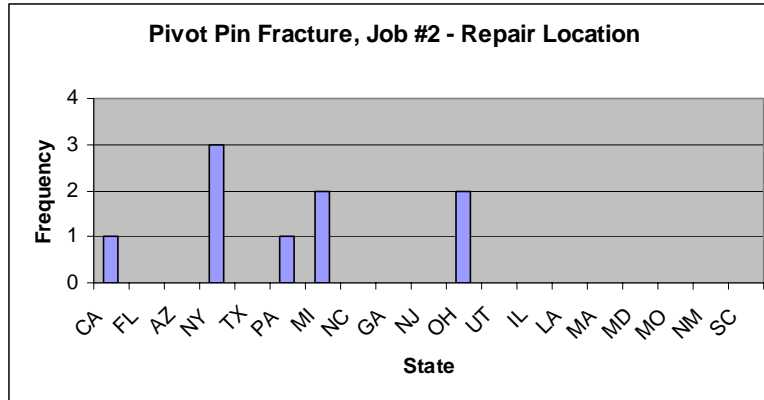
U152 Liftgate Glass Hinges Warranty Returns Analysis

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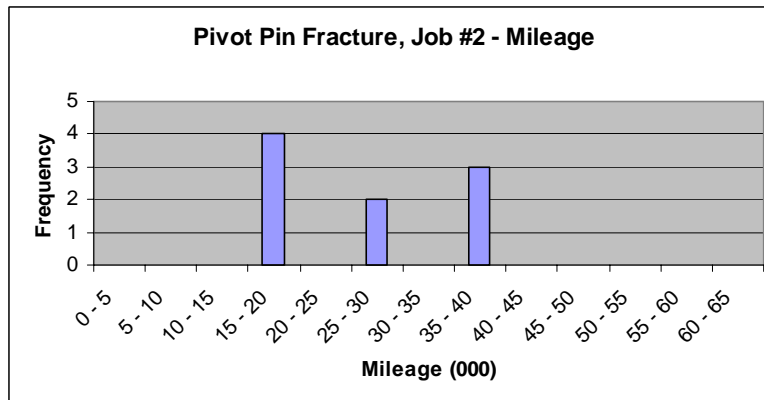


Hinge Pivot Pin Fracture

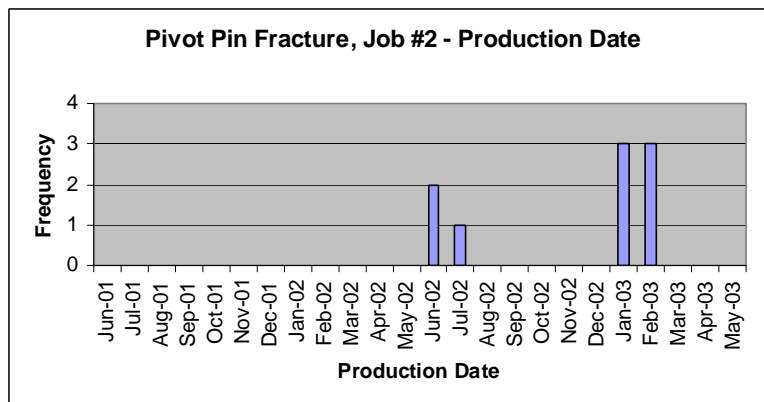
- Location of Repairs:



- Mileage of Vehicles:



- Production Dates of Vehicles:





U152 Liftgate Glass Hinges Warranty Returns Analysis

Draft



Hinge Pivot Pin Binding (Excluding Pin Fractures)

● **Pivot Pins Binding (Any Amount of Binding):**

- ✓ 14.9% Of Returned Hinges (14 of 94)
- ✓ 21.8% of Returned Vehicles (12 of 55)
- ✓ 4.0% of Returned Job #1 Hinges (1 of 25)
- ✓ 6.2% of Returned Job #1 Vehicles (1 of 25)
- ✓ 18.8% of Returned Job #2 Hinges (13 of 69)
- ✓ 28.3% of Returned Job #2 Vehicles (11 of 39)

● **Degree of Binding**

- ✓ 50% of Returned Binding Hinges Had Light Binding
- ✓ 50% of Returned Binding Hinges Had Heavy Binding

(continued)



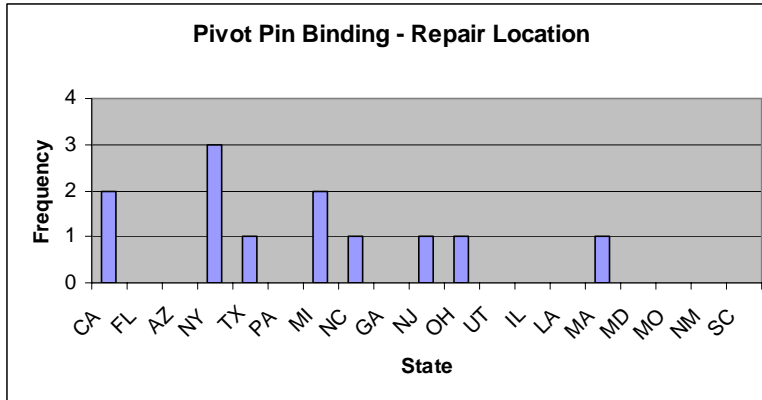
U152 Liftgate Glass Hinges Warranty Returns Analysis

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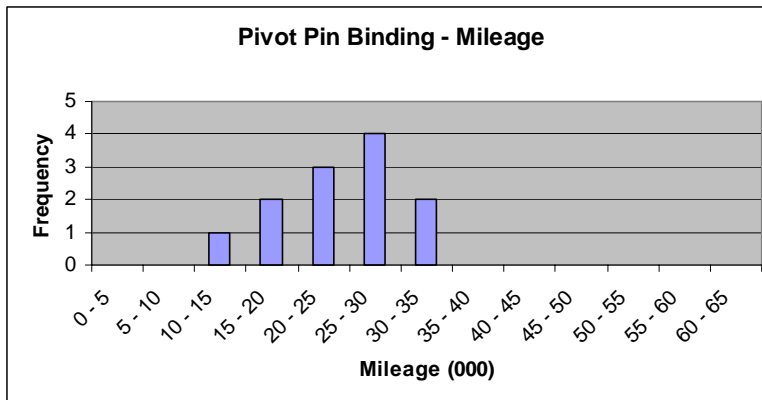


Hinge Pivot Pin Binding (Excluding Pin Fractures)

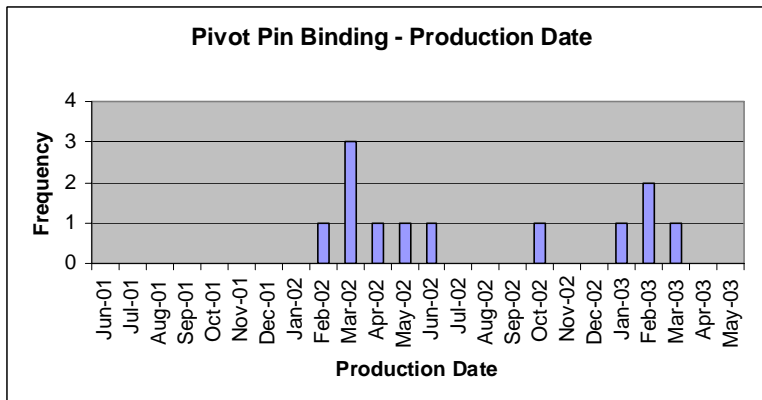
- Location of Repairs:



- Mileage of Vehicles:



- Production Dates of Vehicles:





U152 Liftgate Glass Hinges Warranty Returns Analysis

Draft



Glass Bolt Boss Fractured Off of Hinge

● **Hinges With Boss Fractured Off:**

- ✓ 13.1% Of Returned Hinges (14 of 107)
- ✓ 21.5% of Returned Vehicles (14 of 65)
- ✓ 20.0% of Returned Job #1 Hinges (5 of 25)
- ✓ 29.4% of Returned Job #1 Vehicles (5 of 17)
- ✓ 11.0% of Returned Job #2 Hinges (9 of 82)
- ✓ 18.7% of Returned Job #2 Vehicles (9 of 48)

● **Fracture Sites Showing Evidence of Some Porosity**

- ✓ 100% Hinges With Glass Bolt Boss Fractured Off
- ✓ Note: One Fracture Site Showed Less Porosity Than Average

● **RH vs. LH**

- ✓ 36% of RH Returned Hinges W/ Boss Fractured Off
- ✓ 64% of LH Returned Hinges W/ Boss Fractured Off

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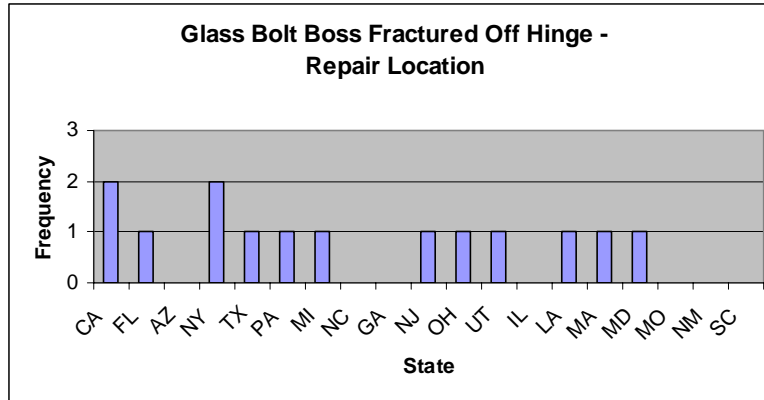
U152 Liftgate Glass Hinges Warranty Returns Analysis

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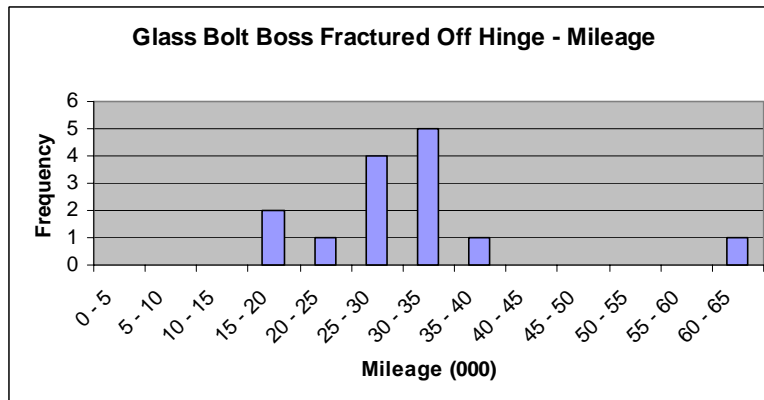


Glass Bolt Boss Fractured Off Of Hinge

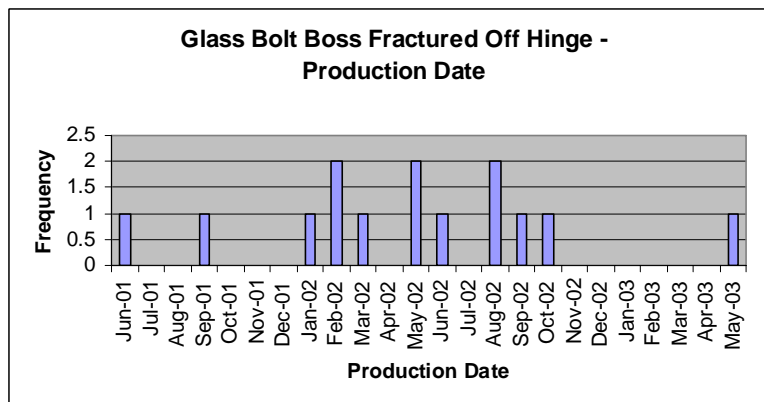
- Location of Repairs:



- Mileage of Vehicles:



- Production Dates of Vehicles:



From: Overgaard, Neil (N.)
Sent: Tuesday, July 27, 2004 9:14 AM
To: Trout, Brooke (BLT.); Newton, Dick (R.E.); Lounds, Daniel (D.W.)
Subject: Hinge Stack Charts

Attachments: Stack Charts Hinge Replace 03 & 04 MY.ppt

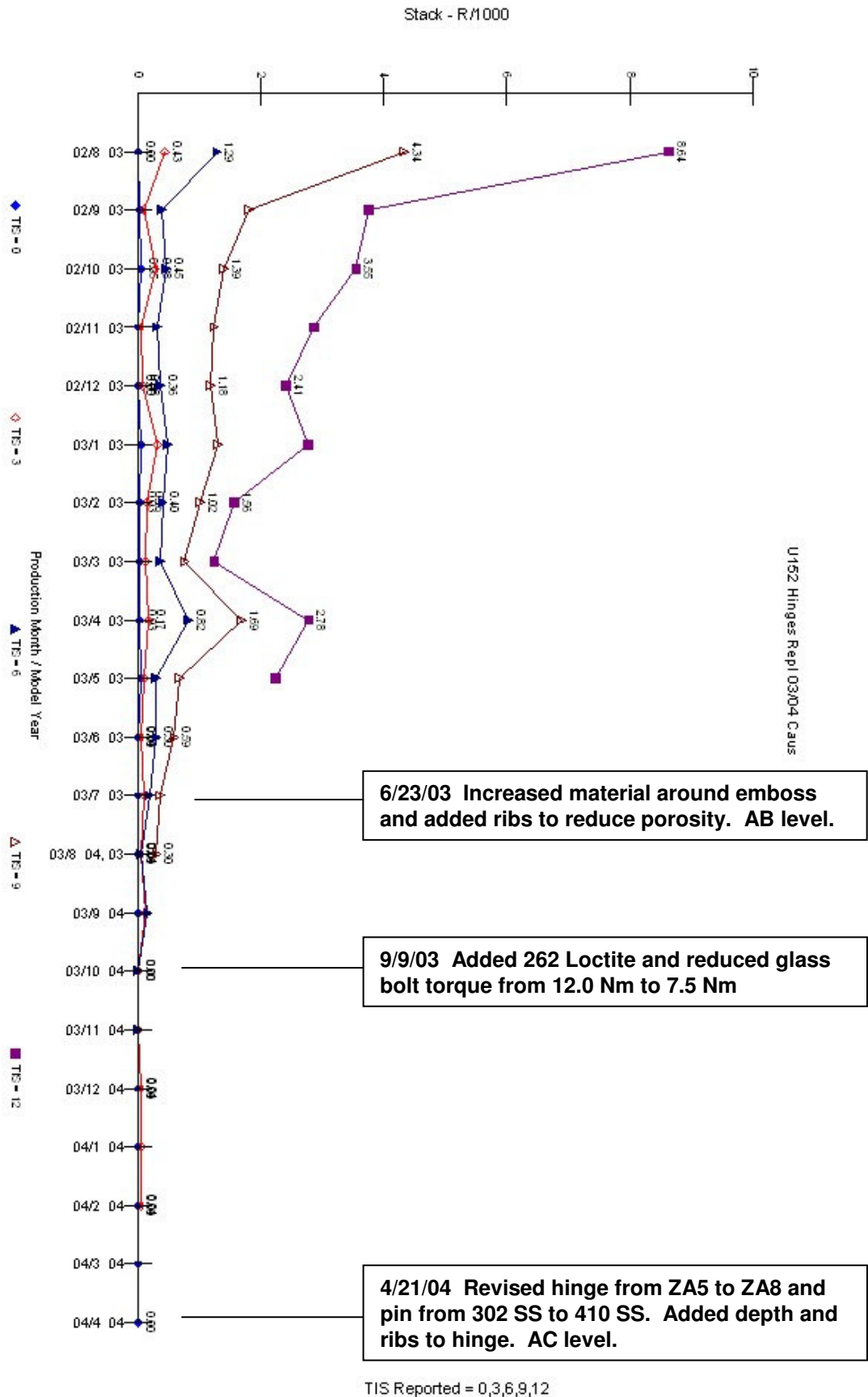
Here are stack charts for the 2003/2004 MY liftgate glass hinges using %REPL% as a technician keyword. The first chart is 12 MIS and the second chart is 6 MIS. I overlaid the significant hinge change dates for the AB and AC levels.

Neil

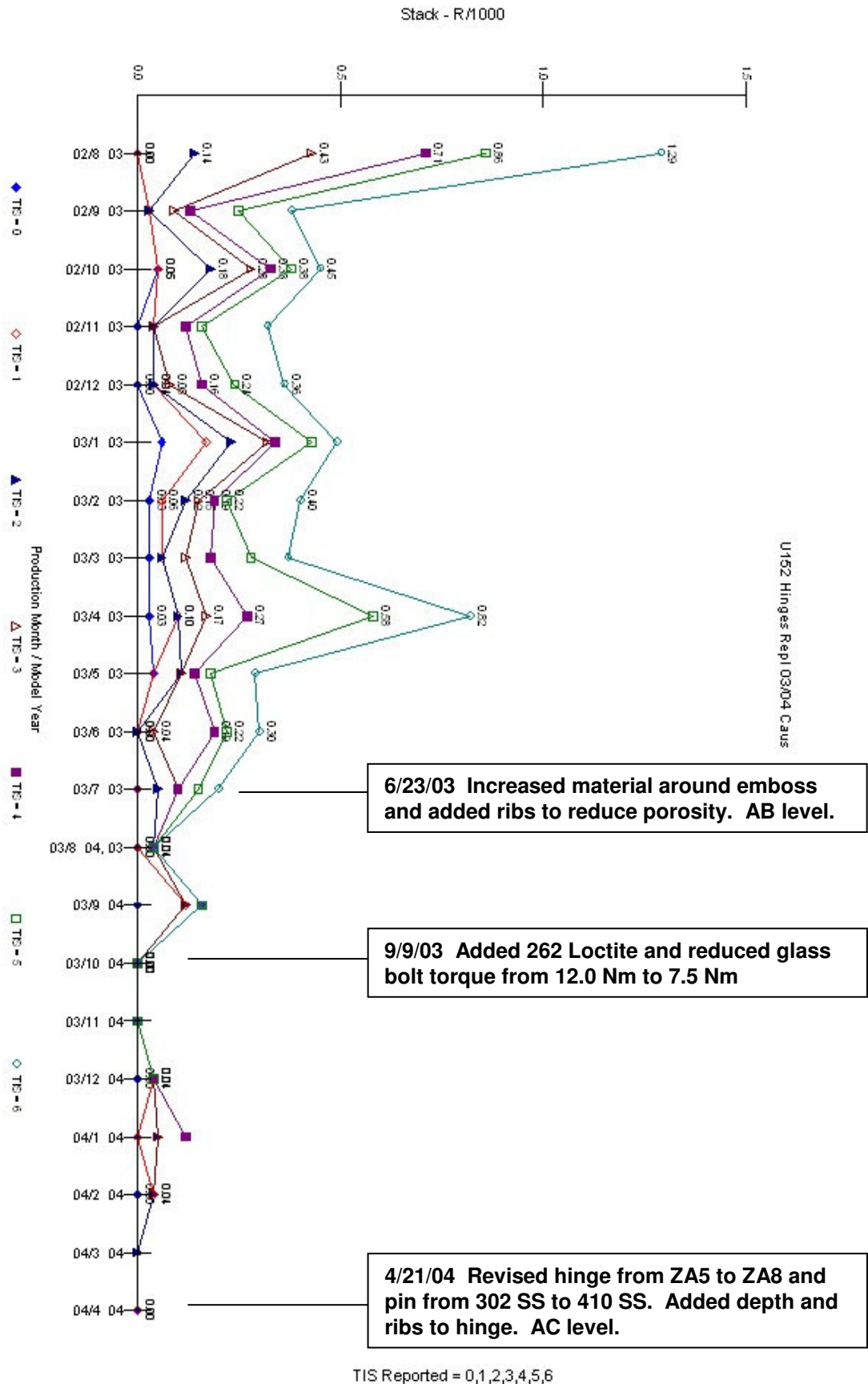


Stack Charts Hinge
Replace 03 ...

U152 Liftgate Glass Hinges Causal, %REPL% Keyword



U152 Liftgate Glass Hinges Causal, %REPL% Keyword



From: Overgaard, Neil (N.)
Sent: Tuesday, August 10, 2004 3:15 PM
To: Newton, Dick (R.E.); Lounds, Daniel (D.W.); Trout, Brooke (BLT.)
Subject: Warranty Comparison

Attachments: Hinge Level R1000 Comparison.xls

Here's a comparison of R/1000 for AA, AB and AC service hinge levels.



Hinge Level R1000
Comparison.x...

Neil

R/1000										
Job #2 Design Liftgate Glass Hinges										
MIS	All Claims					%REPL% Tech. Comments				
	AA 2002	AA 2003	AB 2003	AB 2004	AC 2004	AA 2002	AA 2003	AB 2003	AB 2004	AC 2004
1	0.05	0.05	0	0.01	0	0.02	0.03	0	0	0
2	0.14	0.09	0	0.04	0	0.08	0.06	0	0.03	0
3	0.19	0.15	0.08	0.07	0	0.11	0.1	0.03	0.04	0
4	0.28	0.23	0.23	0.1		0.17	0.16	0.08	0.04	
5	0.42	0.32	0.28	0.13		0.28	0.22	0.14	0.06	
6	0.58	0.46	0.34	0.17		0.4	0.31	0.2	0.09	
7	0.77	0.64	0.4	0.18		0.53	0.44	0.26	0.09	
8	1.01	0.89	0.46	0.23		0.69	0.61	0.31	0.14	
9	1.34	1.26	0.48	0.35		0.92	0.91	0.34	0.2	
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16	8.19	7.41				6.05	5.43			
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18	11.85	10.54				8.86	7.88			
19	13.68	12.29				10.28	9.3			
20	15.76	14.19				11.91	10.69			
21	18.09	16.91				13.78	12.89			
22	20.62	19.62				15.8	15.03			
23	22.96	24.98				17.65	17.71			
24	25.13					19.42				
25	27.54					21.31				
26	29.86					23.19				
27	32.15					25.1				
28	33.96					26.43				

AA is production dates between 3/11/02 and 6/22/03.

AB is production dates between 6/23/03 and 4/20/04.

AC is production dates greater then 4/21/04.

Hinge base part numbers are %420A68 and %420A69.

From: Gilden, Craig (C.S.)
Sent: Tuesday, August 17, 2004 4:03 PM
To: Overgaard, Neil (N.)
Subject: There are 24 Explorer liftgate parts available at WPRC

Attachments: Neil Overgaard parts available at WPRC.xls

Neil - we have 24 parts on hand. Attached is a file with information on the parts/repairs. Come by whenever....



Neil Overgaard
parts available...

Craig S. Gilden
Ford Motor Company
Ford Quality Office
6-Sigma Center, Cube 316
Phone: (313) 248-7839
Pager: (313) 851-7365
Fax: (313) 845-3136

QB Name	BOX_NUM	REQ_NUM	RAC_NUM	TAG_NUM	MILAGE	VIN
MECHANISMS	9124548	28045	BLACND	0164899492	5619	1FMZU63K14U
MECHANISMS	9124548	28045	BLACND	0164899480	5619	1FMZU63K14U
MECHANISMS	9124548	28045	BLACND	0163695544	8864	1FMZU73K24U
MECHANISMS	9124548	28045	BLACND	0164428859	2128	1FMZU63K24U
MECHANISMS	9124548	28045	BLACND	0164428847	2128	1FMZU63K24U
MECHANISMS	9124548	27907	BLACND	0164097193	5778	1FMZU73KX4U
MECHANISMS	9124548	28045	BLACND	0163920059	12128	1FMZU63K74U
MECHANISMS	9124548	28045	BLACND	0163920047	12128	1FMZU63K74U
MECHANISMS	9124548	28045	BLACND	0164503961	14773	1FMZU62K54U
MECHANISMS	9124548	28045	BLACND	0164503973	14773	1FMZU62K54U
MECHANISMS	9124548	28045	BLACND	0163812755	10072	1FMZU62K04U
MECHANISMS	9124548	28045	BLACND	0163812767	10072	1FMZU62K04U
MECHANISMS	9124548	28045	BLACND	0163837818	5264	1FMZU64W74U
MECHANISMS	9124548	28045	BLACND	0164456405	3695	1FMZU73E34U
MECHANISMS	9124548	28045	BLACND	0163837831	5264	1FMZU64W74U
MECHANISMS	9124548	28045	BLACND	0164456399	3695	1FMZU73E34U
MECHANISMS	9124548	27907	BLACND	0164010476	6499	1FMZU62K24Z
MECHANISMS	9124548	27907	BLACND	0164010464	6499	1FMZU62K24ZA
MECHANISMS	9124548	27747	BLACND	0162649095	15915	1FMZU73K03Z
MECHANISMS	9124548	27747	BLACND	0162695950	17883	1FMZU62K13U
MECHANISMS	9124548	27747	BLACND	0162695962	17883	1FMZU62K13U
MECHANISMS	9124548	27907	BLACND	0163740495	30152	1FMZU72K44U
MECHANISMS	9124548	27747	BLACND	0162690897	11003	1FMZU73K92U
MECHANISMS	9124548	27747	BLACND	0162690903	11003	1FMZU73K92U

VL	VEH_MOD EL_YEAR	PART_NUM	BASE	NAME
Explorer	2004	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A68AC	78420A68	HINGE - GLASS
Explorer	2004	3L2Z78420A69AB	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A68AC	78420A68	HINGE - GLASS
Explorer	2004	3L2Z78406A10BA	78406A10	LIFT ASY - GAS
Explorer	2004	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A68AC	78420A68	HINGE - GLASS
Explorer	2004	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A68AC	78420A68	HINGE - GLASS
Explorer	2004	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A68AC	78420A68	HINGE - GLASS
Explorer	2004	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78420A68AB	78420A68	HINGE - GLASS
Explorer	2004	3L2Z78420A68AC	78420A68	HINGE - GLASS
Explorer	2004	2L2Z 7842105AA	7842105	LIFT ASY - GAS
Explorer	2004	2L2Z 7842104AA	7842104	LIFT ASY - GAS
Explorer	2003	3L2Z78420A68AB	78420A68	HINGE - GLASS
Explorer	2003	3L2Z78420A68AB	78420A68	HINGE - GLASS
Explorer	2003	3L2Z78420A69AC	78420A69	HINGE - GLASS
Explorer	2004	3L2Z78406A10BA	78406A10	LIFT ASY - GAS
Explorer	2002	3L2Z78420A68AC	78420A68	HINGE - GLASS
Explorer	2002	3L2Z78420A69AC	78420A69	HINGE - GLASS

TECH_COMMENTS

REAR TRIM AND FOUND LATCH CONTROL
REAR TRIM AND FOUND LATCH CONTROL
REPLACED LEFT HINGE ON TAIL GATE
ADJUSTED BODY LIFT GATE AS REQUIRED OK
ADJUSTED BODY LIFT GATE AS REQUIRED OK
R ECHECK NOISE DIFFERENT ROAD TEST WITH
WERE LEAKING, R-R TRIM PANEL TO REPLACE
WERE LEAKING, R-R TRIM PANEL TO REPLACE
THE UPDATED HINGES. DAMAGE TO THE PAINT
THE UPDATED HINGES. DAMAGE TO THE PAINT
HARD TO OPEN. INSPECTION SHSHOWS CLAIM TRUE.
HARD TO OPEN. INSPECTION SHSHOWS CLAIM TRUE.
GLASS) LUBED LIFTGATE
L IFTGATE-GOOD ON RECHECK
GLASS) LUBED LIFTGATE
L IFTGATE-GOOD ON RECHECK
CHECKED HATCH LATCH CHECKED ELECTRIC
CHECKED HATCH LATCH CHECKED ELECTRIC
GLASS HINGE CHK OK
HINGES LOOSE. INSTALLED NEW HINGES. ADJUSTED
HINGES LOOSE. INSTALLED NEW HINGES. ADJUSTED
406A10 CC42 REPLACED LIFTGATE SHOCKS.
PERFORM INSTALL 2 REAR WINDOW HINGES AND
PERFORM INSTALL 2 REAR WINDOW HINGES AND

CUST_COMMENTS	CONCERN_CODE
BUMPS	N51
BUMPS	N51
CUSTOMER STATES BACK DOOR OUT OF ALIGN	B02
REAR HATCH OUT OF ALINE	B02
REAR HATCH OUT OF ALINE	B02
FROM REAR HATCH	N51
WATER LEAK INTO REAR L-SIDE SEE ADVISOR	R10
WATER LEAK INTO REAR L-SIDE SEE ADVISOR	R10
FALLING DOWN	B66
FALLING DOWN	B66
CLOSE AND OUT OF ALIGNMENT IN REAR LEFT SIDE	G09
CLOSE AND OUT OF ALIGNMENT IN REAR LEFT SIDE	G09
WHEN GOING OVER BUMPS	N51
C-S LIFTGATE RATTLES-INSTALL SOP	N41
WHEN GOING OVER BUMPS	N51
C-S LIFTGATE RATTLES-INSTALL SOP	N41
PROPERLY	G07
PROPERLY	G07
CHECK-REPORT	B09
WHEN GOING DOWN DIRT ROADS OR BUMPS. DOOR	G07
WHEN GOING DOWN DIRT ROADS OR BUMPS. DOOR	G07
REAR HATCH WONT STAY UP	B05
C-S REAR HATCH HINGE BROKE-INSTALL SOP HINGE	B05
C-S REAR HATCH HINGE BROKE-INSTALL SOP HINGE	B05

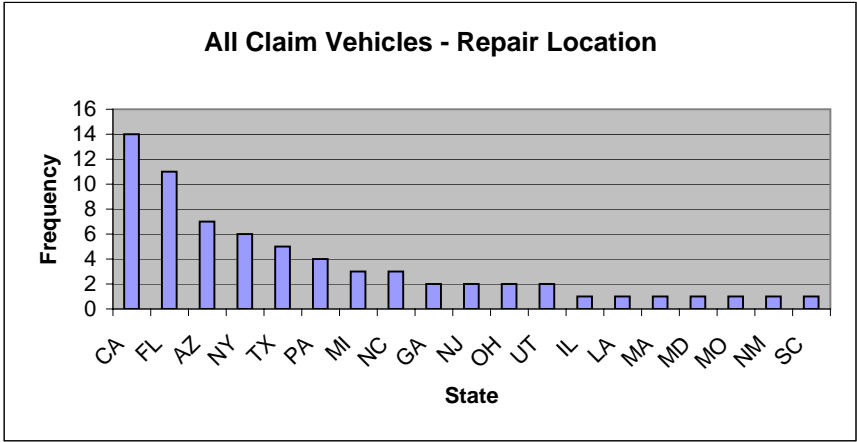
CCC Desc	AMOUNT_P ARTS	AMOUNT_L ABOR	AMOUNT_R EPAIR	AMOUNT_ MISC
SQUEAK/RATTLE VEHICLE EXTERIOR-REAR	13.06	103.02	259.15	0
SQUEAK/RATTLE VEHICLE EXTERIOR-REAR	13.06	103.02	259.15	0
BODY PANEL FITS POORLY	12.93	39.04	57.14	0
BODY PANEL FITS POORLY	13.06	34.46	71.02	0
BODY PANEL FITS POORLY	13.06	34.46	71.02	0
SQUEAK/RATTLE VEHICLE EXTERIOR-REAR	18.1	144.92	229.77	0
OTHER WATER LEAKS (SEALING ISSUES ONLY)	13.06	64.98	101.54	0
OTHER WATER LEAKS (SEALING ISSUES ONLY)	13.06	64.98	101.54	0
OTHER EXTERIOR TRIM TROUBLES	13.06	65.84	102.4	0
OTHER EXTERIOR TRIM TROUBLES	13.06	65.84	102.4	0
WINDOW SQUEAK/RATTLE/SCRAPE	13.06	74.04	110.6	0
WINDOW SQUEAK/RATTLE/SCRAPE	13.06	74.04	110.6	0
SQUEAK/RATTLE VEHICLE EXTERIOR-REAR	13.06	53.43	89.99	0
REAR SIDE DOOR SQUEAK/RATTLE	13.06	17.59	132.45	0
SQUEAK/RATTLE VEHICLE EXTERIOR-REAR	13.06	53.43	89.99	0
REAR SIDE DOOR SQUEAK/RATTLE	13.06	17.59	132.45	0
WINDOW OPENING, CLOSING TROUBLES-POWER	15.19	23.3	66.58	0
WINDOW OPENING, CLOSING TROUBLES-POWER	15.72	23.3	66.58	0
BODY PANEL/HINGE SQUEAK/RATTLE	12.93	47.7	65.8	0
WINDOW OPENING, CLOSING TROUBLES-POWER	12.93	67.39	103.59	0
WINDOW OPENING, CLOSING TROUBLES-POWER	12.93	67.39	103.59	0
BODY PANELS HARD TO OPEN	18.1	13.51	64.19	0
BODY PANELS HARD TO OPEN	12.93	124.85	180.79	0
BODY PANELS HARD TO OPEN	12.93	124.85	180.79	0

AMOUNT_C ORE	AMOUNT_P ARTS_MAR KUP	CAUSAL_C ODE	VEH_PROD _DATE	WARRANT Y_START_ DATE	ASSEM_PL ANT
0	44.61		31-Oct-03	17-Jan-04	LOUIS
0	44.61		31-Oct-03	17-Jan-04	LOUIS
0	5.17	07	05-Aug-03	16-Mar-04	LOUIS
0	10.45		24-May-04	26-Jun-04	LOUIS
0	10.45	07	24-May-04	26-Jun-04	LOUIS
0	24.24		13-Jan-04	20-Feb-04	LOUIS
0	10.45		26-Aug-03	20-Nov-03	LOUIS
0	10.45	42	26-Aug-03	20-Nov-03	LOUIS
0	10.45	33	04-Aug-03	06-Nov-03	LOUIS
0	10.45		04-Aug-03	06-Nov-03	LOUIS
0	10.45	42	27-Jan-04	18-Feb-04	LOUIS
0	10.45		27-Jan-04	18-Feb-04	LOUIS
0	10.45	33	12-Feb-04	10-Apr-04	LOUIS
0	51.96		11-Mar-04	31-Mar-04	LOUIS
0	10.45		12-Feb-04	10-Apr-04	LOUIS
0	51.96	33	11-Mar-04	31-Mar-04	LOUIS
0	12.36		04-Nov-03	27-Feb-04	STLOU
0	12.36	42	04-Nov-03	27-Feb-04	STLOU
0	5.17	01	28-Apr-03	12-Jun-03	STLOU
0	10.34	07	10-Sep-02	02-Dec-02	LOUIS
0	10.34		10-Sep-02	02-Dec-02	LOUIS
0	14.48	42	06-Aug-03	21-Aug-03	LOUIS
0	15.98	01	16-Aug-02	31-Aug-02	LOUIS
0	15.98		16-Aug-02	31-Aug-02	LOUIS

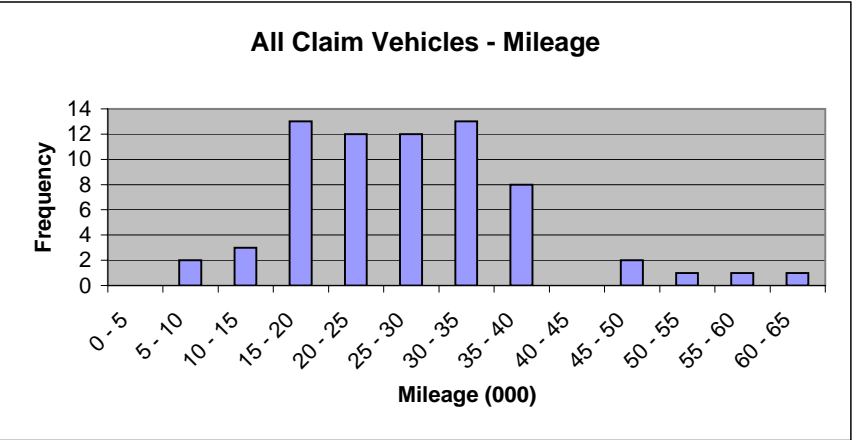
SUPP_NAME	CHARGE_B ACK_CODE	RO_NUM	RO_REPAI R_NUM	REPAIR_D ATE	TAG_ISSUE _DATE
DURA AUTOMOTIVE SYSTEMS INC	00	231369	01	02-Aug-04	05-Aug-04
DURA AUTOMOTIVE SYSTEMS INC	00	231369	01	02-Aug-04	05-Aug-04
	00	103287	01	17-Jun-04	08-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	117989	01	27-Jul-04	27-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	117989	01	27-Jul-04	27-Jul-04
STABILUS	00	257420	A	13-Jul-04	19-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	64334	53	06-Jul-04	14-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	64334	53	06-Jul-04	14-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	3889	51	26-Jul-04	28-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	3889	51	26-Jul-04	28-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	12788	52	07-Jul-04	12-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	12788	52	07-Jul-04	12-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	97931	02	12-Jul-04	13-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	162126	B	26-Jul-04	27-Jul-04
	00	97931	02	12-Jul-04	13-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	162126	B	26-Jul-04	27-Jul-04
STABILUS	00	94856	01	15-Jul-04	16-Jul-04
STABILUS	00	94856	01	15-Jul-04	16-Jul-04
	00	20472	A	12-Jun-04	14-Jun-04
	00	222776	A	11-Jun-04	15-Jun-04
DURA AUTOMOTIVE SYSTEMS INC	00	222776	A	11-Jun-04	15-Jun-04
STABILUS	00	206910	01	02-Jul-04	09-Jul-04
DURA AUTOMOTIVE SYSTEMS INC	00	21363	A	02-Jun-04	15-Jun-04
DURA AUTOMOTIVE SYSTEMS INC	00	21363	A	02-Jun-04	15-Jun-04

RECEIVED_DATE	HANDLED_DATE
16-Aug-04	16-Aug-04
16-Aug-04	16-Aug-04
13-Aug-04	13-Aug-04
12-Aug-04	12-Aug-04
12-Aug-04	12-Aug-04
11-Aug-04	11-Aug-04
11-Aug-04	11-Aug-04
11-Aug-04	11-Aug-04
10-Aug-04	10-Aug-04
10-Aug-04	10-Aug-04
05-Aug-04	05-Aug-04
05-Aug-04	05-Aug-04
04-Aug-04	04-Aug-04
04-Aug-04	04-Aug-04
04-Aug-04	04-Aug-04
04-Aug-04	04-Aug-04
03-Aug-04	03-Aug-04
03-Aug-04	03-Aug-04
02-Aug-04	02-Aug-04
28-Jul-04	29-Jul-04
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27-Jul-04	27-Jul-04

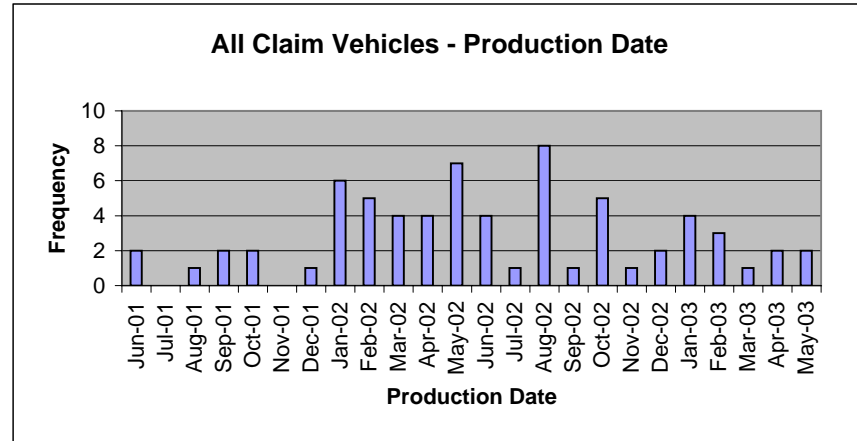
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TX	5
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LA	1
MA	1
MD	1
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NM	1
SC	1



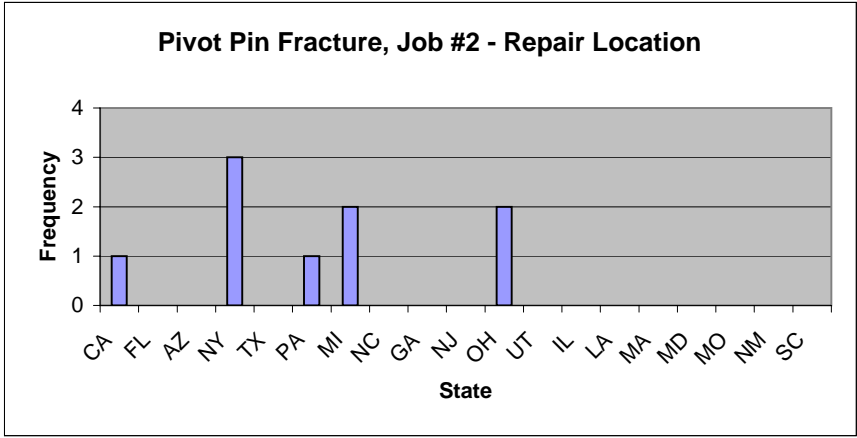
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20 - 25	12
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40 - 45	0
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50 - 55	1
55 - 60	1
60 - 65	1



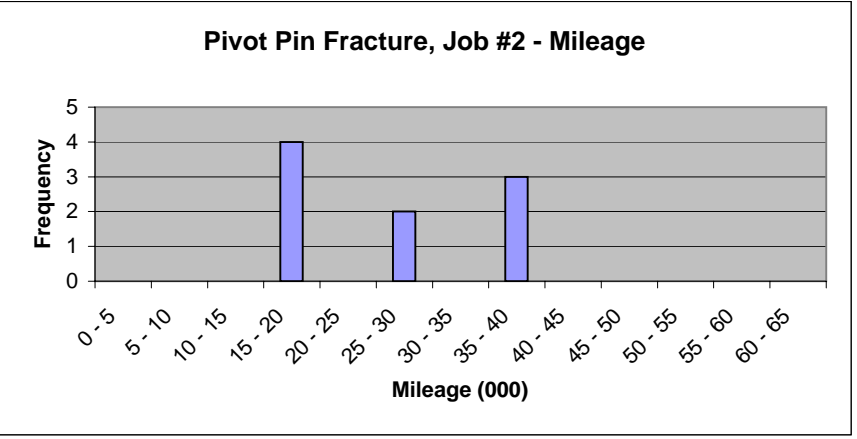
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Jul-01	0
Aug-01	1
Sep-01	2
Oct-01	2
Nov-01	0
Dec-01	1
Jan-02	6
Feb-02	5
Mar-02	4
Apr-02	4
May-02	7
Jun-02	4
Jul-02	1
Aug-02	8
Sep-02	1
Oct-02	5
Nov-02	1
Dec-02	2
Jan-03	4
Feb-03	3
Mar-03	1
Apr-03	2
May-03	2



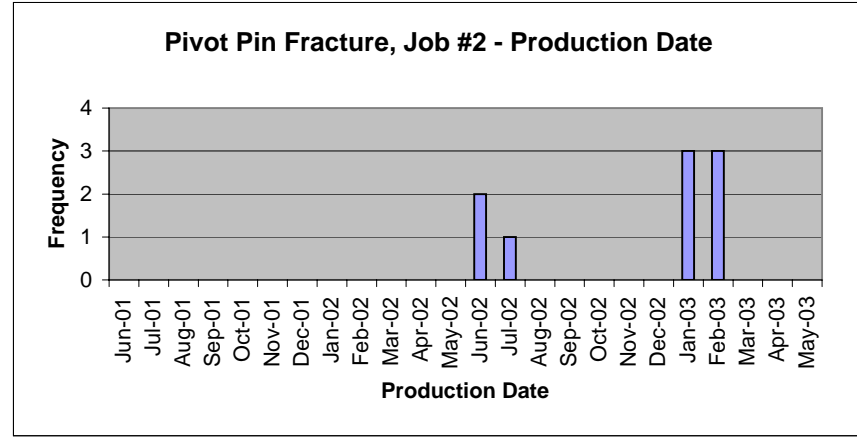
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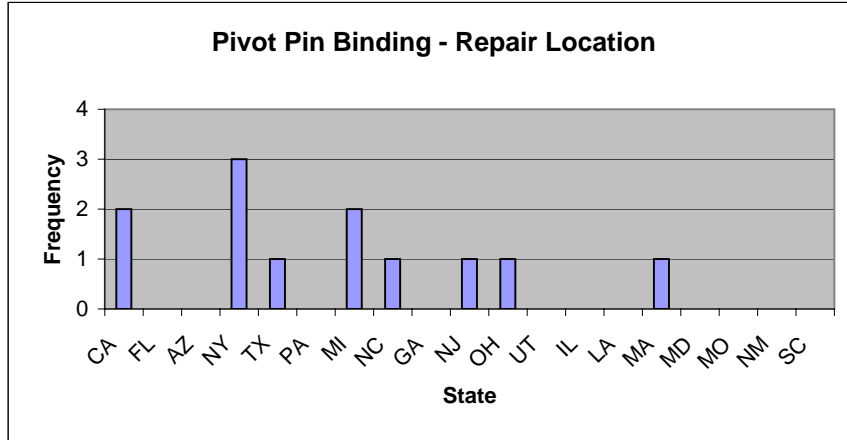
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50 - 55	0
55 - 60	0
60 - 65	0



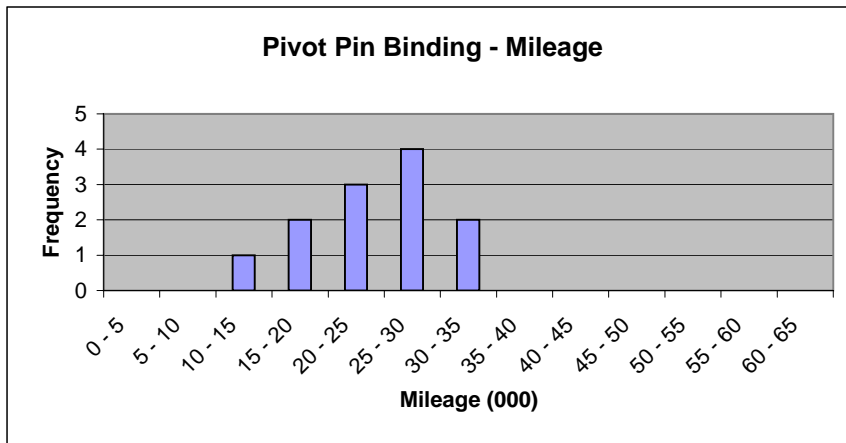
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Nov-01	0
Dec-01	0
Jan-02	0
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Mar-02	0
Apr-02	0
May-02	0
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Jul-02	1
Aug-02	0
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Oct-02	0
Nov-02	0
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Jan-03	3
Feb-03	3
Mar-03	0
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May-03	0



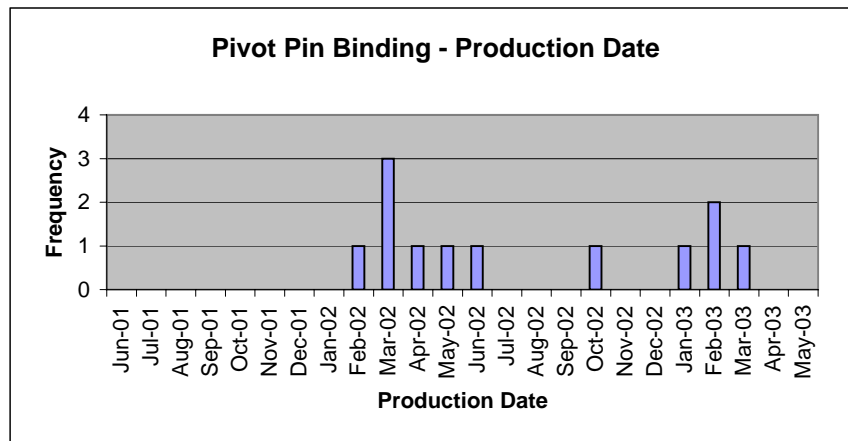
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MI	2
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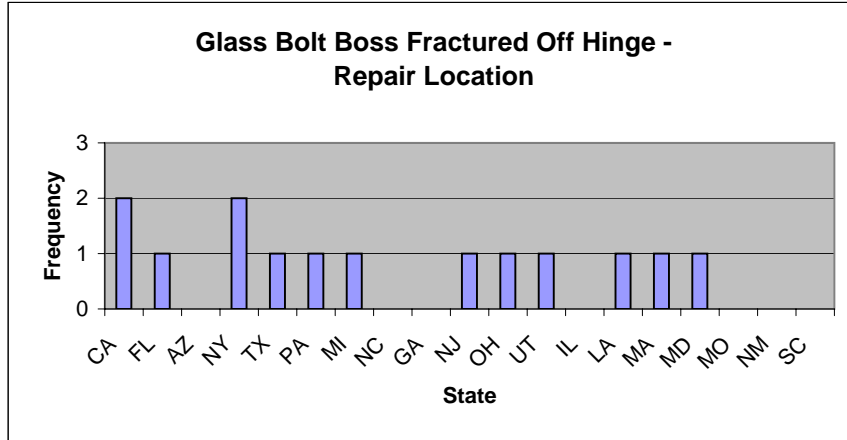
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60 - 65	0



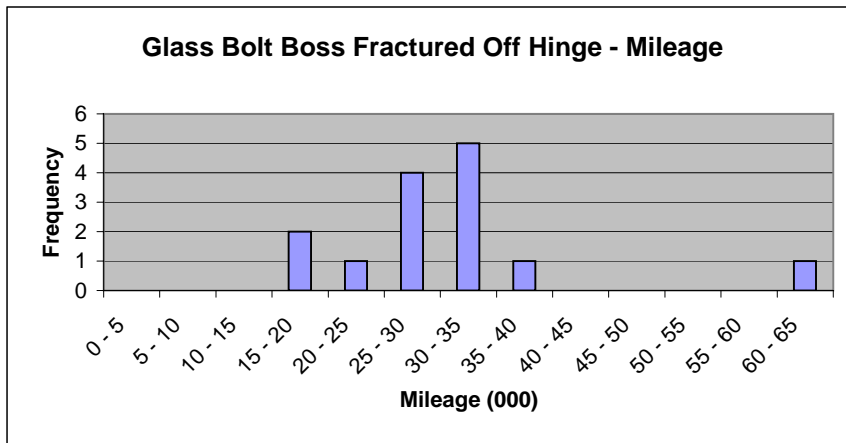
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Mar-02	3
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Jul-02	0
Aug-02	0
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May-03	0



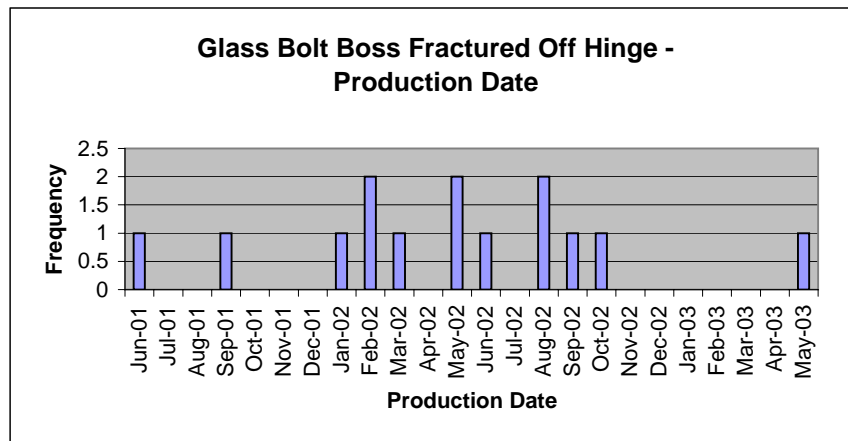
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 MO 0
 NM 0
 SC 0



0 - 5 0
 5 - 10 0
 10 - 15 0
 15 - 20 2
 20 - 25 1
 25 - 30 4
 30 - 35 5
 35 - 40 1
 40 - 45 0
 45 - 50 0
 50 - 55 0
 55 - 60 0
 60 - 65 1



Jun-01 1
 Jul-01 0
 Aug-01 0
 Sep-01 1
 Oct-01 0
 Nov-01 0
 Dec-01 0
 Jan-02 1
 Feb-02 2
 Mar-02 1
 Apr-02 0
 May-02 2
 Jun-02 1
 Jul-02 0
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 Feb-03 0
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 May-03 1



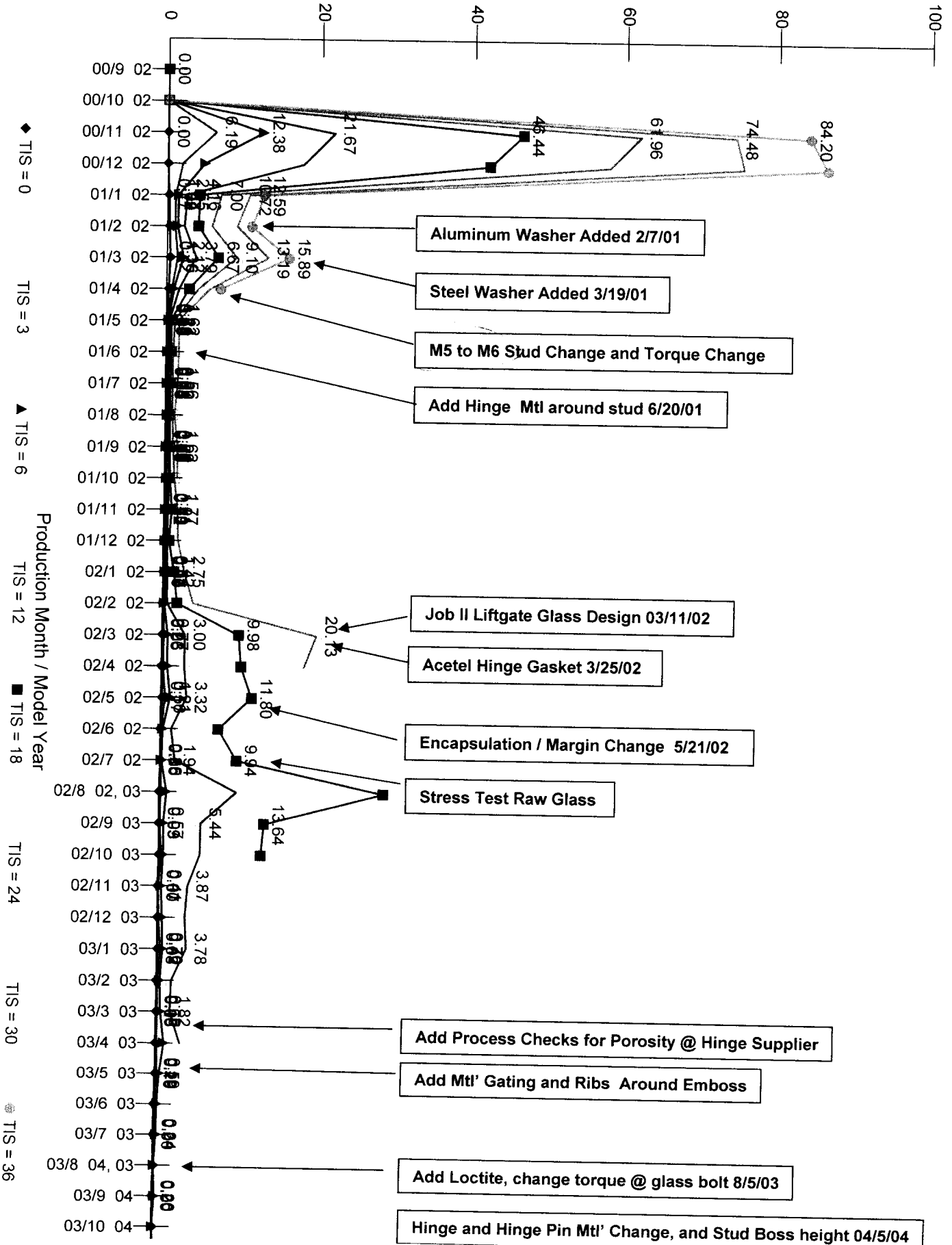
From: Overgaard, Neil (N.)
Sent: Wednesday, July 28, 2004 12:58 PM
To: Newton, Dick (R.E.); Trout, Brooke (BLT.); Lounds, Daniel (D.W.)
Cc: Overgaard, Neil (N.)
Subject: AB Level Return

I found an AB level hinge that's been returned for warranty. The deal is, the hinges had been replaced on this vehicle previously back in December 2003 because a strut was loose. The hinges were replaced again recently, 5/17/04, because a strut was loose again and the glass would not stay open. The dealer said the hinges were loose and therefore replaced them. I'll bring the hinge over to PDC, but from what I can tell there is no significant wear and tear on the part. I noticed, however, that there is no loctite or adhesive in the threads for the glass bolt.

Neil

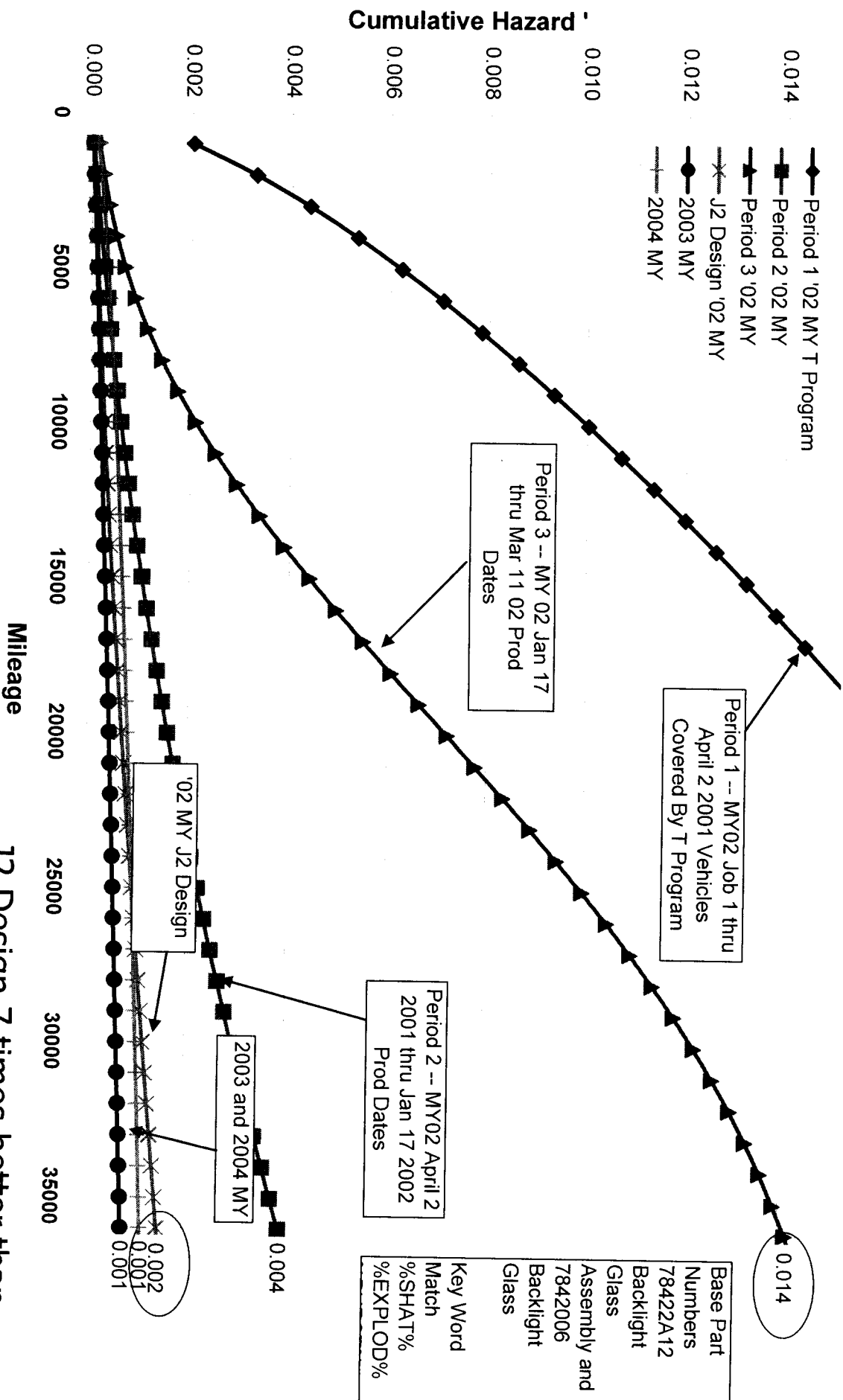
Stack - R/1000

AWS Warranty Liftgate Glass Hinge Causal Part Number



GLASS BREAKAGE 36000 Miles

AWS Cumulative Hazard Projections Glass Breakage Related

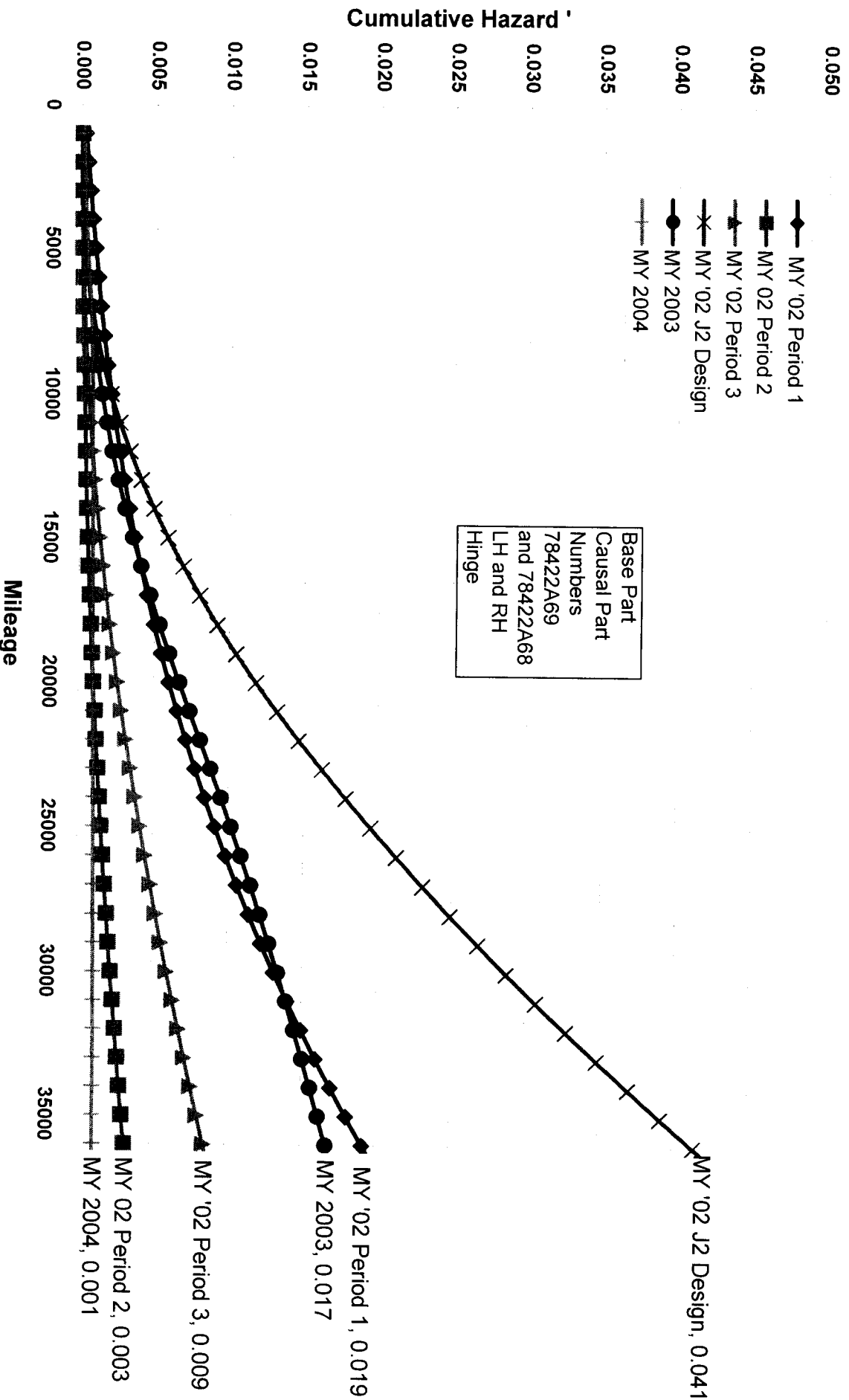


7/8/2004

J2 Design 7 times better than
Period 3 at 36,000 MIS

Hinge Issue 36000 Miles

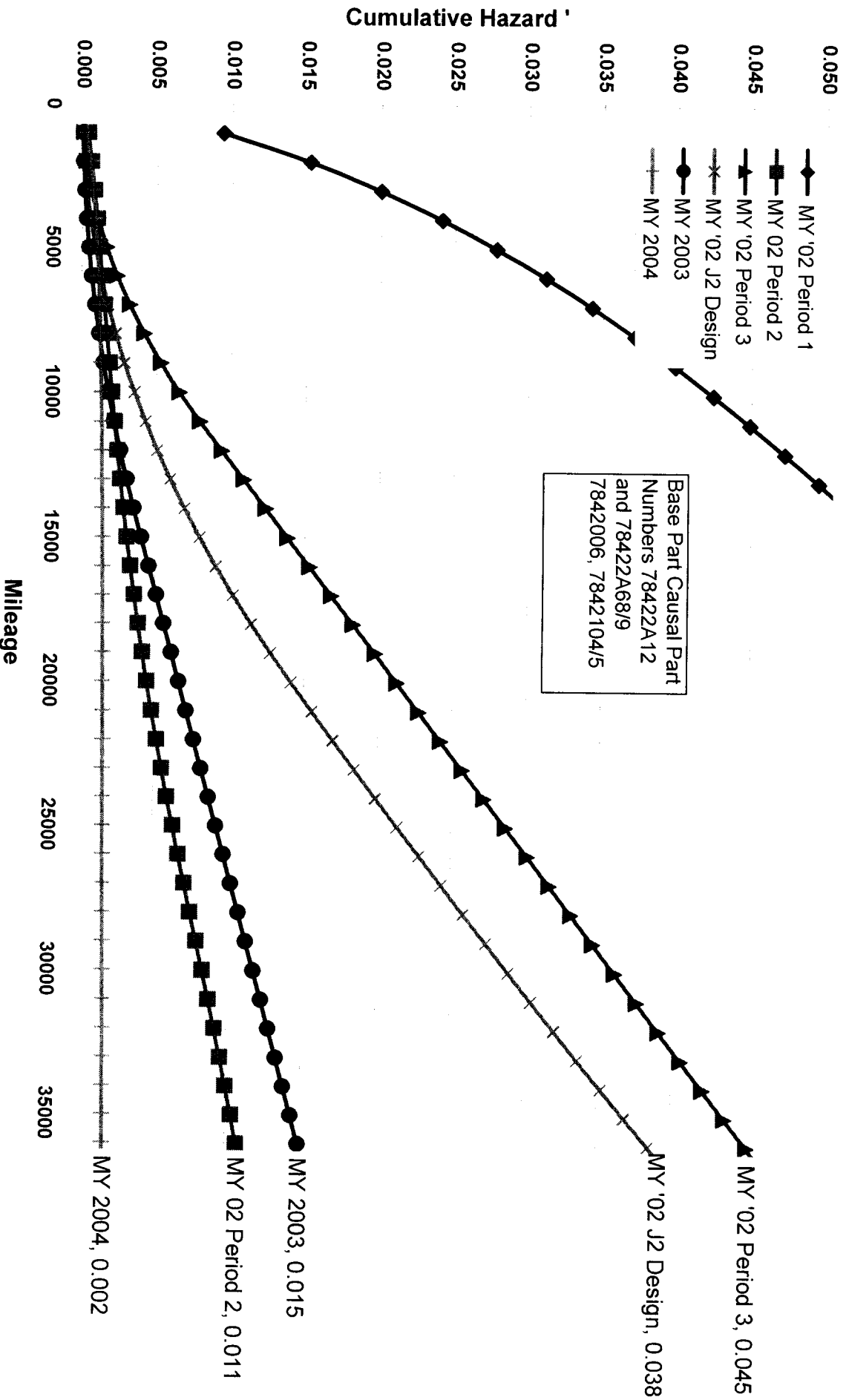
AWS Cumulative Hazard Projections Hinge Causal Part Number



7/8/2004

Hinge and Glass 36,000 Miles

AWS Cumulative Hazard Projections Hinge Causal Part Number



7/8/2004

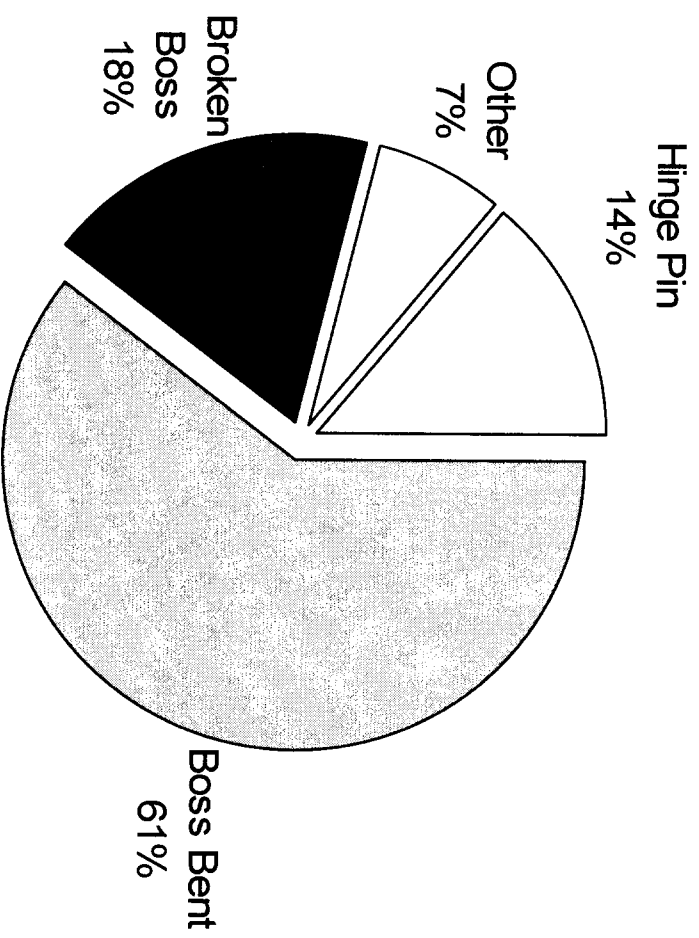
Cumulative Hazard Projections

<i>Cumulative Hazard</i>	Glass Breakage		Hinge		Hinge and Glass Combined Applique Filtered	
	36,000 Miles	100,000 Miles	36,000 Miles	100,000 Miles	36,000 Miles	100,000 Miles
Period 1 T Program '02 MY J1 to April 2, 2001	0.025	0.226	0.019	0.191	0.097	0.353
Period 2 '02 MY 02-Apr-01 to 17-Jan-02	0.004	0.023	0.003	0.028	0.011	0.018
Period 3 '02 MY 17-Jan-02 thru 11-Mar-02	0.014	0.016	0.009	0.049	0.045	0.142
MY 2002 J2 Design	0.002	0.006	0.041	0.224	0.038	0.171
MY 2003	0.001	0.002	0.017	0.074	0.017	0.057
MY 2004	0.001	0.002	0.001	0.002	0.002	0.002

7/8/2004

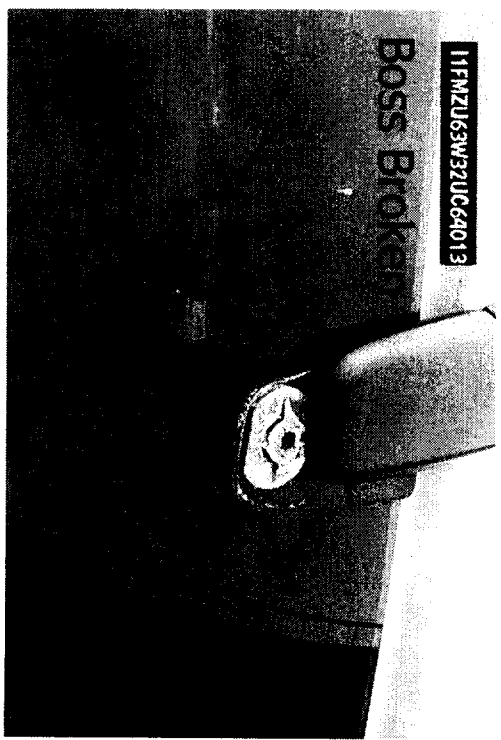
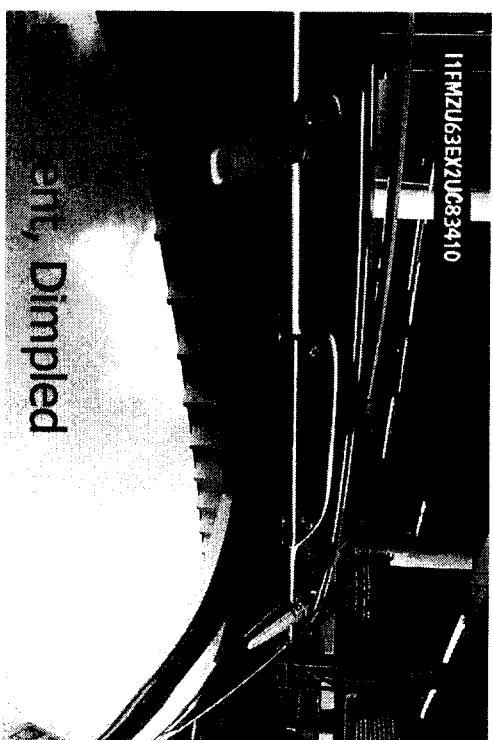
Hinge Field Issues

- Review of 109 warranty field returns showed



7/8/2004

Pictures of Issues



7/8/2004



7/8/2004

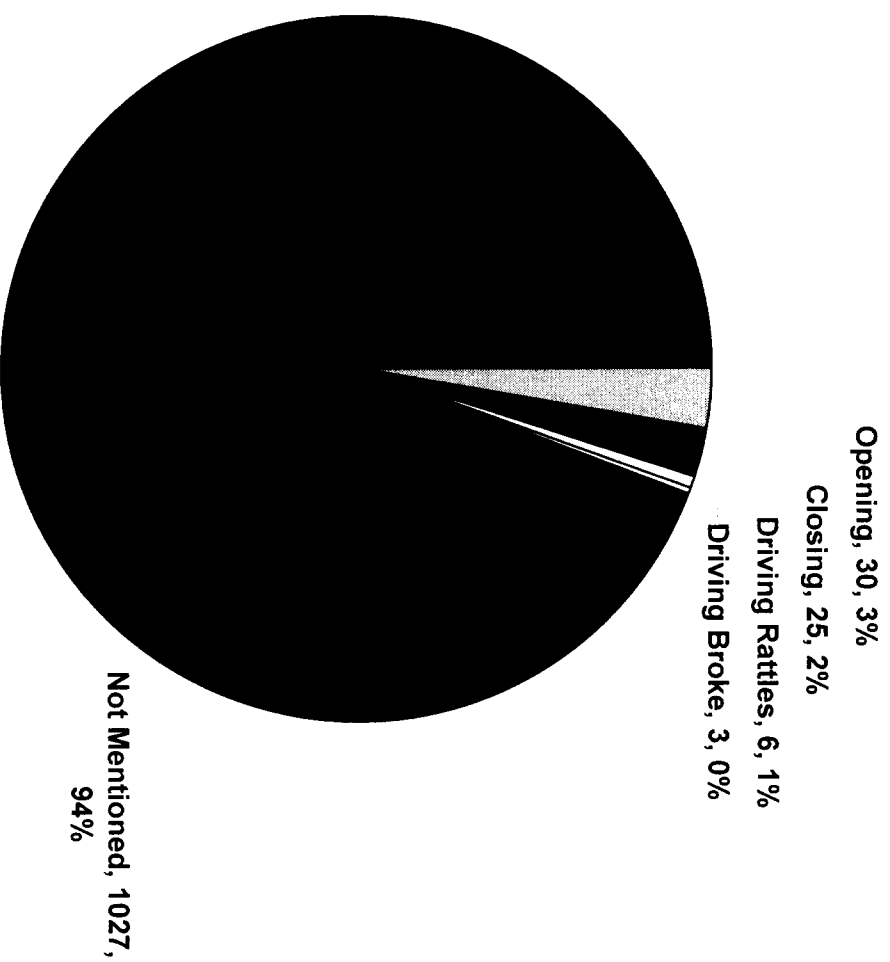
Overtness of Issue

- Based on review of AWS customer comments and GCQIS pictures and comments:
- **Boss Bent may be apparent :**
 - Visually can see bent hinge,
 - Hinge gaps to the liftgate glass
 - Hinge dimples on hinge surface
 - Margins and flushness vary
 - Physically can feel liftgate glass as hard to open / close
 - due to latch striker out of alignment
 - glass rubbing / hitting sheetmetal and tail light
 - Audibly can hear
 - Squeeks and rattles due to glass mis-alignment
- **Hinge pin bent / broken may be apparent :**
 - Visually can see bent / broken hinge,
 - Sift in Hinge relationship to the liftgate glass
 - Margins and flushness vary
 - Physically can feel liftgate glass as hard to open / close
 - Due to increased resistance due to bent pin
 - due to latch striker out of alignment
 - glass rubbing / hitting sheetmetal and tail light
 - Audibly can hear
 - Squeeks and rattles occur due to mis-alignment
- **Hinge Boss Broken may be apparent :**
 - Visually can see broken boss,
 - Sift in Hinge relationship to the liftgate glass
 - Margins and flushness vary
 - Physically can feel liftgate glass as hard to open / close
 - Glass shifts in opening and doesn't pop off latch
 - Glass does not open properly
 - Audibly can hear
 - Squeeks and rattles occur due to broken boss

7/8/2004

When Customer Notices

- Based on 2002 MY AWS Customer Comments



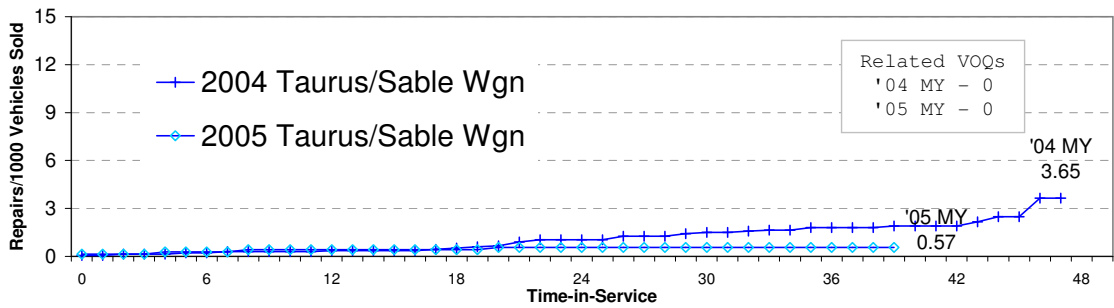
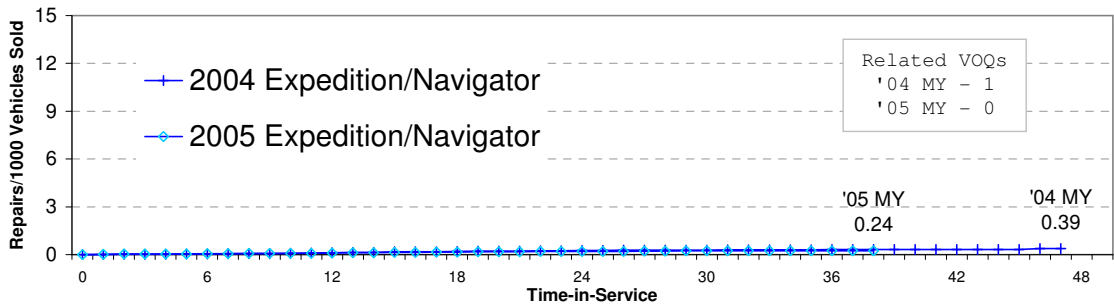
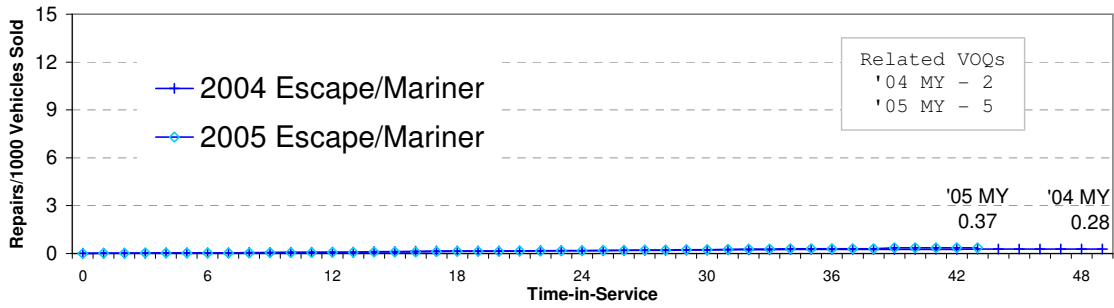
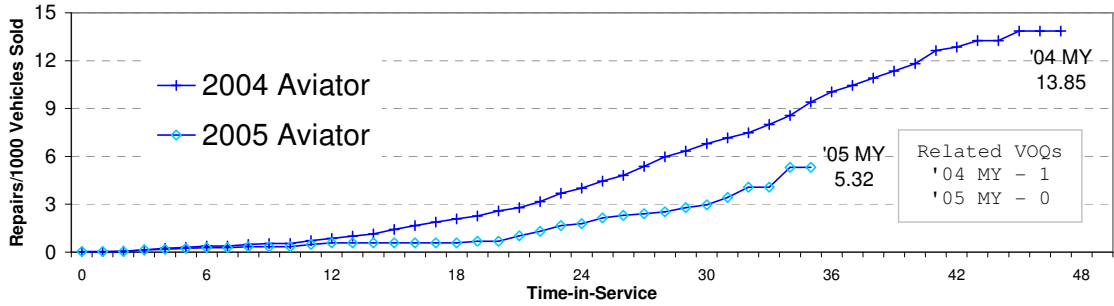
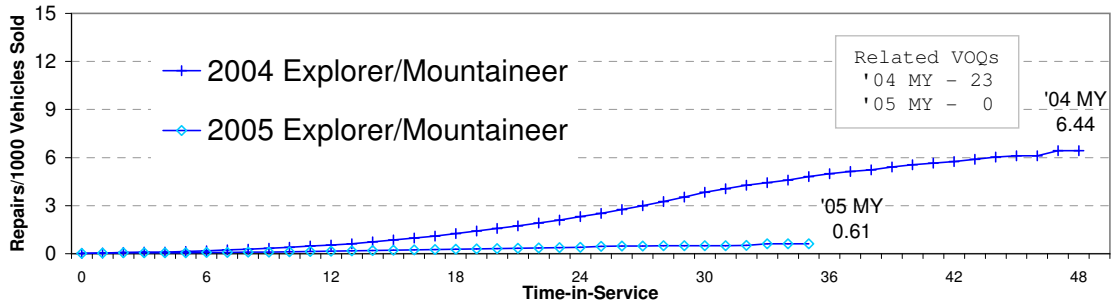
7/8/2004

Assessment on Operation

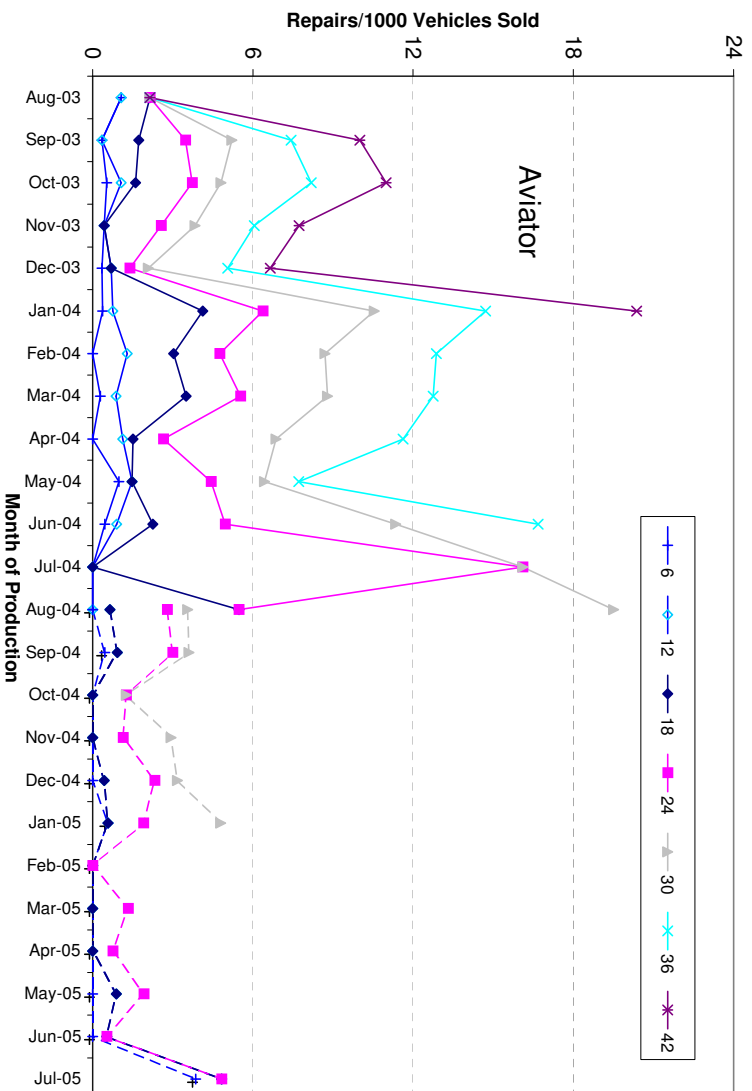
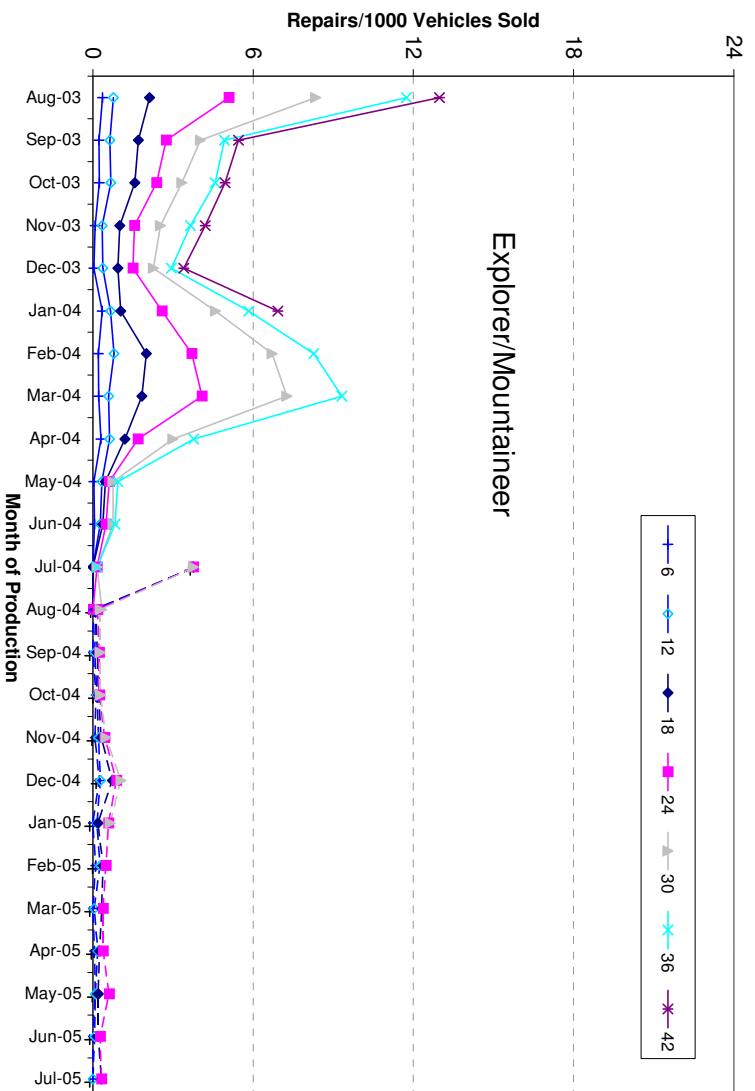
- 6/21/04 demonstration of what happens when liftgate separated at hinge to glass bolt.
- J1 Design – Open and Closed, then unlatched
- J2 Design – Open and closed, then unlatched
- ASO Reviewed Tape from Japan showing issue in open position J1 – J2 vehicles.

7/8/2004

Backglass / Backglass Hinge Comparison



Backglass / Backglass Hinge Comparison



**RQ08003/FORD
OTHER**

Questions for part returns:

How many vehicles are Job #1 and Job #2?

What is the breakdown on production months? (pareto)

What is the breakdown on AA, AB and AC level parts?

How many returns are new parts?

How many returns for Customer Comment:

- Hinge broken.
- Misalignment.
- Hard to close.
- Strut/bracket.
- Glass broken.
- Etc.

How many parts had broken bosses? Job #1 vs #2? What mileage? What states?

How many parts had cracked hinge pins? #1 vs. #2? What mileage? What states?

How many parts had bent bosses? 1 vs. 2?

How many parts had cracks at boss? Light vs Heavy?

How many parts had stripped threads?

How many parts had dimples?

How many parts that had bent bosses had dimples?

How many parts that had cracks had dimples?

How many parts had both hinges with broken bosses or cracked pins?

How many parts had locator pins broken off?

How many parts had locator pins bent? 1 vs. 2?

How many parts had locator pin notching? 1 vs 2?

How many parts had liftgate studs still in hinge?

What is breakdown of glass hole relative to glass bolt?

What is breakdown of seal glass boss wear?

What were comments for AB level returns?

Comments:

#56 After initial repair of strut/bracket/hinges, car was parked and glass broke at 1 hour.

2 RHs or LHs were returned for some vehicles. How many?

From: Dearbaugh, Jim (J.M.)
Sent: Thursday, January 20, 2005 1:00 PM
To: Trout, Brooke (BLT.); O'Brien, Michael (M.T.)
Subject: RE: Dura Follow-up Information/Data - response 2

[Denzil 248-844-2884](#)

Jim Dearbaugh

Ford Motor Company
Body and Exterior Purchasing
Greenhouse - Supervisor
Phone/Fax : 313-84-51380
jdearbau@ford.com

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

From: Trout, Brooke (BLT.)
Sent: Thursday, January 20, 2005 12:44 PM
To: O'Brien, Michael (M.T.); Dearbaugh, Jim (J.M.)
Subject: RE: Dura Follow-up Information/Data - response 2

I'm really confused on what Denzil is asking for - this has been provided to him twice now - therefore, I'm going to call him to determine exactly what he's looking for - however, I can't find his phone #.

Do either of you have Denzil's phone number?

Thanks.

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

From: Abney, Denzil @ ROC [mailto:abney.d@duraauto.com]
Sent: Thursday, January 20, 2005 8:47 AM
To: Trout, Brooke (BLT.); O'Leary, Tim @ ROC; Abney, Denzil @ ROC; Becker, Dave @ ROC
Cc: O'Brien, Michael (M.T.); Newton, Dick (R.E.); Dearbaugh, Jim (J.M.); Barrick, Jill (J.S.)
Subject: RE: Dura Follow-up Information/Data - response 2

Brooke, you provided the inputs used to determine the 1.7 times increase from Job 1 to Job 2. However, we are requesting the output which demonstrate the increase.....if you can't provide the calculations, then simply provide the before loads or load case (high on glass) and after(low on glass) which gave you the 1.7 increase.

Tks,

Denzil

[Abney, Denzil @ ROC]

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

From: Trout, Brooke (BLT.) [mailto:btrout@ford.com]
Sent: Wednesday, January 19, 2005 11:05 AM
To: oleary.t@duraauto.com; Abney, Denzil @ ROC; Becker, Dave @ ROC
Cc: O'Brien, Michael (M.T.); Newton, Dick (R.E.); Dearbaugh, Jim (J.M.); Barrick, Jill (J.S.)
Subject: RE: Dura Follow-up Information/Data - response 2

Resending - after original message was sent, I received an error message indicating that the note did not reach Abney, O'Leary or Becker - original file is 6 Meg size - will send response in multiple e-mails.

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8/1/2008

Denzil,

Attached, please find the answers to your follow-up questions. Additionally, it is our firm belief that with this attached information coupled with the information provided on 1-14-05, Dura should have everything needed to fully evaluate/disposition root cause.

- The Job#2 glass design increased the loads the hinge sees by 1.7 times. How was this determined? Question #3.

This information was already provided to you in one of the 3 different e-mails provided to Dura, by me, on 1/14/05. Regardless, here is the same response:

The 1.7 times load calculated via Ford spread sheets used to calculate glass / liftgate closing efforts. Inputs to the spread sheets are the Hinge Pin, Strut End Pts, Strut Force, Opening Angle, glass CG and weight. Based on statics, they calculate the handle force required to move the glass. Additionally they can calculate resultant forces at the hinge pins. Attached are the inputs used. At the fully closed position the result force in the hinge pins is 1.7 times greater based on this analysis. (see Chart for Job#2 1.7 Load Increase.doc)

- Ford Central Labs completed FTIR for both the Elastomer and Plasticizer for "new", "between Spikes" and "spike." Please provide the charts generated by the FTIR study and any summary reports. Question #4b.

We are trying to understand why Dura is requesting the FTIR? In all cases, "new", "between Spikes" and "spike", the FTIR identifies the washers as EPDM. It seems to us, that the FTIR has nothing to do with this issue and the underlying root cause. The charts can be requested from our Central Laboratory, however, I'm reluctant to request and provide them to you unless you can explain what benefit would be gained by obtaining them?

Thanks.

BLT 1/19/05

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

From: Abney, Denzil @ ROC [mailto:abney.d@duraauto.com]

Sent: Tuesday, January 18, 2005 12:13 PM

To: Trout, Brooke (BLT.); O'Leary, Tim @ ROC; Abney, Denzil @ ROC; beckes.d@duraauto.com

Cc: O'Brien, Michael (M.T.); Newton, Dick (R.E.); Dearbaugh, Jim (J.M.); Barrick, Jill (J.S.); Becker, Dave @ ROC

Subject: RE: Dura Follow-up Information/Data

Brooke, we still need details to the following questions to begin our response. Please review and if you have any questions, please ask.

Questions:

- Lift gate wedges: Why was the spring-loaded wedges added to the lift gate and what was the before and after data used in the decision making process. Question #1b.
- The Job#2 glass design increased the loads the hinge sees by 1.7 times. How was this determined? Question #3.
- Ford Central Labs completed FTIR for both the Elastomer and Plasticizer for "new", "between Spikes" and "spike." Please provide the charts generated by the FTIR study and any summary reports. Question #4b.
- Please provide the data and type of evaluation used to determine the bench test input loads, i.e., the lateral loads at 140-150 pounds and vertical loads 50-60 pounds. Plus, what was the logic behind using 170-

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pounds lateral and 70-pounds vertical? What selection criteria (please provide) were used to determine the vehicle used in this analysis. Question #6.

- ❑ The following statement was made in the presentation on January 12, 2005: Hinge fractures are caused by excessive porosity that over time, coupled with road loads and customer usage, caused *fatigue cracks* leading to the boss fractures. Please provide your data or evidence that the field failures are a result of fatigue.
- ❑ Please provide any released specifications (Ford, SAE, etc.), which have porosity call-outs for automotive zinc die-castings.
- ❑ Finally, is there any other data/information used in either the January 12, 2004 presentation, the 14-D or any other investigations, which led Ford to their conclusions of cause related to the field action.

Tks,

Denzil

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

From: Trout, Brooke (BLT.) [mailto:btrout@ford.com]

Sent: Friday, January 14, 2005 7:41 AM

To: oleary.t@duraauto.com; Abney, Denzil @ ROC; beckes.d@duraauto.com

Cc: O'Brien, Michael (M.T.); Newton, Dick (R.E.); Dearbaugh, Jim (J.M.); Barrick, Jill (J.S.); Halonen, Aaron (A.M.)

Subject: Dura Follow-up Information/Data

Dura,

Attached is a summary of the notes/info requested from the Wednesday 04S20 field service action meeting. Please let me know if there any omissions. I will be following-up this note with a series of e-mails that will provide this information. There is too much data to forward in one e-mail.

Notes/Info Requested:

- 1) Design change history for the following components (including TSB's, SSM's & QSF's):
 - a. Liftglass bumpers
 - b. Liftgate wedges
 - c. Liftglass struts
 - d. Liftglass striker
- 2) Ford constructed U152 liftglass, ball stud bracket, and hinge WERS change history matrix.
- 3) Info that shows how Ford calculated the 1.7 times loading increase on the glass hinges associated with the Job #2 glass design.
- 4) Ball stud build period #3 EPDM washer findings:
 - a. Raw data that shows our measurements on the EPDM washer height.
 - b. Ford Central Laboratory analysis that found the hardness and curing inconsistencies, including material spectral analysis.
 - c. Calculation method for % permanent compression set - i.e. by using nominal design height of 1.5mm or by using actual measured uncompressed area height?

5) Warranty search parameters, includes causal part numbers (%42006, %422A14, %406A10, %406A11, %42104 & %42105).

Search filtered-out: Appliqué cracks & Defrost Issues - Additionally excludes (tech and customer comments): mold, mould, mldg, appli, split, crack, trim, panel, rust, corro, defrost, paint & exterior trim CCC's.

6) Ball stud bracket (bldg#4) weibull analysis raw data.

7) FCSD FQE (field quality engineer) return part roster.

8) Strut warranty return part load evaluation analysis (strut cylinder return part load measurements).

B. L. Trout
SUV & BoF Mechanisms CPS
(313) 24-87161 btrout@ford.com