

EA09-013

FORD

5-19-2011

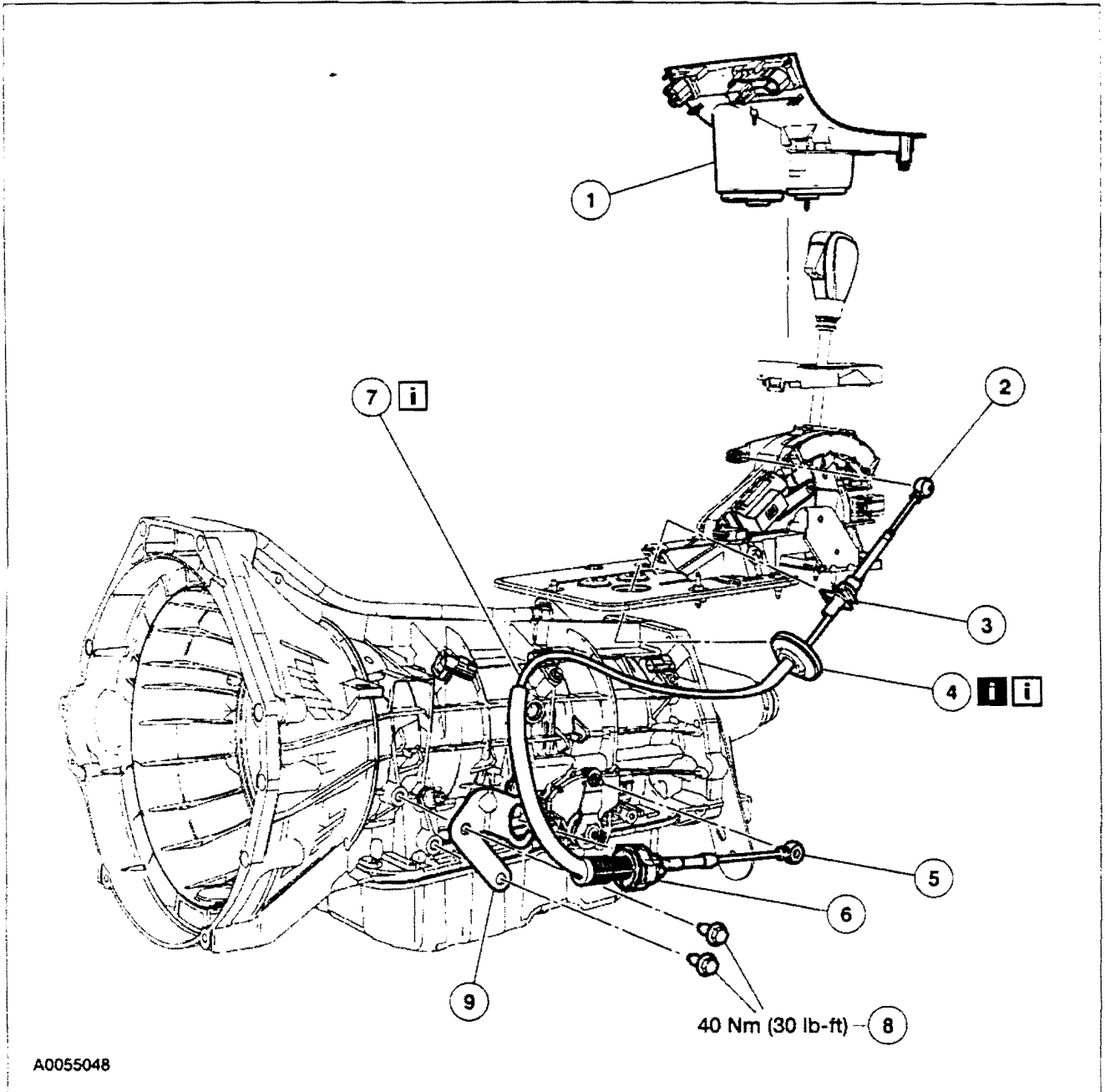
Appendix J

Illustrations

Warranty PG. 6

Engineering Review PG. 24

5. To install, reverse the removal procedure.



A0055048

| Item | Part Number | Description  |
|------|-------------|--|
| 1    | 78045B44    | Transmission selector lever dash cover                     |
| 2    | —           | Transmission selector lever cable eyelet (part of 7E395)   |
| 3    | —           | Transmission selector lever cable retainer (part of 7E395) |

(Continued)

| Item | Part Number | Description  |
|------|-------------|--|
| 4    | —           | Transmission selector lever cable grommet (part of 7E395)<br>Removal Note      |
| 4    | —           | Transmission selector lever cable grommet (part of 7E395)<br>Installation Note |

(Continued)

2003 Aviator, 10/2002



FIG. 1

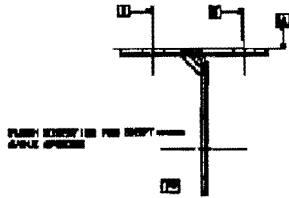
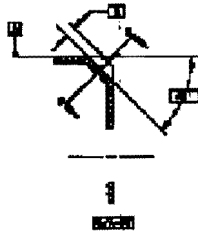


FIG. 2

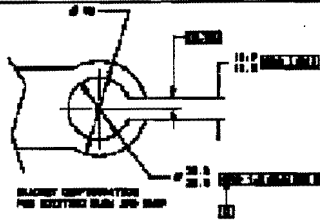


FIG. 3

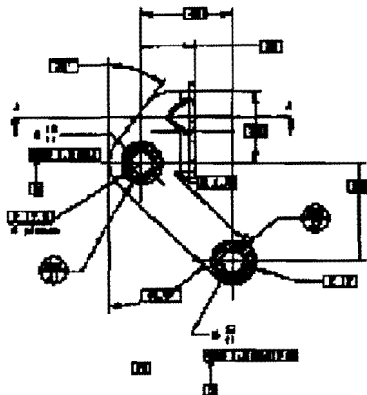
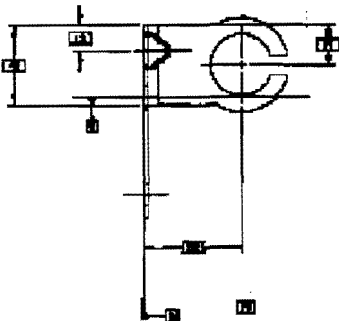


PLATE 1000, FOR 100-100-100-100  
 THIS PLATE IS TO BE USED IN CONNECTION  
 WITH THE FOLLOWING DRAWINGS:  
 DRAWING NO. 100-100-100-100

**GENERAL NOTES**  
 ALL DIMENSIONS UNLESS OTHERWISE SPECIFIED ARE IN INCHES

ALL SURFACES UNLESS OTHERWISE SPECIFIED ARE TO BE FINISHED TO A RAUGHNESS OF 32 MICRO INCHES

ALL DIMENSIONS UNLESS OTHERWISE SPECIFIED ARE TO BE TAKEN TO THE CENTER OF THE HOLE OR THE CENTER OF THE GROOVE

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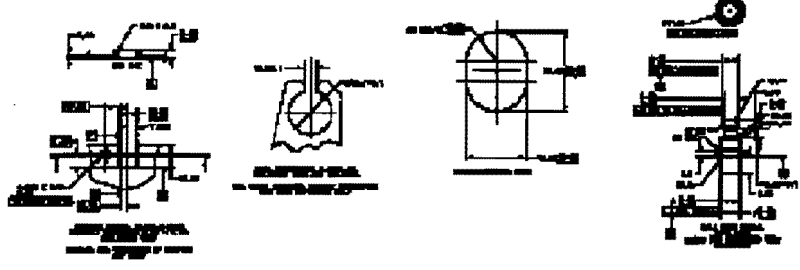
ALL DIMENSIONS UNLESS OTHERWISE SPECIFIED ARE TO BE TAKEN TO THE CENTER OF THE HOLE OR THE CENTER OF THE GROOVE

ALL DIMENSIONS UNLESS OTHERWISE SPECIFIED ARE TO BE TAKEN TO THE CENTER OF THE HOLE OR THE CENTER OF THE GROOVE

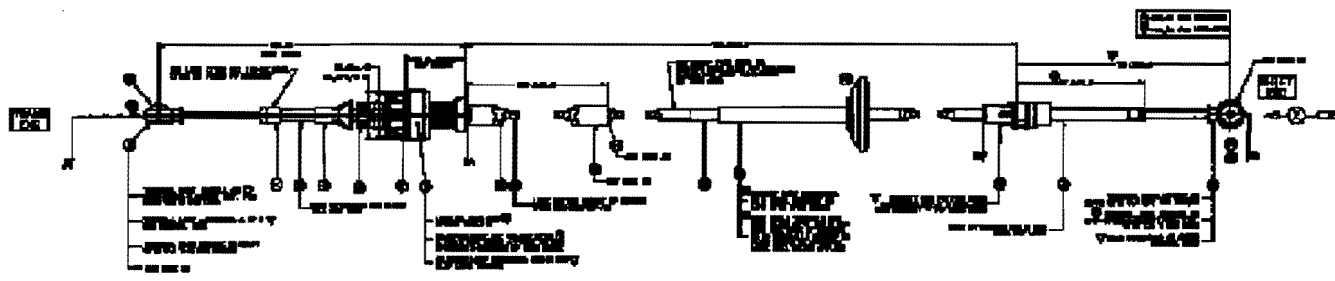
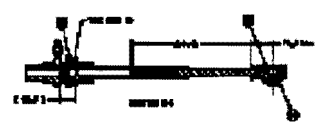
ALL DIMENSIONS UNLESS OTHERWISE SPECIFIED ARE TO BE TAKEN TO THE CENTER OF THE HOLE OR THE CENTER OF THE GROOVE

|  |             |
|--|-------------|
| DATE   | REVISED     |
| DESIGNED BY  | CHECKED BY  |
| DRAWN BY   | APPROVED BY |
| INSTRUMENTS  | DATE        |
| PROJECT  |             |
| THE INFORMATION CONTAINED HEREIN IS UNCLASSIFIED<br>DATE 10-10-2009 BY 60322 UCBAW/SJS |             |

|     |            |           |                 |
|-----|------------|-----------|-----------------|
| NO. | DATE       | BY        | REVISION        |
| 1   | 10-10-2009 | UCBAW/SJS | INITIAL RELEASE |
| 2   |            |           |                 |
| 3   |            |           |                 |
| 4   |            |           |                 |
| 5   |            |           |                 |
| 6   |            |           |                 |
| 7   |            |           |                 |
| 8   |            |           |                 |
| 9   |            |           |                 |
| 10  |            |           |                 |



| REV | DESCRIPTION           | DATE | BY | CHKD |
|-----|-----------------------|------|----|------|
| 1   | ISSUED FOR PRODUCTION |      |    |      |
| 2   | REVISION              |      |    |      |
| 3   | REVISION              |      |    |      |
| 4   | REVISION              |      |    |      |
| 5   | REVISION              |      |    |      |
| 6   | REVISION              |      |    |      |
| 7   | REVISION              |      |    |      |
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| 15  | REVISION              |      |    |      |
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| 17  | REVISION              |      |    |      |
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DRAWING NO. 100-100000  
 TITLE: [REDACTED]  
 DATE: [REDACTED]  
 BY: [REDACTED]  
 CHKD: [REDACTED]

|     |                       |      |    |      |
|-----|-----------------------|------|----|------|
| REV | DESCRIPTION           | DATE | BY | CHKD |
| 1   | ISSUED FOR PRODUCTION |      |    |      |
| 2   | REVISION              |      |    |      |
| 3   | REVISION              |      |    |      |
| 4   | REVISION              |      |    |      |
| 5   | REVISION              |      |    |      |
| 6   | REVISION              |      |    |      |
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| 18  | REVISION              |      |    |      |
| 19  | REVISION              |      |    |      |
| 20  | REVISION              |      |    |      |

EA09-013

FORD

5-19-2011

Appendix J

NON CONF BUS INFO

Warranty

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**From:** McKenna, Chuck (C.J.)  
**Sent:** Friday, November 07, 2003 5:11 PM  
**To:** Boyk, Greg (G.J.); Spaulding, Todd (T.C.); Zyskowski, Mark (M.E.); Miller, Brian (B.J.); Smith, Warren (W.A.)  
**Cc:** Steve DeGryse (Steve DeGryse); Kathy Martin (Kathy Martin); Mohit Singhal (singhal.m@duraauto.com)  
**Subject:** Aviator Shifter Warranty Analysis  
**Attachments:** U231 Warranty Pareto Only Sent 7Nov31.xls

Attached is a breakdown of AWS claims on the Aviator shifter.



U231 Warranty  
Pareto Only Sent...

28% of 146 AWS claims are mis-binned to shifter.  
19% of 146 AWS claims are the bad yoke tube weld issue which has been corrected.

Half of the remaining 53% of the AWS claims we have insufficient descriptive info from AWS and no parts to analyze and these are classified as unknown/investigate issue. We have called some dealers and are continuing to call dealers for more info. I will forward the updated info on the service tech calls and the returned part analysis on Monday.

Kathy Martin, Dura Quality Engineer will be forwarding the open 8D's for the recent in-plant failures.

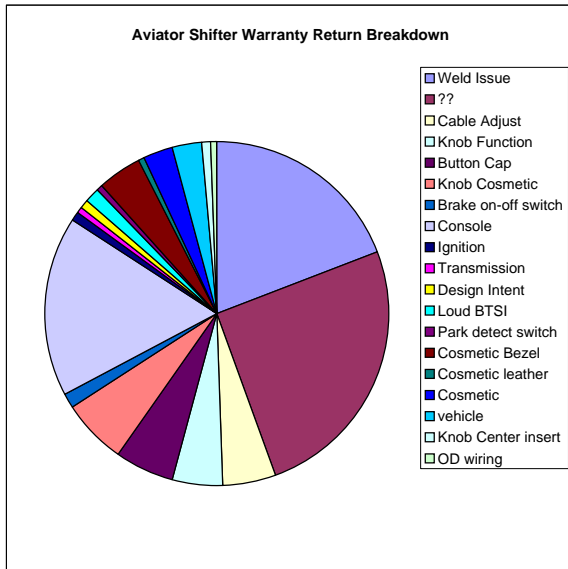
Please let me know if you have further questions.

Regards,

*Chuck McKenna*

Sr. Systems Engineer, Dura Automotive Systems, Inc.  
AVT #4, Room 100, Cube 368, Mail Drop 4001  
Ph313.39.01646 Fax313.248.8776 cmckenn3@ford.com  
Cell: 313-529-4126 Text message: chuckmck@tmomail.net

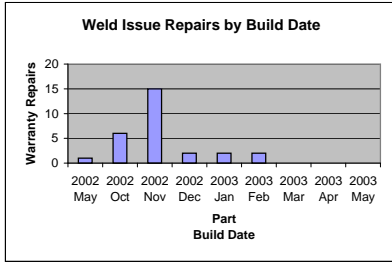
|                               |      | Weld Issue | ??   | Cable Adjust |
|-------------------------------|------|------------|------|--------------|
| % Occurrence of Category      | 100% | 19%        | 25%  | 5%           |
| Shifter Issue                 | 72%  | 19%        | 25%  |              |
| Non Shifter Issue             | 28%  |            |      | 5%           |
| Total                         | 100% |            |      |              |
| Non Shifter Issue + Corrected | 49%  |            |      |              |
| "Open Shifter Issue"          | 51%  |            |      |              |
| Total                         | 100% |            |      |              |
|                               |      | 28         | 37   | 7            |
|                               |      | 19%        | 25%  | 5%           |
|                               |      | 100%       | 100% | 0%           |
|                               |      | 19%        | 25%  | 0%           |



|           | 2002 May | 2002 Oct |
|-----------|----------|----------|
| 6-May-02  | 1        |          |
| 7-Oct-02  |          | 1        |
| 22-Oct-02 |          | 1        |
| 28-Oct-02 |          | 1        |
| 29-Oct-02 |          | 1        |
| 29-Oct-02 |          | 1        |
| 31-Oct-02 |          | 1        |
| 4-Nov-02  |          |          |
| 6-Nov-02  |          |          |
| 6-Nov-02  |          |          |

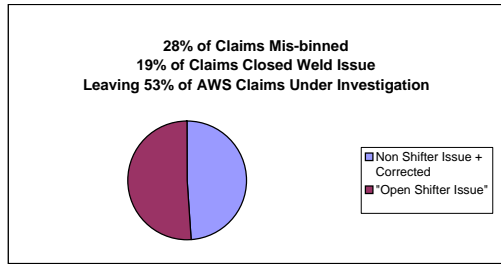
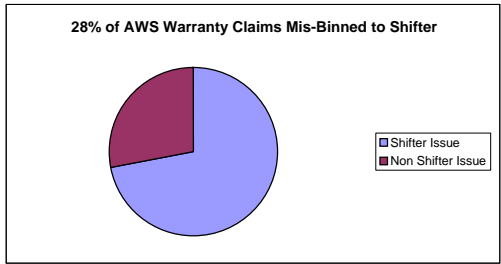
8-Nov-02  
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 14-Nov-02  
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 18-Nov-02  
 18-Nov-02  
 20-Nov-02  
 22-Nov-02  
 13-Dec-02  
 17-Dec-02  
 2-Jan-03  
 3-Jan-03  
 5-Feb-03  
 6-Feb-03

1  
 2002 May 1  
 6  
 2002 Oct 6





| Knob Function | Button Cap | Knob Cosmetic | Brake on-off switch | Console | Ignition | Transmission | Design Intent | Loud BTSI | Park detect switch | Cosmetic Bezel | Cosmetic leather | Cosmetic vehicle | Knob Center insert | OD wiring |      |  |  |  |
|---------------|------------|---------------|---------------------|---------|----------|--------------|---------------|-----------|--------------------|----------------|------------------|------------------|--------------------|-----------|------|--|--|--|
| 5%            | 5%         | 6%            | 1%                  | 17%     | 1%       | 1%           | 1%            | 1%        | 1%                 | 4%             | 1%               | 3%               | 3%                 | 1%        | 1%   |  |  |  |
| 5%            | 5%         | 6%            | 1%                  | 17%     | 1%       | 1%           | 1%            | 1%        | 1%                 | 4%             | 1%               | 3%               | 3%                 | 1%        | 1%   |  |  |  |
|               |            |               | 1%                  | 17%     | 1%       | 1%           | 1%            |           |                    |                |                  |                  | 3%                 |           |      |  |  |  |
| 7             | 8          | 9             | 2                   | 25      | 1        | 1            | 1             | 2         | 1                  | 6              | 1                | 4                | 4                  | 1         | 1    |  |  |  |
| 5%            | 5%         | 6%            | 1%                  | 17%     | 1%       | 1%           | 1%            | 1%        | 1%                 | 4%             | 1%               | 3%               | 3%                 | 1%        | 1%   |  |  |  |
| 100%          | 100%       | 100%          | 0%                  | 0%      | 0%       | 0%           | 0%            | 100%      | 100%               | 100%           | 100%             | 100%             | 0%                 | 100%      | 100% |  |  |  |
| 5%            | 5%         | 6%            | 0%                  | 0%      | 0%       | 0%           | 0%            | 1%        | 1%                 | 4%             | 1%               | 3%               | 0%                 | 1%        | 1%   |  |  |  |



2002 Nov 2002 Dec 2003 Jan 2003 Feb 2003 Mar 2003 Apr 2003 May

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|             | 1 |   |   |   |   |   |   |  |  |  |  |
|             | 1 |   |   |   |   |   |   |  |  |  |  |
|             |   | 1 |   |   |   |   |   |  |  |  |  |
|             |   | 1 |   |   |   |   |   |  |  |  |  |
|             |   |   | 1 |   |   |   |   |  |  |  |  |
|             |   |   |   | 1 |   |   |   |  |  |  |  |
|             |   |   |   |   | 1 |   |   |  |  |  |  |
| 15          |   |   |   |   |   | 0 |   |  |  |  |  |
| 2002 Nov 15 | 2 |   |   |   |   | 0 |   |  |  |  |  |
| 2002 Dec 2  |   | 2 |   |   |   |   |   |  |  |  |  |
| 2003 Jan 2  |   |   | 2 |   |   |   |   |  |  |  |  |
| 2003 Feb 2  |   |   |   | 2 |   |   |   |  |  |  |  |
| 2003 Mar 0  |   |   |   |   | 1 |   |   |  |  |  |  |
| 2003 Apr 0  |   |   |   |   |   | 1 |   |  |  |  |  |
| 2003 May 0  |   |   |   |   |   |   | 0 |  |  |  |  |

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**From:** Henning, Steve (S.H.)  
**Sent:** Thursday, June 24, 2004 4:21 PM  
**To:** Spaulding, Todd (T.C.)  
**Subject:** FW: Shifter warranty action plans

**Attachments:** ShifterPartIssue.xls

FYI

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

**From:** Jofroix, Sebastien (S.)  
**Sent:** Thursday, June 24, 2004 1:52 PM  
**To:** Moore, Gary (G.R.); Henning, Steve (S.H.); Zyskowski, Mark (M.E.)  
**Cc:** Upshaw-Gibson, Andrea (A.D.); Dorr, Francois (F.)  
**Subject:** RE: Shifter warranty action plans

Here is the file that we will review tomorrow during our meeting (Status U231/U152 4.0L/U152 4.6L and all shifter claims MY04):



ShifterPartIssue.xls  
(211 KB)

*Sebastien Jofroix*

Bordeaux Transmission Plant  
5R55E/N/W/S - U.S. Technical Liaison Spv.  
Tel: (734)-523-5748 - Fax: (734)-523-3736  
E-mail: sjofroix@ford.com

-----Original Appointment-----

**From:** Jofroix, Sebastien (S.)  
**Sent:** Thursday, June 24, 2004 11:39 AM  
**To:** Jofroix, Sebastien (S.); Moore, Gary (G.R.); Henning, Steve (S.H.); Zyskowski, Mark (M.E.)  
**Cc:** Upshaw-Gibson, Andrea (A.D.)  
**Subject:** Shifter warranty action plans  
**When:** Friday, June 25, 2004 10:00 AM-11:00 AM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** Audio

Since I won't be available next wednesday, I would like to move this meeting to tomorrow. I will send you a file this afternoon to summarize the warranty situation on U152/U231 shifter parts.

**Topics for discussion:**

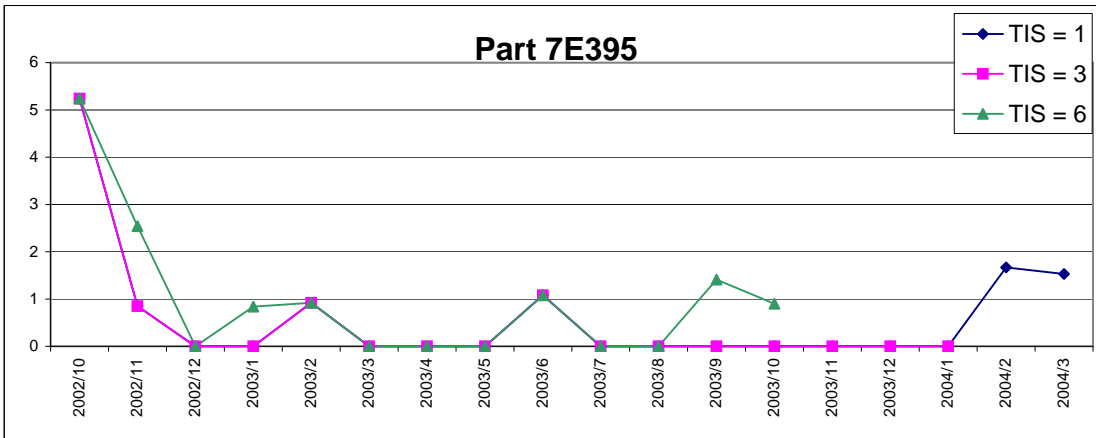
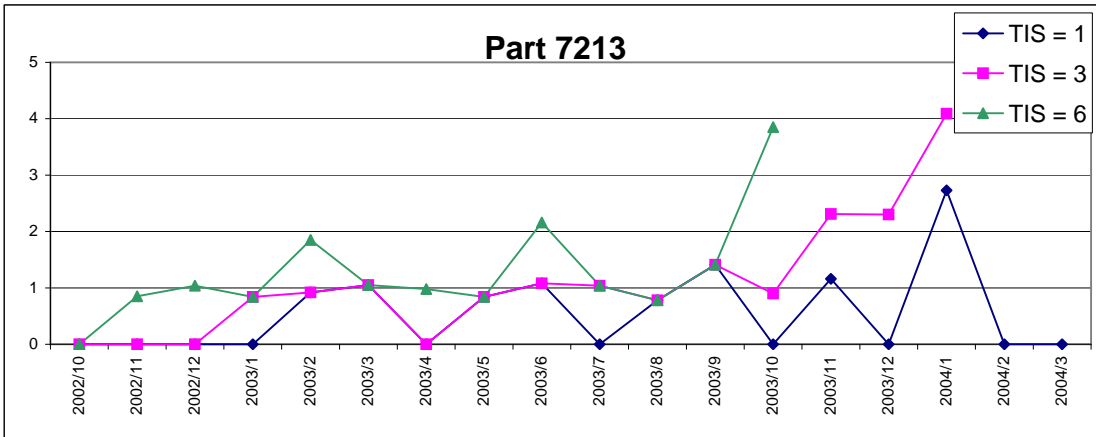
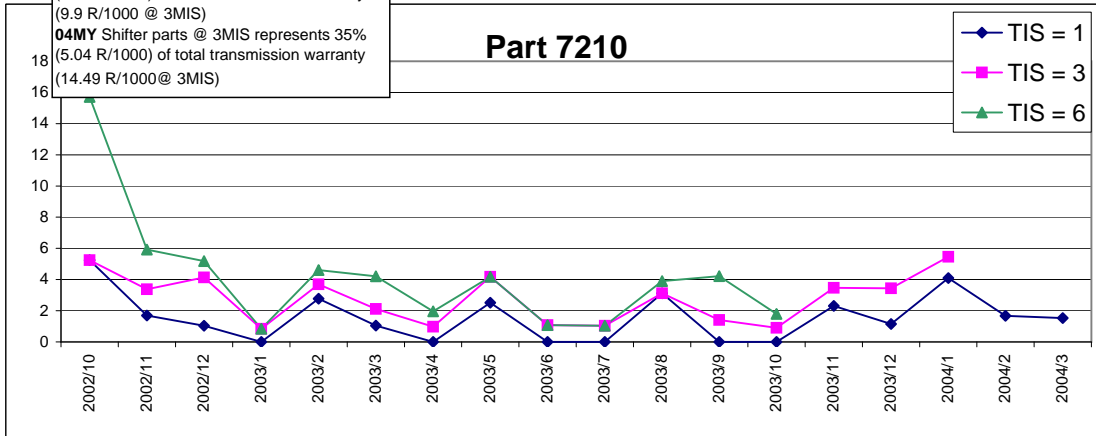
Warranty and related work plans to eliminate the warranty.  
Design changes to improve the shifter.

**Connection:**  
**International 1.313.323.6737**  
**Toll Free 1.800.367.3840**  
**Fordnet 32.36737**  
**Pass code 71680189**

## 2003-2004 Model Year 5R55S Transmission U231 (Aviator) Warranty Trend for Shifter Parts

*AWS Cutoff May 04*

**03MY** Shifter parts @ 3MIS represents 34%  
(3.42 R/1000) of total transmission warranty  
(9.9 R/1000 @ 3MIS)  
**04MY** Shifter parts @ 3MIS represents 35%  
(5.04 R/1000) of total transmission warranty  
(14.49 R/1000 @ 3MIS)

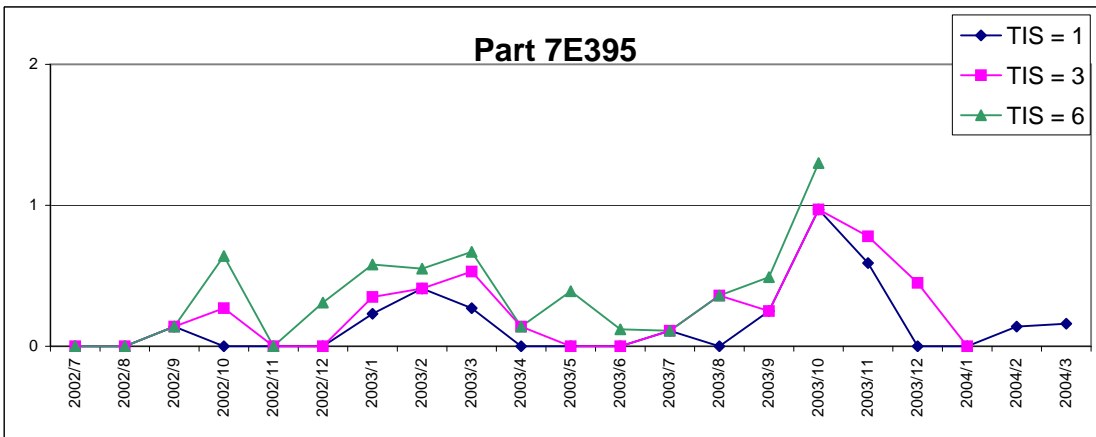
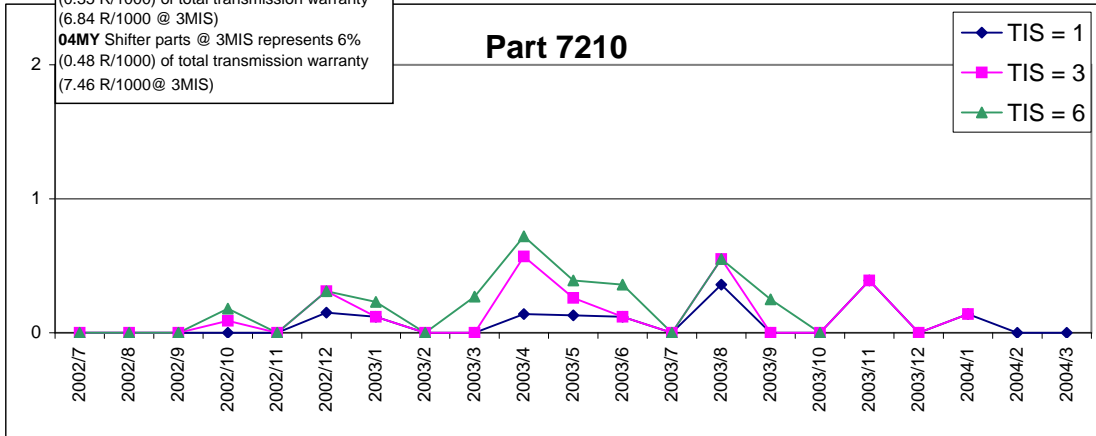


C:\Documents and Settings\mill159\Local Settings\Temporary Internet Files\OLK4\ShifterPartIssue.xls\U231

## 2003-2004 Model Year 5R55S Transmission U152 4.0L Warranty Trend for Shifter Parts

*AWS Cutoff May 04*

**03MY** Shifter parts @ 3MIS represents 5%  
(0.35 R/1000) of total transmission warranty  
(6.84 R/1000 @ 3MIS)  
**04MY** Shifter parts @ 3MIS represents 6%  
(0.48 R/1000) of total transmission warranty  
(7.46 R/1000 @ 3MIS)

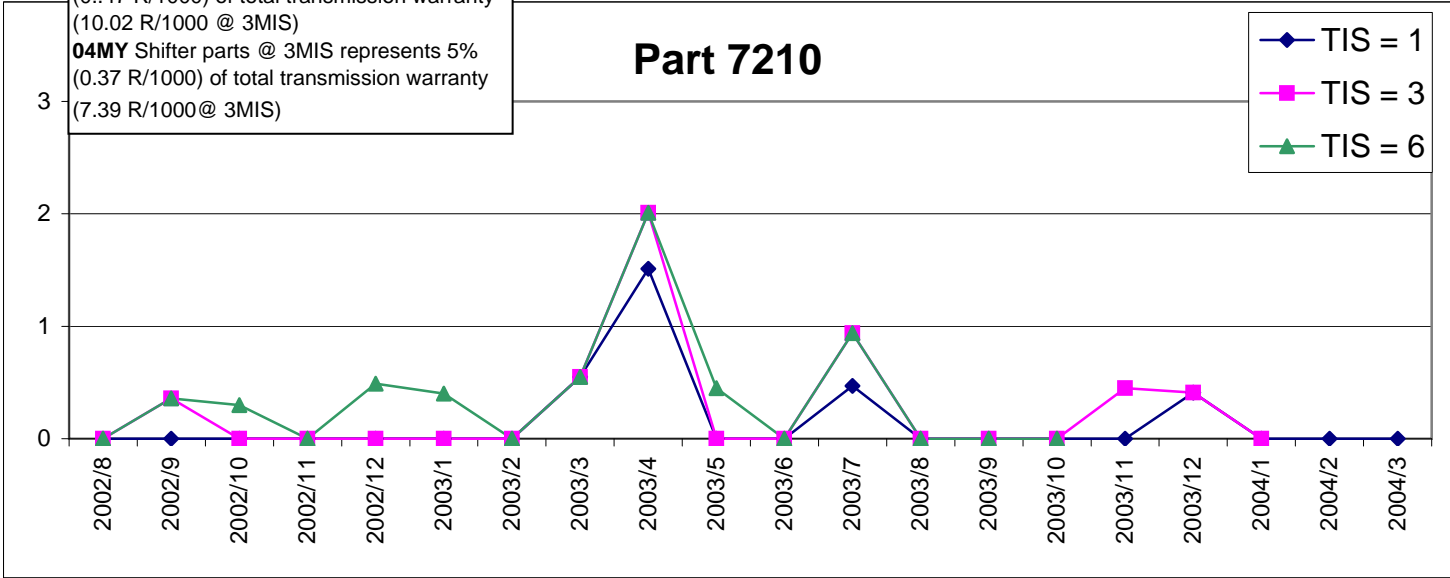
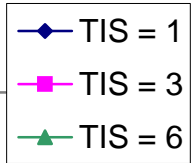


# 2003-2004 Model Year 5R55S Transmission U152 4.6L Warranty Trend for Shifter Parts

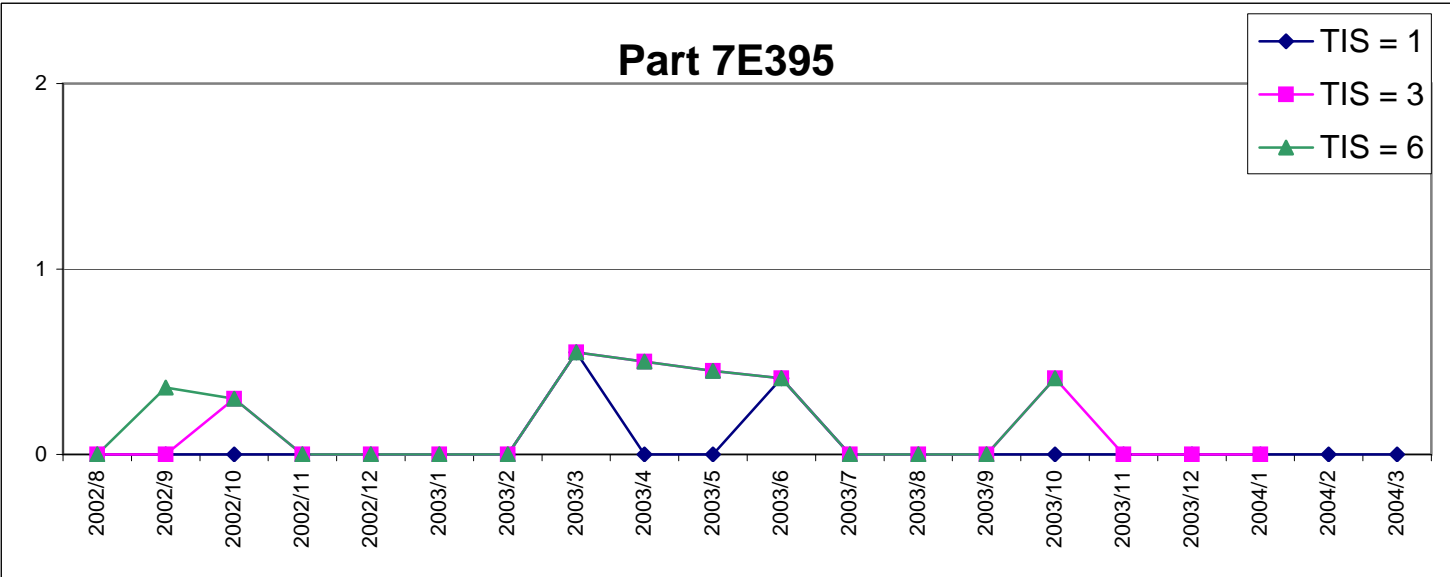
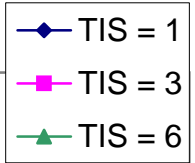
*AWS Cutoff May 04*

**03MY** Shifter parts @ 3MIS represents 5% (0.47 R/1000) of total transmission warranty (10.02 R/1000 @ 3MIS)  
**04MY** Shifter parts @ 3MIS represents 5% (0.37 R/1000) of total transmission warranty (7.39 R/1000 @ 3MIS)

## Part 7210



## Part 7E395



Report Info Status=Fin Request N; Description Run Date / Completer Job Size=1 Execution `Precalc Prt Cut Off Da' Load Date: Currency E Generated By=LLEE47  
 Data Selec Model Yea Cost Cateq Region Sol Country Sc Transmissi Vehicle Lin Fleet / Non Quarterbac Part Num Base (causal) [typed] = [7E395.%,%], [7210.%,%], [7213.%,%]  
 Report Sel: Report Nar Model Yea Destination Csv Name: Order By=(Tis Rows S Ytd Columi Minimum D Logic=60 Cost Type= Use Group Requested Requested Distance=Miles  
 Selections: Statistic = I Logic = 60-day  
 Unique: MODEL YEAR MATRIX

Unique: PART NUM BASE (CAUSL)=7210 - LEVER GEAR SHIFT

| Model Yea MOP     | TIS = 1 | TIS = 3 | TIS = 6 |
|-------------------|---------|---------|---------|
| 2003 2002/10      | 5.24    | 5.24    | 15.71   |
| 2003 2002/11      | 1.69    | 3.38    | 5.92    |
| 2003 2002/12      | 1.04    | 4.14    | 5.18    |
| 2003 2003/1       | 0       | 0.84    | 0.84    |
| 2003 2003/2       | 2.77    | 3.69    | 4.61    |
| 2003 2003/3       | 1.05    | 2.11    | 4.21    |
| 2003 2003/4       | 0       | 0.98    | 1.96    |
| 2003 2003/5       | 2.51    | 4.18    | 4.18    |
| 2003 2003/6       | 0       | 1.08    | 1.08    |
| 2003 2003/7       | 0       | 1.04    | 1.04    |
| 2003, 2004 2003/8 | 3.12    | 3.12    | 3.9     |
| 2004 2003/9       | 0       | 1.41    | 4.22    |
| 2004 2003/10      | 0       | 0.9     | 1.8     |
| 2004 2003/11      | 2.31    | 3.47    |         |
| 2004 2003/12      | 1.15    | 3.44    |         |
| 2004 2004/1       | 4.09    | 5.46    |         |
| 2004 2004/2       | 1.67    |         |         |
| 2004 2004/3       | 1.53    |         |         |

Unique: PART NUM BASE (CAUSL)=7213 - BALL KNOB ASY SHIFT

| Model Yea MOP     | TIS = 1 | TIS = 3 | TIS = 6 |
|-------------------|---------|---------|---------|
| 2003 2002/10      | 0       | 0       | 0       |
| 2003 2002/11      | 0       | 0       | 0.85    |
| 2003 2002/12      | 0       | 0       | 1.04    |
| 2003 2003/1       | 0       | 0.84    | 0.84    |
| 2003 2003/2       | 0.92    | 0.92    | 1.85    |
| 2003 2003/3       | 1.05    | 1.05    | 1.05    |
| 2003 2003/4       | 0       | 0       | 0.98    |
| 2003 2003/5       | 0.84    | 0.84    | 0.84    |
| 2003 2003/6       | 1.08    | 1.08    | 2.16    |
| 2003 2003/7       | 0       | 1.04    | 1.04    |
| 2003, 2004 2003/8 | 0.78    | 0.78    | 0.78    |
| 2004 2003/9       | 1.41    | 1.41    | 1.41    |
| 2004 2003/10      | 0       | 0.9     | 3.85    |
| 2004 2003/11      | 1.16    | 2.31    |         |
| 2004 2003/12      | 0       | 2.3     |         |
| 2004 2004/1       | 2.73    | 4.09    |         |
| 2004 2004/2       | 0       |         |         |
| 2004 2004/3       | 0       |         |         |

Unique: PART NUM BASE (CAUSL)=7E395 - CABLE ASY TRNS SHIFT

| Model Yea MOP     | TIS = 1 | TIS = 3 | TIS = 6 |
|-------------------|---------|---------|---------|
| 2003 2002/10      | 5.24    | 5.24    | 5.24    |
| 2003 2002/11      | 0.85    | 0.85    | 2.54    |
| 2003 2002/12      | 0       | 0       | 0       |
| 2003 2003/1       | 0       | 0       | 0.84    |
| 2003 2003/2       | 0.92    | 0.92    | 0.92    |
| 2003 2003/3       | 0       | 0       | 0       |
| 2003 2003/4       | 0       | 0       | 0       |
| 2003 2003/5       | 0       | 0       | 0       |
| 2003 2003/6       | 1.08    | 1.08    | 1.08    |
| 2003 2003/7       | 0       | 0       | 0       |
| 2003, 2004 2003/8 | 0       | 0       | 0       |
| 2004 2003/9       | 0       | 0       | 1.41    |
| 2004 2003/10      | 0       | 0       | 0.9     |
| 2004 2003/11      | 0       | 0       |         |
| 2004 2003/12      | 0       | 0       |         |
| 2004 2004/1       | 0       | 0       |         |
| 2004 2004/2       | 1.67    |         |         |
| 2004 2004/3       | 1.53    |         |         |

Unique: Engine [EN]=T/NE - COLOGNE 4.0L SOHC EFI NA V6 G, PART NUM BASE (CAUSL)=7210 - LEVER GEAR SHIFT

| Model Year(s)     | TIS = 1 | TIS = 3 | TIS = 6 |
|-------------------|---------|---------|---------|
| 2003 2002/7       | 0       | 0       | 0       |
| 2003 2002/8       | 0       | 0       | 0       |
| 2003 2002/9       | 0       | 0       | 0       |
| 2003 2002/10      | 0       | 0.09    | 0.18    |
| 2003 2002/11      | 0       | 0       | 0       |
| 2003 2002/12      | 0.15    | 0.31    | 0.31    |
| 2003 2003/1       | 0.12    | 0.12    | 0.23    |
| 2003 2003/2       | 0       | 0       | 0       |
| 2003 2003/3       | 0       | 0       | 0.27    |
| 2003 2003/4       | 0.14    | 0.57    | 0.72    |
| 2003 2003/5       | 0.13    | 0.26    | 0.39    |
| 2003 2003/6       | 0.12    | 0.12    | 0.36    |
| 2003 2003/7       | 0       | 0       | 0       |
| 2003, 2004 2003/8 | 0.36    | 0.55    | 0.55    |
| 2004 2003/9       | 0       | 0       | 0.25    |
| 2004 2003/10      | 0       | 0       | 0       |
| 2004 2003/11      | 0.39    | 0.39    |         |
| 2004 2003/12      | 0       | 0       |         |
| 2004 2004/1       | 0.14    | 0.14    |         |
| 2004 2004/2       | 0       |         |         |
| 2004 2004/3       | 0       |         |         |

Unique: Engine [EN]=T/NE - COLOGNE 4.0L SOHC EFI NA V6 G, PART NUM BASE (CAUSL)=7E395 - CABLE ASY TRNS SHIFT

| Model Year(s)     | TIS = 1 | TIS = 3 | TIS = 6 |
|-------------------|---------|---------|---------|
| 2003 2002/7       | 0       | 0       | 0       |
| 2003 2002/8       | 0       | 0       | 0       |
| 2003 2002/9       | 0.14    | 0.14    | 0.14    |
| 2003 2002/10      | 0       | 0.27    | 0.64    |
| 2003 2002/11      | 0       | 0       | 0       |
| 2003 2002/12      | 0       | 0       | 0.31    |
| 2003 2003/1       | 0.23    | 0.35    | 0.58    |
| 2003 2003/2       | 0.41    | 0.41    | 0.55    |
| 2003 2003/3       | 0.27    | 0.53    | 0.67    |
| 2003 2003/4       | 0       | 0.14    | 0.14    |
| 2003 2003/5       | 0       | 0       | 0.39    |
| 2003 2003/6       | 0       | 0       | 0.12    |
| 2003 2003/7       | 0.11    | 0.11    | 0.11    |
| 2003, 2004 2003/8 | 0       | 0.36    | 0.36    |
| 2004 2003/9       | 0.25    | 0.25    | 0.49    |
| 2004 2003/10      | 0.97    | 0.97    | 1.3     |
| 2004 2003/11      | 0.59    | 0.78    |         |
| 2004 2003/12      | 0       | 0.45    |         |
| 2004 2004/1       | 0       | 0       |         |
| 2004 2004/2       | 0.14    |         |         |
| 2004 2004/3       | 0.16    |         |         |

Unique: Engine [EN]=T/VN - R-M 4.6L SOHC EFI NA CIV8 G-NP, PART NUM BASE (CAUSL)=7210 - LEVER GEAR SHIFT

| Model Year(s)     | TIS = 1 | TIS = 3 | TIS = 6 |
|-------------------|---------|---------|---------|
| 2003 2002/8       | 0       | 0       | 0       |
| 2003 2002/9       | 0       | 0.36    | 0.36    |
| 2003 2002/10      | 0       | 0       | 0.3     |
| 2003 2002/11      | 0       | 0       | 0       |
| 2003 2002/12      | 0       | 0       | 0.49    |
| 2003 2003/1       | 0       | 0       | 0.4     |
| 2003 2003/2       | 0       | 0       | 0       |
| 2003 2003/3       | 0.55    | 0.55    | 0.55    |
| 2003 2003/4       | 1.51    | 2.01    | 2.01    |
| 2003 2003/5       | 0       | 0       | 0.45    |
| 2003 2003/6       | 0       | 0       | 0       |
| 2003 2003/7       | 0.47    | 0.94    | 0.94    |
| 2003, 2004 2003/8 | 0       | 0       | 0       |
| 2004 2003/9       | 0       | 0       | 0       |

|   |         |         |         |
|---|---------|---------|---------|
| 2004 2003/10  | 0       | 0       | 0       |
| 2004 2003/11  | 0       | 0.45    |         |
| 2004 2003/12  | 0.41    | 0.41    |         |
| 2004 2004/1   | 0       | 0       |         |
| 2004 2004/2   | 0       |         |         |
| 2004 2004/3   | 0       |         |         |
| Unique: Engine [EN]=T/VN - R-M 4.6L SOHC EFI NA CIV8 G-NP, PART NUM BASE (CAUSL)=7E395 - CABLE ASY TRNS SHIFT |         |         |         |
| Model Year(s)   | TIS = 1 | TIS = 3 | TIS = 6 |
| 2003 2002/8   | 0       | 0       | 0       |
| 2003 2002/9   | 0       | 0       | 0.36    |
| 2003 2002/10  | 0       | 0.3     | 0.3     |
| 2003 2002/11  | 0       | 0       | 0       |
| 2003 2002/12  | 0       | 0       | 0       |
| 2003 2003/1   | 0       | 0       | 0       |
| 2003 2003/2   | 0       | 0       | 0       |
| 2003 2003/3   | 0.55    | 0.55    | 0.55    |
| 2003 2003/4   | 0       | 0.5     | 0.5     |
| 2003 2003/5   | 0       | 0.45    | 0.45    |
| 2003 2003/6   | 0.41    | 0.41    | 0.41    |
| 2003 2003/7   | 0       | 0       | 0       |
| 2003, 2004 2003/8   | 0       | 0       | 0       |
| 2004 2003/9   | 0       | 0       | 0       |
| 2004 2003/10  | 0       | 0.41    | 0.41    |
| 2004 2003/11  | 0       | 0       |         |
| 2004 2003/12  | 0       | 0       |         |
| 2004 2004/1   | 0       | 0       |         |
| 2004 2004/2   | 0       |         |         |
| 2004 2004/3   | 0       |         |         |



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**From:** Spaulding, Todd (T.C.)  
**Sent:** Tuesday, June 03, 2003 7:57 AM  
**To:** Zyskowski, Mark (M.E.)  
**Subject:** FW: U231 Shift Cable Adust Process

**Attachments:** U231 P01 Apr TIS.xls

[Info.](#)

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

**From:** Miller, Brian (B.J.)  
**Sent:** Monday, June 02, 2003 5:15 PM  
**To:** DiTullio, Marc (M.J.)  
**Cc:** Spaulding, Todd (T.C.); Johns, Benton (W.B.); Lee, Jeong (J.M.)  
**Subject:** U231 Shift Cable Adust Process

Marc -

The U231 Shift Cable Adjust Process at SLAP has proven to lack capability, as evidenced by the attached U231 R/100 (corporate logic) Claims Summary. The data is "clouded" by the high number of Shifter failures, however, we do know that our Repair Hole at SLAP performs a high number of Adjustments when the "R", "N" and "D" detents do not align with the Shifter Indicator.

Our VRT is looking for a more robust Assembly Process which results in a more positive location relationship between the Shifter, which is positively located when put in "Drive", and the centerline of the Cable End Connector.

I believe that the majority of our misadjustments are the result of "loading" the Shift Lever (forward or rearward) while "stretching" the Cable to its adjustment point.

Please let us know if this same type of Cable attachment is used in other Assembly Plants so we can understand their experiences.



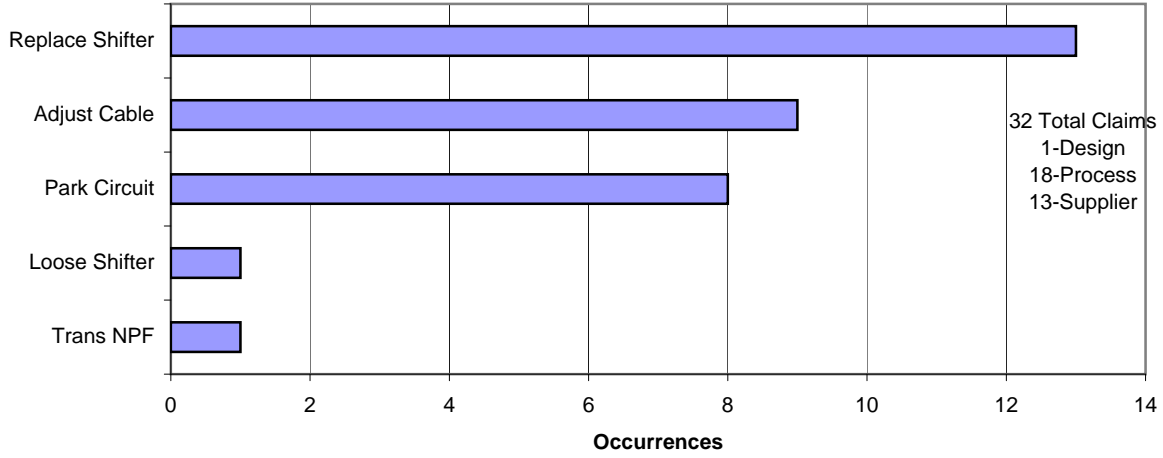
U231 P01 Apr  
TIS.xls (47 KB)

**Brian Miller**

Powertrain Quality Resident Engineer  
St. Louis Assembly Plant  
Ford Net Ph: 788-6272 ● Ford Net Fax: 788-1473  
email: [bmiller9@ford.com](mailto:bmiller9@ford.com)  
Intl Ph: (314)731-6272 ● Intl Fax: (314)551-1473

Trans NPF 1    Loose Shifter 1    Park Circuit 8    Adjust Cable 9    Replace Shifter 13    32

**2003 U231 P01 M/T Difficult to Operate Shift Lever  
Apr Cut-off TIS Claims**





| MD_YR | VIN_CD     | LBR_COST | PRODN_DT  | WRTY_START_DT | ART_NUM_CAUS_BAIST_CONC | RPR_DT | TIS_WSD   | MILGE | MTRL_COST | TECH_TXT1 | TECH_TXT2  | CUST_TXT  |
|-------|------------|----------|-----------|---------------|-------------------------|--------|-----------|-------|-----------|-----------|--|---|
| 2003  | iLMEU68H03 | 50.8     | 28-Oct-02 |               | 7210                    | P01    | 25-Mar-03 | -1    | 670       | 125.92    | LOOSE M TIME TO REMOVE CENTER CONSOLE TO REPLACE SHIFTER ASSY NO LAB OP  | C S SHIFTER IS VERY LOOSE AND SHAKES WHILE DRIVING  |
| 2003  | iLMEU88H53 | 0        | 31-Oct-02 | 26-Nov-02     | 7210                    | P01    | 15-Nov-02 | 0     | 54        | 0         | 54 INSP SHIFTER CABLE ADJUSTER ,OK INSTALLED TIE STRAP   | 02S43 SHIFT CABLE ADJUSTER  |
| 2003  | iLMEU68H03 | 64.69    | 1-Nov-02  |               | 7210                    | P01    | 6-Jan-03  | -1    | 31        | 275.63    |  |   |
| 2003  | iLMEU78H33 | 105.83   | 6-Nov-02  | 16-Dec-02     | 7208                    | P01    | 4-Apr-03  | 4     | 6898      | 275.63    | CK FOR GEARSHIFT INOP ROD BENT AND SPRING BROKE N IN HANDLE REPLACE SHIFTER ASSY AND RECK OP   | BUTTON ON SHIFTER IS STUCK IN AND WILL NOT RELEASE EITHER   |
| 2003  | iLMEU78H03 | 589.28   | 8-Nov-02  | 17-Jan-03     | 14A488                  | P01    | 14-Apr-03 | 3     | 2803      | 0         | PERFORM PIN POINT TEST.HAS DIRECT SHORT.ISOLATE CIRCUIT.REMOVE ALL OF RIGHT SIDE INTERIOR TRIM. R+R FRONT SEATS CENTER CONSOLE LEFT SIDE A B PILLAR TRIM REAR SEATS PULL BACK FRONT CARPET. REMPOVE PARK | BRAKE BRACKET AND LOCATE SHORT BEHIND BRACKET.WIRE RUB ON TOP OF BRACKET. CHECK GEARSHIFT WONT COME OUT OF PARK,RED LIGHT STAYS LIT NEXT TO THE P |
| 2003  | iLMEU78H13 | 312      | 8-Nov-02  | 30-Nov-02     | 7210                    | P01    | 3-Dec-02  | 1     | 6         | 275.63    | CHECKED OUT,INSTALLED NEW SHIFTER ASSEMBLY   | SHIFT LEVER INOP  |
| 2003  | iLMEU78H03 | 41.36    | 11-Nov-02 | 8-Feb-03      | 7E453                   | P01    | 14-Feb-03 | 1     | 288       | 0         | CONFIRMED CUSTOMER CONCERN OF NOT COMING OUT OF PARK. TOOK CENTER CONSOLE APART, PIN CHECK AND CONNECTOR BUSH OF GEAR REINSTALLED CONNECTOR, TESTED, WORKS NOW. WIGGLED ALL OF HARNESS PULLED BACK AND   | FORTH WITH NO FAIL. CUSTOMER STATES COULD NOT GET OUT OF PARK.  |
| 2003  | iLMEU68H83 | 86.76    | 18-Nov-02 |               | 7210                    | P01    | 31-Mar-03 | -1    | 66        | 275.63    | INSPECTED VEHICLE SHIFTER WILL GO INTO PARK WITHOUT PUSHING RELEASE BUTTON HOOKUP NGS AND PERFORM SELF TEST NO CODES REMOVED CENTER CONSOLE FOR ACCESS AND INSPECTED SHIFTER FOUND LOCKOUT PLASTIC WARPE | D REPLACED SHIFTER ASSEMBLY CUST STATES THE SHIFTER BUTTON IS NOT WORKING YOU CAN SHIFT INTO PARK W O PUSHING BUTTON                              |
| 2003  | iLMEU68H83 | 94.9     | 18-Nov-02 |               | 7210                    | P01    | 5-Dec-02  | -1    | 6         | 568.04    | 1 NOTICED TRANSMISSION SHIFTER LOOSE REPLACE SHIFTER ASSEMBLY LOOSE REPLACE SHIFTER HANDLE NOT FITTING PROPERLY. TEST RETEST OK MTIME NO LABOR OP TO REPL SHIFTER ASSY AND SWAP PARTS FROM OLD SHIFTER   | TO NEW SHIFTER ASSY CK FOR TRANSMISSION SHIFTS IS LOOSE (P24)...  |
| 2003  | iLMEU68H73 | 20.43    | 19-Nov-02 | 8-Feb-03      | 7326                    | P01    | 10-Dec-02 | 0     | 28        | 0         | BCE DIAGNOSTICS SHIFT CABLE & MLP SWITCH OUT OF ADJUSTMENT BCE DIAGNOSTICS, REMOVED SHIFT CABLE END,ADJUSTED MLP SWITCH TO CRANK IN NEUTRAL, ADJUSTED SHIFT CABLE TO NEUTRAL,                            | GEAR SHIFT SELECTOR OUT OF ADJUSTMENT. STARTS IN REVERSE.   |
| 2003  | iLMEU78H83 | 22.46    | 19-Nov-02 | 27-Nov-02     | 7E395                   | P01    | 13-Dec-02 | 1     | 228       | 0         | 229 CODE 07 7E395 5R55W S WARRANTY FOUND TRANS CABLE BRAOCKET LOOSE. TIGHTEN. READJUST SHIF CABLE TO DETENTS. PRINDLE AND LIGHT ON CONSOLE OK. 4497 1016   | P01 WHEN SHIFTING FROM R TO DR LIGHTLY IT DOESNT FALL INTO GEAR HAVE TO HELP IT MORE TO GET IT IN, IF MOVED FASTER IT FALLS RIGHT IN              |
| 2003  | iLMEU78H43 | 41.74    | 21-Nov-02 | 11-May-03     | 7E395                   | P01    | 2-Dec-02  | 0     | 126       | 0         | R AND R SHIFTER CABLE AND BRACKET TO REINSTALL AND CORRECT ADJUSTMENT POSITION CABLE   | VEHICLE WILL NOT GOT INTO GEAR FROM NEUTRAL   |
| 2003  | iLMEU68H03 | 16.02    | 27-Nov-02 | 18-Dec-02     | 7E395                   | P01    | 8-Jan-03  | 1     | 609       | 0         | SHIFTER CABLE OUT OF ADJUST ADJUST SHIFTER CABLE FOR PROPER REVERSE ENGAGEMENT   | CUST STATES THAT THE VEHICLE DOES NOT ENGAGE PROPERLY INTO REVERSE, AT TIMES SHE HAS TO MOVE THE SHIF HANDLE SLIGHTLY AROUND DETENT TO ENGAGE.    |
| 2003  | iLMEU68H13 | 19       | 29-Nov-02 | 20-Mar-03     | 13480                   | P01    | 20-Feb-03 | 0     | 72        | 0         | BRAKE LIGHT SWITCH ATTACHING CLIP CAME OUT, CAUSING THE BRAKE LIGHT SWITCH TO COME LOOSE VERIFIED UNABLE TO SHIFT OUT OF PARK. INSPECTED & RESECURED THE BRAKE LAMP SWITCH.                              | WONT COME OUT OF PARK   |
| 2003  | iLMEU78H13 | 290      | 29-Nov-02 | 24-Dec-02     | 7E395                   | P01    | 17-Apr-03 | 4     | 7613      | 18.87     | REPLACED SHIF CABLE M TIME TO REMOVE CONSOLE AND INSTALL SHIFTER   | SHIFTER DOES NOT ALWAYS ENGAGE EASILY INTO PARK KEY WILL COME OUT UNLESS SHIFTER IS PUSHED FORWARD  |
| 2003  | iLMEU68H53 | 52.92    | 4-Dec-02  |               | 13480                   | P01    | 6-Jan-03  | -1    | 14        | 0         | WIRING REPAIR WIRING ASSEMBLY REPAIR PINPOINT TEST BRAKE LITE CIRCUITS REPAIR  | CANNOT SHIFT VEH OUT OF PARK GEAR   |
| 2003  | iLMEU78H63 | 26.21    | 5-Dec-02  | 14-Mar-03     | 7210                    | P01    | 25-Apr-03 | 2     | 4783      | 0         | UNABLE TO VERIFY CONCERN. CHECK ONLINE SUPPORT; NO SPECIAL SERVICE MESSAGES RELATED TO CONCERN;INSPECT TRANSMISSION ALSO CHECKED BY GENERAL MANAGER WITH CUSTOMER; COULD NOT VERIFY CONCERN.             | PLEASE CHECK TRANSMISSION LINKAGE....CUSTOMER STATES THAT WHEN VEHICLE WAS IN REVERSE IT WENT FORWARD   |

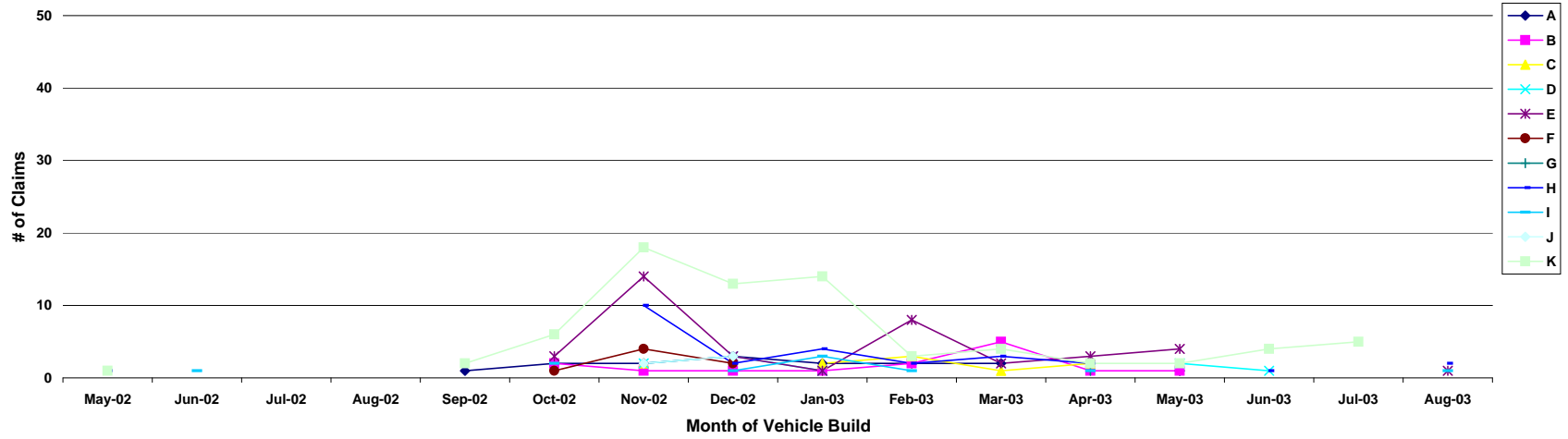
|      |             |        |           |           |       |     |           |    |      |        |   |   |   |
|------|-------------|--------|-----------|-----------|-------|-----|-----------|----|------|--------|---|---|---|
| 2003 | iLMEU78H437 | 44.93  | 13-Dec-02 | 17-Feb-03 | 7210  | P01 | 15-Apr-03 | 2  | 2320 | 275.63 | 2320 41 W VERIFIED CONCERN. NECESSARY TO DISASSEMBLE CENTER FRONT FLOOR CONSOLE ASY TO INSPECT SHIFTER ASY, FOUND SHIFTER ASY INTERNALLY BINDING AND CENTER ROD NOT DEPRESSING LEVER TO RELEASE KEYS. N | CESSARY TO REMOVE AND REPLACE COMPLETE SHIFTER ASY, REASSEMBLED AND RETESTED, WORKING PROPERLY AT THIS TIME. 9006 | THE KEY IS STUCK IN IGNITION AND THE GEAR SELECTOR IS LOOSE OR MOVES FUNNY                                    |
| 2003 | iLMEU78H63  | 96.14  | 17-Dec-02 | 31-Mar-03 | 7G072 | P01 | 25-Feb-03 | 0  | 15   | 0      | WIRES POOR CONNECTION CHECK AND REPAIRED WIRE AT SOLENOID BLUE AND YELLOW WIRES SPREAD A  |   | WONT COME OUT OF PARK   |
| 2003 | iLMEU78H73  | 177.52 | 17-Dec-02 | 23-Dec-02 | 7210  | P01 | 5-Mar-03  | 3  | 5078 | 551.82 | BROKEN SHIFT LEVER, REPLACE. NEW LEVER DOES NOT LITE UP, DIAG AND ISOLATE TO BAD SHIFT LEVER, REPLACE SECOND TIME. REPLACE BLOWN FUSE   |   | SHIFT LEVER WILL NOT GO INTO GEAR   |
| 2003 | iLMEU68H93  | 72.25  | 20-Dec-02 | 13-Feb-03 | 7210  | P01 | 1-Apr-03  | 2  | 3472 | 275.63 | SHIFTER LEVER CHECK SYSTEM FOUND SHIFTER LEVER COVER CAME OFF IN CUSTOMERS HAND WHEN SHIFTING INTO PARK NECESSARY TO REPLACE SHIFTER  |   | CUSTOMER STATES GEAR SHIFTER IS HARD TO SHIFT   |
| 2003 | iLMEU68H132 | 45.69  | 2-Jan-03  |           | 14401 | P01 | 21-Jan-03 | -1 | 46   | 0      | R&I MIDDLE CONSOLE ACCESS PANEL, FOUND CONNECTOR C2096 AT BRAKE SHIFT MODULE LG WIRE WAS PINCHED CAUSING SHIFTER INOP, REPOSITION CONNECTOR INSPECT WIRING OK RETEST                                    |   | CUST STATES SHIFTER LEVEL STUCK IN PARK SHIFTER WILL NOT GO INTO PARK & KEY WILL NOT COME OUT                 |
| 2003 | iLMEU68H832 | 250    | 2-Jan-03  |           | 7210  | P01 | 24-Jan-03 | -1 | 10   | 18.13  | R & R SHIFT ASSY REPAIRED TO CORRECT THE PROBLEM  |   | KEY CANNOT BE REMOVED FROM IGNITION CYLINDER, VEHICLE DOES NOT LOCK INTO PARK MODE HARD TO SHIFT OUT OF PARK. |
| 2003 | iLMEU78H932 | 220.19 | 3-Jan-03  | 13-Jan-03 | 7210  | P01 | 12-Feb-03 | 2  | 2692 | 275.63 | OPEN CIRCUIT AT THE SHIFT LOCK.. REPLACED SHIFTER ASSEMBLY..  |   |   |
| 2003 | iLMEU68H53  | 43.2   | 13-Jan-03 |           | 7110  | P01 | 23-Jan-03 | -1 | 10   | 0      | R AND R SHIFT LEVER. ALIGN CABLE.   |   |   |
| 2003 | iLMEU68H63  | 78.86  | 13-Jan-03 | 1-May-03  | 7E395 | P01 | 6-Mar-03  | 0  | 58   | 18.87  | VERIFIED CONCERN INSPECT AND REPLACED TRANSMISSION SHIFTER CABLE. (BROKEN)  |   | GEAR SELECTOR INOP, DRIVE ONLY  |
| 2003 | iLMEU68H73  | 63.05  | 6-Feb-03  | 25-Apr-03 | 7210  | P01 | 17-Feb-03 | 0  | 12   | 125.92 | REMOVED AND REPLACED SHIFTER INSTALLED NEW HOUSING.   |   | C/S GEAR SHIFTER WILL NOT COME OUT OF PARK.   |
| 2003 | iLMEU68H032 | 39.48  | 8-Feb-03  | 8-Mar-03  | 7210  | P01 | 31-Mar-03 | 1  | 1684 | 0      | 1694 REMOVE CENTER CONSOLE COVER AND SHIFTER BEZEL READJUST LOCKING TABS REINSERT REINSTALL ABOVE   |   | GEAR SHIFT IS RAISED UP LOOSE   |
| 2003 | iLMEU78H532 | 40.2   | 19-Feb-03 | 17-Apr-03 | 7E395 | P01 | 7-Mar-03  | 0  | 13   | 0      | ADJUSTED UPPER & LOWER SHIFTER CABLES QTR OF IN CH RECK OK  |   | CUST SAYS SHIFTER GETS HUNG UP BETWEEN NEUTRAL AND DRIVE  |
| 2003 | iLMEU88H03  | 65     | 25-Feb-03 | 3-Mar-03  | 7213  | P01 | 14-Mar-03 | 1  | 883  | 180.95 | SHIFTER KNOB BROKE REPLACE SHIFTER ASSY   |   | SHIFTER RELEASE BUTTON FELL OFF   |
| 2003 | iLMEU78H63  | 87.18  | 27-Feb-03 |           | 7210  | P01 | 7-Mar-03  | -1 | 1    | 125.92 | SHIFTER ASSEMBLY CAME APART VERIFY REMOVE CENTER CONSOLE R&R SHIFTER ASSEMBLY REINSTALL CONSOLE RECK OK   |   | WHILE PERFORMING PDI TECH NOTICED SHIFTER BUTTON HARD TO PUSH SEE ANDREW 1ST                                  |
| 2003 | iLMEU78H932 | 57.04  | 12-Mar-03 | 25-Mar-03 | 13480 | P01 | 7-Apr-03  | 1  | 1192 | 0      | PERFORMED ELECTRICAL DIAGNOSIS. PINPOINT TEST. RECONNECT CONNECTOR AT BRAKE LAMP SWITCH. RETEST.  |   | CUSTOMER STATES VEHICLE WONT SHIFT OUT OF PARK  |

## U231 Shifter Warranty Claims Summary

AWS Run Date And Time: 13 Apr 2004 9.02

Last Update: April 14, 2004

| #            | Issue                        | May-02   | Jun-02   | Jul-02   | Aug-02   | Sep-02   | Oct-02    | Nov-02    | Dec-02    | Jan-03    | Feb-03    | Mar-03    | Apr-03    | May-03    | Jun-03   | Jul-03   | Aug-03   | Total      |
|--------------|------------------------------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|------------|
| A            | Binding Shifter              |          |          |          |          | 1        | 2         | 2         | 3         | 2         | 2         | 2         |           | 1         |          |          |          | 15         |
| B            | Broken Slider / Bezel        |          |          |          |          |          | 2         | 1         | 1         | 1         | 2         | 5         | 1         | 1         |          |          |          | 14         |
| C            | Appearance Issues            |          |          |          |          |          |           | 2         |           | 2         | 3         | 1         | 2         |           |          |          |          | 10         |
| D            | Electrical                   |          |          |          |          |          |           | 2         | 3         | 1         |           |           |           | 2         | 1        |          |          | 9          |
| E            | BTSI Issues                  |          |          |          |          |          | 3         | 14        | 3         | 1         | 8         | 2         | 3         | 4         |          |          | 1        | 39         |
| F            | Bent Lever/broken lever-weld |          |          |          |          |          | 1         | 4         | 2         |           |           |           |           |           |          |          |          | 7          |
| G            | Indication Issues            |          |          |          |          |          |           |           |           |           |           |           | 1         |           |          |          |          | 1          |
| H            | Knob Malfunction             | 1        |          |          |          |          |           | 10        | 2         | 4         | 2         | 3         | 2         |           | 1        |          | 2        | 27         |
| I            | Non Shifter Related          |          | 1        |          |          |          | 2         |           | 1         | 3         | 1         |           | 1         |           |          |          | 1        | 10         |
| J            | Sound Quality                |          |          |          |          |          |           | 2         | 3         |           |           |           |           |           |          |          |          | 5          |
| K            | Other                        | 1        |          |          |          | 2        | 6         | 18        | 13        | 14        | 3         | 4         | 2         | 2         | 4        | 5        |          | 74         |
| <b>Total</b> |                              | <b>2</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>3</b> | <b>16</b> | <b>55</b> | <b>31</b> | <b>28</b> | <b>21</b> | <b>17</b> | <b>12</b> | <b>10</b> | <b>6</b> | <b>5</b> | <b>4</b> | <b>211</b> |



|   |  |
|---|--|
| <b>Key:</b><br>A - Binding Shifter<br>B - Broken Slider / Bezel<br>C - Appearance Issues<br>D - Electrical<br>E - BTSI Issues<br>F - Bent Lever | G - Indication Issues<br>H - Knob Malfunction<br>I - Non Shifter Related<br>J - Sound Quality<br>K - Other<br><br>Actuator button<br>Squeaks / Rattle<br>Broken shifter / Loose shifter / Misaligned shifter |
|---|--|

EA09-013

FORD

5-19-2011

Appendix J

Engineering Review

# 5R55 Park Testing

## U231 Testing

- Standard 5R55W transmission components.
- Testing AWD vehicle at 6400 lbf GVW (vs. 5900 lbf for U152)
- 3.55 FDR?
- Combined pull-out & ratchet
- Rail car & haulaway simulator
- Barrier impact test

## 5R55N (2002MY R.C.) Testing

- Standard 5R55N transmission
- 1L2P-7A441-AC pawl (from 5R55W)
- 1L2P-7D070-BA return spring (from 5R55W)
- 1L2P-7D410-AB apply rod assembly (from 5R55W)
- Test Lincoln LS and/or Jaguar S-Type
- 4800 lbf GVW
- 3.31 FDR
- Combined pull-out & ratchet
- Rail car & haulaway simulator
- Barrier impact test

## 5R55S Car 2003MY Testing

- Standard 5R55S transmission
- 1L2P-7A441-AC pawl (from 5R55W)
- 1L2P-7D070-BA return spring (from 5R55W)
- 1L2P-7D410-AB apply rod assembly (from 5R55W)
- 1L2P-7D071-AA pawl shaft (from 5R55W)
- 1L2P-7C494-BA detent lever (from 5R55W)
- New case & extension housing for longer pawl shaft
- Test Lincoln LS and/or Jaguar S-Type
- 4800 lbf GVW
- 3.31 FDR
- Combined pull-out & ratchet
- Rail car & haulaway simulator
- Barrier impact test
- Any other tests required for vehicle changes (weight, tire size, FDR, etc.)

Matt Fyie (MFYIE) x-30120  
Linda Tang (LTANG6) x-80717

Date Originated: 5/8/01  
Date Updated: 5/8/01



## 5R55W AWD Park Status

### Status @ Louisville (Carboastemper)

- To date have shipped 944 pc. To Louisville
- Currently have a float for AWD transmissions.
- Do not have accurate build schedule of AWD vehicles from MP&L.
- Additional 15K parts are at Michigan Hone to support 4x2 & 4x4 builds.
- All parts have been 100% checked for surface hardness. Each batch of pawls has been sampled for case depth and microstructure.

### Revised Pawl Status

- Revised pawl die is being installed. Will blank 30K parts starting 1/19/01
- Revised pawl due to PSW to Bordeaux on 1/31/01.
- Bordeaux estimates PSW to LAP on 2/15/01 if received 1/31/01.
- Wire-cut pawls received 1/18/01 for DV testing (carburized version).
  - Combined pull-out & ratchet test (6 AWD + 2 4x2 3.27 A.R.)

### PSW of Carboastempered Pawl Status

- MPI (w/support from STA) will not PSW the carboastempered pawl.
- Bordeaux wants to follow PSW procedure on carboastempered pawl (at risk of production to Louisville if necessary).
- Don't have accurate build plan from LAP or SLAP to ensure we can support production if MPI will PSW.

## *5R55W Park Mechanism Upgrade*

### Desired Outcome

- Robustness to park mechanism noise factors
- Pass all Park mechanism DVP&R tests w/o regard to test procedure
- Use robustness methodologies outlined in design guide

### Required Analysis

Go through design guide using parameters/imperatives as necessary

#### FEA:

- Pawl shaft
- Case @ pawl shaft bore
- Extension housing @ pawl shaft bore
- Pawl
- Guide cup/Case
- Manual control shaft torsional strength @ min diameter or worst cross-section
- Manual control shaft stress @ outer manual lever flats due to nut torque
- Gear
- Cam
- Apply rod retention feature
- Case @ manual control shaft bore
- Apply rod
- FEA on entire system to determine top critical components

#### MathCad:

- Spring Calcs (fatigue, buckling, etc.)
  - Actuator spring
  - Return spring
  - Detent spring
- Overtorque of return spring calc
- Cam retention
- 150mm roll distance
- Pawl-pawl shaft L/D
- Cam-apply rod L/D
- Apply rod buckling
- Apply rod thermal expansion effect
- Return spring vertical acceleration (1.5 g requirement)
- Predicted shifter effort
- Bolt & nut calculations (e.g. ensure bolt yields before case)

#### ADAMS:

- Torque-to-turn
  - Centering Torque
  - Shift effort & effort variation
- Detent spring abutted position
- Drop-in speed
- Engage Park -  $\Delta$ Load

- Return spring load – 1.5 g vertical acceleration
- Pawl spit-out/retention correlation
- Pull-out effort

#### VSA/Cognition:

- Complete VSA & Cognition analysis integrating shift system
- Correlate VSA to Cognition for future analysis

#### DVP&R:

- Create transmission system drop tower impact test
- Bench test pull-outs @ various load & cycle combinations

#### Analytical DOE Sequence:

1. Return Spring System (1.5g requirement)
2. Pawl tooth angle & leverage (Reduced system sensitivity)
3. Drop-in speed (Ratchet spring)
4.  $\Delta$  Load (Ensure ratchet spring can overcome return spring + noise)
5. Maintain Engagement (Cam angle vs. pull-out effort)
6. Maintain detent spring seated when abutted position
7. Overall shifter efforts

#### **List of Revisions by Part:**

- 1 – Mandatory Change
- 2 – Strongly Recommended
- 3 – Beneficial Change
- 4 – High Risk w/Questionable Return

#### **Pawl:**

- Increased thickness (1)
- Larger pawl shaft bore (1)
- Increased leverage (1)
- Optimize tooth angle (1)
- Radius on engagement surface (1)
- Relocate return spring as extension spring (2)
- Larger section around bore (2)
- Increased L/D (2)
- FEA w/50% safety factor (2)
- Eliminate indicator notch (2)
- Make as sub-assembly (4)
- New material/heat treat (4)
- Carryover heat treat, process, & material (N/A)

#### **Extension Housing:**

- Pilot to case (1)
- Larger pawl shaft bore (1)
- Longer bore depth (1)
- Increased support @ pawl shaft bore (1)
- Replace guide cup w/abutment (2-3)
- Machine window for pawl (3)

**Case:**

- Increased support @ pawl shaft bore (1)
- Relocate pawl shaft bore for better pawl leverage (1)
- React return spring on machined surface (3)
- Machine window for pawl (3)

**Pawl Shaft :**

- Increased diameter (1)
- Increased length (1)
- Dimension from end of chamfer (not end of shaft) (1)
- Symmetrical (2)
- Commonize w/other transmission pawl shaft (3)

**Apply Rod Assembly:**

- No case positioning features (1)
- Eliminate stress riser @cam retention surface (sleeve vs. cold-headed end) (1)
- Minimize arc travel (nominally parallel to trans centerline) (2)
- Ensure pawl cannot be captured between cam & sleeve (2)
- Commonize w/other transmission sleeve (3)

**Cam:**

- No phosphate coating (1)
- Optimized park angle (1)
- Commonize ratchet angle to 45° (1)
- Commonize gauging (diameter) to AX for cam & apply rod assembly (1)
- Ensure no lube drainback over cam (1)
- Commonize to open spring design (2)
- Commonize cam to rod clearance (2)
- Long axial park angle (no park overtravel issues) (2)
- Commonize tumble process (time, media, etc.) (2)
- Add chamfer @ cam & sleeve (if applicable) interface to prevent radial mismatch (2)
- Increased L/D (3)
- Commonize to AX4S/N (3)

**Rod:**

- Add misbuild features (tabs & diameter) (2)
- Minimize bends (2)
- Increased diameter (3)
- Lead-in chamfer on rod (not cam) for assembly (3)

**Guide Cup:**

- Add radiused surface @ engagement surface (1)
- Replace with abutment plate (2)
- Mount on case to reduce axial stack (2)
- Pilot cam nose to prevent movement around radius (2-3)

**Detent Lever:**

- Change Park angle to ensure seated when abutted (in conjunction w/detent spring) (1)
- Spin rivet detent lever onto manual control shaft (2)
- Add park surface for 2-point contact (2)
- Increase thickness @ apply rod interface (reduce wear on ratcheting) (2)
- Benchmark for shift feel & centering torque (3)

**Detent Spring:**

- Optimize preload & rate for shift feel & centering torque (3)
- Control radius of travel (bend radius) – Eliminate stress riser (3-4)
- Add needle bearings @ roller (4)

**Manual Shaft:**

- Change split pin to roll pin (2)
- Optimize outer manual lever flats to reduce outer manual lever position tolerance (2)
- Eliminate nut on inside of manual shaft (3)

**Original Brainstorming List (REFERENCE):**

- Increase pawl L/D
- Increase pawl material thickness
- Add radius to pawl @ cam interface
- Add radius to guide cup @ cam interface
- Increase pawl leverage (L-Cam dimension)
- Increase pawl shaft capacity
- Increase case & extension housing capacity
- Revise pawl tooth angle to decrease L-Pawl\_Shaft dimension
- Modify return spring preload as needed
- Revise spring balance to maintain seated position of detent spring when abutted
- Replace guide cup w/abutment
- Create abutment/pawl/pawl shaft sub-assembly
- Reduce cam angle & revise spec to increase robustness to mu variability
- Use non-enclosed cam design
- Use sleeve (vs. headed) retention of cam on rod
- Increase cam L/D
- Eliminate phosphate coat on cam
- Prevent mis-assembly @ reman & service
- Eliminate nut on inside of manual control shaft
- Increase detent lever thickness (brinelling @ rod interface)
- React return spring on machined surface
- Optimize return spring (increase number of coils)
- Optimize (increase?) park gear hardness
- Investigate Chrysler-style roller on apply mechanism
- Shift-by-wire?
- Use needle bearing in detent spring roller
- Control detent spring radius w/plate like Toyota
- Eliminate stress risers in apply rod
- Guide nose of apply rod w/abutment feature
- Pilot extension housing to case to prevent pawl shaft binding

---

**From:** Schwab, Kristal (K.)  
**Sent:** Tuesday, November 17, 2009 10:08 AM  
**To:** Oliver, Tina (T.A.); Conrado, Zolie (Z.)  
**Cc:** Fraser, Michelle (M.)  
**Subject:** Approved PSR# 589204 (Tag# [REDACTED])

**Attachments:** Document.pdf



Document.pdf (281 KB)

Attached is the final approved PSR for your records.

>Thank You & Have A Great Day!

>

>Kristal Schwab

>Vehicle Control & Services

>PDC Cube# 1A-D05

>ph# (313) 323-8340/fax# (313) 390-3046

Veh Control Website: <https://www.tc2.ford.com/ts/vev/signoff/VCS/default.aspx>

>"Life is the greatest adventure you'll ever go on.

>Make sure you don't forget to enjoy the ride."

>



# PSR Procurement & Service Request

PSR No. 589204

|   |  |                                      |  |                                       |  |  |  |                               |  |                                  |  |
|---|--|--------------------------------------|--|---------------------------------------|--|--|--|-------------------------------|--|----------------------------------|--|
| <b>Vehicle Transfer</b>                         |  | <b>Plant Purchase</b>                |  | <b>Dealer Purchase</b>                |  | <b>Vehicle Budget Status</b>                   |  | <b>Breakout Box Required?</b> |  | <b>Instrumentation Required?</b> |  |
| Releasing Activity                              |  | Regular (requires 10 week lead time) |  | Purchase a. <input type="checkbox"/>  |  | Within Vehicle Budget                          |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
| Tag No. <u>                    </u>             |  | End-of-Line Procurement (rebill)     |  | Rental a. <input type="checkbox"/>    |  | Work Task No. <u>U 8 8 0 0</u>                 |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
| Dept. No. <u>J449</u>                           |  | Special Handling (if applicable)     |  | No. of Days <input type="checkbox"/>  |  | Dept No. <u>1103</u>                           |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
| VIN No. <u>1FMDU63K3 4U                    </u> |  |                                      |  | Est. Mileage <input type="checkbox"/> |  | Finance <u>V152</u>                            |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
| Releasing                                       |  |                                      |  | Import <input type="checkbox"/>       |  | Inventory <u>V152</u>                          |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
| Coord. <u>Tina Oliver</u>                       |  |                                      |  | Pay Duty <input type="checkbox"/>     |  | Vehicle disposition upon completion of testing |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
| Phone <u>32-38938</u>                           |  |                                      |  | Bond <input type="checkbox"/>         |  | Scrap <input type="checkbox"/>                 |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
|   |  |                                      |  |                                       |  | Resale <input type="checkbox"/>                |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |
|   |  |                                      |  |                                       |  | Garage Code <u>                    </u>        |  | <input type="checkbox"/>      |  | <input type="checkbox"/>         |  |

| Unit No. | Model Year | Tag No | VIN | Vehicle Line | Body Style    | Engine Trans. | Engine | Axle | Emis. | Test Description / Vehicle Justification | Date Req.  | Replaces Vehicle | Build Number | Y/N | Y/N |
|----------|------------|--------|-----|--------------|---------------|---------------|--------|------|-------|--|------------|------------------|--------------|-----|-----|
| 1        | 2004       |        |     |              | Ford Explorer | 4.0L Auto     |        |      |       | Safety Investigations                    | 11/16/2009 |                  | 313W973      | N   | N   |
| 2        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 3        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 4        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 5        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 6        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 7        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 8        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 9        |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |
| 10       |            |        |     |              |               |               |        |      |       |  |            |                  |              |     |     |

*Handwritten notes:*  
 1:1 vehs + work mile pastweek  
 Nov Mile 608  
 Current 413  
 11/11/2009

Requester Michelle Fraser

Req. Phone 313-805-4761

Coordinator Patty Conway

Coord. Phone 313-468-6133

Date Initiated 10-Nov-09

|              |     |                               |
|--------------|-----|-------------------------------|
| License Req. | Yes | Department Manager - THOEVENE |
|              | No  | no cost                       |
|              |     | Finance                       |

a. Competitive, Dealer Purchases and Rentals require **Controller** and LL2 approval.

Controller

LL2

Budget control is one in / one out or within Year End Budget. (Overruns require LL2 approval)  
 Competitive purchases require 1:1 compet. or within compet Y.E. budget, & test plan & LL2 approval  
 Page 1 of 2  
 Date Created: 11/11/2009

---

**From:** Sahinbas, Kenan (M.)  
**Sent:** Friday, December 11, 2009 10:02 AM  
**To:** Koerschner, Michelle (M.M.); Christensen, Kris (K.S.); Fraser, Michelle (M.); Kreiger, Erik (E.); Ruman, John (J.P.); Gorley, Bill (W.L.); Movilla, Cliff (C.D.); Rosegart, Philip (P.E.); Christenson, Heather (H.); Hartstang, Joe (J.K.)  
**Subject:** BTSI/Steering Column

Team

Michelle Fraser and I sample inspected 4 pallets of steering columns at PRC (1 pallet of 30 columns with packaging date of 01/19/08, 3 pallets of 30 columns and one additional column packaging date of 11/28/07). All inspected columns contained fast/slow BTSI's. We are confident that all stock with package date prior to 1/30/08 does contain fast/slow BTSI's. We have requested PRC to isolate these 121 columns and only ship manual emergency orders from this lot. We also requested all depots to sort their existing stock to identify columns that contain package date prior to 1/30/08. Once the packaging date is 100% verified at the depots and certified we will request the D1 hold to be lifted from those depots and request depot to ship only emergency orders. When I receive an OK from purchasing, I will request a QCN returning all columns with package date after 1/30/08 to HLM. I am gathering the inventory data from the depots, when all inventories are counted and verified I will publish the numbers to the team. If you require additional support data please let me know.

M. Ken Sahinbas  
STA Engineer - Packaging  
Ford Motor Company  
North America Quality Office  
Customer Service Division  
Phone: (313) 390-3264

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

From: Christenson, Heather (H.)  
Sent: Thursday, December 10, 2009 3:13 PM  
To: Gorley, Bill (W.L.); Christensen, Kris (K.S.); Christenson, Heather (H.); Fraser, Michelle (M.); Sahinbas, Kenan (M.); Koerschner, Michelle (M.M.); Rosegart, Philip (P.E.); Kreiger, Erik (E.); Movilla, Cliff (C.D.)  
Subject: FW: BTSI/Steering Column Documentation Review - NOTES

Attached are the notes off the board from our 10/12/08 meeting.

Regards,  
Heather Christenson  
STA - Chassis  
Ford Customer Service Division  
16800 Executive Plaza Dr.  
Cube 3N134  
Dearborn, Mi 48126



Tel: (313) 390-3188  
www.thefordstory.com

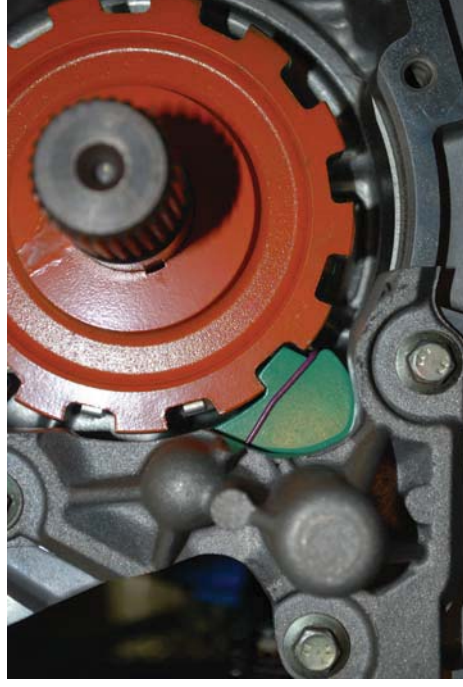
-----Original Message-----

From: Christenson, Heather (H.)  
Sent: Thursday, December 10, 2009 2:56 PM  
To: Christenson, Heather (H.)  
Subject:

The attached document was sent to you from an HP multifunction device deployed in the Ford/HP Image Utility Program.

# EA09-013: 2002-2005 Explorer

## Shift Lever in Park Position



January 14, 2011

# EA09-013: 2002-2005 Explorer

## Shift Lever in Reverse Position



January 14, 2011

# EA09-013: 2002-2005 Explorer

Sample #1: Shift lever in between Park and Reverse



January 14, 2011

# EA09-013: 2002-2005 Explorer

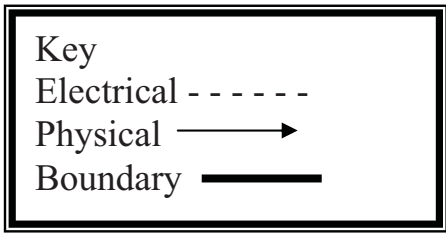
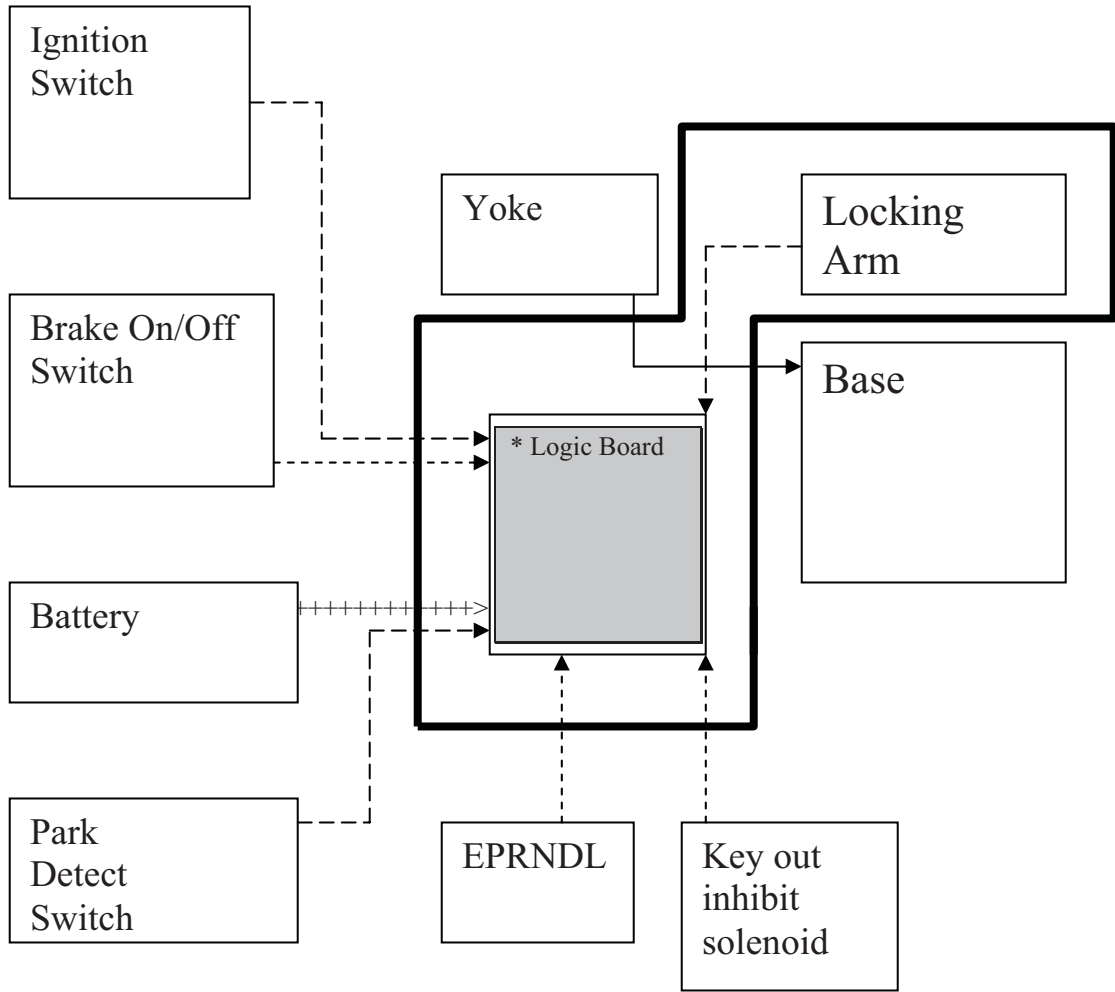
Sample #2: Shift lever in between Park and Reverse



January 14, 2011

**Boundary  
Diagram  
Ebtsi**

Environment  
-EMC  
-Moisture



TITLE  
Interface Matrix

|  |                          |   |   |   |   |   |   |  |   |  |   |  |   |   |   |   |   |   |   |
|--|--------------------------|---|---|---|---|---|---|--|---|--|---|--|---|---|---|---|---|---|---|
| <p><b>WARNING!!!!</b> Do not enter values into the grayed out area. Only enter values into the white area. When values are entered into the white area, the corresponding gray side will automatically be entered.</p> |                          |   |   |   |   |   |   |  |   |  |   |  |   |   |   |   |   |   |   |
|  | Locking Arm              | 2 | 2 |   | 2 | 2 |   |  |   |  |   |  |   |   |   |   |   |   |   |
|  | Logic Board              | 2 | 2 |   | 2 |   |   |  |   |  |   |  |   |   |   |   |   |   |   |
|  | Base                     | 2 |   |   |   | 2 |   |  |   |  |   |  |   |   |   |   |   |   |   |
|  | EPRNDL                   |   |   |   |   |   | 2 |  |   |  |   |  |   |   |   |   |   |   |   |
|  | Yoke                     | 2 |   | 2 |   |   |   |  |   |  |   |  |   |   |   |   |   |   |   |
|  | Key out inhibit solenoid | 2 |   |   |   |   |   |  | 2 |  |   |  |   |   |   |   |   |   |   |
|  |                          |   |   |   |   |   |   |  |   |  | 2 |  |   |   |   |   |   |   |   |
|  |                          |   |   |   |   |   |   |  |   |  |   |  | 2 |   |   |   |   |   |   |
|  |                          |   |   |   |   |   |   |  |   |  |   |  |   | 2 |   |   |   |   |   |
|  |                          |   |   |   |   |   |   |  |   |  |   |  |   |   | 2 |   |   |   |   |
|  |                          |   |   |   |   |   |   |  |   |  |   |  |   |   |   | 2 |   |   |   |
|  |                          |   |   |   |   |   |   |  |   |  |   |  |   |   |   |   | 2 |   |   |
|  |                          |   |   |   |   |   |   |  |   |  |   |  |   |   |   |   |   | 2 |   |
|  |                          |   |   |   |   |   |   |  |   |  |   |  |   |   |   |   |   |   | 2 |

|   |   |
|---|---|
| P | E |
| I | M |

P: Physically touching    E: Energy transfer  
 I: Information exchange    M: Material exchange

**Required**                                 2 Necessary for function  
**Desired**                                   1 Beneficial, but not absolutely necessary for functionality  
**Indifferent**                               Does not affect functionality  
**Undesired**                               -1 Causes negative effects but does not prevent functionality  
**Detrimental**                            -2 Must be prevented to achieve functionality

## Noises

### System Interactions

Locking arm to yoke  
 Yoke to base  
 Logic board to locking arm  
 Logic board to EPRNDL  
 Locking arm to base  
 Logic board to key out  
 inhibit solenoid

### Customer Usage/ Duty Cycle

Fluid Contamination  
 Dirt Contamination  
 EMI

### Chang Over Time

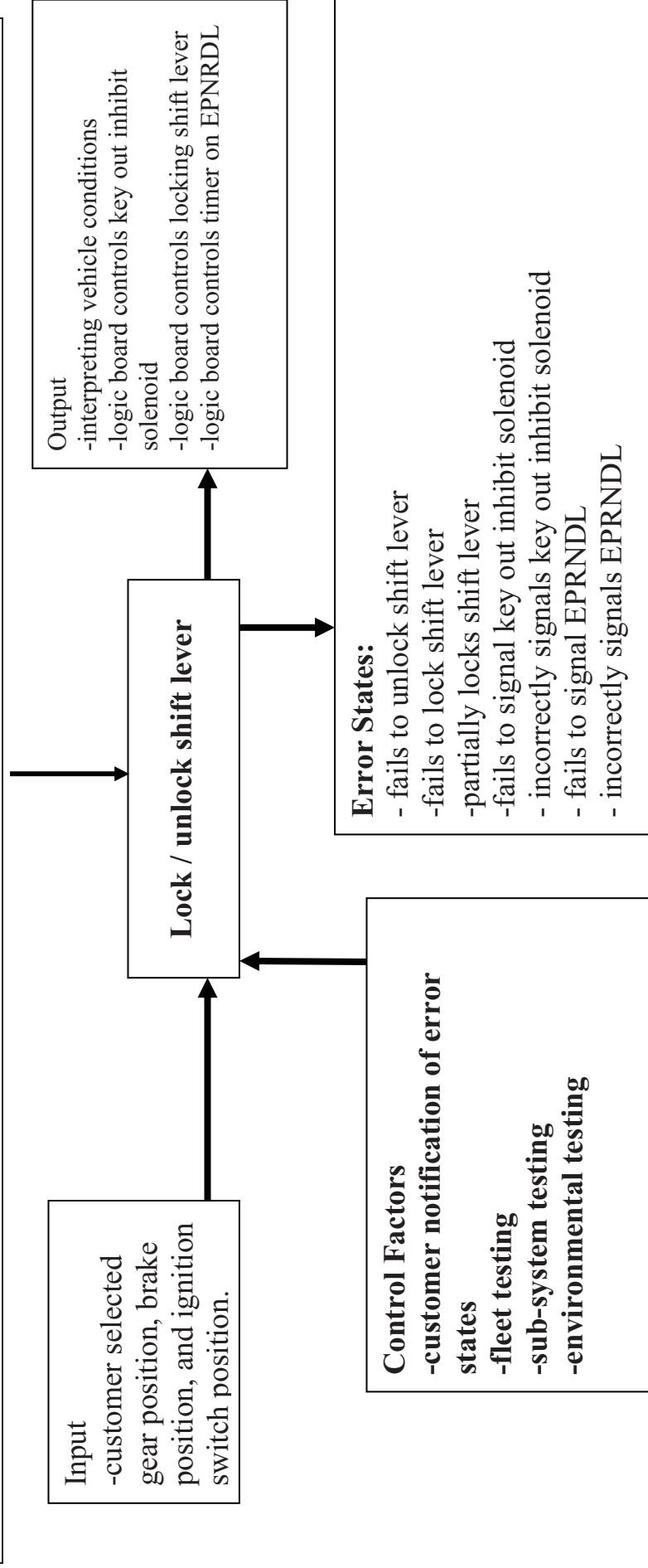
Excessive Locking arm  
 Cycles  
 Corrosion

### Environment

EMI  
 Moisture

### Manufacturing Variation

Locking arm tolerance to yoke  
 Locking arm tolerance to base





TITLE  
Interface Matrix

**WARNING!!!!** Do not enter values into the grayed out area. Only enter values into the white area. When values are entered into the white area, the corresponding gray side will automatically be entered.

|                    | Switch Assembly | Sliding Piece | Base | Micro Processor | Yoke | EPRNDL Red Light | EPRNDL White Light | DCM Module |  |  |  |  |  |  |  |  |  |  |  |  |
|--------------------|-----------------|---------------|------|-----------------|------|------------------|--------------------|------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Switch Assembly    |                 | 2<br>2        | 2    |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
| Sliding Piece      | 2<br>2          |               |      | 2               | 2    |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
| Base               | 2               |               |      |                 | 2    |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
| Micro Processor    |                 | 2             |      |                 |      | 2                | 2                  | 1          |  |  |  |  |  |  |  |  |  |  |  |  |
| Yoke               |                 | 2             | 2    |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
| EPRNDL Red Light   |                 |               |      | 2               |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
| EPRNDL White Light |                 |               |      | 2               |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
| DCM Module         |                 |               |      | 1               |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |
|                    |                 |               |      |                 |      |                  |                    |            |  |  |  |  |  |  |  |  |  |  |  |  |

|   |   |                         |                      |
|---|---|-------------------------|----------------------|
| P | E | P: Physically touching  | E: Energy transfer   |
| I | M | I: Information exchange | M: Material exchange |

- Required                    2 Necessary for function
- Desired                    1 Beneficial, but not absolutely necessary for functionality
- Indifferent                Does not affect functionality
- Undesired                -1 Causes negative effects but does not prevent functionality
- Detrimental              -2 Must be prevented to achieve functionality

---

**From:** Fraser, Michelle (M.)  
**Sent:** Tuesday, November 17, 2009 4:46 PM  
**To:** Ahmad, Ronnie (R.)  
**Cc:** Mayer, Kenneth (K.M.)  
**Subject:** Explorer Parking Clinic.xls

**Attachments:** Explorer Parking Clinic.xls

Ronnie,

Please find attached a spreadsheet with the invitees for the Explorer Parking Clinic. We plan to run the clinic in the parking lot near the participants, so they are divided into three groups. The clinic will be run over 1.5 days, which each location being half a day. Each session will last for 15 minutes, so please allow for 3 hours of sign-up times per location.

Monday AM, Group 1 = iTek Bldg (East & West), Time = 8:30 am - 11:30 am

Monday PM, Group 2 = Regent Court, Time = 12:30 pm - 4:30 pm

Tuesday AM, Group 3 = WHQ/FMCC, Time = 8:30 am - 11:30 pm

Tuesday PM, make-up session for those who forget (location TBD) - only if we don't meet our minimum participant numbers!



Explorer Parking  
Clinic.xls (2...

We have sufficient staff that I can be calling people on the day to make sure they keep their appointments. We just need your help with the sign-up lists. Let me know if you have any questions. Thanks!

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

|                     |                            | Invite? |              |
|---------------------|----------------------------|---------|--------------|
| Building Location   | Created By                 | y       | Clinic Group |
| iTek-E              | Broski, Jeffrey (J.M.)     | 1       | 1            |
|                     | Carroll, Patrick (P.J.)    | 1       |              |
|                     | Duncan, Lee (.)            | 1       |              |
|                     | Fradkin, Andrew (A.S.)     | 1       |              |
|                     | Gale, Thomas (T.E.)        | 1       |              |
|                     | Haas, Adam (A.J.)          | 1       |              |
|                     | Mahin, Robert (R.H.)       | 1       |              |
|                     | McCain, Kelly (K.A.)       | 1       |              |
|                     | Pond, Linda (L.)           | 1       |              |
|                     | Sinishtaj, Luke (L.)       | 1       |              |
|                     | Stephens, Daron (D.K.)     | 1       |              |
|                     | Winther, Matt (M.)         | 1       |              |
| iTek-W              | Bryant, Richard (R.M.)     | 1       | 1            |
|                     | Fricker, Luke (L.T.)       | 1       |              |
|                     | Garrett, Mark (M.W.)       | 1       |              |
|                     | Howell, Christopher (C.G.) | 1       |              |
|                     | Maples, William (W.J.)     | 1       |              |
|                     | Nizio, Edmund (E.J.)       | 1       |              |
|                     | Staknis, Joseph (J.R.)     | 1       |              |
|                     | Yerasi, Suresh (S.)        | 1       |              |
| Regent Court        | Broglin, Amy (A.R.)        | 1       | 2            |
|                     | Cebula, Lusty (Leo.)       | 1       |              |
|                     | Gannon, Lauren (L.K.)      | 1       |              |
|                     | Honiss, Ilene (I.)         | 1       |              |
|                     | Honiss, Richard (R.J.)     | 1       |              |
|                     | Khomutin, Mike (M.)        | 1       |              |
|                     | Leboeuf, Jerome (J.P.)     | 1       |              |
|                     | Loiselle, Christy (C.L.)   | 1       |              |
|                     | Lopez, Stephen (S.M.)      | 1       |              |
|                     | Nolta, Mike (M.L.)         | 1       |              |
|                     | Olson, Natalie (N.I.)      | 1       |              |
|                     | Roose, Carol (C.A.)        | 1       |              |
|                     | Sliwinski, Doug (D.)       | 1       |              |
|                     | Voglewede, David (D.G.)    | 1       |              |
| Walker, Debbie (D.) | 1                          |         |              |
| WHQ                 | Burnett, Roger (R.A.)      | 1       | 3            |
|                     | Clary, Rob (R.S.)          | 1       |              |
|                     | Cupples, Melinda (M.A.)    | 1       |              |
|                     | Haag, Janis (J.)           | 1       |              |
|                     | Knapp, Carol (C.)          | 1       |              |
|                     | Sawicky, Dianna (D.K.)     | 1       |              |
|                     | Shannon, Patty (P.M.)      | 1       |              |
|                     | Stacer, David (D.J.)       | 1       |              |
|                     | Szynwelski, Mark (M.D.)    | 1       |              |
|                     | Wascher, Paul (P.J.)       | 1       |              |
| FMCC                | Crowe, Sharen (S.)         | 1       | 3            |
|                     | Hoffman, Lee (L.S.)        | 1       |              |
|                     | Marsh, Timothy (T.)        | 1       |              |
|                     | Moran, Christian (C.R.)    | 1       |              |
| Grand Total         |                            | 49      |              |

---

**From:** Biallas, Robert (R.J.)  
**Sent:** Monday, April 07, 2003 11:55 AM  
**To:** Zyskowski, Mark (M.E.); Lovatt, Andrew (A.B.)  
**Cc:** Hall, Robert (R.J.); Spaulding, Todd (T.C.)  
**Subject:** FW: 03 Aviator - 307-01 - Trans Selector Lever - WSM Update - SLTS#53611

**Attachments:** 53611\_307-01\_TransSelectorLever.pdf



53611\_307-01\_Tra  
nsSelectorLeve...

Gentlemen, please see the attached document. If you handle the Aviator I would like you to please respond to me on the issue with removal/installation to improve the labor time and procedures. If you agree or not I need your immediate feedback to resolve this. Thanks.

> Robert J. Biallas  
> Senior Service Engineer,  
> ATEO Transmission Service Engineering  
>  
> "Involve Service Engineering upfront and you get an education. Involve Service  
Engineering late and you get experience."  
>  
> rbiallas@ford.com  
> tel: 734-523-3217  
> fax: 734-458-0655  
>

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

From: Hall, Robert (R.J.)  
Sent: Monday, April 07, 2003 11:00 AM  
To: Biallas, Robert (R.J.)  
Subject: FW: 03 Aviator - 307-01 - Trans Selector Lever - WSM Update -  
SLTS#53611

Bob take a look respond if you know the responsible party.

Robert J. Hall  
Senior Service Engineer  
ATEO Livonia  
734-523-1398

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

From: Al.Hewitt@VFTIS.spx.com [mailto:Al.Hewitt@VFTIS.spx.com]  
Sent: Monday, April 07, 2003 10:52 AM

To: rhall1@ford.com

Subject: 03 Aviator - 307-01 - Trans Selector Lever - WSM Update -  
SLTS#53611

Note: If you are not the correct individual(s), please forward to the  
correct person(s) and CC al.hewitt@vffis.spx.com.

Date: 4/5/03

Subject: Service Labor Time Development for 7110A - Indicator -  
Transmission Control Selector - Replace.

During the development of the above mentioned labor time standard we have  
encountered an issue with the service manual procedure requiring sign-off  
by the Workshop Manual Champion. Sign-off is required prior to any  
resolution being incorporated into the Workshop Manual.

ISSUE(s): Please see attached pdf file for details.

No need to do the whole procedure to complete the task required. Suggested  
to add step table to remove individual components. Re-number as shown.

Please contact Al Hewitt, Mike Kozakowski or Tim Lamphere to arrange a time  
to review the procedure in detail. We believe that we can possibly (1)  
reduce the labor time required to perform the procedure and/or (2) improve  
the procedure to more accurately reflect actual conditions. TSO has an  
objective of ninety days to complete all labor operations for new vehicles  
therefore due to this time constraint your assistance is required within 5  
business days. SPX is the lead supplier for labor standards and can help  
with any questions you may have on this matter.

Mark Gerstenberger  
New Model Service Labor Time Standards Development  
Fairlane Business Park 3, 226 E  
Allen Park, MI. 48101  
Email: mgersten@ford.com  
Phone: (313) 390-4618 Fax: (313) 390-8727

Originator: Mark Gerstenberger  
Request for Engineering Assistance.doc  
Date Revised: 9/20/02

Tim Lamphere  
New Model SLTS Project Manager  
Cell - 313.350.0091  
Email: Tim.Lamphere@VFTIS.SPX.com

Allen Hewitt III  
Lead Technician  
Cell - 313.220.3525  
Email: al.hewitt@vftis.spx.com

Mike Kozakowski  
Technical Lead  
Cell - 313.220.0322  
Email: mike.kozakowski@vftis.spx.com

SPX / Valley Forge Technical Information Services  
New Model SLTS  
1180 John Papalas Dr  
Lincoln Park, MI 48146  
Fax: 313.381.4603

\*\*\*\*\*

SPX / VFTIS  
1180 John Papalas Dr.  
Lincoln Park, MI. 48146  
New Model - Service Labor Time Standards  
Tim Lamphere - Project Manager - Cell - 313.350.0091  
Email: tim.lamphere@vftis.spx.com  
Mike Kozakowski - Technical Lead - WSM Update Coordinator  
Email: mike.kozakowski@vftis.spx.com - Cell - 313.220.0322  
Allen Hewitt III - Lead Technician - Cell - 313.220.3525  
Email: al.hewitt@vftis.spx.com  
FAX 313.381.4603

\*\*\*\*\*

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(See attached file: 53611\_307-01\_TransSelectorLever.pdf)

# SLTS Workshop Manual Update Notification Form

Initiator Tracking Number: **53611**

(Use the Tab key to navigate to the next field)

Date Concern Identified: 3-28-03

WSM Supplier: RTS

SLTS Location: Linclon Paark

**Initiator**

- slts.newmodel@vftis.spx.com
- recall@vftis.spx.com
- reengineering@vftis.spx.com
- drr@vftis.spx.com
- tsb@vftis.spx.com

New Model  
Recall Support  
Re-Engineering  
DRR  
TSB

Technician: Ken Bovensiep  
Technician:  
Technician:  
Technician:

WSM Section: 307-01

Procedure Title: Transmission Selector Lever

Labor Operation: 7110A

Parent Model Year: 2003

Parent Vehicle Line: Aviator

Applicable Model Year(s):

Applicable Vehicle Line(s):

DVD Month or Version Number: 4-2003

ORIGINAL

- Category 1:** The SLTS Time study cannot be developed following the WSM procedure as outlined in the WSM. It is not possible to complete the time study due to inconsistencies in the procedure without major revisions. The responsible authoring activity/supplier will obtain any necessary engineering sign-off and return to SLTS group within 50 working days. The WSM must be updated and published on the TSO DVD, prior to SLTS development.
- Category 2:** Workshop Manual Notification, SLTS can be released immediately. Responsible supplier will be notified of concerns with validated procedure. These concerns will be addressed and the WSM supplier will obtain any necessary sign-off following the criteria for S.P.E.C.S review & Signoff.
- Category 3:** Special Tool issues, SLTS can be released immediately. Both the responsible supplier and OTC will be notified of identified tool inconsistencies. (Can be used with any other category)
- Category 4:** At the request of TSO SLTS, the WSM procedure related to this Labor Operation will be revised. Both the Program and Functional Champions must approve and sign-off on the proposed change(s). The SPX SLTS team will obtain the required sign-off, and the responsible WSM supplier will make the necessary updates and publish the procedure within 50 working days. The WSM must be updated and published on the TSO DVD, prior to SLTS development.

Ford SLTS Signature for Category 1 or 4: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature) (Printed Name) (Phone #)

Functional Champion: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature) (Printed Name) (Phone #)

Program Champion: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature) (Printed Name) (Phone #)

**NOTE: In order to close this case, updated pages must be submitted to the initiator ( i.e. New Model, Recall Support, Re-Engineering, DRR, TSB, Technical Review) and the date required below.**

Initiation Date (Date sent to WSM Supplier): \_\_\_\_\_

Target Resolution Date (50 working days from Initiation): \_\_\_\_\_

Resolution Date (Available on PTS): \_\_\_\_\_

Total Number of Concerns in this Procedure: **1**

**Explain Concern in Detail:** Attach photos or any other supporting documentation. Continued on next page.

# SLTS Workshop Manual Update Notification Form

(Use the ENTER key to move to the next concern)

1. No need to do the whole procedure to complete the task required. Suggested to add step table to remove individual components. Re-number as shown.

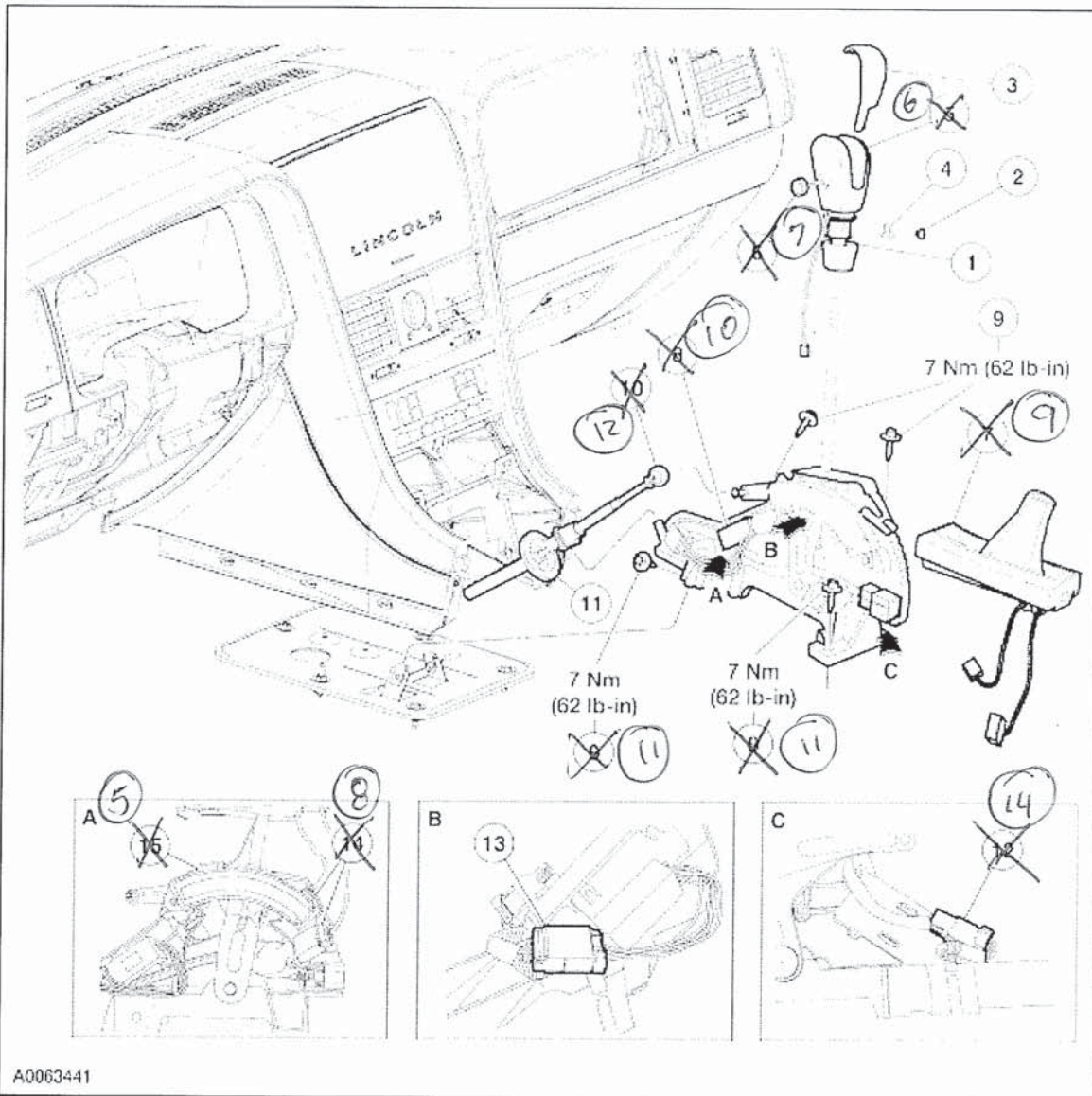


Transmission Selector Lever

Printable View (201 KB)

*If servicing the Range selector bezel or selector lever,*

1. Remove the center console. For additional information, refer to Section 501-01 .
2. Remove the components in the order indicated in the following illustration and table.
3. To install, reverse the removal procedure.



A0063441

| Item | Part Number | Description                              |
|------|-------------|--|
| 1    | 7E026       | Shroud                                   |
| 2    | —           | Shift control knob screw (part of 7L010) |
| 3    | —           | Knob bezel                               |

|    |        |  |
|----|--------|--|
| 4  | —      | Horseshoe clip                                       |
| 5  | 7L010  | Shift control knob                                   |
| 6  | 7G550  | Overdrive cancel button                              |
| 7  | —      | Transmission range selector bezel                    |
| 8  | 14A646 | Shift solenoid connector                             |
| 9  | 7C453  | Transmission range selector lever screws             |
| 10 | 7E395  | Shift cable end                                      |
| 11 | 7E395  | Shift cable  |
| 12 | 14A646 | Transmission range selector lever electrical         |
| 13 | 14A646 | Shift solenoid connector                             |
| 14 | 14A646 | Transmission range sensor bezel electrical connector |
| 15 | 14A646 | Overdrive cancel button electrical connector         |

| COMPONENT         | ITEMS | NOTE!                     |
|-------------------|-------|---------------------------|
| SHIFTER KNOB      | 1-6   | DO NOT DO STEP 1          |
| O/D CANCEL SWITCH | 1-7   | NOTE!<br>DO NOT DO STEP 1 |
| RANGE SELECTOR    | 1-9   |                           |
| SELECTOR LEVER    | 1-14  |                           |

**From:** Fraser, Michelle (M.)  
**Sent:** Wednesday, November 18, 2009 12:49 PM  
**To:** Rosegart, Philip (P.E.); Wylie, Dan (D.P.)  
**Cc:** Christensen, Kris (K.S.)  
**Subject:** FW: BSI Date Codes

This may become part of our 1:00 discussion.

*Michelle M. Fraser, PE*  
 Senior Safety Investigations Engineer  
 Automotive Safety Office  
 Ford Motor Company  
 (313) 805-4761

**From:** Fraser, Michelle (M.)  
**Sent:** Tuesday, November 17, 2009 5:22 PM  
**To:** 'Atul Kalia'  
**Subject:** BSI Date Codes

Atul,

I am trying to compile a complete list of the solenoids we have inspected. Below is a list that I have so far. I believe you were recording the same information at our last meeting, and may have taken some samples with you as well. Can you let me know if you agree with this list and what other need to be added? Thank you!

| Unit | OE / Service | VIN         | Service Box Date | Prefix | BSI Date Code | Fast / Slow? | Design Intent? |
|------|--------------|-------------|------------------|--------|---------------|--------------|----------------|
| 1    | OE           | 1FMZU72E32U | -                | 1L2C   | 268N1         | N            | Y              |
| 2    | OE           | 1FMZU72E72Z | -                | 1L2C   | 292A1         | N            | Y              |
| 3    | OE           | 1FMZU73E52Z | -                | 1L2C   | 264D1         | N            | Y              |
| 4    | OE           | 1FMZU72E02U | -                | 1L2C   | 052A1         | N            | Y              |
| 5    | OE           | 1FMZU85W54Z | -                | 1L2C   | 266A3         | N            | Y              |
| 6    | OE           | 1FMZU72K94Z | -                | 1L2C   | 247D3         | N            | Y              |
| 7    | OE           | 1FMZU62K75Z | ?                | 5L2C   | 299D4         | Y            | Y              |
| 8    | OE           | 1FMZU74K74U | -                | 1L2C   | 336N3         | N            | Y              |
| 9    | OE           | 1FMZU72E12Z | -                | 1L2C   | 289D1         | N            | Y              |
| 10   | OE           | 1FMZU73K44Z | -                | 1L2C   | 198D3         | N            | Y              |
| 11   | OE           | 1FMZU63E92Z | -                | 1L2C   | 239A1         | N            | Y              |
|      | OE           | 1FMZU72E92Z | ?                | 5L2Z   | (none)        | Y            | Y              |
| CP   | OE           | 1FMZU63K34U | -                | 1L2C   | ?             | N            | Y              |
|      | OE           | vehicle     | -                | 1L2C   |               | N            | Y              |
|      | OE           | vehicle     | -                | 1L2C   |               | N            | Y              |
|      | service      | column      | 5/7/2008         | 5L2Z   | 105A8         | N            | N              |
|      | service      | column      | 1/19/2008        | 5L2Z   | 271D7         | Y            | Y              |
|      | service      | column      | 2/11/2008        | 5L2Z   | 035A8         | N            | N              |
|      | service      | column      | 4/29/2008        | 5L2Z   | 085D8         | N            | N              |
|      | service      | column      | 2/5/2008         | 5L2Z   | 030D8         | N            | N              |
|      | service      | BSI         | 6/8/2009         | 5L2Z   | 135D8         | N            | N              |
|      | service      | BSI         |                  |        |               |              |                |
|      | service      | BSI         |                  |        |               |              |                |
|      | service      | BSI         |                  |        |               |              |                |

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

2009/10/27

**Christensen, Kris (K.S.)**

---

**Subject:** FW: Explorer Experiment  
**Location:** PDC Conf Rm 2B-D45 (14)

**Start:** Tue 10/27/2009 3:00 PM  
**End:** Tue 10/27/2009 4:00 PM

**Recurrence:** (none)

**Meeting Status:** Accepted

**WebExOI:**  
**WebExOIHost:**

*Vehicle "Car Count"*  
*Diane Drake*  
*Car Coordinator*

Kris, you are welcome to attend if it fits your schedule.

---

**From:** Fraser, Michelle (M.)  
**Sent:** Wednesday, October 21, 2009 12:58 PM  
**To:** Fraser, Michelle (M.); Shutko, John (J.L.); Woolfolk, John (J.G.); Thornton, James (W.); Ott, David (D.J.); Porter, Alan (A.J.); Mayer, Kenneth (K.M.)  
**Subject:** Explorer Experiment  
**When:** Tuesday, October 27, 2009 3:00 PM-4:00 PM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** PDC Conf Rm 2B-D45 (14)

Discuss progress on Explorer experiment design, next steps, additional resources, etc.

-Michelle

*\* In vehicle study w/ cameras*

- Camera install*
- Wiring hook up*
- Video set-up*
- Use Ford Credits - target (30) persons, preferable present or past U152 drivers*
- Vehicle by Nov 16*

---

**From:** DiTullio, Marc (M.J.)  
**Sent:** Wednesday, September 17, 2003 1:42 PM  
**To:** Zyskowski, Mark (M.E.); Spaulding, Todd (T.C.)  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879

**Importance:** High

**Attachments:** Containment Plan C11541879.tif

fyi,

Concern just got authorized for the U152 cable changes (isolated end fitting, removing mass damper).

Regards,

Marc J. Di Tullio  
Product Engineer - ATEO Shift Systems Section  
Schaefer Ct. I; Cube 1BG29  
Ph: 313-32-31882; Fax: 313-24-86950;  
Pg: 734-296-1006; e-mail: mditulli@ford.com

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

**From:** Davis, Cynthia (C.L.)  
**Sent:** Wednesday, September 17, 2003 1:18 PM  
**To:** DiTullio, Marc (M.J.)  
**Cc:** Ebersole, Jeff (J.W.); Upshaw-Gibson, Andrea (A.D.); Huntington, Dennis (D.C.)  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879  
**Importance:** High

Your concern has been approved. Now we need the notice package from you as soon as you get the prints.  
Thanks!

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

**From:** Kerastas, Anna-Marie (A.M.)  
**Sent:** Wednesday, September 17, 2003 1:09 PM  
**To:** Davis, Cynthia (C.L.)  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879

FYI

*Thank You,  
Anna-Marie Kerastas*  
PDC 2D-M72  
U152 / U231 Powertrain Program Management  
Product Design Engineer  
E-mail: akerasta@ford.com  
Phone: (313) 337-2858  
Fax: (313) 248-6160

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

**From:** Taylor-Liston, Jane (J.)  
**Sent:** Tuesday, September 16, 2003 3:45 PM  
**To:** Hardy, Urszula (U.M.)  
**Cc:** Harris, Keith (K.N.); Kerastas, Anna-Marie (A.M.); Mitchell, Terri (T.L.); Tammi Hart; Randy Short  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879

Please authorize this for U152, 04 R/C, -1.08/325400/0/-0.5 lb, PSW 2/10/04, PMT 4E, fin type MCR, causal factor CR. This is the one that everyone had so much trouble with the GRCT so I think Terri said she would force it on the road map.

Thanks much.

*Jane Taylor-Liston*

Program Management Analyst - Explorer/Aviator Change Control  
Ford Motor Company  
Phone (313) 33-75160 FAX (313) 33-75160  
Pager (text JTAYLORL) (313) 795-6764  
PDC - 2DF02

**MGO BLUE**

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

**From:** Kerastas, Anna-Marie (A.M.)  
**Sent:** Tuesday, September 16, 2003 3:00 PM  
**To:** Taylor-Liston, Jane (J.)  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879

FYI

Thank you,

**Anna Marie Kerastas**

Product Design Engineer

U152 / U231 Powertrain Program Management

phone: (313) 337-2858

e-mail: akerasta@ford.com

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

**From:** DiTullio, Marc (M.J.)  
**Sent:** Tuesday, September 16, 2003 2:07 PM  
**To:** Kerastas, Anna-Marie (A.M.)  
**Subject:** RE: IMMEDIATE ATTENTION - C11541879

Here's a copy of the supplier signed containment plan.

Regards,

Marc J. Di Tullio  
Product Engineer - ATEO Shift Systems Section  
Schaefer Ct. I; Cube 1BG29  
Ph: 313-32-31882; Fax: 313-24-86950;  
Pg: 734-296-1006; e-mail: mditulli@ford.com



Containment Plan  
C11541879.tif...

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

**From:** DiTullio, Marc (M.J.)  
**Sent:** Friday, September 12, 2003 1:37 PM  
**To:** Kerastas, Anna-Marie (A.M.)

**Subject:** FW: IMMEDIATE ATTENTION - C11541879

Here's the containment plan file with the information (for purposes of printing out a "clean" copy).

I've e-mailed this to the supplier for signatures and expect to get it back on Monday.

Regards,

Marc J. Di Tullio  
Product Engineer - ATEO Shift Systems Section  
Schaefer Ct. I; Cube 1BG29  
Ph: 313-32-31882; Fax: 313-24-86950;  
Pg: 734-296-1006; e-mail: mditulli@ford.com

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

**From:** Kerastas, Anna-Marie (A.M.)  
**Sent:** Friday, September 12, 2003 10:08 AM  
**To:** DiTullio, Marc (M.J.)  
**Subject:** RE: IMMEDIATE ATTENTION - C11541879

<< File: Containment Plan Updated 030703.xls >>

Please forward containment plan to me and I will get it to the change control folks.

*Thank You,*  
*Anna-Marie Kerastas*  
PDC 2D-M72  
U152 / U231 Powertrain Program Management  
Product Design Engineer  
E-mail: akerasta@ford.com  
Phone: (313) 337-2858  
Fax: (313) 248-6160

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

**From:** DiTullio, Marc (M.J.)  
**Sent:** Thursday, September 11, 2003 4:06 PM  
**To:** Kerastas, Anna-Marie (A.M.)  
**Subject:** RE: IMMEDIATE ATTENTION - C11541879

Please send me a containment plan file.

Regards,

Marc J. Di Tullio  
Product Engineer - ATEO Shift Systems Section  
Schaefer Ct. I; Cube 1BG29  
Ph: 313-32-31882; Fax: 313-24-86950;  
Pg: 734-296-1006; e-mail: mditulli@ford.com

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

**From:** Kerastas, Anna-Marie (A.M.)  
**Sent:** Thursday, September 11, 2003 3:33 PM  
**To:** DiTullio, Marc (M.J.)  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879

Please forward a contianment to me so we can get forced on the road map.



Thank you,

## Anna Marie Kerastas

Product Design Engineer

U152 / U231 Powertrain Program Management

phone: (313) 337-2858

e-mail: akerasta@ford.com

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

**From:** Taylor-Liston, Jane (J.)  
**Sent:** Thursday, September 11, 2003 2:26 PM  
**To:** Kerastas, Anna-Marie (A.M.)  
**Subject:** RE: IMMEDIATE ATTENTION - C11541879

Get a containment plan and we can force it on the road map.

Thanks much.

*Jane Taylor-Liston*

Program Management Analyst - Explorer/Aviator Change Control  
Ford Motor Company  
Phone (313) 33-75160 FAX (313) 33-75160  
Pager (text JTAYLORL) (313) 795-6764  
PDC - 2DF02

**MGO BLUE**

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

**From:** Kerastas, Anna-Marie (A.M.)  
**Sent:** Thursday, September 11, 2003 10:09 AM  
**To:** Taylor-Liston, Jane (J.)  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879  
**Importance:** High

So what do we do with this one????

Thank you,

## Anna Marie Kerastas

Product Design Engineer

U152 / U231 Powertrain Program Management

phone: (313) 337-2858

e-mail: akerasta@ford.com

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

**From:** DiTullio, Marc (M.J.)  
**Sent:** Wednesday, September 10, 2003 11:30 AM  
**To:** Kerastas, Anna-Marie (A.M.); Davis, Cynthia (C.L.)  
**Subject:** FW: IMMEDIATE ATTENTION - C11541879  
**Importance:** High

fyi

Marc J. Di Tullio  
Product Engineer - ATEO Shift Systems Section

Schaefer Ct. I; Cube 1BG29  
Ph: 313-32-31882; Fax: 313-24-86950;  
Pg: 734-296-1006; e-mail: mditulli@ford.com

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

**From:** Mitchell, Terri (T.L.)  
**Sent:** Wednesday, September 10, 2003 10:34 AM  
**To:** Pruitt, Michael (M.B.); Hardy, Urszula (U.M.); DiTullio, Marc (M.J.); Short, Randy (R.L.)  
**Cc:** Young, Dennis (D.C.)  
**Subject:** IMMEDIATE ATTENTION - C11541879  
**Importance:** High

**Hello All,**

**For some reason when opening an RCT for the above CR the parts do not show in the GRCT system. We have tried in the past week or so 6 attempts for this particular CR and we receive the same results each time. The system is working perfectly for all other concerns.**

**Mike, I will report this to our systems people; in the mean time, I can force the issue on the GRCT roadmap for tracking, but as of now it looks impossible to have a GRCT for this issue.**

**Please let me know what you want me to do. If in fact you need the supplier to be contacted to verify cost and timing I can do that separately but a GRCT is not looking possible for this change.**

**Let me know,**

Best Regards,

Terri L. Mitchell  
GRCT Administrator  
Ford Motor Company  
Louisville Assembly Plant  
(502) 375-5136  
tmitch8@ford.com

**Weeping may endure for a night, but Joy, will come in the morning....**

**CONTAINMENT PLAN - Explorer Nameplate**

Complete the following box OR attach WERS Worksheet

|                        |         |
|------------------------|---------|
| Average Variable Cost: | -1.08   |
| Assembly Labor Cost:   | 0       |
| Supplier Tooling:      | 325,400 |
| Assembly Tooling:      | 0       |
| Engineering Cost:      | 0       |
| Facility:              | 0       |
| Weight:                | -0.5    |

Date: 9/12/2003  
 Requestor: M. Di Tullio  
 PROFS ID: mditulli  
 Phone: 32-31882  
 Activity: AT Shift Systems  
 Containment Plan Approval/ Date: (by VO NML/Veh Eng)

Concern Number: [Redacted]  
 Alert Number: [Redacted]  
 Full PSM Date: 2/10/2004  
 requires release by (Date): 9/15/2003  
 Mfg. Source Signature: [Signature]  
 (Purch./Supplier Concurrence)

Does this change affect following programs?

P207  J1 (MY)  
 U152  Added Starter  
 U231  + 120  
 R/C (MY) 04  + 240  
 DVP&R  Safety

Reason For Change: Assy/Mfg. Fees   
 Concern/Resolution: Replace 0.5 lb. Mass damper with laminated end fitting on trans shift cable.

With this change is the following affected? (Y/N)  
 Pieces-to-piece variation  N  N  
 Durability / Degradation  N  N  
 Packages / Neighboring Parts  N  
 IF yes to any of these, fill out the Build Support Plan/DVP Proveout:

Build Support Plan/ DVP Proveout:  Graining Affected  Locators Affected   
 Who? What? When?  DVP Required   
 VO Trial Date: [Redacted]

List Part #s (or attach WERS B-screen)

| Part Number   | Part Description      |
|---------------|-----------------------|
| 4L2P-7E395-AA | Trans shift cable     |
| 4L2P-LBFP-AA  | FBR Trans shift cable |
|               |                       |
|               |                       |
|               |                       |

FCSO affected? (Y/N)

Service Parts  Owner Guide  EVTM   
 Serviceability  Diagnostics  Accessories   
 Pretelivory  Workshop Manual   
 If yes to any provide change to onsite FCSO representative

| Responsibility          | Company Name (print) | Date    | Comments  |
|-------------------------|----------------------|---------|---|
| FSS/Supplier            | TELEFLEX             | 9-16-03 | LEADING IS 20 WEEKS AFTER RECEIPT OF TEL ORDER. |
| Backbone Engineer       |                      |         |   |
| Backbone Supervisor     |                      |         |   |
| Backbone Manager        |                      |         |   |
| V. O. Assembly Engr.    |                      |         |   |
| PHI Leader/ Launch Ldr  |                      |         |   |
| Backbone Chief Engineer |                      |         |   |

\*Supplier's name and date shown on this form should agree with the date your secretary will enter in DOA (linked date link to EAS) when part is released.

**From:** Bozynski, John (W.)  
**Sent:** Wednesday, December 02, 2009 12:57 PM  
**To:** Sahinbas, Kenan (M.)  
**Cc:** Gorley, Bill (W.L.); 'Quatro, Dan'; Fraser, Michelle (M.); Christenson, Heather (H.); Koerschner, Michelle (M.M.); Christensen, Kris (K.S.); Bozynski, John (W.)  
**Subject:** FW: QCN BTSI  
**Importance:** High  
**Attachments:** QCN BTSI.xls

Ken,  
 QCN # 9728 issued. Just an FYI, Bramalea is only showing 5 pieces and Edmonton is showing 6 pieces in IMS2.

SMMPQCJA      Quality Part Rejection Information      12/02/09 12:53:56  
 ==> \_\_\_\_\_

SERVICE PART: 5L2Z- 3Z719-A\_\_\_\_ SOLENOID ASY  
 SUPPLIER LOC: Q29AA TERNES PROCUREMENT SERVICES      DDL Ind: N  
 REJECT TYPE: Q      REJECT NBR:      9728

STA Analyst:      Phone:  
 Reject Loc: QCGEN QUALITY - GENERAL OFFICE  
 Reject Date: 12/02/09      Qty Rejected:      1  
 Date Received: \_\_\_\_\_      QC Alert:      Y  
 Reason Code: DT      8D Action Required: Y  
 Charge Code: S      Reject Remarks:      N  
 Reject Status: O      Disposition Code:      I

Reject Desc: PLEASE RETURN ALL STOCK TO TERNES\_\_\_\_\_  
 ATTN: DAN QUATRO 700 MANUFACTURERS DRIVE\_\_\_\_\_  
 WESTLAND, MI 48186\_\_\_\_\_

Special Inst: RMA #1202DQ      CARR ACC # FEDEX 101854051\_\_\_\_\_

F1=Help      F2=PrevSuplr      F4=NextSuplr      F5=PrevRejTyp      F6=NextRejTyp  
 F9=PrevRejNbr      F10=NextRejNbr      F11=RMSA      F13=CLSARejLoc      F14=CLSASuplrloc      F15=SCSA  
 UPDATE SUCCESSFUL      LPMECJB

*John Bozynski*

Ford Customer Service Division  
 North American Quality Office  
 Quality Inspection and Containment  
 Phone: 734-942-6050  
 jbozyns2@ford.com

**From:** Sahinbas, Kenan (M.)  
**Sent:** Wednesday, December 02, 2009 12:23 PM  
**To:** Bozynski, John (W.)  
**Cc:** Gorley, Bill (W.L.); 'Quatro, Dan'; Fraser, Michelle (M.); Christenson, Heather (H.); Koerschner, Michelle (M.M.); Christensen, Kris (K.S.)  
**Subject:** QCN BTSI  
**Importance:** High

John

4/26/2011

Please process attached QCN. Please use the description as indicated  
Thanks!

*M. Ken Sahinbas*

STA Engineer - Packaging  
Ford Motor Company  
North America Quality Office  
Customer Service Division  
Phone: (313) 390-3264

---

**From:** Quatro, Dan [mailto:DanQuatro@ternespackaging.com]  
**Sent:** Wednesday, December 02, 2009 11:01 AM  
**To:** Sahinbas, Kenan (M.)  
**Cc:** Gorley, Bill (W.L.); Bozynski, John (W.)  
**Subject:** RE: Need RMA Number

I checked with Purchasing (Donna Griffin), and she stated that when we ship using Fed-x, they usually clear it through customs. Use Fed X acct# **101854051**.

**Dan Quatro**

Quality Manager  
Ternes Procurement  
700 Manufacturers Drive  
Westland MI 48186  
734-467-9000 X222  
fax 734-467-9001  
[dq@ternespkg.com](mailto:dq@ternespkg.com)

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

**From:** Sahinbas, Kenan (M.) [mailto:msahinba@ford.com]  
**Sent:** Wednesday, December 02, 2009 9:49 AM  
**To:** Quatro, Dan  
**Cc:** Gorley, Bill (W.L.); Bozynski, John (W.)  
**Subject:** RE: Need RMA Number  
**Importance:** High

Since these are in Canada I need a Customs broker, and Carrier account such as FedEx or so.

*M. Ken Sahinbas*

STA Engineer - Packaging  
Ford Motor Company  
North America Quality Office  
Customer Service Division  
Phone: (313) 390-3264

---

**From:** Quatro, Dan [mailto:DanQuatro@ternespackaging.com]  
**Sent:** Wednesday, December 02, 2009 7:27 AM  
**To:** Sahinbas, Kenan (M.)

**Cc:** Gorley, Bill (W.L.)

**Subject:** RE: Need RMA Number

RMA # is 1202DQ

Let me know if you need any more info

**Dan Quatro**

Quality Manager

Ternes Procurement

700 Manufacturers Drive

Westland MI 48186

734-467-9000 X222

fax 734-467-9001

[dq@ternespkg.com](mailto:dq@ternespkg.com)

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

**From:** Sahinbas, Kenan (M.) [mailto:[msahinba@ford.com](mailto:msahinba@ford.com)]

**Sent:** Tuesday, December 01, 2009 5:18 PM

**To:** Quatro, Dan

**Cc:** Gorley, Bill (W.L.)

**Subject:** Need RMA Number

Dan

I need to get 9 parts from the field for engineering evaluation. For part number 5L2Z-3Z719-A Solenoid. Can you please provide me with a RMA #

Thanks!

*M. Ken Sahinbas*

STA Engineer - Packaging

Ford Motor Company

North America Quality Office

Customer Service Division

Phone: (313) 390-3264



<https://web.purinfo.ford.com/>

**QCN Request Form (One form per RMA#)**

Site Code: *Enter your site specific site code (not parent code)*  
 Supplier Name: *Enter company name as listed in SIMS*  
 RMA#: *Provide a number that will be unique to this action*  
 QC Alert #: *This number will be provided to you by Ford*  
 Charge Code:  Only Your STA Can Designate a Charge Code of E,P or X  
 Disposition:  Never disposition as scrap without contacting your STA

Disposition Codes (S = Scrap, R = Rework, I = Return to Supplier indicate address where to ship the defective stock, H = Hold (in remarks, please indicate the reason for holding the material))

Reason/Description for QCN: (Provide description of problem along with detailed background as necessary)

*Enter explanation in this area - provide as much information as possible. Be specific.*

Special Instructions: If Any

*This area is to identify specific actions you need Ford to do on your behalf, .eg "Return all product with packaging date codes between March 7, 2008 and June 22, 2008".*

|    | Service Part Number | Part Name | Packaging Date Code |
|----|---------------------|-----------|---------------------|
| 1  |                     |           |                     |
| 2  |                     |           |                     |
| 3  |                     |           |                     |
| 4  |                     |           |                     |
| 5  |                     |           |                     |
| 6  |                     |           |                     |
| 7  |                     |           |                     |
| 8  |                     |           |                     |
| 9  |                     |           |                     |
| 10 |                     |           |                     |
| 11 |                     |           |                     |
| 12 |                     |           |                     |
| 13 |                     |           |                     |
| 14 |                     |           |                     |
| 15 |                     |           |                     |

Ford STA Engineer List: Mayo, Joy

Name: Mayo, Joy  
 E-Mail: jmayo3@ford.com  
 Phone #: 313-390-3240

Supplier Information

Name: *This information is required in the event any questions arise and your STA needs to contact you*  
 E-Mail:  
 Phone #:

Carrier: *If you do not complete these fields, Ford will use first available method to return product to you. This may or may not be the most cost effective.*  
 Carrier Acct#:  
 Ship to Address:

**QCN Request Form (One form per RMA#)**

**Completing this form does not exempt you from providing disposition from any subsequent rejects in DDL**



<https://web.purinfo.ford.com/>

Site Code: Q29AA  
 Supplier Name: Ternes Procurement  
 RMA#: 1202DQ  
 QC Alert #:  
 Charge Code: | s |  Supplier  
 Disposition: | I |  I = Return to Supplier - in remarks indicate address where to ship defective stock

Disposition Codes (S = Scrap, R = Rework, I = Return to Supplier indicate address where to ship the defective stock, H = Hold (in remarks, please indicate the reason for holding the material))

Reason/Description for QCN: (Provide description of problem along with detailed background as necessary)  
 Please return all parts to Ternes for engineering evaluation

Special Instructions: If Any  
 Please return Product ASAP

|    | Service Part Number | Part Name | Shipping or Packaging Date Code |
|----|---------------------|-----------|---------------------------------|
| 1  | 5L2Z-3Z719-A        | Solenoid  |                                 |
| 2  |                     |           |                                 |
| 3  |                     |           |                                 |
| 4  |                     |           |                                 |
| 5  |                     |           |                                 |
| 6  |                     |           |                                 |
| 7  |                     |           |                                 |
| 8  |                     |           |                                 |
| 9  |                     |           |                                 |
| 10 |                     |           |                                 |
| 11 |                     |           |                                 |
| 12 |                     |           |                                 |
| 13 |                     |           |                                 |
| 14 |                     |           |                                 |
| 15 |                     |           |                                 |

Ford STA Engineer List: | Sahinbas, Ken |   
 Name: Sahinbas, Ken  
 E-Mail: msahinba@ford.com  
 Phone #: 313-390-3264

Supplier Information  
 Name: Dan Quatro  
 E-Mail: dq@ternespkg.com  
 Phone #: 734-467-9000 X222

Carrier: Fed X  
 Carrier Acct#: Fed X acct# 101854051  
 Ship to Address Info: Ternes Procurement  
 Attn: Dan Quatro  
 City: 700 Manufacturers Drive  
 State: Westland MI 48186  
 Zip Code:



---

**From:** Spaulding, Todd (T.C.)  
**Sent:** Friday, November 22, 2002 5:14 PM  
**To:** Greene, Lisa (L.A.)  
**Cc:** DiTullio, Marc (M.J.)  
**Subject:** FW: Shift Cable Tie-Strap Process Doc

**Attachments:** Procedure for adding tie strap to shift cable2.doc

Normally this question would be confirmed on vehicle durability. Marc, I seem to remember discussing the material properties of the Nylon strap at some point and determining they were superior when compared to the cable materials...can you confirm if I am remembering correctly...thanks.

Regards,

*Todd Spaulding*

Supervisor - ATEO Shift Systems Section  
AVT #3; Mail Drop 3020; Cube 3E021  
Ph: 313-33-71677; Fax: 313-24-86950; TSPAULDI@ford.com

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

**From:** Greene, Lisa (L.A.)  
**Sent:** Wednesday, November 13, 2002 2:09 PM  
**To:** Spaulding, Todd (T.C.)  
**Subject:** FW: Shift Cable Tie-Strap Process Doc

Todd,  
What's our DV to confirm that the tie strap will meet the 10 years/150K requirement? Just want to make sure that the tie strap is robust to high mileage. Do we normally confirm this for shifter system on our component cycle test and/or vehicle durability?

*Lisa A. Greene*

*Manager, ATEO Mechanical/Structural Sub-systems Dept.  
Job Share Partner: Lynn Retallack  
LGREENE@FORD.COM 734-52-33906 Fax: 734-52-30106*

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

**From:** Hildreth, Brian (B.S.)  
**Sent:** Wednesday, November 13, 2002 12:07 PM  
**To:** Spaulding, Todd (T.C.); Greene, Lisa (L.A.); DiTullio, Marc (M.J.); Retallack, Lynn (L.M.)  
**Cc:** Williamson, Jeff (J.A.); Hildreth, Brian (B.S.)  
**Subject:** FW: Shift Cable Tie-Strap Process Doc

Proposed tie strap repair procedure that SLAP is looking at currently. I propose this be attached to the alert. Please provide any feedback or comments.

I am advised Dura has completed tie strap testing from this AM and their conclusion, being drafted in to EMail currently, is the tie strap passes all requirements with a previously "bad" and heat aged adjuster.

**Brian Hildreth**  
**Lincoln Powertrain Systems Engineering**  
Lincoln Aviator Powertrain Project Manager

 PH: (313)-845-1780 (Drbn)

 PH: (314)-551-7041 (SLAP)

 FAX: (313)-32-31637

**PAGER: (313) 851-3736 Text Page bhildret (<http://vm7.dearborn.ford.com/cgi/textpage>)**

**✉ e-mail: [bhildret@ford.com](mailto:bhildret@ford.com)**

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

**From:** Williamson, Jeff (J.A.)  
**Sent:** Wednesday, November 13, 2002 11:38 AM  
**To:** Klug, Richard (R.J.); Hildreth, Brian (B.S.); Zerlaut, Walt (H.W.); Kim, Il (I.)  
**Subject:** Shift Cable Tie-Strap Process Doc

Attached is the subject document.



Procedure for  
adding tie strap...

**Jeff Williamson**

**Lincoln Powertrain Systems Engineering**

U231 Powertrain Launch Leader

 **PH: (313)-845-6046 (Dearborn)**

 **PH: (314)-551-7034 (St. Louis Assy Plant)**

 **FAX: (313)-845-6046**

 **e-mail: [jwilli70@ford.com](mailto:jwilli70@ford.com)**

*"The trick in life is not so much getting what you want but in wanting it after you get it"*

## Procedure for adding tie strap to shift cable

1. Insert small end of tie strap between bottom tab and the body of the shift cable housing.

Make sure the buckle on the strap points DOWN.



2. Loop the tie strap around and insert between the top tab and body of the shift cable housing.



Bottom View



Top View showing strap through top tab.

3. Insert the small end of the tie strap into the buckle end of the tie strap and pull tight.



4. Cut off remaining excess tie strap and using an inspection mirror confirm that the strap is between the top tab and the body of the shift cable housing.



Make sure the strap is between the top tab and the body of the shift cable housing



---

**From:** Hildreth, Brian (B.S.)  
**Sent:** Tuesday, November 12, 2002 9:50 AM  
**To:** DiTullio, Marc (M.J.); Spaulding, Todd (T.C.)  
**Subject:** FW: Shifter cable summary

FYI, Hannibal now has some of these, by VIN number.

**Brian Hildreth**

**Lincoln Powertrain Systems Engineering**

Lincoln Aviator Powertrain Project Manager

 **PH: (313)-845-1780 (Drbn)**

 **PH: (314)-551-7041 (SLAP)**

 **FAX: (313)-32-31637**

**PAGER: (313) 851-3736 Text Page bhildret (<http://vm7.dearborn.ford.com/cgi/textpage>)**

 **e-mail: [bhildret@ford.com](mailto:bhildret@ford.com)**

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

**From:** Zayas, Pedro (O.)  
**Sent:** Tuesday, November 12, 2002 2:01 AM  
**To:** Hildreth, Brian (B.S.)  
**Cc:** Williamson, Jeff (J.A.)  
**Subject:** Shifter cable summary

This s the list of cables that where pulled tonight:

J00564 Cable only (OK after warm up)  
J00445 Cable only (OK after warm up)  
J00654 Cable only (Failed after warm-up)  
J08936 Cable only  
J08791 Cable only  
J02180 Cable and bracket  
J08846 Cable and bracket  
J02488 Cable and bracket  
J02486 Cable and bracket

*Pedro O. Zayas*

Ford College Graduate  
U231 PT Launch Team  
(314) 551-7011

---

**From:** Christensen, Kris (K.S.)  
**Sent:** Thursday, July 09, 2009 11:37 AM  
**To:** McClenaghan, Dean (D.C.)  
**Cc:** McClenaghan, Dave (D.); Woolfolk, John (J.G.)  
**Subject:** FW: U152 Steering Column

Dean -

Please handle John Woolfolk's request for VINs & repair order information. Let me know if you have difficulty getting it.

Thanks!

***Kris S. Christensen***

Small Car, Small/Medium SUV, & Commercial Vehicles  
Critical Concern Manager  
MD 327 GCD26 PDC  
Bus.: (313) 323-8497 Fax: (313) 317-9257  
CDSID: kchrist1 E-mail: kchrist1@ford.com

---

**From:** Woolfolk, John (J.G.)  
**Sent:** Thursday, July 09, 2009 11:35 AM  
**To:** Christensen, Kris (K.S.)  
**Cc:** McClenaghan, Dave (D.)  
**Subject:** FW: U152 Steering Column

Can we get the VIN's and/or repair orders for this columns?

Regards,

John

---

**From:** Thornton, James (W.)  
**Sent:** Thursday, July 09, 2009 8:18 AM  
**To:** Porter, Alan (A.J.); Woolfolk, John (J.G.); Fraser, Michelle (M.)  
**Subject:** RE: U152 Steering Column

No paperwork with the columns.

No VINs or repair verbiage.

Not sure if there is a hidden serial/date code on the columns.

2 of the columns have 3L24 on the bar-code label.

One of the columns looks like it had been stored on a shelf collecting dust for about 2yrs....reminded me of the stairwells in PDC.

Regards,

**Jim Thornton**

D472/D471 Chassis PMT (Oakville Canada)  
& Steering D&R (PDC 2B-F64)  
Phone (313)805-3123

---

**From:** Porter, Alan (A.J.)  
**Sent:** Wednesday, July 08, 2009 9:27 PM  
**To:** Woolfolk, John (J.G.); Fraser, Michelle (M.)  
**Cc:** Thornton, James (W.)  
**Subject:** RE: U152 Steering Column

What are the vehicle and column build dates? Are they before the radius change?

**Alan Porter**  
**Supervisor-Upper Steering**  
**Phone/Cell: 313-805-3180**  
**aporter@ford.com**

---

**From:** Woolfolk, John (J.G.)  
**Sent:** Wednesday, July 08, 2009 5:02 PM  
**To:** Fraser, Michelle (M.)  
**Cc:** Thornton, James (W.); Porter, Alan (A.J.)  
**Subject:** RE: U152 Steering Column

I picked up the three columns. You will find them interesting.

- One has a deep divot on the ramp, it catches and the lever is unbroken.
- One has a broken lever with a big dent in the going out of PARK direction. Apparently, someone broke the lever trying to shift out of PARK without activating the BSI. Either no foot on the brake or the BSI was not working properly.
- One has a badly broken lever assembly with one of the "ears" on the clevis broken off. Little or no divot on the swing arm ramp.

I'll be around tomorrow. The three columns are in the cube in front of mine toward Alan (2B-F64). I will be at our design review from 1-2:30 but will be around the rest of the afternoon.

Regards,

John

---

**From:** Fraser, Michelle (M.)  
**Sent:** Wednesday, July 08, 2009 1:52 PM  
**To:** Woolfolk, John (J.G.)  
**Subject:** RE: U152 Steering Column

No sure what "W" means. I'd look for the MP&L person within ACH instead. Maybe Keri can tell you who her current one is for a starter.

Good news on the columns. I'd like to look at them tomorrow to determine if we want to send them to NHTSA. Does Dave/Kris have the repair orders as well? Can I pick them up tomorrow afternoon?

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

---

**From:** Woolfolk, John (J.G.)  
**Sent:** Wednesday, July 08, 2009 1:46 PM  
**To:** Fraser, Michelle (M.)  
**Subject:** FW: U152 Steering Column

Jeff is listed in CDS with employment type W. Do you want me to go looking for him?

Also, Kris K. reports that they have 3 more columns. I'll go down and pick them up after my 2pm call in.

Regards,

John

---

**From:** Przebienda, Keri (K.A.)  
**Sent:** Wednesday, July 08, 2009 11:00 AM  
**To:** Woolfolk, John (J.G.)  
**Cc:** Fraser, Michelle (M.)  
**Subject:** RE: U152 Steering Column

Well my memory is awful. The supervisor's name was Jeff Gibson.

*Best Regards,  
Keri Przebienda*

S197 Air Handling Applications Engineer  
phone: (313) 248-3961  
email: [kprzebi1@ach-llc2.com](mailto:kprzebi1@ach-llc2.com)

---

**From:** Woolfolk, John (J.G.)  
**Sent:** Wednesday, July 08, 2009 10:36 AM  
**To:** Przebienda, Keri (K.A.)  
**Cc:** Fraser, Michelle (M.)  
**Subject:** RE: U152 Steering Column

I suspected as much but who did you give the documentation to?

Regards,

John

---

**From:** Przebienda, Keri (K.A.)  
**Sent:** Wednesday, July 08, 2009 10:08 AM  
**To:** Woolfolk, John (J.G.)  
**Subject:** RE: U152 Steering Column

Good Morning John,

I handed off all the steering column documentation years ago when I transitioned into the steering pump group in February 2003.

*Best Regards,  
Keri Przebienda*

S197 Air Handling Applications Engineer  
phone: (313) 248-3961  
email: [kprzebi1@ach-llc2.com](mailto:kprzebi1@ach-llc2.com)

---

**From:** Woolfolk, John (J.G.)  
**Sent:** Tuesday, July 07, 2009 11:23 AM  
**To:** Przebienda, Keri (K.A.)  
**Subject:** U152 Steering Column

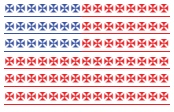
Keri: NHTSA has initiated an inquiry into the U152 steering column with regard to BSI catch when shifting back into PARK. ASO is interested in design changes that took place in the 2002 through 2005 time frame. They are hoping to find a change log listing what changes Visteon incorporated in that time frame (WERS is not always clear on this point). When can we get together to chat?

Regards,

John Woolfolk



Product Design Engineer – Steering Columns and Intermediate Shafts  
Column Application Engineering  
20901 Oakwood Blvd MD 151 Cube 2B-F63  
Dearborn, Michigan 48124-4077  
W) (313) 805-0736      jwoolfol@ford.com



This page accounts for label error page(s)

EA09-013 000051-000118

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**Subject:** FW: Updated: Steering Columns and BTSIs  
**Location:** RCB 3S146B

**Start:** Wed 12/16/2009 9:30 AM  
**End:** Wed 12/16/2009 10:00 AM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**WebExOI:**  
**WebExOIHost:**

FYI. I don't see a call in number. I plan to participate and can update you if you are not able to come over.

---

**From:** Koerschner, Michelle (M.M.) **On Behalf Of** Gorley, Bill (W.L.)  
**Sent:** Tuesday, December 15, 2009 3:50 PM  
**To:** Gorley, Bill (W.L.); Fraser, Michelle (M.)  
**Cc:** Koerschner, Michelle (M.M.)  
**Subject:** FW: Updated: Steering Columns and BTSIs  
**When:** Wednesday, December 16, 2009 9:30 AM-10:00 AM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** RCB 3S146B

Not sure why they did not invite you. Think it would be good to have you there. Also, talked to Ken again today and I want to make sure we are good on the ATB numbers. If we are used 1000 BTSI/Column Assys. In 2009, why do we think 2800 is the right ATB.

Have you had anyone in Reliability look at the failure rates by model year and make any lifetime estimates? I know Chris Hausner, in Graydon Reitz office, used to do a lot of these estimates at one time. He may be a good contact. I'm out on Wed. and will not be attending the meeting.

I'll touch base on Thursday.

---

**From:** Gorley, Bill (W.L.)  
**Sent:** Tuesday, December 15, 2009 2:55 PM  
**To:** Gorley, Bill (W.L.); Ruman, John (J.P.); Koerschner, Michelle (M.M.); Talbott, Mark (M.L.); Sahinbas, Kenan (M.); Sharples, Butch (F.A.); RCB Conf Rm 3S146B (12)  
**Subject:** Updated: Steering Columns and BTSIs  
**When:** Wednesday, December 16, 2009 9:30 AM-10:00 AM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** RCB 3S146B

**Finalize FCSD strategy for returning, reworking and storing suspect columns and releasing new steering column part number**

**NOTE ROOM CHANGE**

---

**From:** Lievens, Timothy (T.C.)  
**Sent:** Wednesday, November 13, 2002 9:36 AM  
**To:** DiTullio, Marc (M.J.)  
**Cc:** Spaulding, Todd (T.C.)  
**Subject:** ISSUE :Wire Harness Clip at Shift Cable

Mark, a wire harness clip (aprox 1 1/4 Dia & retaining nothing) is clipped into the heat shield beneath the vehicle directly above the shift cable attachment at the transmission. You might want to check it out! It does not meet clearance requirement. It can come in direct contact with the tube of the cable. The veh. this was found is that of Mr.B.F.

---

**From:** Perri, Ron (R.J.)  
**Sent:** Tuesday, November 17, 2009 2:42 PM  
**To:** Gertley, Jeffrey (J.B.)  
**Cc:** Ott, David (D.J.); Fraser, Michelle (M.); Christensen, Kris (K.S.); Porter, Alan (A.J.)  
**Subject:** NHTSA EA09-013 Investigation -- 2002-2005 Explorer/Mountaineer

**Importance:** High

Jeff,

Important!

Please identify an Electrical D&R engineer to release an electrical component to support the NHTSA EA09-013 Investigation for 2002-2005 MY Explorer/Mountaineer.

I'm not sure which Electrical organization this request falls under, but the investigation is at a stage that requires the identification of an Electrical D&R engineer. Currently, the project is being supported by Electrical Technical Specialists: Paul Nicastrì and Sheran Alles.

Steering Engineering is assisting with the investigation, but lacks the expertise to implement the proposed solution. The response to the NHTSA investigation is being led by Dave Ott, Michelle Fraser, and Kris Christensen.

Thanks.

Ron Perri  
Manager, Chassis - Upper Steering, Hydraulic Systems & Core  
2B-F77, Product Development Center  
cell 313-805-0680  
rperri@ford.com

2011/03/11

14D Kick-off Meeting

2002-2005 Explorer/Mountaineer

Steering Column A/T Shifter

Teleconference & WebEx

Duration: 1 hour

Attendees:

Pat Culkeon

Michelle Kochler

James Thornton

John Woolfolk

Erik Kreiger

Sharon Welen

Al Leese

Kris Christensen

Change 14D editor from John Woolfolk to  
James Thornton

---

**From:** DiTullio, Marc (M.J.)  
**Sent:** Thursday, November 14, 2002 2:59 PM  
**To:** DiTullio, Marc (M.J.)  
**Subject:** Preliminary procedure for adding tie strap

**Attachments:** Preliminary Procedure for adding tie strap to secure U231 shift cable



Preliminary  
Procedure for addi...

---

**From:** Bryan, Paul (P.S.)  
**Sent:** Tuesday, November 12, 2002 5:04 PM  
**To:** Greene, Lisa (L.A.); Yuhasz, Philip (P.D.); Retallack, Lynn (L.M.); DiTullio, Marc (M.J.); Spaulding, Todd (T.C.)  
**Cc:** Hildreth, Brian (B.S.)  
**Subject:** Preliminary Procedure for adding tie strap to secure U231 shift cable

**Importance:** High

**Attachments:** Procedure for adding tie strap to shift cable.doc

Here is a preliminary copy of the repair procedure for adding a tie strap for retention of the shift cable in the U231 Aviator.



Procedure for  
adding tie strap...

**Paul Bryan**

Lincoln Aviator P/T Launch Team  
St. Louis Assembly Plant  
Ford Motor Company  
(314)551-7036  
pbryan7@ford.com



## Procedure for adding tie strap to shift cable

1. Insert small end of tie strap between bottom tab and the body of the shift cable housing.

Make sure the buckle on the strap points DOWN.



2. Loop the tie strap around and insert between the top tab and body of the shift cable housing.



Bottom View



Top View showing strap through top tab.

3. Insert the small end of the tie strap into the buckle end of the tie strap and pull tight.



4. Cut off remaining excess tie strap.



---

**From:** Fraser, Michelle (M.)  
**Sent:** Friday, October 30, 2009 2:07 PM  
**To:** Porter, Alan (A.J.)  
**Cc:** Thornton, James (W.); Christensen, Kris (K.S.)  
**Subject:** RE: Admiral vs. Visteon

I think we found part of our answer. The steering column was part of a feature base release (LBCD). The original switch was provided on FBR's thru the 4L24-LBCD-DB level. The new solenoid was released as a running change in June of 2004, but wasn't implemented until May 12, 2005 as a running change. In the mean time, the part number bumped two more times (once for hex chrome elimination and once for an ignition switch change), and finally was shipped under 5L24-LBCD-DB. Visteon has releases for the 5L24--DB level from May 12 thru the end of July (balance out).

The volume of vehicles produced from May thru July is ~26k. We need to find one of these to determine which switch design was used for the production builds.

I have requested the service history for the Oct. 2004, built vehicle with the new level switch just to see if it was ever changed out.

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

---

**From:** Porter, Alan (A.J.)  
**Sent:** Friday, October 30, 2009 11:50 AM  
**To:** Fraser, Michelle (M.)  
**Cc:** Thornton, James (W.)  
**Subject:** RE: Admiral vs. Visteon

I don't recall if we did a functional trial or not. Seems like a possibility.

Jim,

What do you recall about functional trials? Any way to check alerts?

Also, this explains the writing on the box and where the part originated.

Michelle,

Any way the BTSI was serviced to for no other reason than to jack up the service bill?

**Alan Porter**  
**Supervisor-Upper Steering**  
**Phone/Cell: 313-805-3180**  
**aporter@ford.com**

---

**From:** Fraser, Michelle (M.)  
**Sent:** Friday, October 30, 2009 10:54 AM  
**To:** Porter, Alan (A.J.)  
**Subject:** RE: Admiral vs. Visteon

The column I have from the 2005 MY vehicle is a Visteon column with a 5L2C original switch. The vehicle was built on 10/20/2004. Do you recall if ran a functional trial around then? It would help explain this vehicle for us. This is also the switch without a date code. Jim has the switch now, in the service part box, and it has the VIN written on the outside of it (1FMZU62K75ZA27384). The column was returned for a broken shift lever - with 282,725 miles on it. No, that is not a

type-o. It was used as a taxi in Las Vegas!

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

---

**From:** Porter, Alan (A.J.)  
**Sent:** Friday, October 30, 2009 8:54 AM  
**To:** Fraser, Michelle (M.)  
**Subject:** RE: Admiral vs. Visteon

As far as I know, Admiral never built full column assemblies for production. They only did partial column builds, including the BTSI and shipped it to Visteon. Then, Visteon did the rest of the work and shipped it to Saline, the IP integrator.

Is there a bar code sticker on the part? I think Admiral etched there date code in the column jacket casting and Visteon put a bar code sticker on the column.

Its possible that Visteon could stop production May 11th. Maybe we had enough product in the system to ramp down the old model. I'm sure demand was dropping way off with the new model and other economic reasons

That would be a new revelation if the new switch never went into production.

**Alan Porter**  
**Supervisor-Upper Steering**  
**Phone/Cell: 313-805-3180**  
**aporter@ford.com**

---

**From:** Fraser, Michelle (M.)  
**Sent:** Friday, October 30, 2009 7:37 AM  
**To:** Porter, Alan (A.J.)  
**Subject:** Admiral vs. Visteon

Alan,

Is there a way to tell if a column was manufactured by Admiral or Visteon? A date code or something? I have a column from a customer's vehicle that had a 5L2C switch on it. However, Visteon (ACH) does not have any shipping records indicating that they ever produced columns with the new level switches. I am wondering if the production location was changed at the same time as the switch changed. Visteon shipped until 5/11/05, but production ran until 7/29/05. I'm still trying to figure that one out.

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

---

**From:** Taylor, Mark (M.K.)  
**Sent:** Wednesday, December 08, 2010 8:17 AM  
**To:** Fraser, Michelle (M.)  
**Subject:** RE: affidavit

**Attachments:** Mundy Aff Figures.ppt



Mundy Aff  
Figures.ppt (5 MB)

P.S. I sent them to Michelle Schaeffer in Boston yesterday by mistake, what a day it was!

---

**From:** Fraser, Michelle (M.)  
**Sent:** Wednesday, December 08, 2010 8:15 AM  
**To:** Taylor, Mark (M.K.)  
**Subject:** affidavit

Mark,

Can you please send me the trans photos you handed out yesterday? Thanks!

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

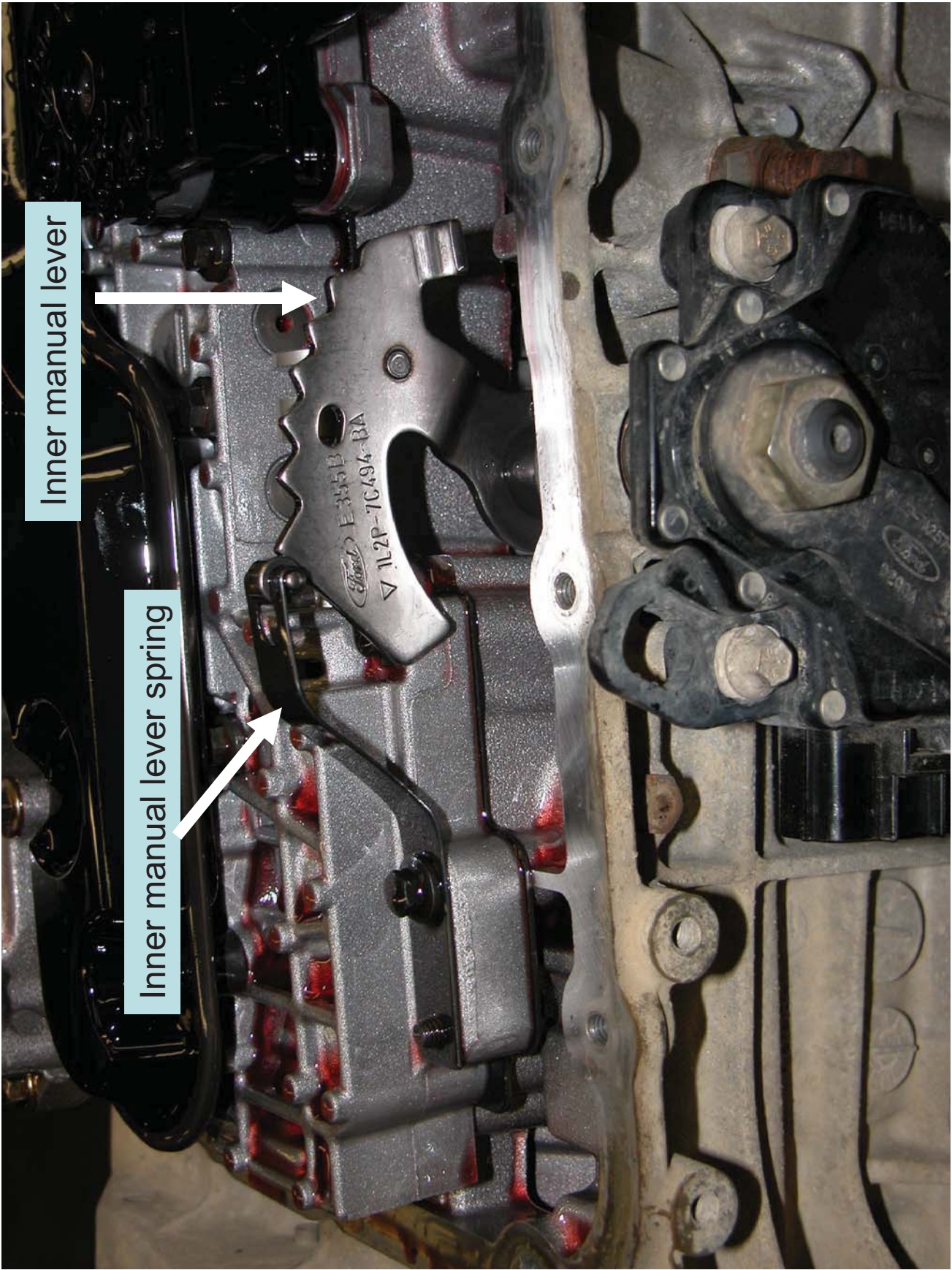
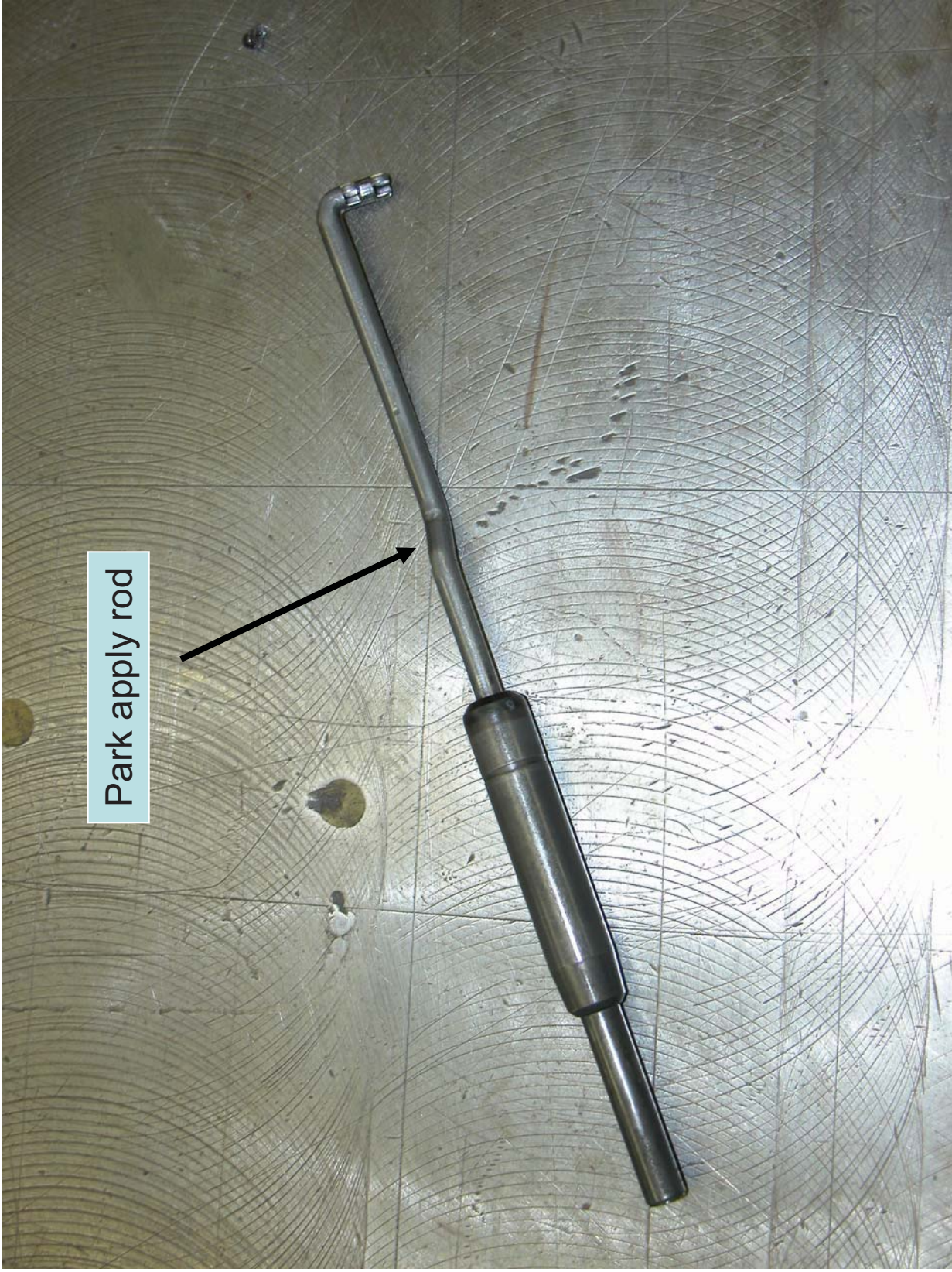


Figure 1



Park apply rod

Figure 2

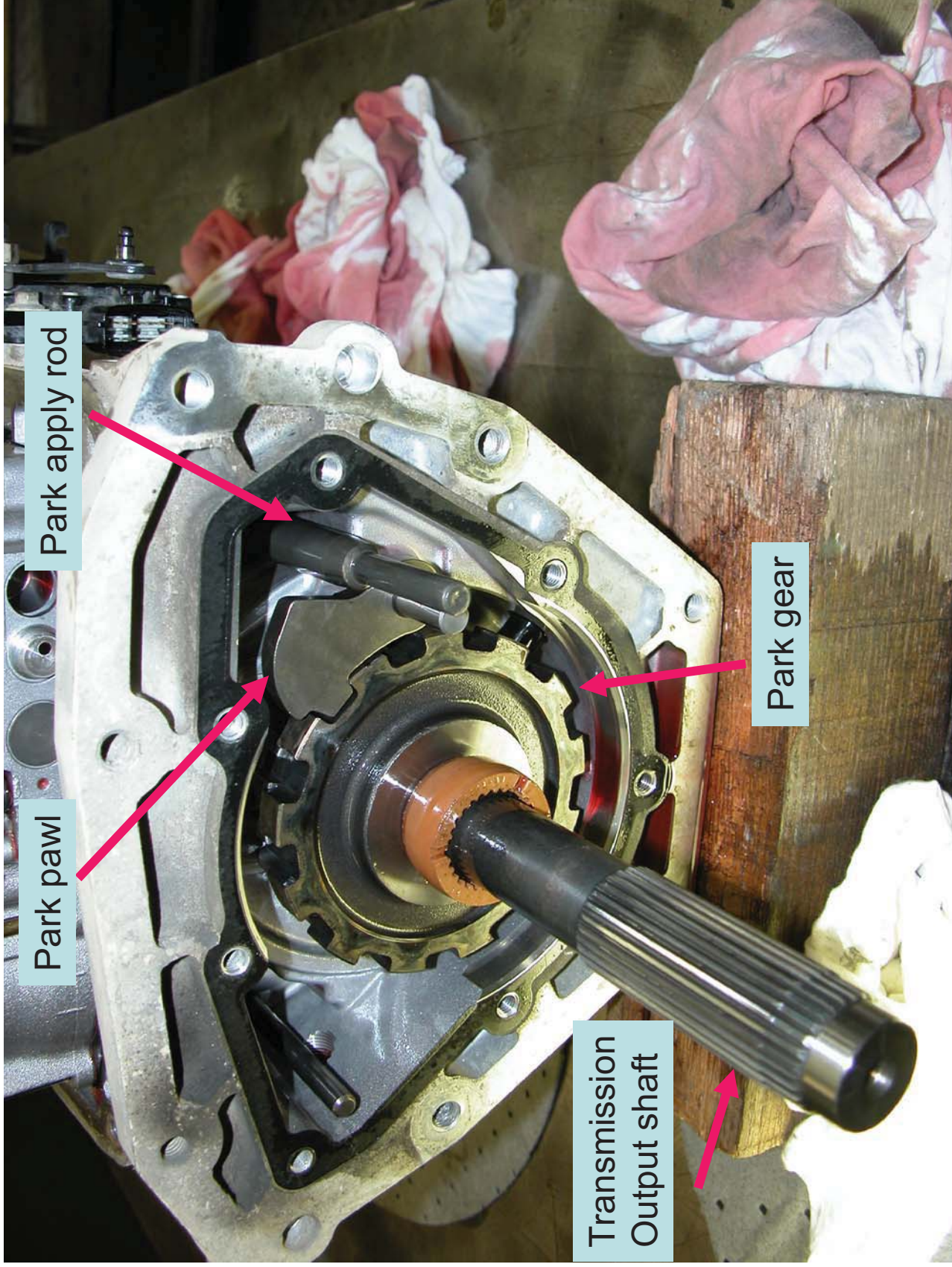


Figure 3



---

**From:** Yuhasz, Philip (P.D.)  
**Sent:** Sunday, November 10, 2002 8:11 PM  
**To:** Spaulding, Todd (T.C.)  
**Cc:** Retallack, Lynn (L.M.); Greene, Lisa (L.A.); DiTullio, Marc (M.J.); Pittel, Kimberly (K.L.); Garrett, Dave (D.M.); Hildreth, Brian (B.S.)  
**Subject:** RE: Stop Ship - Aviator shift cable to bracket interface.

Thanks for the update. Keep me informed of key updates. Greatly appreciate your responsiveness.

*Phil Yuhasz*

Chief Engineer - Automatic Transmissions  
734 523-0130 / Fax 734 523-3239

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

**From:** Spaulding, Todd (T.C.)  
**Sent:** Sunday, November 10, 2002 6:15 PM  
**To:** Yuhasz, Philip (P.D.)  
**Cc:** Retallack, Lynn (L.M.); Greene, Lisa (L.A.); DiTullio, Marc (M.J.); Pittel, Kimberly (K.L.); Garrett, Dave (D.M.); Hildreth, Brian (B.S.)  
**Subject:** Stop Ship - Aviator shift cable to bracket interface.  
**Importance:** High

A condition has been reported at St. Louis Assembly plant where the automatic transmission shift cable conduit end fitting has become detached from the shift cable bracket mounted at the transmission. The plant reports 4 units failed during operation on various drives, and that a yard campaign of 480 units resulted in an approximately 15% fall out rate when checked by pulling on the cable by hand.

Conference calls were held with St. Louis on Sunday evening to discuss what details are known at this point, and next steps.

Root cause has not been identified at this time. Marc Di Tullio from shift systems section will be arriving at St. Louis 8PM Sunday night, and on the line for Monday 5:30 a.m. start up to verify an in-process check for containment. The shift cable supplier (Dura) and shift cable bracket supplier (Midwest Stamping) will also be on site at the plant.

Alert A11436158 has been written to officially notify the plant. On site mod, etc. alerts will be referenced to A11436158.

For reference, the plant reports approximately 500 vehicles have shipped from St. Louis, approx. 1200 vehicles are currently on site.

Regards,

*Todd Spaulding*

Supervisor - ATEO Shift Systems Section  
AVT #3; Mail Drop 3020; Cube 3E021  
Ph: 313-33-71677; Fax: 313-24-86950; TSPAULDI@ford.com

---

**From:** Hildreth, Brian (B.S.)  
**Sent:** Wednesday, November 13, 2002 8:02 PM  
**To:** Hapanowicz, Michael (M.L.); Irvin, Krys (K.I.); DiTullio, Marc (M.J.)  
**Cc:** Patel, Prakash (P.J.); Ivey, Will (W.); Short, Randy (R.L.); Hildreth, Brian (B.S.)  
**Subject:** RE: Trans Cable Bracket Concerns

As of now, we will indeed need all 3 concerns. One may drop by the wayside. More will likely follow. However, there are numerous steps to be taken here, in specific sequence, and without the flexibility of running incremental actions on alert until permanent actions can be in place, we will need lots of CRs.

**Brian Hildreth**  
**Lincoln Powertrain Systems Engineering**  
Lincoln Aviator Powertrain Project Manager

 **PH: (313)-845-1780 (Drbn)**

 **PH: (314)-551-7041 (SLAP)**

 **FAX: (313)-32-31637**

**PAGER: (313) 851-3736 Text Page bhildret (<http://vm7.dearborn.ford.com/cgi/textpage>)**

 **e-mail: bhildret@ford.com**

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

**From:** Hapanowicz, Michael (M.L.)  
**Sent:** Wednesday, November 13, 2002 7:12 PM  
**To:** Irvin, Krys (K.I.); DiTullio, Marc (M.J.)  
**Cc:** Patel, Prakash (P.J.); Ivey, Will (W.); Short, Randy (R.L.); Hildreth, Brian (B.S.)  
**Subject:** RE: Trans Cable Bracket Concerns

There is also concern C11437521 open. Marc/Brian ----do we need all three concerns?

*Michael L. Hapanowicz*

U231 Aviator Program/Launch Manager  
West Park Center, Office 124  
313-33-72862 Pager 313-851-0757  
St. Louis Assembly Plant  
Office: 314-731-6382  
Cell: 314-220-8269

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

**From:** Irvin, Krys (K.I.)  
**Sent:** Wednesday, November 13, 2002 10:07 AM  
**To:** DiTullio, Marc (M.J.)  
**Cc:** Patel, Prakash (P.J.); Hapanowicz, Michael (M.L.); Ivey, Will (W.); Short, Randy (R.L.)  
**Subject:** Trans Cable Bracket Concerns  
**Importance:** High

We have just received a new concern on the subject (currently on pre-pink) C11437514  
We also already have: C11436692 on the same subject.

What is the difference between these two and are they both required?




**"No leader can be too far ahead of his followers."**


**- Eleanor Roosevelt**

**Krys Irvin**

TVC PPM U231Lincoln/Aviator Prototype BOM Senior  
PDC Cube GC - D55

20901 Oakwood Blvd. P.O. Box 2053 Dearborn, MI 48121

 E-Mail - [kirvin@ford.com](mailto:kirvin@ford.com)  PDC Phone - 32-26897  Page 13137960925 or text kirvin,

 Fax 1-313-32-26897

---

**From:** Fraser, Michelle (M.)  
**Sent:** Thursday, October 29, 2009 3:40 PM  
**To:** Krieger, Norman (.)  
**Cc:** Christensen, Kris (K.S.)  
**Subject:** RE: U152 Steering Column Shipment Information

**Sensitivity:** Confidential

Norm,

Looking at this further, since the vehicle was produced until July, and no new level columns were shipped from Saline after May, how was production supported? Was there another Visteon column shipping location? Could they have batch built before shutting the Saline line down? The data below would suggest that perhaps the new level (-DC) never made it into production.

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

---

**From:** Fraser, Michelle (M.)  
**Sent:** Thursday, October 29, 2009 3:35 PM  
**To:** Krieger, Norman (.)  
**Cc:** Christensen, Kris (K.S.)  
**Subject:** RE: U152 Steering Column Shipment Information  
**Sensitivity:** Confidential

Thank you very much Norm! I understand this was a lot of work to find, and I really appreciate your help!

I think it is reasonable to conclude that a vehicle built between May and July of 2005 should have a new level switch.

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

---

**From:** Krieger, Norman (.)  
**Sent:** Thursday, October 29, 2009 12:24 PM  
**To:** Fraser, Michelle (M.)  
**Cc:** Christensen, Kris (K.S.); Krieger, Norman (.)  
**Subject:** U152 Steering Column Shipment Information  
**Sensitivity:** Confidential

Michelle,

You can reach me at 248-891-2217 if you have any questions about the following update. Please note that there may be more information available through Visteon Corporation since they managed the Saline Plant through October 2005.

Regards,  
Norman Krieger  
ACH Product Safety and  
Regulatory Compliance

## Update

- The subject steering columns were shipped under feature based release part numbers:
  - 4L24-LBCD-DB ..... corresponds to 4L24-3C529-DB column
  - 4L24-LBCD-DC ..... corresponds to 4L24-3C529-DC column
  - 5L24-LBCD-DA ..... replaced 4L24-3C529-DC column
- The 4L24-LBCD-DB column was last shipped from Saline Plant in May 2005 (see attachment)
- The 4L24-LBCD-DC column shows no record of being shipped from Saline Plant
- The 5L24-LBCD-DA column shows no record of being shipped from Saline Plant

## Notes

- This information is based on review of archived ACH CMMS purge records for February 2005 thru January 2006

<< File: AR-M455N\_20091028\_164830.pdf >>

---

**From:** Krieger, Norman (.)  
**Sent:** Friday, October 02, 2009 12:49 PM  
**To:** Quinlan, David (D.P.)  
**Cc:** Brownell, Sherry (SLB.); Cvercko, Dennis (D.M.); Krieger, Norman (.)  
**Subject:** U152 Steering Column Shipment Information  
**Importance:** High

Dave,

I am writing to request your assistance in establishing the date of Saline's last shipment of product with steering column 4L24-3C529-DB.

## Background

- The subject column was used on the 2005MY U152
- Ford needs to know when Saline last shipped the 4L24-3C529-DB column
- The 4L24-3C529-DB column was replaced by the 4L24-3C529-DC column
- The subject steering column was partially assembled at the Indianapolis Plant
- Indianapolis Plant shipped to Admiral (possibly in Westland, MI) to complete assembly
- Admiral shipped the assembled column to Saline Plant for build into an IP Assembly
- Saline shipped the IP Assembly to Ford LAP, and possibly to Ford St Louis

Thanks in advance for your help.

Regards,

Norman Krieger  
ACH Product Safety and  
Regulatory Compliance  
(248) 891-2217

---

**From:** Fyie, Matthew (M.L.)  
**Sent:** Wednesday, June 24, 2009 10:46 AM  
**To:** Fraser, Michelle (M.); Spaulding, Todd (T.C.); Woolfolk, John (J.G.)  
**Cc:** Porter, Alan (A.J.)  
**Subject:** RE: U152 Warranty

Perhaps you can get in touch with the Driveline/Transfer Case group to understand if there were any issues with the 4x4 transfer case in 2002MY. I don't know what the design is like but I know that some designs pass through Neutral when going from 4x2 to 4x4 mode.

I believe Dana Katinas is the manager - he might have someone who worked on that particular application.

Matt Fyie  
Park Systems & Sensors Supervisor  
Phone: 313-805-8992

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

From: Fraser, Michelle (M.)  
Sent: Tuesday, June 23, 2009 4:19 PM  
To: Spaulding, Todd (T.C.); Woolfolk, John (J.G.); Fyie, Matthew (M.L.)  
Cc: Porter, Alan (A.J.)  
Subject: RE: U152 Warranty

Thanks Todd. Is there anything relating to the shift cable and bracket (or even transmission) that is different between the AWD vehicles and the 4x2 and 4x4's? I also see a difference between the drive types in 2002 only. I plotted claims for model year versus transmission type and then normalized it based on production volumes. The 2002 population is still different. Here is the data:

2002 AWD = 5.2 R/1000  
2002 4x4 = 20  
2002 4x2 = 13

2003 AWD = 4.1  
2003 4x4 = 4.8  
2003 4x2 = 4.3

2004 AWD = 6.5  
2004 4x4 = 4.0  
2004 4x2 = 4.3

2005 AWD = 0.82  
2005 4x4 = 0.84  
2005 4x2 = 0.67

Michelle M. Fraser, PE  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

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

From: Spaulding, Todd (T.C.)  
Sent: Tuesday, June 23, 2009 2:25 PM  
To: Woolfolk, John (J.G.); Fyie, Matthew (M.L.)  
Cc: Porter, Alan (A.J.); Fraser, Michelle (M.)  
Subject: RE: U152 Warranty

With respect to the shift cable and bracket, a mass damper weight was removed from the shift cable in 2004 MY. No other changes to these components.

Regards,

Todd Spaulding  
Technical Expert / 6 Sigma Black Belt  
Automatic Transmission External Controls Transmission and Driveline Engineering (TDE) ATNPC  
Building, W213B, Livonia  
Phone: 313-805-9452

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

From: Woolfolk, John (J.G.)  
Sent: Tuesday, June 23, 2009 1:00 PM  
To: Fyie, Matthew (M.L.); Spaulding, Todd (T.C.)  
Cc: Porter, Alan (A.J.); Fraser, Michelle (M.)  
Subject: FW: U152 Warranty

Todd and Matt: please take a look at the attached documents. These was developed by ASO for the U152 column investigation. The second page shows a graph of column reports by model year. The first page shows the breakdown of column report category. The graph is a summation of all the categories except A4 (movement while abutted) and B6. As you will see, the report count for 2002 is much higher than for the subsequent model years. ASO would really like to know the cause for this since it may indicate a 2002 cause that was fixed in 2003. We are investigating the column to find any engineering changes that may have caused this fall off after 2002. We would like for you to do the same for the shift system and the park mechanism. Anything you find to explain this will be a big factor in this investigation. Thanks for your help.

Regards,

John

---

**From:** Lovatt, Andrew (A.B.)  
**Sent:** Monday, November 18, 2002 1:22 PM  
**To:** Shore, John (J.); Cheff, Amy (A.B.)  
**Cc:** Spaulding, Todd (T.C.); DiTullio, Marc (M.J.)  
**Subject:** RE: U231 shift Cable Bracket

John

Yes if you order parts from Midwest they will ship the same parts the plant is using, this is 2C5P-7B229-BAMODIFIED.

*Andrew Lovatt*

Product Engineer - ATEO Shift Systems Section  
AVT #3, Mail Drop 3020; Cube 3C027  
Ph:313 322 7704; Fax : 313-24-86950;  
Pg: 313-814-3907; e-mail : alovatt@ford.com

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

**From:** Shore, John (J.)  
**Sent:** Monday, November 18, 2002 1:20 PM  
**To:** Cheff, Amy (A.B.); Lovatt, Andrew (A.B.)  
**Cc:** Spaulding, Todd (T.C.); DiTullio, Marc (M.J.)  
**Subject:** RE: U231 shift Cable Bracket

Andrew,

Your note should work in getting our (FCSD) stock purged. All parts from the supplier are still in our depot system. No parts were sent to dealers.

It is my understanding if we place a new order for material with the supplier (M479K MIDWEST STAMPING & MANUFACTURING) they will ship the same level part the plant is using.

Amy,

Please see the material is scraped and replacement stock in ordered.

*John Shore*

Recall Parts Program Manager  
Ford Customer Service Division  
Office - 734 266-9789 FAX - 734 266-1166  
Page - 734 797-5991 E-mail - Jshore@Ford.com  
Mail Drop MD-44 1313C NPDC

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

**From:** Lovatt, Andrew (A.B.)  
**Sent:** Monday, November 18, 2002 1:07 PM  
**To:** Shore, John (J.)  
**Cc:** Spaulding, Todd (T.C.); DiTullio, Marc (M.J.)  
**Subject:** U231 shift Cable Bracket

John

As per our telephone conversation this is to inform you of the status of the U231 shift cable bracket 2C5P-7B229-BA.



All brackets at the BA level shipped prior to November 15th 2002 should be purged form the system. ( I understand there have been 12 shiped to dealers with zero sold to customers).

The replacement for this bracket is being released under concern C11436692. The new bracket part number will be released as 2C5P-7B229-BB. The lead time on the new bracket is approx 18-20 weeks.

The vehicle assembly plant is currently using bracket 2C5P-7B229-BAMODIFIED as issued under alert A11437241.

They are also using an additional tie strap at this interface details issued under alert # A11437683.

Please let me know if you require any further information

Regards

*Andrew Lovatt*

Product Engineer - ATEO Shift Systems Section

AVT #3, Mail Drop 3020; Cube 3C027

Ph:313 322 7704; Fax : 313-24-86950;

Pg: 313-814-3907; e-mail : alovatt@ford.com

---

**From:** Lee, Jeong (J.M.)  
**Sent:** Monday, January 06, 2003 5:52 PM  
**To:** DiTullio, Marc (M.J.)  
**Cc:** Miller, Brian (B.J.); Blakely, Gary (G.N.); Lee, Jeong (J.M.)  
**Subject:** RE: Updated: Outfitters PTSE QST meeting

**Attachments:** RE: FCSD Emerging Concerns List - 12/11/02 PDQR Handout

Marc,

I asked to put you and Gary Godula to lead investigation for the attached e-mail from Bill Grewal. Gary is replaced by Brian Miller starting this year. FCSD rep for Aviator is Gary Blakely in SLAP. I talked to Gary B about this issue before and he thought, as Todd stated in the 2nd note, that it might due to rework for the shift cable campaign.

regards



RE: FCSD Emerging  
Concerns Lis...

**Jeong M. Lee** (jlee16@ford.com)  
PTSE Resident Engineer  
St. Louis Assembly Plant  
Phone/Fax: (314) 731-6479 / 6459  
Cell: (314) 267-3893

-----Original Appointment-----

**From:** DiTullio, Marc (M.J.) **On Behalf Of** Ondo, Bob (.)  
**Sent:** Monday, January 06, 2003 3:52 PM  
**To:** Lee, Jeong (J.M.)  
**Subject:** FW: Updated: Outfitters PTSE QST meeting  
**When:** Tuesday, January 07, 2003 10:30 AM-12:30 PM (GMT-06:00) Central Time (US & Canada).  
**Where:** PDC 2B-F28

Jeong,

Trans shift cable misadjustments have made the emerging issues list. Are you aware of any specific contributors or can you help investigate the cause?

Regards,

Marc J. Di Tullio  
Product Engineer - ATEO Shift Systems Section  
AVT #3; Mail Drop 3020; Cube 3D026  
Ph: 313-32-31882; Fax: 313-24-86950;  
Pg: 734-296-1006; e-mail: mditulli@ford.com

-----Original Appointment-----

**From:** Ondo, Bob (.)  
**Sent:** Monday, January 06, 2003 1:54 PM  
**To:** Ondo, Bob (.); DiTullio, Marc (M.J.); Whitehouse, Keith (K.J.); Hart, Jenny (J.); Hedges, John (J.E.); Boyk, Greg (G.J.); Ondrejko, Rick (R.T.); Kolodziej, Michael (M.); Anyanwu-Ebo, Ike (I.C.); Snapp, Terry (T.G.); Bergeron, Leon (F.L.); Boose, Marsha (M.L.); Oyafuso, Kevin (K.G.); 'ebarraga@visteon.com'; Glowacz, Gary (G.J.); Hansen, George (G.C.); Dakhilallah, Hassan (H.A.); Corbett,

Sandra (S.M.); Grewal, Bill (B.S.); Fascetti, Bob (R.J.); Klarr, Jerry (G.T.); De Pena, Juan (J.E.); McCoy, Julie (J.); Walega, Ken (K.G.); Tracy, Lynn (L.J.); Hofman, Michael (M.V.); Khan, Muhammad Salim (M.S.); Brennan, Patrick (P.M.); Watson, Tom (T.M.); Yagley, Barb (B.A.); Lee, Jeong (J.M.); Moorhouse, Scott (S.R.); Hoffman, Tom (T.W.)

**Subject:**

Updated: Outfitters PTSE QST meeting

**When:**

Tuesday, January 07, 2003 11:30 AM-1:30 PM (GMT-05:00) Eastern Time (US & Canada).

**Where:**

PDC 2B-F28

Please see the attached, updated agenda

<< File: AGENDA1-7-03d.doc >>

## Outfitters Weekly QST meeting for 2003

<http://www.homepages.ford.com/ptse/quality/sitefiles.asp?CURRDIR=%2FOutfitters%2FQST+Meeting>

Attached, Agenda and other related materials are available at the above link.

---

**From:** Grewal, Bill (B.S.)  
**Sent:** Thursday, December 12, 2002 10:39 AM  
**To:** Lee, Jeong (J.M.)  
**Cc:** DiTullio, Marc (M.J.); Spaulding, Todd (T.C.); Hofman, Michael (M.V.)  
**Subject:** RE: FCSD Emerging Concerns List - 12/11/02 PDQR Handout

**Attachments:** PD-QR\_121102B.xls

Jeong,

We need your help in investigating this emerging issue with Aviator. I don't know if there is separate resident engineer for Aviator, if there is one please let me know. Please report out your findings in next week's (12/16/02) QST meeting.



PD-QR\_121102B.xls  
(35 KB)

Thanks!

*Bill Grewal, CRE*

Supervisor - Engineering Reliability-*Ford Outfitters* - PTSE

PDC 1BE09: e-mail : BGREWAL1@Ford.com

Tel. (313) 24-85519 Fax (313) 317-7296

*Success is Never Final .....Failure is Never Fatal.....*

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

**From:** Spaulding, Todd (T.C.)  
**Sent:** Wednesday, December 11, 2002 10:28 AM  
**To:** Grewal, Bill (B.S.)  
**Cc:** DiTullio, Marc (M.J.)  
**Subject:** RE: FCSD Emerging Concerns List - 12/11/02 PDQR Handout

Bill - The attached file doesn't give me a lot to go on in terms of data. In any case, shift cable adjustment is an assembly plant issue. Our DVP testing includes making sure the system is robust in terms of adjustment (think of it as performing what amounts to a "gage r&r" showing that we get the same adjustment on any given combination of parts). After that, it's up to the assembly plants. I agree with the assesment entered in the sheet that the activites undertaken for the campaign could have affected this.

Regarding the design of the parts, there is nothing unique about the fact that the shift cable uses a "conduit adjust" fitting. We have conduit adjust cable on multiple applications.

Regards,

*Todd Spaulding*

Supervisor - ATEO Shift Systems Section

AVT #3; Mail Drop 3020; Cube 3E021

Ph: 313-33-71677; Fax: 313-24-86950; TSPAULDI@ford.com

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

**From:** Grewal, Bill (B.S.)  
**Sent:** Wednesday, December 11, 2002 8:19 AM

**To:** Spaulding, Todd (T.C.)  
**Subject:** FW: FCSD Emerging Concerns List - 12/11/02 PDQR Handout

Todd, would you please review the Aviator emerging issue regarding Trans shift cable out of adjustment. Could you please provide me the feed back before noon today. Jerry has a PDQOR meeting at 1:00pm today.

A note with few bullet points is good enough for this meeting.

<< File: PD-QR\_121102B.xls >>

**Bill Grewal , CRE**

**Supervisor - Engineering Reliability-*Ford Outfitters* - PTSE**

**PDC 1BE09: e-mail :** BGREWAL1@Ford.com

**Tel.** (313) 24-85519 **Fax** (313) 317-7296

*Success is Never Final .....Failure is Never Fatal.....*

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

**From:** Droste, Timothy (T.A.)  
**Sent:** Wednesday, December 11, 2002 7:51 AM  
**To:** Grewal, Bill (B.S.)  
**Cc:** Klarr, Jerry (G.T.); Abar, Robert (R.B.); Spaulding, Todd (T.C.)  
**Subject:** RE: FCSD Emerging Concerns List - 12/11/02 PDQR Handout

Bill,

Believe Todd Spaulding's section has D&R for Aviator. Have sent you note to him-

T. A. Droste (tdroste@ford.com)  
Supervisor - Transmission & Shift Control Design  
Lincoln PTSSE  
Rotunda Court, Bldg 4  
Phone - 313.206.4429  
Fax - 313-248-9073

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

**From:** Grewal, Bill (B.S.)  
**Sent:** Tuesday, December 10, 2002 4:08 PM  
**To:** Droste, Timothy (T.A.)  
**Cc:** Klarr, Jerry (G.T.)  
**Subject:** FW: FCSD Emerging Concerns List - 12/11/02 PDQR Handout

Tim, would please review the "Aviator Trans Cable out of adjustment" issue and provided me an update as to root cause or workplan.

Few bullet point on the e-mail is fine for tomorrow.

Jerry Klarr need to report this at Outfitters PDQOR tomorrow ( 12/11/02) 1:00pm.

Sorry for the short notice, I just received it myself.

Thanks in advance for your help.

**Bill Grewal , CRE**

**Supervisor - Engineering Reliability-*Ford Outfitters* - PTSE**

**PDC 1BE09: e-mail :** BGREWAL1@Ford.com

Tel. (313) 24-85519 Fax (313) 317-7296

*Success is Never Final .....Failure is Never Fatal.....*

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

**From:** Terzes, Laura (L.D.)  
**Sent:** Tuesday, December 10, 2002 1:22 PM  
**To:** Hightower, Edward (E.T.); Cole, Joanne (J.); Cosenza, Pat (P.D.); Curran, Judith (J.M.); Grewal, Bill (B.S.); Himes, Bill (B.L.); Holden, Daniel (D.K.); Jammoul, Ali (A.); Jocz, Warren (W.S.); Judge, Surinder (S.S.); Khan, Muhammad Salim (M.S.); Klarr, Jerry (G.T.); Krafcik, John (J.F.); Madhavan, Ranganathan (R.); Ondo, Bob (.); Takasawa, Keith (K.D.); Tokarski, Michael (M.J.); Turner, Donald (D.A.); Van Slambrouck, James (J.M.); von Foerster, Steve (S.)  
**Cc:** Blakely, Gary (G.N.); Watson, Joseph (J.W.); Gumz, Melanie (M.); Lawler, Dave (D.A.); Hetrick, Christine (U.); Evenhouse, Phil (P.J.); Brooks, Tripp (.); O'Connor, Tammy (T.A.); Suarez, Rhae (R.); Piorowski, Frank (F.J.)  
**Subject:** FCSD Emerging Concerns List - 12/11/02 PDQR Handout

**Emerging Concerns Highlights (New):**

2003 Aviator

- Trans Shift Cable Out of Adjustment
- Poor / No AM Reception

REDACTED FOR RELEVANCE

<< File: PD-QR\_121102B.xls >>

*Laura Terzes*

Manager, Outfitters Concerns  
FCSD, Customer Service Engineering  
PDC TVC 1JF56  
(313) 32-36572 / fax (313) 24-88161 / lterzes.ford.com

**PD-QOR OUTFITTERS - Emerging Concerns**

| Vehicle Line   | MY   | Concern Description                 | Source | Build Dates | Eng       | Trans | Mileage Range | Number of Reports | GSF Threshold | Date on PD-OR | Primary Concern Contact | Service/Production proposed closure date | Comments   |
|----------------|------|-------------------------------------|--------|-------------|-----------|-------|---------------|-------------------|---------------|---------------|-------------------------|--|--|
| Aviator (U231) | 2003 | Trans Shift Cable Out of Adjustment | CQIS   |             | 4.6L DOHC | 5R555 |               | 3                 | 10            | 12/11/2002    | G. Klarr B. Hildreth    |  | Reports of no or partial engagement due to shift cable adjustment. Possibly related to reworked units for 02S43. |

**REDACTED FOR RELEVANCE**

## PD-QOR OUTFITTERS - Emerging Concerns

REDACTED FOR RELEVANCE



## PD-QOR OUTFITTERS - Emerging Concerns

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## PD-QOR OUTFITTERS - Emerging Concerns

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## PD-QOR OUTFITTERS - Emerging Concerns

**REDACTED FOR RELEVANCE**

## PD-QOR OUTFITTERS - Emerging Concerns

**REDACTED FOR RELEVANCE**

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**From:** Kimberlin, Scott (S.K.)  
**Sent:** Wednesday, November 20, 2002 2:58 PM  
**To:** Russo, William (W.P.); Fisher, Marcy (M.J.); Nair, Raj (S.S.); Vido, Adrian (A.J.); Khan, Mohammad (M.); Fomin Sr., George (G.J.); Patel, Bharat (B.C.); Theodore, Chris (C.P.); Hinrichs, Joseph (J.R.); Belanger, Grant (G.E.); Osaer, Mark (M.M.); Belec, Anne (A.E.); Brown, Tony (Thomas K.); Goeser, Louise (L.K.); Beck, Mike (M.C.); Storves, Bill (W.K.); Velliky, Dave (D.A.); Nissen, Todd (T.); Szczupak, Dave (D.T.); Bradley, Joe (J.C.); Shashlo, Andy (A.); Oswandel, Ken (K.J.); Bobnar, Joseph (J.E.); Casinelli, Hank (HAC.); Papendick, Shirley (S.A.); Brasher, Ron (R.G.); Renucci, Mike (M.P.); Kammerer, Al (Allan R.); Reitz, Graydon (G.A.); Abdelnour, Sleiman (S.N.); Dragich, Pete (P.A.); Esser, Dave (D.V.); Davis, Janice (J.L.); Goering, Kimberly (K.L.); Torolski, Mike (M.A.); Parsons, Howard (H.S.); Brouwer, Larry (G.); Stevens, Anne (A.L.); Kiser, Kurt (K.W.)  
**Subject:** RE: Updated: Stop Ship 747 -- 2003 MY U231 Aviator Transmission Shift Cable & Bracket

Vehicles Affected: All 2003 Aviator  
Plant Affected: St. Louis Assembly Plant  
Supplier: Dura & Midwest Stamping  
WERS Alert Number: A11436158

**Update 11/20/2002:**

Production level clips were on line and installed at the beginning of shift yesterday (12/19/2002). All vehicles built with this level clip are okay to ship.

Reamining units onsite requiring the installation of a clip will be retrofitted this weekend.

**Stoip ship alert closed**

**11/18/2002:**

The prototype version of the redundant clip was reviewed and the design was approved as feasible for production installation. The production level of this clip will be available in sufficient quantities to support production at St. Louis on Tuesday (11/19/2002) morning.

SLAP completed the tie strap rework on all 1500 Aviators on site over the weekend and are okay to ship.

**11/14/2002:**

This Stop Ship for Aviator remains in effect. A redundant clip that ensures robust attachment of the cable to the bracket and is assembly feasible is targeted for delivery at St. Louis on Wednesday (11/20/2002). Prototype versions of this design will be available by Saturday for evaluation at St. Louis.

Of the approximately 1500 Aviators on-site at St. Louis Assembly Plant, 1000 are targeted to have the tie strap repair process completed over the weekend and be okay to ship for this issue.

**11/13/2002:**

This Stop Ship for Aviator remains in effect. Results from the DOE indicate that exposure to elevated temperatures significantly affect the robustness of the cable to bracket retention. Engineering has determined that a redundant clip is required to ensure robust cable to bracket retention. Implementation timing for the redundant clip is TBD.

St. Louis Assembly will begin updating all Aviators on-site with the tie strap rework process ASAP. Once these vehicles receive this rework they are okay to ship.

11/12/2002:

This Stop Ship for Aviator remains in effect. Engineering is conducting a DOE to understand specifically which characteristic of the features on the cable and the bracket are most significant for retention. Tomorrow morning (11/13/02), brackets certified flat and at the low end of tolerance for hole diameter will be received at SLAP. These brackets will be evaluated for retention robustness.

A repair process using a tie strap to ensure complete and continuous engagement of the cable tabs in the bracket hole has been identified as a robust method of containing units built, however it is not feasible for on-line production.

11/11/2002:

Saint Louis Assembly is directed to stop ship all 2003 Aviators due to potentially poor retention of transmission shift cable to transmission shift cable bracket. Engineering and STA are verifying robustness of design and quality of shift cables and brackets to address the concern. Root cause analysis is being determined and corrective actions are being developed.

**Hank Casinelli**  
**Manager, Outfitters**  
**VO - Final Assembly Engineering**

**Howard Parsons**  
**Manager, U231 Lincoln Platform**  
**VO - New Model Programs**

---

**From:** Hildreth, Brian (B.S.)  
**Sent:** Thursday, November 14, 2002 8:47 AM  
**To:** Spaulding, Todd (T.C.); DiTullio, Marc (M.J.)  
**Cc:** Hildreth, Brian (B.S.)  
**Subject:** Restrike Transmission Bracket Break Point

Please note plant's feedback on break point. This is slightly earlier than the one we received last night from Pedro.

**Brian Hildreth**  
**Lincoln Powertrain Systems Engineering**  
Lincoln Aviator Powertrain Project Manager

 **PH: (313)-845-1780 (Drbn)**

 **PH: (314)-551-7041 (SLAP)**

 **FAX: (313)-32-31637**

**PAGER: (313) 851-3736 Text Page bhildret (<http://vm7.dearborn.ford.com/cgi/textpage>)**

 **e-mail: bhildret@ford.com**

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

**From:** Tegethoff, Jason (J.J.)  
**Sent:** Thursday, November 14, 2002 1:21 AM  
**To:** Klug, Richard (R.J.); Bobnar, Joseph (J.E.); Cash, Linda (L.G.); Perry, John (J.K.); Seim, Darryl (D.E.); Korf, De Wayne (D.M.); Mongeon, Ron (R.K.); Headrick, Tom (T.); Gailey, Joseph (J.C.); Papendick, Shirley (S.A.); Schergen, Gerry (G.); Garnier, Gregory (G.T.)  
**Cc:** Hildreth, Brian (B.S.); Parsons, Howard (H.S.); Schriewer, Kurt (K.W.); Johns, Benton (B.W.); Lee, Jeong (J.M.); Godula, Gary (G.M.); Kim, Il (I.); Kimberlin, Scott (S.K.); Ferguson, Rick (R.M.); Wendel, Rod (R.H.)  
**Subject:** Transmission Bracket

The first rotation number with the new Transmission Bracket was 9651. All the old stock was removed from the line. New stock has a white paint dot. There were no issues with the Shift Cable Job in the 8-line pit.

| Item | Unit  | OE / Service | VIN                 | Service Box Date | Prefix | BSI Date Code | Fast / Slow? | Design Intent? | Comments  |
|------|-------|--------------|---------------------|------------------|--------|---------------|--------------|----------------|---|
| 1    | 1     | OE           | 1FMZU72E32U         | -                | 1L2C   | 268N1         | N            | Y              | provided to NHTSA                               |
| 2    | 2     | OE           | 1FMZU72E72Z         | -                | 1L2C   | 292A1         | N            | Y              | materials lab                                   |
| 3    | 3     | OE           | 1FMZU73E52Z         | -                | 1L2C   | 264D1         | N            | Y              | materials lab                                   |
| 4    | 4     | OE           | 1FMZU72E02U         | -                | 1L2C   | 052A1         | N            | Y              |   |
| 5    | 5     | OE           | 1FMDU85W54Z         | -                | 1L2C   | 266A3         | N            | Y              | materials lab                                   |
| 6    | 6     | OE           | 1FMZU72K94Z         | -                | 1L2C   | 247D3         | N            | Y              | service part, materials lab, given to STI       |
| 7    | 7     | OE           | 1FMZU62K75Z         | ?                | 5L2C   | 299D4         | Y            | Y              | materials lab                                   |
| 8    | 8     | OE           | 1FMZU74K74U         | -                | 1L2C   | 336N3         | N            | Y              | provided to NHTSA                               |
| 9    | 9     | OE           | 1FMZU72E12Z         | -                | 1L2C   | 289D1         | N            | Y              | provided to NHTSA                               |
| 10   | 10    | OE           | 1FMZU73K44Z         | -                | 1L2C   | 198D3         | N            | Y              | provided to NHTSA                               |
| 11   | 11    | OE           | 1FMDU63E92Z         | -                | 1L2C   | 239A1         | N            | Y              | returned service part                           |
| 12   | -     | OE           | 1FMZU72E92Z         | ?                | 5L2Z   | (none)        | Y            | Y              |   |
| 13   | CP    | OE           | 1FMDU63K34U         | -                | 1L2C   | ?             | N            | Y              | installed on M. Rida's vehicle (with wire swap) |
| 14   | -     | OE           | M. Rida vehicle     | -                | 1L2C   | 281D3         | N            | Y              | on desk (FPS)                                   |
| 15   | -     | OE           | K. Sahinbas vehicle | -                | 1L2C   | 353A3         | N            | Y              | on desk (FPS)                                   |
| 16   | -     | OE           | DAE sample part     | -                | 1L2C   | ?             | N            | Y              | installed in test vehicle (modified swing arm)  |
| 17   | 1     | service      | column              | 5/7/2008         | 5L2Z   | 105A8         | N            | N              | given to STI                                    |
| 18   | 2     | service      | column              | 1/19/2008        | 5L2Z   | 271D7         | Y            | Y              | installed on K. Sahinbas' vehicle (227935916)   |
| 19   | 3     | service      | column              | 2/11/2008        | 5L2Z   | 035A8         | N            | N              | (inspected only)                                |
| 20   | 4     | service      | column              | 4/29/2008        | 5L2Z   | 085D8         | N            | N              | (inspected only)                                |
| 21   | 5     | service      | column              | 2/5/2008         | 5L2Z   | 030D8         | N            | N              | (inspected only)                                |
| 22   | 1     | service      | BSI                 | 6/8/2009         | 5L2Z   | 135D8         | N            | N              | given to A. Kalia                               |
| 23   | 2     | service      | BSI                 | ?                | 5L2Z   | 135A8         | N            | N              | given to A. Kalia                               |
| 24   | 3     | service      | BSI                 | ?                | 5L2Z   | 141N8         | N            | N              | given to A. Kalia                               |
| 25   | 4     | service      | BSI                 | ?                | 5L2Z   | 141N8         | N            | N              | given to A. Kalia                               |
| 26   | PRC   | service      | column              | 2/11/2008        | 5L2Z   | 035A8         | N            | N              | (inspected only)                                |
| 27   | PRC   | service      | column              | 4/29/2008        | 5L2Z   | 083D8         | N            | N              | (inspected only)                                |
| 28   | PRC   | service      | column              | 9/29/2008        | 5L2Z   | 179D8         | N            | N              | (inspected only)                                |
| 29   | PRC   | service      | column              | 8/19/2008        | 5L2Z   | 179D8         | N            | N              | (inspected only - 228945902)                    |
| 30   | PRC   | service      | column              | 8/19/2008        | 5L2Z   | 179D8         | N            | N              | (inspected only - 228945895)                    |
| 31   | PRC   | service      | column              | 2/12/2008        | 5L2Z   | 035A8         | N            | N              | (inspected only)                                |
| 32   | EXHVC | service      | column              | 1/19/2008        | 5L2Z   | 014D8         | Y            | Y              | on desk (FPS)                                   |
| 33   | -     | Admiral      | column sample       | -                | 5L2Z   | 268D7         | Y            | Y              | (inspected only - 227935872)                    |
| 34   | PRC   | service      | column              | 11/28/2007       | 5L2Z   | 267D7         | Y            | Y              | (inspected only - 227935840)                    |
| 35   | PRC   | service      | column              | 11/28/2007       | 5L2Z   | 267N7         | Y            | Y              | (inspected only - 227935634)                    |
| 36   | PRC   | service      | column              | 11/28/2007       | 5L2Z   | 267N7         | Y            | Y              | (inspected only - 227935385)                    |
| 37   | PRC   | service      | column              | 1/19/2008        | 5L2Z   | 014N8         | Y            | Y              | (inspected only - 227935916)                    |
| 38   | PRC   | service      | column              | 1/19/2008        | 5L2Z   | 306D7         | Y            | Y              | (inspected only - 228936375)                    |
| 39   | PRC   | service      | column              | 1/19/2008        | 5L2Z   | 271D7         | Y            | Y              | (inspected only - 227935916)                    |
| 40   | PRC   | service      | column              | 1/19/2008        | 5L2Z   | 014N8         | Y            | Y              | (inspected only - 227935916)                    |
| 41   | PRC   | service      | column              | 1/19/2008        | 5L2Z   | 014N8         | Y            | Y              | (inspected only - 228936378)                    |



| VIN                     | RO     | Dealer                              | State | MY   | Mileage | Fracture Location | Components Provided   |
|-------------------------|--------|-------------------------------------|-------|------|---------|-------------------|---|
| 1FMZU72E32U [REDACTED]  | 66229  | Rt 23 Auto Mall<br>973-838-0800     | NJ    | 2002 | ?       | neck              | column<br>fractured shift socket<br>swing arm<br>BSI solenoid |
| 1FMZU72E72Z [REDACTED]  | 47784  | Garnet Ford<br>610-358-5600         | PA    | 2002 | 63080   | neck              | column<br>shift lever<br>fractured shift socket<br>swing arm  |
| 1FMZU73E52Z [REDACTED]  | 254223 | Rich Ford<br>505-275-4452           | NM    | 2002 | 167241  | neck              | column<br>fractured shift socket<br>swing arm                 |
| 1FMZU72K94Z [REDACTED]  | 83353  | McMullen Ford<br>712-366-0531       | NE    | 2004 | 110247  | ear               | fractured shift socket<br>swing arm                           |
| 1FMZU62K75Z [REDACTED]  | ?      | Gaudin Ford<br>800-810-6595         | NV    | 2005 | 282725  | ear               | fractured shift socket<br>swing arm                           |
| 1FMZU74K74U [REDACTED]  | 486065 | Town & Country Ford<br>704-536-5600 | NC    | 2004 | 66000   | ear               | fractured shift socket<br>swing arm                           |
| 1FMZU72E12Z [REDACTED]  | 96826  | Brighton Ford<br>303-659-3434       | CO    | 2002 | 86827   | n/a               | BSI solenoid  |
| 1FMZU73K44Z [REDACTED]  | 230102 | Hampton Ford<br>603-964-8771        | NH    | 2004 | 74052   | n/a               | BSI solenoid  |
| 1FMIDU63E92Z [REDACTED] | ?      | Ford Country<br>800-491-2394        | NV    | 2002 | ?       | n/a               | BSI solenoid  |

| Unit | VIN                    | RO      | Dealer                          | Owner      | State | Original Owner? | MY   | Mileage | Fracture Location | BSI Date Code | Comments   | Column | Shift Socket | Swing Arm | BSI |
|------|------------------------|---------|---------------------------------|------------|-------|-----------------|------|---------|-------------------|---------------|--|--------|--------------|-----------|-----|
| 1    | 1FMZU7E32U [REDACTED]  | 279576? | Rt 23 Auto Mall<br>973-838-0800 | [REDACTED] | NJ    | N               | 2002 |         | neck              | 268N1         | no radius  |        |              |           |     |
| 2    | 1FMZU72E72Z [REDACTED] | 47784   | Garnet Ford<br>610-358-5600     | [REDACTED] | PA    | N               | 2002 | 63080   | neck              | 292A1         | no radius, towed in, BSI removed by ASO (given to Nicastr)           |        |              |           |     |
| 3    | 1FMZU73E52Z [REDACTED] | 254223  | Rich Ford<br>505-275-4452       | [REDACTED] | NM    | N               | 2002 | 167241  | neck              | 264D1         | no radius, out of P, BSI removed by ASO (still have), lever included |        |              |           |     |
| 4    | 1FMZU72E02U [REDACTED] | 262107  | Gurley Motors<br>505-722-6621   | [REDACTED] | NM    | Y               | 2002 | 47917   | neck              | 052A1         | no radius  |        |              |           |     |
| 5    | 1FMZU85W54Z [REDACTED] | 312470  | Castle Ford<br>301-890-6100     | [REDACTED] | MD    | Y               | 2004 | 74233   | none              | 266A3         | into P, can't get key out, faulty BOO                                |        |              |           |     |
| 6    | 1FMZU72K94Z [REDACTED] | 83353   | Riki Ferguson                   | [REDACTED] | NE    | Y               | 2004 | 110247  | ear               | ?             | state = IA?  |        |              |           |     |
| 7    | 1FMZU62K75Z [REDACTED] |         |                                 | [REDACTED] | NV    | Y               | 2005 | 282725  | ear               | 299D4         | minimal groove (5L2C), (given to Nicastr)                            |        |              |           |     |
| 8    | 1FMZU74K74U [REDACTED] |         |                                 | [REDACTED] | NC    | Y               | 2004 | 66000   | ear               | ?             | 9581, hard to shift out of P, trans serviced                         |        |              |           |     |
| 9    | 1FMZU72E12Z [REDACTED] | 96826   | Brighton Ford<br>303-659-3434   | [REDACTED] | CO    | N               | 2002 | 86827   | neck              | 289D1         | "shifter has broke", P -> D  |        |              |           |     |
| 10   | 1FMZU73K44Z [REDACTED] | 230102  | Hampton Ford<br>603-964-8771    | [REDACTED] | NH    | N               | 2004 | 74052   | neck              | 198D3         | warranty?  |        |              |           |     |
| 11   | 1FMZU63E92 [REDACTED]  |         | Ford Country<br>702-566-3673    | [REDACTED] | NV    | Y               | 2002 |         | neck              | 239A1         |  |        |              |           |     |

VIN 1FMZU72E32UB34814;

| ECI Record IC | Source | Claim    | Time In Svc | Repair/Refusal Part B | Dealer Na | Dealer Site | Dealer Phone N | Production | Model | Year  | Mileage   | Customer Comments  | Technician Comments | CQIS Recommendations |
|---------------|--------|----------|-------------|-----------------------|-----------|-------------|----------------|------------|-------|-------|---|--|---------------------|----------------------|
| 302569886     | AWS    | 1278985  | 5           | 5/9/2002              | MAINT     | KERRY PZ PA | 6106493700     | 10/19/2001 | 2002  | 1724  | PERFORM 5000.5 MONTH SERVICE PER S/MAINT  | 5000 MILES (6000 KMS) MAINT  |                     |                      |
| 304879075     | AWS    | 2858781  | 10          | 10/22/2002            | MAINT     | KERRY PZ PA | 6106493700     | 10/19/2001 | 2002  | 3656  | PERFORM THE 10000 MILE SERV PER S/MAINT   | 10000 MILES (16000 KMS) MAINT  |                     |                      |
| 328181950     | AWS    | 5643939  | 17          | 5/8/2003              | MAINT     | KERRY PZ PA | 6106493700     | 10/19/2001 | 2002  | 7989  | CUSTOMER STATES TURN SIGNAL FLAS BURNED OUT BULB  | BULBS EXTERIOR REPLACE   |                     |                      |
| 328181931     | AWS    | 5643940  | 17          | 5/8/2003              | MAINT     | KERRY PZ PA | 6106493700     | 10/19/2001 | 2002  | 7989  | 10K SRVC PER ESP MAINTENANCE CARE 10K MAINT SERVICE   | 10000 MILES (16000 KMS) MAINT  |                     |                      |
| 328181932     | AWS    | 5643941  | 17          | 5/8/2003              | MAINT     | KERRY PZ PA | 6106493700     | 10/19/2001 | 2002  | 7989  | CHECK CREEK TYPE NOISE IN FR/END CD/RV BUSHINGS   | INSULATORS OR BUSHINGS REPLACE   |                     |                      |
| 377150342     | AWS    | 12275051 | 37          | 12/16/2004            | 2001      | LEO KAYT NY | 8459861132     | 10/19/2001 | 2002  | 14173 | BRAKES PULLS/ATING  | INSPECT AND PERFORM BRAKE INSPECTION CHECK ROTOR RUNOUT AND MACHINED ALL 4 ROTORS RECHECK OK CP-2001 |                     |                      |
| 377150343     | AWS    | 12275052 | 37          | 12/16/2004            | 2001      | LEO KAYT NY | 8459861132     | 10/19/2001 | 2002  | 14173 | BELT NOISE  | INSPECT AND RECALLED IDLER PULLEY AND BELT RECHECK OK  |                     |                      |
| 383939702     | AWS    | 13116064 | 40          | 3/22/2005             | *         | LEO KAYT NY | 8459861132     | 10/19/2001 | 2002  | 19289 | 04S20HATCH RECALL   | PERFORM RECALL REPLACE REAR HINGES FOR GLASS WITH BEAUTY BOLTS                                       |                     |                      |
| 452084801     | AWS    | 16292680 | 69          | 8/22/2007             | 4A109     | ROUTE 23 NJ | 9738380800     | 10/19/2001 | 2002  | 57401 | ADD ON REPAIR TECH STATES NEED TO REPLACE BOTH REAR AXLE SEALS FILL WITH FLUID ROAD TEST OK                 |  |                     |                      |
| 457660406     | AWS    | 16510512 | 72          | 11/11/2007            | 1104      | ROUTE 23 NJ | 9738380800     | 10/19/2001 | 2002  | 61787 | C S HEARS A GEAR NOISE THAT IS PRONVFERFY NOISE HUBS MAKING NOISE REPLACE BOTH FRONT HUBS RETEST NOISE GONE |  |                     |                      |

VIN 1FMZU72E7ZB40683;

| ECI Record ID | Source | Claim    | Time In St | Repair/Repsusal Part Bt | Dealer Na | Dea         | Dealer Phone | N Production | Model | Mileage | Customer  | Technidat | COIS Recommendations |
|---------------|--------|----------|------------|-------------------------|-----------|-------------|--------------|--------------|-------|---------|---|-----------|----------------------|
| 397027944     | AWS    | 13908185 | 45         | 7/15/2005               | *         | MURPHY FPA  | 6104948800   | 11/7/2001    | 2002  | 37716   |   |           |                      |
| 397027945     | AWS    | 13908186 | 45         | 7/15/2005               | *         | MURPHY FPA  | 6104948800   | 11/7/2001    | 2002  | 37716   |   |           |                      |
| 428111725     | AWS    | 15521421 | 57         | 7/21/2006               | 19712     | ROBIN FO PA | 6105863600   | 11/7/2001    | 2002  | 42761   | CK A C NCA C SYSTEM DIAGNOSISREPLACE CONDENSER ASSEMBLYEVACUATE AND RECHARGE SYSTEM | OK        |                      |
| 428111726     | AWS    | 15521422 | 57         | 7/21/2006               | 4L616     | ROBIN FO PA | 6105863600   | 11/7/2001    | 2002  | 42761   | CK OIL LE REPLACE LEAKING REAR PINION SEAL  |           |                      |

VIN 1FMZU73E52ZB35836;

ECI Recor Source Cc Source Cla Time In S# Repair/Re Causal Pa Dealer Na Dealer Sta Dealer Ph# Production Model Yee Mileage Customer Technician CQIS Recommendations  
3.03E+08 AWS 1684740 7 6/24/2002 9H307 HERTZ RANM 5.76E+09 10/23/2001 2002 9632 FUEL GAU INSTALLED A NEW SENDER  
3.79E+08 AWS 12469792 39 1/11/2005 \* MONETTE NM 5.76E+09 10/23/2001 2002 47245 CUSTOMERAN A OASIS REPORT FOUND OPEN RECALL 04S20

VIN 1FMZU72E02UA16252;

| ECI Record ID | Source | CoSource | Claim   | Time In Stc | Repair/Repo | Causal Pat | Dealer Nar | Dealer Sta | Dealer Phone | Production | Model Yea | Mileage | Customer                                     | Technician | QCIS Recommendations  |
|---------------|--------|----------|---------|-------------|-------------|------------|------------|------------|--------------|------------|-----------|---------|--|------------|---|
| 301394332     | AWS    |          | 103011  | 4           | 7/9/2001    | *          | GURLEY M/M |            | 5057226621   | 3/2/2001   | 2002      | 1930    | PERFORM INSPECT TIRES AS PER RECALL OK       |            |   |
| 301419406     | AWS    |          | 128086  | 5           | 8/7/2001    | 78422A12   | GURLEY M/M |            | 5057226621   | 3/2/2001   | 2002      | 2286    | BACKGLA; MANUFACTURE RECALL CONDITION CODE01 |            | TRANSFER WIPER INSTALLED NEW BACK GLASS & WIPER ARM LATCH STRICKER TO NEW GLASS AND ADJUST GATE |
| 304043519     | AWS    |          | 2232546 | 18          | 8/13/2002   | 8509       | GURLEY M/M |            | 5057226621   | 3/2/2001   | 2002      | 10411   | CHECK VE REPL                                |            | WATER PUMP PULLEY   |



VIN 1FMDU85W54ZA17231;

| ECI Recor | Source | Cc-Source | Cla | Time In | St        | Repair/Re | Causal Pa  | Dealer No  | Dealer Sta | Dealer Ph | Production | Model | Year | Mileage | Customer   | Technician | COIS Recommendations |
|-----------|--------|-----------|-----|---------|-----------|-----------|------------|------------|------------|-----------|------------|-------|------|---------|--|------------|----------------------|
| 3.63E+08  | AWS    | 821074    |     | 6       | 5/2/2004  | MAINT     | CASTLE FMD |            |            | 3.02E+09  | 10/22/2003 | 2004  |      | 2689    | PERFORM PERFORM 5K MILE MAINT PER FORD CONTRACT                    |            |                      |
| 3.76E+08  | AWS    | 2440971   |     | 12      | 11/3/2004 | MAINT     | CASTLE FMD |            |            | 3.02E+09  | 10/22/2003 | 2004  |      | 8379    | 10000 MILLPERFORM 10K MAINTENANCE AND MULTIPPOINT INSPECTION       |            |                      |
| 3.78E+08  | AWS    | 2627201   |     | 12      | #####     |           | 13404      | CASTLE FMD |            | 3.02E+09  | 10/22/2003 | 2004  |      | 8696    | CUST STAR REPLACED RIGHT REAR TAIL LENS ASSY MOISTURE              |            |                      |
| 3.88E+08  | AWS    | 5172945   |     | 18      | 5/11/2005 | MAINT     | CASTLE FMD |            |            | 3.02E+09  | 10/22/2003 | 2004  |      | 11976   | CHANGED PERFORM MAINT PER ESP CONTRACT                             |            |                      |
| 3.88E+08  | AWS    | 5190703   |     | 18      | 5/12/2005 | *         | CASTLE FMD |            |            | 3.02E+09  | 10/22/2003 | 2004  |      | 11976   | RECALL 0-PERFORM RECALL  |            |                      |
| 4.09E+08  | AWS    | 7521159   |     | 24      | 11/1/2005 |           | 13466      | CASTLE FMD |            | 3.02E+09  | 10/22/2003 | 2004  |      | 16160   | CUST STA INSPECT AND REPLACED LEFT AND RIGHT REAR BRAKE LAMP BULBS |            |                      |
| 4.09E+08  | AWS    | 7521160   |     | 24      | 11/1/2005 | MAINT     | CASTLE FMD |            |            | 3.02E+09  | 10/22/2003 | 2004  |      | 16160   | 20000 MILLPERFORM 20K MAINTENANCE AND MULTI POINT INSPECTION       |            |                      |





191  
EG 2000015  
48010113 000166

191  
EG 2000015  
48010113 000166

VIN 1FMZU74K74UB02230;

| ECI Record ID | Source    | Source Claim | Time In Stk | Repair/Report | Causal Par | Dealer Na       | Dealer St | Dealer Phone | Production | Model | Year  | Mileage   | Customer | Technician | COIS Recommendations |
|---------------|-----------|--------------|-------------|---------------|------------|-----------------|-----------|--------------|------------|-------|-------|---|----------|------------|----------------------|
| 368871739     | AWIS      | 1523423      | 0           | 8/9/2004      | 65         | DALE JAR NC     |           | 7042838521   | 12/22/2003 | 2004  | 20    | CUSTOMER VERIFIED CONCERN. TESTED BATTERY AND CHARGING SYSTEM. BATTERY BAD. ACES CODE XC29J. DTC# 1G986 D014J. REPLACED   |          |            |                      |
| 368445838     | AWIS      | 1596758      | 1           | 8/17/2004     | 7824       | 346 DALE JAR NC |           | 7042838521   | 12/22/2003 | 2004  | 880   | CUSTOMER N/H DIAG REMOVE WEATHERSTRIP ON DRIVERS DOOR RE INSTALL CLIPS ON B PILLAR PANEL  |          |            |                      |
| 394545259     | AWIS      | 1596758      | 1           | 8/17/2004     | 18836      | DALE JAR NC     |           | 7042838521   | 12/22/2003 | 2004  | 880   | CUSTOMER N/H DIAG REMOVE WEATHERSTRIP ON DRIVERS DOOR RE INSTALL CLIPS ON B PILLAR PANEL  |          |            |                      |
| 38365486      | AWIS      | 4333972      | 4           | 1/18/2005     | 4847       | DALE JAR NC     |           | 7042838521   | 12/22/2003 | 2004  | 659   | CUSTOMER N/H DIAG REMOVE WEATHERSTRIP ON DRIVERS DOOR RE INSTALL CLIPS ON B PILLAR PANEL  |          |            |                      |
| 38365486      | AWIS      | 4333972      | 8           | 3/18/2005     | 4847       | DALE JAR NC     |           | 7042838521   | 12/22/2003 | 2004  | 659   | CUSTOMER N/H DIAG REMOVE WEATHERSTRIP ON DRIVERS DOOR RE INSTALL CLIPS ON B PILLAR PANEL  |          |            |                      |
| 38365486      | AWIS      | 4333972      | 8           | 3/18/2005     | 76391      | DALE JAR NC     |           | 7042838521   | 12/22/2003 | 2004  | 659   | CUSTOMER N/H DIAG REMOVE WEATHERSTRIP ON DRIVERS DOOR RE INSTALL CLIPS ON B PILLAR PANEL  |          |            |                      |
| 38365486      | AWIS      | 4333974      | 8           | 3/18/2005     | *          | DALE JAR NC     |           | 7042838521   | 12/22/2003 | 2004  | 659   | CUSTOMER N/H DIAG REMOVE WEATHERSTRIP ON DRIVERS DOOR RE INSTALL CLIPS ON B PILLAR PANEL  |          |            |                      |
| 433238940     | AWIS      | 10375607     | 27          | 9/28/2006     | 4847       | HARRELS NC      |           | 7045522760   | 12/22/2003 | 2004  | 28449 | C S THAT REAR DIFFERENTIAL CLUTCHES BAD   |          |            |                      |
| 444801824     | AWIS      | 11419883     | 33          | 4/11/2007     | 8509       | TOWN & CNC      |           | 7045385600   | 12/22/2003 | 2004  | 35875 | CUSTOMER 427 PERFORM ENGINE N/H DIAGNOSIS REPLACE WATERPUMP PULLEY AND FEAD BELT. VERIFY REPAIR. NO SSM.TSB. 8509   |          |            |                      |
| 670347437     | Viewpoint | 52533488     |             | 12/14/2004    |            | DALE JAR NC     |           | 7042838521   | 12/22/2003 | 2004  | 0     | Customer called. Speakers don't work. Battery was already dead. Will try to take in in this week to get looked at. Customer had a new battery installed. They had no record of the missing appl. Also, this is a new car. Now I have to take it back to the shop for the third time to get the stereo speakers fixed. It works when I leave shop then breaks. |          |            |                      |

VIN 1FMZU72E12ZB39268;

| ECI Recor | Source | Co Source | Cl | Time In S | Repair/Re | Causal Pt | Dealer Nst  | Dealer Sta | Production | Model Yea | Mileage | Customer             | Techniclar                               | COIS Recommendations               |
|-----------|--------|-----------|----|-----------|-----------|-----------|-------------|------------|------------|-----------|---------|----------------------|--|------------------------------------|
| 3.02E+08  | AWS    |           |    | 5         | 4/18/2002 | 12A650    | FINDLAY FOH | 4.19E+09   | 11/9/2001  | 2002      | 4169    | AT TIMES             | NO PROBLEM FOUND                         | EFC (QUICK TEST) DIAGNOSIS         |
| 3.32E+08  | AWS    |           |    | 19        | 7/10/2003 |           | TIFFIN FOH  | 4.19E+09   | 11/9/2001  | 2002      | 16771   | SQUEAKIN WORN        |  | DIAG REPLACE SWAY BAR BUSHINGS     |
| 3.6E+08   | AWS    |           |    | 28        | 3/26/2004 | NPF       | 5493        | TIFFIN FOH | 4.19E+09   | 11/9/2001 | 2002    | 27747                | CHECK FC NO PROBLEM FOUND                | DIAG RUN CHK ON DASH AND VENTS NPF |
| 3.6E+08   | AWS    |           |    | 28        | 3/26/2004 | NPF       | 7824100     | TIFFIN FOH | 4.19E+09   | 11/9/2001 | 2002    | 27747                | WHEN ARI LOOSE                           | DIAG REPLACE LOOSE ARM REST        |
| 3.6E+08   | AWS    |           |    | 28        | 3/26/2004 | NPF       | 8620        | TIFFIN FOH | 4.19E+09   | 11/9/2001 | 2002    | 27747                | SQUEAKIN WORN                            | PULLEY WATER PUMP REPLACE          |
| 3.6E+08   | AWS    |           |    | 28        | 3/26/2004 | NPF       |             | TIFFIN FOH | 4.19E+09   | 11/9/2001 | 2002    | 27747                | DRIVER W/ NO PROBLEM FOUND               | DIAG CHK DOOR AND WINDOW NPF       |
| 3.62E+08  | AWS    |           |    | 29        | 4/30/2004 | 6B209     | TIFFIN FOH  | 4.19E+09   | 11/9/2001  | 2002      | 26735   | BELT SQU NOISEY      | TENSIONER ASSEMBLY                       | DRIVE BELT REPLACE                 |
| 3.82E+08  | AWS    |           |    | 39        | 2/28/2005 | *         | TIFFIN FOH  | 4.19E+09   | 11/9/2001  | 2002      | 39484   | 04S20 LIF PER RECALL | LIFTGATE GLASS SUPPORT BRACKET AND HINGE | REPLACE                            |

VIN 1FMZU73K42A09255  
 ECN 1820110 - SCANNED FOR SPEED - 22011  
 7007110 GCDSIS FOR HECC004  
 335786790 AWS 300941  
 347250980 AWS 300941  
 352709657 AWS 845544  
 355786855 AWS 5775143  
 355786856 AWS 5775144

| Time In St | Repair Order | Customer | Dealer      | Model       | Year | Message | Customer  | Technician | GCDSIS | Recommendation   |
|------------|--------------|----------|-------------|-------------|------|---------|---|------------|--------|--|
| 0          | 9/19/2003 *  | 5442004  | Unbranded   | HEALEY F NY | 2004 | 3811    | 12 TRANS CL INSTALL MISSING MATS  | TECH       | 3811   | TECH STATES THE VEHICLE WAS BOUGHT IN FOR A LOSS OF POWER WITH WRENCH LIGHT ON. HE HAS CODES P0443/235/21052/06. HE REFLASHED THE PCM AND DROVE THE VEHICLE AND CANNOT DUPLICATE THE CONCERN AGAIN. HE IS SEEKING KNOWNS |
| 0          | 1/16/2004    | 1049     | HEALEY F NY | HEALEY F NY | 2004 | 85      | SPEEDOMETER ACCESS INSTRUMENT PANEL AND CHECK CONNECTIONS REMOVED CLUSTER REPAIRED PIN AT CLUSTER RE TEST GOOD.   |            | 85     | SPEEDOMETER ACCESS INSTRUMENT PANEL AND CHECK CONNECTIONS REMOVED CLUSTER REPAIRED PIN AT CLUSTER RE TEST GOOD.  |
| 4          | 5/7/2004     | 12650    | HEALEY F NY | HEALEY F NY | 2004 | 3811    | CUSTOMER EC-003 AT FROM FULLY SEAT CONNECTOR PERFORM PIN POINT TEST AB23 FOR CODE P1235. PERFORM TEST DUJ1 DU17 FOR CODE AND CHECK FOR ABS CODES (NONE) |            | 3811   | CUSTOMER EC-003 AT FROM FULLY SEAT CONNECTOR PERFORM PIN POINT TEST AB23 FOR CODE P1235. PERFORM TEST DUJ1 DU17 FOR CODE AND CHECK FOR ABS CODES (NONE)  |
| 18         | 6/28/2005    | 70391    | HEALEY F NY | HEALEY F NY | 2004 | 16507   | CUSTOMER STICKING - RAR SOLANOID BODY   |            | 16507  | CUSTOMER STICKING - RAR SOLANOID BODY  |
| 18         | 6/28/2005 *  | 70391    | HEALEY F NY | HEALEY F NY | 2004 | 16507   | CUSTOMER RECALL - PERFORMED RECALL 048220 5   |            | 16507  | CUSTOMER RECALL - PERFORMED RECALL 048220 5  |

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**From:** Spaulding, Todd (T.C.)  
**Sent:** Thursday, November 21, 2002 10:07 AM  
**To:** DiTullio, Marc (M.J.)  
**Subject:** Send this one to Herb.

**Attachments:** Clip intall.bmp



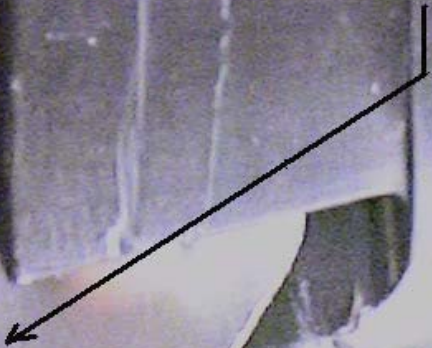
Clip intall.bmp (4 MB)

Regards,

*Todd Spaulding*

Supervisor - ATEO Shift Systems Section  
AVT #3; Mail Drop 3020; Cube 3E021  
Ph: 313-33-71677; Fax: 313-24-86950; TSPAULDI@ford.com

HerbFredHarry - Here's why we need a very gentle transition. Any hint of an "edge" causes clip to hang up during install.



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**From:** Williamson, Jeff (J.A.)  
**Sent:** Monday, November 11, 2002 12:24 PM  
**To:** Spaulding, Todd (T.C.)  
**Cc:** Hildreth, Brian (B.S.); DiTullio, Marc (M.J.)  
**Subject:** Stop Ship Alert Text (suggestion)

Todd,

What Rick Ferguson is looking for is something like:

"Due to recently discovered retention failures at the interface between the transmission shift cable (2C5P-7E395-BE) and the transmission shift cable bracket (2C5P-7B229-BA) Automatic Transmission External Controls Engineering is declaring a stop ship on U231"


**Jeff Williamson**

**Lincoln Powertrain Systems Engineering**

U231 Powertrain Launch Leader

 PH: (313)-845-6046 (Dearborn)

 PH: (314)-551-7034 (St. Louis Assy Plant)

 FAX: (313)-845-6046

 e-mail: [jwilli70@ford.com](mailto:jwilli70@ford.com)

*"The trick in life is not so much getting what you want but in wanting it after you get it"*



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**From:** Fraser, Michelle (M.)  
**Sent:** Friday, October 30, 2009 1:46 PM  
**To:** McClenaghan, Dave (D.)  
**Cc:** Christensen, Kris (K.S.)  
**Subject:** Vehicle service history & parts request

Dave,

We need your help again on the Explorer investigation. I was wondering if you could request a complete service history on one of the vehicles that came back with a returned column (broken). The VIN is 1FMZU62K75ZA27384 and the vehicle is a taxi cab in Las Vegas, owed by Whittlesea Blue Cab Co. The dealer name in AWS is GAUDIN FORD, phone number (702) 731-2121. I don't have the RO from the part return, so I am not sure if this is still the servicing dealership. The vehicle is still with it's original owner, and it has 275k miles on it (not bad for a 2005!).

Additionally, can you please request any BSI solenoids or columns returned for 2005 model year Explorer/Mountaineers? The service part number is 5L2Z-3Z719-A for the solenoid, and 5L2Z-3C529-A for the column assembly. These part numbers service 2002-2005 MY vehicles, but I only want ones from the 2005's. We are trying to track down a running change implementation during that year, and find out what level of part went into production.

Thanks Dave! Any questions, please let me know.

*Michelle M. Fraser, PE*  
Senior Safety Investigations Engineer  
Automotive Safety Office  
Ford Motor Company  
(313) 805-4761

## Esch, Becky (B.)

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**Subject:** FW: MEMO: FRC Meeting [Kiser to cover]  
**Location:** PDC, C/R #6

**Start:** Wed 11/27/2002 10:30 AM  
**End:** Wed 11/27/2002 12:00 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Accepted

**Required Attendees:** O'Neill, Ann (A.R.); Esch, Becky (B.)

-----Original Appointment-----

**From:** Schwartzberger, Sandy (S.) **On Behalf Of** O'Neill, Ann (A.R.)  
**Sent:** Wednesday, January 09, 2002 1:48 PM  
**To:** O'Neill, Ann (A.R.); Beck, Mike (M.C.); Biskup, Robert (R.T.); Boddie Jr., Will (W.W.); Bradley, Joe (J.C.); Brown, Kelly (K.M.); Cischke, Sue (Susan M.); Davis, Tim (T.P.); Douglass, Jim (J.B.); Faulk, William (W.R.); Goering, Kimberly (K.L.); Goeser, Louise (L.K.); Greenwell, Joe (J.); O'Neill, Ann (A.R.); Stevens, Anne (L.); Sweeney, Stephanie (S.L.); Szczupak, Dave (D.T.); Theodore, Chris (C.P.); Tokarsky, Michael (M.); Velliky, Dave (D.A.); Vondale, James (J.P.)  
**Cc:** Bania, Sylvia (S.C.); Belanger, Amy (L.); Burton, Kelli (K.); Chapman, Nancy (N.A.); Gray, Tammy (T.L.); Heidrich, Janice (J.); Hoernschemeyer, Jennifer (J.C.); Knight, Susan (S.M.); Larson, Karen (K.L.); Ratze, Peggy (P.J.); Riggio, Patty (P.J.); Rowe, Deanna (D.M.); Schwartzberger, Sandy (S.); Smith, Sheila (S.M.); Walicki, Jan (Jeanette L.); Zurek, Theresa (T.A.)  
**Subject:** FRC Meeting  
**When:** Wednesday, November 27, 2002 9:30 AM-11:00 AM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** PDC, C/R #9

# Agenda and Sign In

## FRC Membership and Topics

November FRC Monthly Meeting: November 27<sup>th</sup>, 2002, 10:30 a.m. – 12:00 p.m., PDC Conf. Rm. #6

CO-CHAIR: VP – Environmental & Safety Engineering (Cischke) SMC

CO-CHAIR: VP – Quality (Goesser) \_\_\_\_\_

SECRETARY: Director – Global Vehicle Service & Programs (Ligon) \_\_\_\_\_

### TEAM MEMBERS

VP – Global Core Engineering (Boddie) N.L.

VP – N.A. Vehicle Operations/Manufacturing (Stevens) AS

VP – Powertrain Operations (Szczupak) \_\_\_\_\_

VP – North American Product Development (Theodore) M Beck

Director - Global Purchasing STA (Velliky) AV

Director - Lincoln/Mercury (Kammerer) \_\_\_\_\_

### SUPPORT TEAM MEMBERS

Asst. General Counsel – OGC (Biskup) \_\_\_\_\_

Global Concerns Manager – FCSD (Kiser) KK

Director – Vehicle Environmental Engineering (Brown) RDB for KMB

Recall & Service Programs Manager-FCSD (Goering) \_\_\_\_\_

Chair – CCRG (Tokarsky) TK

VP – Corporate Public Affairs (Greenwell) \_\_\_\_\_

Director – Automotive Safety Office (Vondale) AV

Chair – EPRC (Douglass) DD

### --AGENDA--

| <u>TOPIC</u>   | <u>RESPONSIBLE</u>  | <u>PRESENTER</u>                 |
|--|---|----------------------------------|
| 1. Potential Field Service Actions   | Director Engrg/ Director Mfg/ Powertrain                                    |                                  |
| 02S43 - 2003 Aviator -<br>Transmission Shift Cable Retention                                   | Dan Kapp  | Phil Yuhasz <u>Yuhasz</u>        |
| 01Y34 – 2000-2001 Multiple Vehicle Lines<br>Kavlico EGR Pressure (Tube-mounted<br>DPFE) Sensor | John Koszewnik <u>JK</u>  | John Koszewnik                   |
| 02X52 – 1997 Escort/Tracer -<br>Air Bag Module Water Ingress                                   | Malcolm Thomas <u>MALCOLM THOMAS</u>  | Praful Patel <u>Praful Patel</u> |
| 02X58 – 2000-2003 F53 -<br>Brake Light Illumination  | Bill Osborne  | Don Ufford <u>Don Ufford</u>     |
| 2. Prevent Action Review/Metric  | Director Quality – supported by Director Engrg.<br>Director Mfg. Powertrain | Mike Beck <u>MC/Beck</u>         |
| 3. Government Investigations – Status  | Director ASO / Director VEE   | Ray Nevi                         |
| 4. Non-Government Open Items Under Review  | Director VSP/ Director VEE  | Ray Nevi / Mike Tokarsky         |
| 5. Other Issues  | All   |                                  |

Presenter Sign In:

|             |                      |                 |
|-------------|----------------------|-----------------|
| Topic _____ | Presenter Name _____ | Signature _____ |
| Topic _____ | Presenter Name _____ | Signature _____ |
| Topic _____ | Presenter Name _____ | Signature _____ |
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| Topic _____                          | Presenter Name _____         | Signature _____             |
|--------------------------------------|------------------------------|-----------------------------|
| Ken Goebel                           | KGOEBEL                      | RS&P                        |
| HARRY BRODBECK                       | HBRODBEC                     | F53 DAR                     |
| <small>Additional Attendees:</small> | <small>CDS/E-Mail ID</small> | <small>Organization</small> |

|                |          |                    |
|----------------|----------|--------------------|
| Julie Metcalf  | JMETCALF | RS&P               |
| John Koszewnik | JKOSZEWN | VEE                |
| JIM MAURER     | JMAURER  | VEE                |
| BUB KNECHT     | BKNECHT  | FCSO               |
| JIM O'NEALL    | JONEALL  | VEE                |
| SHARAT PATEL   | SPATEL7  | NAC SAFETY/RECALLS |
| Ravi Nevi      | RNEVI    | ASU                |
| J.D. Logel     | JLOGEL   | OGC                |
| T. Gilman      | TGILMAN  | OGC                |
| NTM...         | NTM...   | F53 DESIGN         |

# Safety Recall File - Contents Checklist

- |    | <u>Group</u>   |                                     | <u>Action</u>  |
|----|----------------|-------------------------------------|--|
| A. | PVSC           | <input checked="" type="checkbox"/> | 5 day letter to the NHTSA* or TREAD Letter                       |
|    |                | <input checked="" type="checkbox"/> | Fax acknowledgement from the NHTSA                               |
|    | N/A            | <input type="checkbox"/>            | Formal acknowledgement letter from the NHTSA                     |
|    |                | <input checked="" type="checkbox"/> | 5 day letter for Ford of Canada                                  |
| B. | PVSC &<br>FCSD | <input type="checkbox"/>            | Final Dealer/Owner letters to the NHTSA*                         |
|    |                | <input checked="" type="checkbox"/> | Final Dealer/Owner letters from Ford of Canada                   |
|    |                | <input type="checkbox"/>            | Fax draft Owner letter (from MSO web page) to the NHTSA          |
|    |                | <input type="checkbox"/>            | Fax confirmation sheet for draft Owner letter from Ford to NHTSA |
|    |                | <input type="checkbox"/>            | Final Owner Letter(s)  |
|    | NHTSA          | <input type="checkbox"/>            | Acknowledgement of Owner letter (as applicable) from NHTSA       |
| C. | Public Affairs | <input type="checkbox"/>            | Q & A ONLY   |
|    | N/A            | <input type="checkbox"/>            | Press Release / Q & A  |
| D. | Engineering    | <input checked="" type="checkbox"/> | 14D (final version)  |
|    | FCSD           | <input checked="" type="checkbox"/> | E-Mail Recall Number assignment                                  |
|    | N/A            | <input type="checkbox"/>            | E-Mail Advice of Action  |

**Folder "D" contains CONFIDENTIAL information DO NOT SCAN.**

\*: Include the Certified Mail White Sent Receipt (PS Form 3800) and the Green Return Receipt Card (PS Form 3811)

Comments: All units completed per NAVIS. No owner letter.

Date: 2-3-03  
Safety Recall File Checklist

Campaign: 02543

tbrush



|   |       |
|---|-------|
| DISPOSE of Copies<br>(Black Stamped) by:  | 2022  |
| RETAIN Record Copy<br>(Red Stamped) Thru: |       |
| Schedule Number:                          | 27.03 |

James P. Vondale, Director  
Automotive Safety Office  
Environmental & Safety Engineering

November 18, 2002

Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

Dear Mr. Weinstein:

Subject: Ford Recall No. 02S43 – 2003 MY Lincoln Aviator – Transmission Shift Cable System

Summary

- Ford Action – Ford is conducting a voluntary safety recall involving approximately 48 2003 Model Year Lincoln Aviator vehicles built and shipped through November 10, 2002, inclusive, in order to address a report from the St. Louis Assembly Plant of a shift cable becoming dislodged from the shift cable bracket during a post assembly drive.
- Number of Vehicles Involved – Approximately 48 vehicles (25 in the United States and Federalized Territories and 23 in Canada.)
- Affect on Vehicle Operation – The shift cable may become dislodged from the shift cable bracket resulting in incorrect gear indication.
- Service Procedure – Ford has notified dealers to not demonstrate or deliver the affected vehicles until the service procedure has been performed. A strap will be added to the shift cable adjuster to prevent the shift cable from becoming dislodged from the shift cable bracket.

Attached is the detailed information required by the applicable portions of 49 CFR Part 573 – Defect and Non-Compliance Information Report.

Sincerely,

Attachment

49 CFR Part 573 – DEFECT INFORMATION REPORT  
02S43 – 2003 MODEL YEAR LINCOLN AVIATOR

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Ford Motor Company (Ford) submits the following information concerning a concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) -- Potentially Affected Vehicles

All 2003 Model Year Lincoln Aviator vehicles built and shipped through November 10, 2002 from the St. Louis Assembly Plant.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll free line (1-800-392-3673) or contacting a local Ford dealer, who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

573.6 (c) (3) -- Estimated Population of Vehicles Potentially Affected

Approximately 25 vehicles.

573.6 (c) (4) -- Estimated Percentage of Affected Vehicles with the Condition

Unknown. Some of the involved vehicles have the potential for the transmission shift cable to become dislodged from the shift cable bracket.

573.6 (c) (5) -- Description of Defect

The shift cable may become dislodged from the shift cable bracket resulting in incorrect gear indication.

573.6 (c) (6) – Chronology of Events

On November 11, 2002, during a post production drive by Ford personnel at the St. Louis Assembly Plant a vehicle exhibited a drive in park condition. It was determined that this condition was due to the shift cable becoming dislodged from the shift cable bracket.

There are no known accidents, fires, or injuries attributed to this condition.

573.6 (c) (8) – Service Program

Ford has notified dealers to not demonstrate or deliver the affected vehicles until the service procedure has been performed. A strap will be added to the shift cable adjuster to prevent the shift cable from becoming dislodged from the shift cable bracket.

There will be no charge to owners for this service.

573.6 (c) (9) -- Press statement and Dealer/Owner Letters

Ford does not plan to make a public statement concerning the subject matter of this action. A copy of the Notification letters to dealers and owners from Ford will be forwarded when available.

573.6 (c) (11) -- Recall Number

Ford has assigned recall number 02S43 to this action.



ASO 500E

JOB #322

| DATE      | TIME  | TO/FROM    | MODE  | MIN/SEC | PGS | STATUS |
|-----------|-------|------------|-------|---------|-----|--------|
| 001 11 18 | 3:47P | 2023668065 | EC--S | 00' 54" | 004 | OK     |

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*Ford Motor Company*

November 18, 2002

To: Kenneth Weinstein Telephone: (202) 366-9700  
FAX #: (202) 366-8065

From: R. Nevi Telephone: (313) 594-7688  
FAX #: (313) 594-2268

Comments: Following is the Defect Information Report regarding Ford Safety Recall 02S43 involving certain 2003 Lincoln Aviator vehicles transmission shift cable system.

Number of pages to follow: 3

To Open Envelope, Pull Tab Slowly From Either Side

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| <b>1 Sender Account Number</b><br>63765459<br>FROM (Company)<br>FORD MOTOR CO<br>AUTO SAFETY OFFICE<br>330 TOWN CENTER<br>City<br>DEARBORN<br>Sent by (Name/Dept)<br>KIRSCH / PWSAC   |  | <b>Preprint Format No.</b><br>61409448  | <b>3 Payment</b><br>Sender will be billed unless marked otherwise<br>Bill to:<br>Receiver <input type="checkbox"/> 3rd Party <input type="checkbox"/><br>Paid In Advance <input type="checkbox"/> Check No. <input type="checkbox"/><br>Billing Reference (will appear on invoice)<br>02543 - Part 573 | <b>4 Service Type</b><br>One box must be checked Assured Express unless noted.<br>Next Afternoon over 5 lbs charged at the Express rate<br>Next Afternoon to Bold Red destinations only<br>Express (Letter - 150 lbs) <input checked="" type="checkbox"/> X<br>Next Afternoon (Letter - 5 lbs) <input type="checkbox"/><br>Second Day (Letter - 150 lbs) <input type="checkbox"/> | <b>Airbill Number</b><br>9941376270  |
| <b>2 TO (Company) PLEASE PRINT NEATLY</b><br>NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION<br>Street Address<br>400 SEVENTH STREET S.W.<br>City<br>WASHINGTON<br>Attention: (Name/Dept)<br>KENNETH WEINSTEIN<br>ASAC ADMIN. FOR SAFETY ASSESS. |  | State<br>MI<br>ZIP CODE (Required)<br>48126<br>Phone (Required)<br>(313) 323-7897 | <b>5 # of Pgs</b> 6<br>Weight (LBS) 7<br>One box must be checked Letter Express <input type="checkbox"/> Pack Express <input type="checkbox"/> Other Packaging <input type="checkbox"/>  | <b>Special Instructions</b><br>Saturday Delivery <input type="checkbox"/> Hold at Airborne<br>Extra charge Express only <input type="checkbox"/><br>Not available at all locations<br>Lab Pack Service <input type="checkbox"/>   | Declared Value <input type="checkbox"/> \$ .00<br>Ass't Protection <input type="checkbox"/> OR <input type="checkbox"/> \$ |
| State<br>DC<br>ZIP CODE (Required)<br>20590<br>Phone (Required)<br>(202) 3669700  |  | Description<br>Room 5321<br>Sender's Signature<br>Ken Weinstein                   |  | Airborne Signature<br>Ken Weinstein<br>Date   |  |

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