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**From:** Lecznar, Robert (R.)  
**Sent:** Wednesday, July 07, 2004 3:48 PM  
**To:** Case, Robert (R.G.)  
**Subject:** 076-2004-0032 TSB STEERING COLUMN - INCREASED EFFORT IN WITH SHI (FCSD Global Template v1.2 Notification)

(Begin automated email)

PRIVILEGED AND CONFIDENTIAL  
Confidential Information - Do Not Distribute  
\*\*\* DRAFT \*\*\*

This message is being sent on behalf of rlecznar to rcase2@ford.com, jthornt2@ford.com, jwatson1@ford.com, sjaeger@ford.com, john.sturgill@vftis.spx.com, lczarnik@ford.com for purposes of email compatibility.

You are requested to provide input to the author of this message. Forward/send any comments to the author of this message only.

Comments:

Message submitted for timestudy and approvals. Part not to be released until early August.

Author: rlecznar

Request Type: TSB

Message Category: Genuine Fix (TSB Only) Title (subject): STEERING COLUMN - INCREASED EFFORT IN WITH SHIFT MECHANISM FROM DRIVE TO PARK

Applications:

(application 1) 2002-2004 Explorer 4DR

(application 2) 2002-2004 MOUNTAINEER 4DR

Activity Code: 076 EXPLORER/MOUNTAINEER 4 DR =>2002 QSF/Non-QSF Status: Non-QSF Item  
Tracking Number: 076-2004-0032 Is this publication a SPECS concern? Yes Does this request supersede an active TSB/SSM/ISM? No

TSBs to supersede:

SSMs to supersede:

Reason for republication: Not applicable Message Type: Final Are Service Chemicals being used? No Other applicable articles:

Date repair procedure was verified: 5/25/2004 11:00:00 AM Procedure verified by CDSID: RCASE2 Procedure Verification Method: PROCEDURE DETERMINED BY ENGINEERING.

Are parts required? Yes

Are illustrations required? Yes

Contact information for additional illustrations:

CDSID: rlecznar

Name: ROBERT LECZNAR

Phone: 313-390-1253

Illustration notes:

NINE PIECES OF ART TOTAL

Is Calibration CD required? No

Calibrations:

Has a White Paper or Certification Wire been sent to VEE? N/A Date White Paper or Certification Wire sent to VEE: 12:00:00 AM Have you completed a part request for the calibrations listed? N/A Do you have access to a vehicle for time study? Yes Contact for vehicle CDSID: rlecznar Trustmarks that apply: Ford, Mercury Article Distribution: NA: Canada, Mexico, United States OASIS Service Codes: 107000 503300 Causal Basic Part # or Finis Code:

(part or finis 1) 3F770 Body: 42

Issue/Cause TSB or SSM Text:

SOME 2002-2004 EXPLORER 4DR/MOUNTAINEER VEHICLES BUILD PRIOR TO JUNE 2004 MAY EXHIBIT HIGHER THAN NORMAL EFFORTS WHEN MOVING THE SHIFT LEVER MECHANISM FROM DRIVE TO PARK. THIS

MAY BE DUE TO A LONG TIME DELAY ON THE BRAKE SHIFT INTERLOCK (BSI) PIN RETRACTION, WHICH ALLOWS THE PIN TO RUB AGAINST THE SHIFT CABLE SWING ARM WHEN SHIFTING INTO PARK. AFTER MANY SHIFT CYCLES, A BUR MAY FORM ON THE SWING ARM, RESULTING IN HIGHER EFFORTS. A BSI WITH AN IMPROVED TIME DELAY FOR PIN RETRACTION CAN BE EXCHANGED WITH THE OLD BSI ON THE COLUMN.

Repair Action TSB:

Service replaced for BSI Switch. Switch is causing higher than normal shift efforts.

Service Procedure TSB:

SERVICE PROCEDURE:

For vehicles that exhibit higher than normal shift lever efforts from drive to park perform the following diagnostic and repair procedure.

- 1) Remove 2 fasteners supporting the Instrument Panel knee bolster from below the steering column and remove the cover. (FIGURE #1)
- 2) Remove 3 fasteners supporting the steering column lower shroud and remove the cover. (#2 Phillips screw driver) (FIGURE #2)
- 3) Examine the bottom side of the swing arm ramp for signs of wear and to confirm the root cause of the issue. (FIGURE #3)
- 4) Remove the 3 wiring bundle carrier fasteners from the bottom of the steering column to help allow some movement while removing the brake shift interlock (BSI) switch. May need to release the connectors from the Multifunction Switch. (7/32" socket) (FIGURE #4)
- 5) Remove the brake shift interlock (BSI) fasteners (T-30 on the side and T- 20 on the bottom) (FIGURE #5)
- 6) Pull the BSI tab on the bottom of the column downward to help free the BSI from the column housing.
- 7) Break the two side tabs on the BSI by the white wiring connector.
- 8) Push the rocking tab on the white connector towards the wiring to allow the connector to be freed from the BSI. Be careful not to damage the connector or wiring. If the connector does not free easily, a very small flat screwdriver may be used to help lift the locking tab.
- 9) Connect the wiring to the new BSI. Ensure all clips are fully engaged so that the wiring connector can not pull free. Reinstall the BSI onto the steering column.
- 10) Reinstall fasteners to connect BSI to the steering column.
- 11) Check the function of the BSI. With the key in the accessories or run position, press the brake pedal. The BSI pin should retract on brake apply and spring up ~1sec after releasing the brake pedal. Repeat several times.
- 12) Reinstall fasteners to connect wiring bundle carrier to the steering column. Make sure all connections to the Multifunction switch unit are properly connected.
- 13) Reinstall the steering column lower shroud. Snap upper shroud onto the lower shroud. Reinstall 3 lower shroud fasteners. Ensure rubber gap hider around shift lever is properly seated on the shroud.
- 14) Reinstall the Instrument Panel knee bolster and secure the two fasteners, which were removed.
- 15) Do a final check of the system. Set the parking brake. Turn the key to the run position. Push on the brake pedal. Then shift from Park to Drive and Drive back to Park. Repeat the shift cycle several times. There should be no increased efforts experienced while shifting.

WERS Notice Number, Date Released in WERS C11649395, 6/1/2004 9:30:00 AM

QSF single agenda date/program FRC date: 12:00:00 AM

Parts:

(part 1) BSI Switch 1L2C-3F770-DA 1 1L2Z-3Z719-DA Sell

Special instructions/remarks:

Repairs Per 1000 Vehicles: 5  
Year(s) of Vehicles: Two Years Old  
Criticality of Fix:

Repair quantity needed as estimated by engineers: 50 Is geographic location significant?  
No If Yes, Vehicle Populations:

United States: 1200000

Ford of Canada: 350000

Association: 0

Ford of Mexico: 250000

Europe: 0

Direct: 0

Asia/Pacific: 0

South America: 0

WDMO: 0

Aston Martin: 0

Mazda: 0

Ford: 1400000

Mercury: 400000

Jaguar: 0

Th!nk: 0

Land Rover: 0

Volvo: 0

Lincoln: 0

Nissan: 0

VW: 0

North American Article Number:

Global Article Number:

Reason for Rejection:

Last act taken (as of 07-Jul-2004, 3:47:25 PM): Submit for review

(End automated email)

**Garrett, Dave (D.M.)**

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**From:** DeFore, Matthew (M.)  
**Sent:** Wednesday, June 09, 2004 9:24 AM  
**To:** Walega, Ken (K.G.); Perkins, Lana (L.A.)  
**Cc:** Garrett, Dave (D.M.); Guys, Philip (P.R.)  
**Subject:** FW: QAS #171  
**Attachments:** QAS #171.doc

Quality Bulletin #171 regarding full application of the parking brake during car hauler and rail shipment.

***Matt DeFore***

Ford Motor Company - ATEO  
Park & Sensor Systems Section Supervisor  
E213A/B ATNPC Livonia, MI MD T-214  
ph: (734) 52-30129  
fax: (734) 52-36052  
pg: (734) 296-3280  
e-mail: mdefore@ford.com  
text pager (internal): MDEF0RE



**QUALITY ASSURANCE BULLETIN #171  
NORTH AMERICAN VEHICLE LOGISTICS**

February 27, 2004

**To:** MP&L and Plant Quality Managers  
All Inspection Companies  
All Damage Prevention Officers  
All Haulaway Carrier Main Offices  
UPS Autogistics Directors

All Railroad Representatives  
Worldwide Direct Marketing  
Ford Claims/Damaged Vehicle  
All Ocean Carriers

**Subject: Parking Brake Application**

As stated in our Rail and Haulaway manuals, it has always been a requirement to apply the parking brake when shipping via both railcar and haulaway truck. It has come to our attention that this practice may not be in 100% compliance, as well as when the brake is set, it not being applied to its fullest capability/extent. The purpose of this bulletin is to reaffirm the requirement that:

**PARKING BRAKES MUST BE APPLIED TO THE MAXIMUM ON  
BOTH PUSH AND PULL TYPES.**

By applying the parking brake it will be safer for the drivers/loaders, as well as helping to eliminate transmission concerns.

Please advise of any questions or concerns to me immediately. Thanks for your continued support.

Mark Hill  
Ford N.A.V.L. Quality Management  
313-323-1848  
mhill@ford.com

# **Miscellaneous Warranty Information**

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**From:** Kennedy, Kara (K.)  
**Sent:** Wednesday, September 14, 2005 12:26 PM  
**To:** Filipe, David (D.J.); Tyahla, Mark (M.A.)  
**Subject:** Analysis of increased R/1000 on 5R55S Truck

**Attachments:** Mar-Apr05 S Truck R1000 increase analysis.xls

Dave,

Attached is an analysis of the 5R55S truck increase. Aviator was largely the driver of the increase, with several shifter claims. Please let me know if there are other things you'd like me to look at. Have a safe trip home.



Mar-Apr05 S Truck  
R1000 increa...

*Kara Kennedy*

5R55E/S Systems Engrg. 26-69602

TWA Mon/Tues/Wed

Jobshare Partner Sandra Boals (sboals) Tues/Fri

# March-April 5R55S Truck R/1000 Increase

## 5R55S Truck R/1000

March = 6.04 April = 10.70

### Breakdown R/1000 by Engine:

	March	April	April Veh Contribution to Total
4.0L	6.5	9.4	6.03
4.6L Explorer	7.02	2.2	0.52
4.6L Aviator	0	32.9	4.06
<b>Total 3MIS</b>	6.04	10.7	

### R/1000 Contribution by Part:

		March	April	
<b>4.0L</b>	7G391	2.36	3.38	
	7000	1.77	2.42	
	7902	0	0.68	
	7A100 M/C	0.59	0.68	
	7A194 Pan	0	0.68	
	7A248 Pump Seal	1.18	0.68	
	7D021 Servo	0	0.87	
	7E395 Shift cable	0.59	0	
<b>4.6L Av</b>	7210	0	10.95	1 blemish, 1 button brkn, 1 stuck in park
	7000	1.75	7.45	NPF
	7G391	3.51	7.45	
	7E395	0	3.51	Cable disconnected
	7F293	0	3.51	
	7C498	1.75	0	
<b>4.6L Exp</b>	7A248	0	2.18	

### # of Repairs:

		March	April
<b>4.0L</b>	7G391	4	5
	7000	3	3
	7902	0	1
	7A100 M/C	1	1
	7A194 Pan	0	1
	7A248 Pump Seal	2	1
	7D021 Servo	0	1
	7E395 Shift cable	1	0
<b>4.6L Av</b>	7210	0	3
	7000	1	2
	7G391	2	2
	7E395	0	1
	7F293	0	1
	7C498	1	0
<b>4.6L Exp</b>	7A248	0	1

= increase from Mar-April



# AWS

## STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003  
Last Load Date: 17 Nov 2003

Request Name: 5r55s.s1  
Description:

Date/Time Run: 19 Nov 2003 / 13.06  
Date/Time Printed: 20 Nov 2003 / 16.41

Result ID: 50280844  
Generated By: KAHMED

### Data Selection Criteria :

Model Year = MY\_04[2004], MY\_03[2003], MY\_02[2002]  
Cost Category = All Vehicle Coverages / Contractual[1,%,%]  
Region Sold = North America[NA]  
Country Sold / Repaired [typed] = [USA,USA]  
Part Num Base (Causal) [typed] = [7A441,%,%]  
Transmission [TR] = 5 SPD AUTO TRANS NAAO 5R55S[T/TL], 5 SPD AUTO TRANS NAAO 5R55W[T/TJ]

### Report Selection Criteria :

Model Year(s) = 2004, 2003, 2002  
Order By = VIN  
Max. Number of Claims = 1000  
Descriptions = YES  
TIS Logic = Corporate  
Claims with Comments = ALL  
TIS Claims = ALL  
Default Claims = Up to current cutoff date

### Globalization Information:

Distance Reported = Miles  
Distance Requested = Miles  
Currency Reported = US DOLLAR  
Currency Requested = US DOLLAR  
Currency Exchange Version = v6

NOTE: IF TIS(Corporate) COLUMN HAS AN @ SIGN THEN THE CLAIM IS NOT INCLUDED IN TIS MATRIX USING THE LOGIC.

AV: St. Louis  
AN: Louisville

STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003

Print Date : 20 Nov 2003  
Print Time : 16.41

Distance Reported In: Miles  
Currency Reported In: US DOLLAR

Dates Reported In: DD-MM-YY

Result ID : 50280844  
Page : 2

Model Year : 2002

VEHICLE INFORMATION

REPAIR INFORMATION

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT (Corporate)	TIS (Corporate)	QRT	WCC	FULL PART NUMBER PREFIX	BASE	SUFFIX	VRT	VFG	CCC	CD
4M2ZU86WX2Z	U3	T/U5	T/M	T/W/D	T/EL	T/F	AV(5)	T/TJ	T/VN	14-05-01	19-11-01	363008	USA	0	*	3A12	1L2Z	7A441	AC	S11	V48	P66	42
<p>AWS Claim Key: 240933 Doc #: 162437A Trx Code: 1 Labor Hrs: 8.0 Labor Cost (US DOLLAR): 525.12 Material Cost (US DOLLAR): 19.67 Total Cost (US DOLLAR): 544.79</p> <p>Dir Cd-SubCd: 10670.* Name: WOODHOUSE LINCOLN MERCURY, INC Ph: 402-5921044 St: NE Ctry Cd: USA Reg Cd: NA Repr Date: 12-10-01 DIST (Miles):16</p> <p>Customers Comments: CAR WILL ROLL WHILE SHUT OFF AND IN PARK</p> <p>Technicians Comments: 16 I CHECKED TO SEE IF THE CABLE ADJUSTMENT WAS NOT RIGHT.I GOT THE SERVICE MANUEL OUT AN CHECK ED THE CABLE ADJUSTMENT PROCEDURE.I HAD JIM B HELP BY TAKING THE CABLE OFF AND TRYING TO CHEC K THE C ABLE ADJUSTMENT WITH THE CABLE OFF WE FOUND THAT THE ADJUSTMENT WAS GOOD.AND THAT THE CONCERN IS INTERNAL IN THE TRANSMISSION.</p>																							
4M2ZU86W82U	U3	T/U5	T/M	T/W/D	T/EL	T/F	AN(4)	T/TJ	T/VN	16-07-02	04-09-02	314279	USA	5	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42
<p>AWS Claim Key: 4487132 Doc #: 19804702 Trx Code: 2 Labor Hrs: 15.4 Labor Cost (US DOLLAR): 1,542.76 Material Cost (US DOLLAR): 459.07 Total Cost (US DOLLAR): 2,001.83</p> <p>Dir Cd-SubCd: 04013.* Name: MANHATTAN FORD LINCOLN MERCURY Ph: 212-5817800 St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 23-01-03 DIST (Miles):5,295</p> <p>Customers Comments: CUST STATES WHEN VEHICLE IS PUT INTO PARK ON ANY KIND OF INCLINE VEHICLE WILL FORWARD OR BACKWARDS UNTIL IT REACHES</p> <p>Technicians Comments: CHECK FOR VEHICLE DOES NOT STAY WHEN IN PARK ON INCLINE, ELECTRONIC DIAG, REMOVED UNIT, OPENED, RESEALED AND CHECKED ROAD TEST, PROBLEM STILL EXSISTS, CALLED HOTLINE, OPENED TRANSFER CASE, PARKING MEC H NOT SEATED PROPERLY, REPLACED.</p>																							
4M2ZU86E52U	U3	T/U5	T/M	T/W/D	T/EL	T/F	AN(4)	T/TJ	T/NE	05-11-01	21-11-01	322805	USA	11	*	3A12	1L2Z	7A441	AC	S11	V48	P59	01
<p>AWS Claim Key: 3148700 Doc #: 01026301 Trx Code: E84 Labor Hrs: 4.2 Labor Cost (US DOLLAR): 210.00 Material Cost (US DOLLAR): 45.96 Total Cost (US DOLLAR): 255.96</p> <p>Dir Cd-SubCd: 05874.* Name: PARIS FORD INC Ph: 479-9633051 St: AR Ctry Cd: USA Reg Cd: NA Repr Date: 16-10-02 DIST (Miles):24,086</p> <p>Customers Comments: VEHICLE ROLLS IN PARK</p> <p>Technicians Comments: DIAG PROBLEM R&amp;I TRANSFER CASE AND REPLACED PARK PAWL AND ADJUST LINKAGE</p>																							
4M2ZU86E42Z	U3	T/U5	T/M	T/W/D	T/EL	T/F	AV(5)	T/TJ	T/NE	06-09-01	05-11-01	345080	USA	8	*	3A12	*	7A441	*	S11	V48	P51	07
<p>AWS Claim Key: 1845556 Doc #: 20006201 Trx Code: E84 Labor Hrs: 4.4 Labor Cost (US DOLLAR): 302.02 Material Cost (US DOLLAR): 21.51 Total Cost (US DOLLAR): 323.53</p> <p>Dir Cd-SubCd: 11905.* Name: FORT WAYNE LINCOLN MERCURY Ph: 260-4824456 St: IN Ctry Cd: USA Reg Cd: NA Repr Date: 18-06-02 DIST (Miles):19,718</p> <p>Customers Comments: INTERM, WILL NOT GO INTO PARK</p> <p>Technicians Comments: CHECK INTERM WILL NOT GO INTO PARK, VERIFY, REMOVE TRANS PAN,CHECK LINKAGE OK,REMOVE TRANSFER CASE AND REAR COVER, INSTALL PARKING PRAWL CORRECTLY</p>																							
4M2ZU86E32U	U3	T/U5	T/M	T/W/D	T/EL	T/F	AN(4)	T/TJ	T/NE	09-08-01	11-09-01	342251	USA	24	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42
<p>AWS Claim Key: 7159542 Doc #: 10141501 Trx Code: E84 Labor Hrs: 5.8 Labor Cost (US DOLLAR): 411.80 Material Cost (US DOLLAR): 78.59 Total Cost (US DOLLAR): 490.39</p> <p>Dir Cd-SubCd: 01589.* Name: SCHIMMER FORD-LINC-MERC, INC. Ph: 815-2244500 St: IL Ctry Cd: USA Reg Cd: NA Repr Date: 22-08-03 DIST (Miles):19,840</p> <p>Technicians Comments: WPI DIAG REPL FAULTY PARK PAWL FILLED TRANSMISSION FLUID TEST DROVE</p>																							
1FMZU73E92UB	U2	T/U5	T/F	T/W/D	T/EF	T/E	AN(4)	T/TJ	T/NE	29-08-01	22-03-02	116017	USA	20@	*	3A12	1L2Z	7A441	AC	S11	V48	P69	30
<p>AWS Claim Key: 7711821 Doc #: 17038001 Trx Code: E84 Labor Hrs: 11.0 Labor Cost (US DOLLAR): 853.06 Material Cost (US DOLLAR): 253.09 Total Cost (US DOLLAR): 1,106.15</p> <p>Dir Cd-SubCd: 01306.* Name: HOPKINS FORD INC Ph: 215-2244550 St: PA Ctry Cd: USA Reg Cd: NA Repr Date: 13-10-03 DIST (Miles):13,209</p> <p>Customers Comments: SOMETIMES STICKS IN REVERSE. REVERSE TO PARK TRANS WILL CLICK BUT NOT DRIVE TO PARK. SEE JOHN B</p> <p>Technicians Comments: PARKING PAWL GEAR WAS NOISY YES MT7000A2 DISASSEMBLE TRANS AND REPL GEARS NO OVERHAUL DIS ASSEMBLE TRANSMISSION. FOUND PARKING PAWL GEAR NOISY. REPLACE ASSEMBLY. REASSEMBLE</p>																							
1FMZU72EX2U	U2	T/U5	T/F	T/W/D	T/EF	T/E	AN(4)	T/TJ	T/NE	05-10-01	17-11-01	144119	USA	20	*	3A12	*	7A441	*	S11	V48	P51	14
<p>AWS Claim Key: 6269204 Doc #: 234700B Trx Code: E84 Labor Hrs: 6.8 Labor Cost (US DOLLAR): 460.98 Material Cost (US DOLLAR): 118.39 Total Cost (US DOLLAR): 579.37</p> <p>Dir Cd-SubCd: 00565.* Name: TOWNE FORD, INC. Ph: 716-6626500 St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 19-06-03 DIST (Miles):21,211</p> <p>Customers Comments: CUST STATES TRANS SHIFTER HANGS UP IN REVERSE WHEN GOING FROM DRIVE INTO PARK</p> <p>Technicians Comments: 21217 BUSHING INTERFERANCE SHIFT TRANS THROUGH GEARS SEVERAL TIMES,COMPARE WITH ANOTHER 02 EXPLORER;SHIFTER SEEMS TO BE STICKING BETWEEN REVERSE AND PARK;UNDO SHIFTER CABLE AT TRANS;SHIFTER CABLE A ND COLUMN SEEM FREE;SHIFT LEVER ON TRANS IS SHICKING;DROP TRANS PANN AND INSPECT;LOWER VALVEBODY TO INSPECT MANUAL VALVE IN BODY;MOVES FREELY;CALL HOTLINE ;ADVISED TO INSPECT PARKING</p>																							

Total Number of Repairs to this point = 7

# STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003

Print Date : 20 Nov 2003  
Print Time : 16.41

Distance Reported In: Miles  
Currency Reported In: US DOLLAR

Dates Reported In: DD-MM-YY

Result ID :50280844  
Page : 3

Model Year : 2002

## VEHICLE INFORMATION

## REPAIR INFORMATION

VIN	AWS	WERS	MKT	BODY	VER	DRIVE	PLANT	TRANS	ENG	PROD	WARR	SELLING	SELL	TIS	QRT	WCC	FULL PART NUMBER			VRT	VFG	CCC	CD	
	VL	VL	DER	CAB	SERIES	TYPE	CODE	CODE	CODE	DATE	DATE	DEALER	CNT (Corporate)				PREFIX	BASE	SUFFIX					
1FMZU62K82Z	U2	T/U5	T/F	T/WD	T/EF	T/B	AV	S	T/TL	T/NE	13-06-02	13-07-02	127060	USA	15	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42
AWS Claim Key: 7611904 Doc #: 202095A Trx Code: E84 Labor Hrs: 10.8 Labor Cost (US DOLLAR): 810.44 Material Cost (US DOLLAR): 214.35 Total Cost (US DOLLAR): 1,024.79 Dir Cd-SubCd: 02283-* Name: ED MULLINAX FORD INC Ph: 440-9842431 St: OH Ctry Cd: USA Reg Cd: NA Repr Date: 02-10-03 DIST (Miles):29,873 Customers Comments: CUST STATES SHE HAS TO TRY A COUPLE OF TIMES TO SHIFT INTO PARK Technicians Comments: 29881 42 TEST DRIVE TO VERIFY CONCERN.CHECK SHIFTER OP AND COLUMN FUNCTION,ALSO CHECK CABLE AND ADJUST MENT.TRACED CONCERN TO INTERNAL FAULT IN TRANS. REMOVED TRANS.INSTALLED ONTO FIXTURE.REMOVED EXT HOUSING TO GAIN ACCESS TO INSPECT PARK GEAR FOUND UNEVEN MACHINING ON PARK GEAR.DISASSEMBLE TRANS COMPLETE TO GAIN ACCESS TO REMOVE AND REPLACE PARK GEAR,PAWL AND SPRING.RESEALED TRANS																								
1FMZU62K12Z	U2	T/U5	T/F	T/WD	T/EF	T/B	AV		T/TL	T/NE	23-07-02	13-08-02	148048	USA	12	*	3A12	1L2Z	7A441	AC	S11	V48	P51	69
AWS Claim Key: 6920781 Doc #: 08604701 Trx Code: E84 Labor Hrs: 6.1 Labor Cost (US DOLLAR): 457.93 Material Cost (US DOLLAR): 690.36 Total Cost (US DOLLAR): 1,148.29 Dir Cd-SubCd: 02759-* Name: AL LONG FORD, INC. Ph: 586-7772700 St: MI Ctry Cd: USA Reg Cd: NA Repr Date: 04-08-03 DIST (Miles):22,907 Customers Comments: WHEN ATTEMPTING TO SHIFT FROM GEAR INTO PARK YOU MUST PAUSE ROUGHLY 3 SECONDS IN ORDER TO SHIFT TO PARK. Technicians Comments: 7A232 30 3C529,11582 69 R&R TRANS PAN AND EXT HOUSING REPLACE PARK PAWL AND INTERNAL SHIFT LINKEGE.ALSO PERFORMED STEERING COLUMN DIAG AND FOUND																								
1FMZU62EX2Z	U2	T/U5	T/F	T/WD	T/EF	T/B	AV		T/TJ	T/NE	17-08-01	24-09-01	144116	USA	24	*	3A12	1L2Z	7A441	AC	S11	V48	P51	42
AWS Claim Key: 7184144 Doc #: 199959A Trx Code: E84 Labor Hrs: 11.2 Labor Cost (US DOLLAR): 840.46 Material Cost (US DOLLAR): 402.55 Total Cost (US DOLLAR): 1,243.01 Dir Cd-SubCd: 02283-* Name: ED MULLINAX FORD INC Ph: 440-9842431 St: OH Ctry Cd: USA Reg Cd: NA Repr Date: 26-08-03 DIST (Miles):19,517 Customers Comments: CUSTOMER STATES THE TRUCK IS HARD TO GET INTO PARK AFTER MOVING FORWARD IN DRIVE. SEE JAY VERIFIED IN ISLE AND FRIDAY BY 6274 Technicians Comments: 19535 42 TEST DRIVE TO VERIFY CONCERN.CHECK INTERIOR COLUMN LINKAGE.CHECK CABLE AND EXTERIOR LINKAGE SUPPORTED TRANS AND REMOVED EXTENSION HOUSING, TO GAIN ACCESS TO INSPECT.FOUND FLAWS IN PARK GEAR AND PAWL(MACHINING FLAW).REMOVED TRANS. INSTALLED ONTO FIXTURE.DISASSEMBLED TRANS TO GAIN ACCESS TO REMOVE AND REPLACE OUTPUT SHAFT, PARK GEAR AND PAWL ASSYS.RESEALED TRANS. CLEANED																								
1FMZU62E52Z	U2	T/U5	T/F	T/WD	T/EF	T/B	AV		T/TJ	T/NE	10-12-01	07-08-02	123248	USA	4	*	3A12	1L2Z	7A441	AC	S11	V48	P51	42
AWS Claim Key: 3734669 Doc #: 10648901 Trx Code: 1 Labor Hrs: 5.9 Labor Cost (US DOLLAR): 321.67 Material Cost (US DOLLAR): 39.90 Total Cost (US DOLLAR): 501.57 Dir Cd-SubCd: 06565-* Name: LEESVILLE FORD LINCOLN MERCURY Ph: 337-2393434 St: LA Ctry Cd: USA Reg Cd: NA Repr Date: 25-11-02 DIST (Miles):4,857 Customers Comments: CUSTOMER STATES WHEN SHIFTING INTO GEARS SHIFTER FEELS LIKE IT IS NOT ENGAGED PROPERLY Technicians Comments: VERIFIED CONCERN RAN DIAGNOSIS...FOUND PARK PAW SPRING INOPERABLE... GAINED ACCESS TO REMOVE AND REPLACE PARK PAW SPRING & GASKET REASSEMBLED ACCESS PARTS REINSTALLED..REFILLED ALL FLUIDS																								
1FMZU73E72Z	U2	T/U5	T/F	T/WD	T/EF	T/E	AV		T/TJ	T/NE	28-11-01	02-01-02	127038	USA	22	*	3A12	1L2Z	7A441	AC	S11	V48	P51	41
AWS Claim Key: 7895564 Doc #: 41418201 Trx Code: E84 Labor Hrs: 7.2 Labor Cost (US DOLLAR): 518.69 Material Cost (US DOLLAR): 193.22 Total Cost (US DOLLAR): 711.91 Dir Cd-SubCd: 00097-* Name: TOWSON FORD SALES INC Ph: 410-8233131 St: MD Ctry Cd: USA Reg Cd: NA Repr Date: 17-10-03 DIST (Miles):28,201 Customers Comments: VERY HARD TO SHIFT BACK INTO PARK. ADVISE. Technicians Comments: CAUSAL 7A441 CC 41 CCC P01 ROADTESTED, R&R TRANS, DISSASSEMBLED TRANS, REPLACED PARKING LEVER, PARKING ACTUATOR ROD, PARKING PAWL, AND REAR HOUSING																								
1FMZU64EX2Z	U2	T/U5	T/F	T/WD	T/EF	T/B	AV		T/TJ	T/NE	01-11-01	14-01-02	124497	USA	19	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42
AWS Claim Key: 6664761 Doc #: 195891A Trx Code: E84 Labor Hrs: 5.0 Labor Cost (US DOLLAR): 364.76 Material Cost (US DOLLAR): 88.52 Total Cost (US DOLLAR): 453.28 Dir Cd-SubCd: 13123-* Name: WALL'S LINCOLN-MERCURY, INC. Ph: 978-6873100 St: MA Ctry Cd: USA Reg Cd: NA Repr Date: 17-07-03 DIST (Miles):13,258 Customers Comments: CHECK FOR LOUD CLICKING NOISE WHEN SHIFTING VEHICLE OUT OF PARK Technicians Comments: 13258 CONFIRMED CONCERN. REMOVE EXTENSION HSG AND REPLACED PARK PAWL, SPRING AND SHAFT. REMOVE PAN AND REPLACE LEVER AND ACTUATING ROD. REFILL IAW. SHOP MANUAL INST. ROAD TEST AFTER REPAIR, CONCERN IS FIXED.																								
1FMZU64E72Z	U2	T/U5	T/F	T/WD	T/EF	T/B	AV		T/TJ	T/NE	23-03-01	05-04-01	171083	USA	24	*	3A12	1L2Z	7A441	AC	S11	V48	P59	41
AWS Claim Key: 4911547 Doc #: 08492653 Trx Code: E84 Labor Hrs: 3.8 Labor Cost (US DOLLAR): 280.32 Material Cost (US DOLLAR): 61.03 Total Cost (US DOLLAR): 341.35 Dir Cd-SubCd: 05512-* Name: KEN GRODY FORD - CARLSBAD Ph: 760-4389171 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 07-03-03 DIST (Miles):30,630 Customers Comments: CLUNKING SOUND AUTOMATIC TRANS WHEN GOING INTO GEAR WARM OR COLD Technicians Comments: PARKING PAWL STICKIN ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS																								

Total Number of Repairs for Model Year 2002 = 14

Total Number of Repairs to this point = 14

St.: 9  
L: 5

# STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003

Print Date : 20 Nov 2003  
Print Time : 16.41

Distance Reported In: Miles  
Currency Reported In: US DOLLAR

Dates Reported In: DD-MM-YY

Result ID : 50280844  
Page : 4

Model Year : 2003

## VEHICLE INFORMATION

## REPAIR INFORMATION

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT (Corporate)	TIS (Corporate)	QRT	WCC	FULL PART NUMBER PREFIX	BASE	SUFFIX	VRT	VFG	CCC	CD
4M2ZU86KX3U	U3	T/U5	T/M	T/WD	T/EL	T/E	AN	T/TL	T/NE	29-04-03	14-05-03	354740	USA	3	*	3A12	1L2Z	7A441	AC	S11	V48	P51	01
AWS Claim Key: 1919774		Doc #: 44755801		Trx Code: 2		Labor Hrs: 4.2		Labor Cost (US DOLLAR):		316.76		Material Cost (US DOLLAR)		88.37		Total Cost (US DOLLAR):		405.13					
Dir Cd-SubCd: 05513-*		Name: CITRUS FORD		Ph: 909-3900930		St: CA		Ctry Cd: USA		Reg Cd: NA		Repr Date: 24-07-03		DIST (Miles):5,343									
Customers Comments: CUSTOMER STATES THAT THE TRANSMISSION WILL NOT GO INTO PARK. THE TRUCK ROLLS WHEN IN PARK. PLEASE CHECK AND ADVISE...																							
Technicians Comments: VERIFY REPAIR,REMOVE TRANS PAN FOR INSPECTION FOUND SHIFTER SHAFT OK,REMOVE TRANSFER CASE AND EXTENTION HOUSING FOUND BROKEN PARK PAWL BENT SPRING AND DAMAGED EXT HOUSING REPALCED HOUSING PAWL AND SPR ING REPALCED TRANSFER CASE GASKET INSTALL TRANSFER CASE CLEAN AND REUSE PAN GASKET FILL TO LEVEL VERIFY REPAIR O.K.																							
4M2ZU86K63Z	U3	T/U5	T/M	T/WD	T/EL	T/E	AV	T/TL	T/NE	07-04-03	23-08-03	314257	USA	0	*	3A12	1L2Z	7A441	AC	S11	V48	P59	01
AWS Claim Key: 2165134		Doc #: 326594A		Trx Code: 2		Labor Hrs: 12.3		Labor Cost (US DOLLAR):		1,131.56		Material Cost (US DOLLAR)		123.54		Total Cost (US DOLLAR):		1,255.10					
Dir Cd-SubCd: 13150-*		Name: STEVENS LINCOLN MERCURY, INC.		Ph: 203-8766484		St: CT		Ctry Cd: USA		Reg Cd: NA		Repr Date: 27-06-03		DIST (Miles):58									
Customers Comments: TECH STATES THAT WHEN ENGAGED IN PARK VEHICLE FREE ROLLS BACK AND FORTH. CHECK AND REPAIR.																							
Technicians Comments: ROAD TESTED TO VERIFY THE CONCERN.PERFORMED THE ELECTROINIC TRANSMISSION DIAG.NO FAULT CODES IN THE SYSTEM.DRAINED THE TRANSMISSION AND REMOVE D IT FROM THE SUV.4.0L SOHC 5R55S 4X4.MOUNTED THE TRANS ON THE BENCH.DISASSEMBLED THE TRANS. REPLACED THE BROKEN PARKING PAWL.CLEANED THE METAL PARTICALS FROM THE TRANSMISSION.FLUSHED THE COOLER LINES AND THE TORQUE CONVERTER. DISASSEMBLE																							
4M2ZU66K83U	U3	T/U5	T/M	T/WD	T/EL	T/B	AN	T/TL	T/NE	10-01-03	29-01-03	354740	USA	8	*	3A12	1L2Z	7A441	AC	S11	V48	P51	30
AWS Claim Key: 2808279		Doc #: 280976C		Trx Code: E84		Labor Hrs: 5.5		Labor Cost (US DOLLAR):		424.77		Material Cost (US DOLLAR)		148.28		Total Cost (US DOLLAR):		573.05					
Dir Cd-SubCd: 05408-*		Name: CHINO HILLS FORD SALES, INC.		Ph: 909-3939331		St: CA		Ctry Cd: USA		Reg Cd: NA		Repr Date: 22-09-03		DIST (Miles):23,183									
Customers Comments: INSPECT FOR WHEN PUTTING TRUCK IN PARK WON,T HOLD																							
Technicians Comments: 23185 PAWL 7000F 1.7,7000F2 3,7086A 1.3,7191A 1.2, 7191AXQ .2,M TIME .8(7A232) TOTAL 5.5 RUN TRANS DIAG,KOEO,KOEC,KOER,NO CODES,RUN POINT BY SYMPTOM,INTERNAL FAILURE,REMOVE EXTENTION HOUSING,FOUND BROKEN PARKING PAWL,AND BROKEN PARKING PAWL ROD,REPLACE PAWL AND HOUSING,REMOVE TRANS PAN,REPLACE PARKING PAWL ROD(M TIME .8),CLEAN REUSEABLE GASKET,REFILL TRANS ASSY,ROAD																							
4M2DU86W03Z	U3	T/U5	T/M	T/WD	T/EL	T/E	AV	T/TL	T/VN	01-05-03	02-06-03	345070	USA	0	*	3A12	1L2Z	7A441	AC	S11	V48	P51	01
AWS Claim Key: 1306833		Doc #: 48388901		Trx Code: 1		Labor Hrs: 13.5		Labor Cost (US DOLLAR):		993.33		Material Cost (US DOLLAR)		134.05		Total Cost (US DOLLAR):		1,127.38					
Dir Cd-SubCd: 10386-*		Name: STU EVANS LINCOLN-MERCURY, LAK		Ph: 586-8402000		St: MI		Ctry Cd: USA		Reg Cd: NA		Repr Date: 23-05-03		DIST (Miles):5									
Customers Comments: P 01 REPAIR CAR ROLLS EXCESSIVLEY WHEN PUT INTO PARK																							
Technicians Comments: 7A441 01 PERFORM ELECTRONIC TRANS DIAG PASS NO DTC PRESENT.REMOVE TRANS AND MOUNT TO BENCH.OVERHAUL TRANS,REPLACE BROKEN PARK																							
1FMZU83K63Z	U2	T/U5	T/F	T/WD	T/EF	T/F	AV	T/TL	T/NE	13-09-02	16-10-02	141372	USA	1	*	3A12	1L2Z	7A441	AC	S11	V48	P51	42
AWS Claim Key: 153297		Doc #: 01615551		Trx Code: 1		Labor Hrs: 5.9		Labor Cost (US DOLLAR):		319.13		Material Cost (US DOLLAR)		38.03		Total Cost (US DOLLAR):		357.16					
Dir Cd-SubCd: 06145-*		Name: SMITH BROTHERS FORD, INC.		Ph: 715-6936730		St: WI		Ctry Cd: USA		Reg Cd: NA		Repr Date: 24-10-02		DIST (Miles):360									
Customers Comments: TRANSMISSION WILL NOT ALWAYS MOVEE AFTER STOPPING AND UNIT PUT IN PARK AN D THEN INTO DRIVE,LIKE ITS BINDING,OR BRAKES ARE ON.FULLY WARMED UP																							
Technicians Comments: VERIFY CONCERN,PARKING PAWL NOT RELEASING.REMOVED TRANSFER CASE,EXT.HOUSING,REPLACED PAWL & SPRING																							

Total Number of Repairs for Model Year 2003 = 5

END OF REPORT

2L } 5  
3 st.

Total Number of Repairs to this point = 19

# AWS

## STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003  
Last Load Date: 17 Nov 2003

Request Name: 5r55s.s1  
Description:

Date/Time Run: 19 Nov 2003 / 13.06  
Date/Time Printed: 19 Nov 2003 / 16.35

Result ID: 50280844  
Generated By: KAHMED

### Data Selection Criteria :

Model Year = MY\_04[2004], MY\_03[2003], MY\_02[2002]  
Cost Category = All Vehicle Coverages / Contractual[1,%,%]  
Region Sold = North America[NA]  
Country Sold / Repaired [typed] = [USA,USA]  
Part Num Base (Causal) [typed] = [7A441,%,%]  
Transmission [TR] = 5 SPD AUTO TRANS NAAO 5R55S[T/TL], 5 SPD AUTO TRANS NAAO 5R55W[T/TJ]

### Report Selection Criteria :

Model Year(s) = 2004, 2003, 2002  
Order By = VIN  
Max. Number of Claims = 1000  
Descriptions = YES  
TIS Logic = Corporate  
Claims with Comments = ALL  
TIS Claims = ALL  
Default Claims = Up to current cutoff date

### Globalization Information:

Distance Reported = Miles  
Distance Requested = Miles  
Currency Reported = US DOLLAR  
Currency Requested = US DOLLAR  
Currency Exchange Version = v6

NOTE: IF TIS(Corporate) COLUMN HAS AN @ SIGN THEN THE CLAIM IS NOT INCLUDED IN TIS MATRIX USING THE LOGIC.

# STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003

Print Date : 19 Nov 2003  
Print Time : 16.35

Distance Reported In: Miles  
Currency Reported In: US DOLLAR

Dates Reported In: DD-MM-YY

Result ID : 50280844  
Page : 2

Model Year : 2002

VEHICLE INFORMATION														REPAIR INFORMATION									
VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS (Corporate)	QRT	WCC	FULL PART NUMBER PREFIX	BASE	SUFFIX	VRT	VFG	CCC	CD
4M2ZU86VWX2Z	U3	T/U5	T/M	T/WD	T/EL	T/F	AV	T/TJ	T/VN	14-05-01	19-11-01	363008	USA	0	*	3A12	1L2Z	7A441	AC	S11	V48	P66	42
AWS Claim Key: 240933 Doc #: 162437A Trx Code: 1 Labor Hrs: 8.0 Labor Cost (US DOLLAR): 525.12														Material Cost (US DOLLAR): 19.67 Total Cost (US DOLLAR): 544.79									
Dir Cd-SubCd: 10670-* Name: WOODHOUSE LINCOLN MERCURY, INC Ph: 402-5921044														St: NE Ctry Cd: USA Reg Cd: NA Repr Date: 12-10-01 DIST (Miles):16									
Customers Comments: CAR WILL ROLL WHILE SHUT OFF AND IN PARK																							
Technicians Comments: 16 I CHECKED TO SEE IF THE CABLE ADJUSTMENT WAS NOT RIGHT.I GOT THE SERVICE MANUEL OUT AN CHECK ED THE CABLE ADJUSTMENT PROCEDURE.I HAD JIM B HELP BY TAKING THE CABLE OFF AND TRYING TO CHEC K THE C ABLE ADJUSTMENT.WITH THE CABLE OFF WE FOUND THAT THE ADJUSTMENT WAS GOOD,AND THAT THE CONCERN IS INTERNAL IN THE TRANSMISSION.																							
4M2ZU86VW82U	U3	T/U5	T/M	T/WD	T/EL	T/F	AN	T/TL	T/VN	16-07-02	04-09-02	314279	USA	5	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42
AWS Claim Key: 4487132 Doc #: 19804702 Trx Code: 2 Labor Hrs: 15.4 Labor Cost (US DOLLAR): 1,542.76														Material Cost (US DOLLAR): 459.07 Total Cost (US DOLLAR): 2,001.83									
Dir Cd-SubCd: 04013-* Name: MANHATTAN FORD LINCOLN MERCURY Ph: 212-5817800														St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 23-01-03 DIST (Miles):5.295									
Customers Comments: CUST STATES WHEN VEHICLE IS PUT INTO PARK ON ANY KIND OF INCLINE VEHICLE WILL FORWARD OR BACKWARDS UNTIL IT REACHES																							
Technicians Comments: CHECK FOR VEHICLE DOES NOT STAY WHEN IN PARK ON INCLINE, ELECTRONIC DIAG. REMOVED UNIT, OPENED, RESEALED AND CHECKED ROAD TEST, PROBLEM STILL EXSISTS, CALLED HOTLINE, OPENED TRANSFER CASE, PARKING MEC H NOT SEATED PROPERLY, REPLACED.																							
4M2ZU86E52U	U3	T/U5	T/M	T/WD	T/EL	T/F	AN	T/TJ	T/NE	05-11-01	21-11-01	322805	USA	11	*	3A12	1L2Z	7A441	AC	S11	V48	P59	01
AWS Claim Key: 3148700 Doc #: 01026301 Trx Code: E84 Labor Hrs: 4.2 Labor Cost (US DOLLAR): 210.00														Material Cost (US DOLLAR): 45.96 Total Cost (US DOLLAR): 255.96									
Dir Cd-SubCd: 05874-* Name: PARIS FORD INC Ph: 479-9633051														St: AR Ctry Cd: USA Reg Cd: NA Repr Date: 16-10-02 DIST (Miles):24.086									
Customers Comments: VEHICLE ROLLS IN PARK																							
Technicians Comments: DIAG PROBLEM R&I TRANSFER CASE AND REPLACED PARK PAWL AND ADJUST LINKAGE																							
4M2ZU86E42Z	U3	T/U5	T/M	T/WD	T/EL	T/F	AV	T/TJ	T/NE	06-09-01	05-11-01	345080	USA	8	*	3A12	*	7A441	*	S11	V48	P51	07
AWS Claim Key: 1845556 Doc #: 20006201 Trx Code: E84 Labor Hrs: 4.4 Labor Cost (US DOLLAR): 302.02														Material Cost (US DOLLAR): 21.51 Total Cost (US DOLLAR): 323.53									
Dir Cd-SubCd: 11905-* Name: FORT WAYNE LINCOLN MERCURY Ph: 260-4824456														St: IN Ctry Cd: USA Reg Cd: NA Repr Date: 18-06-02 DIST (Miles):19.718									
Customers Comments: INTERM, WILL NOT GO INTO PARK																							
Technicians Comments: CHECK INTERM WILL NOT GO INTO PARK, VERIFY, REMOVE TRANS PAN,CHECK LINKAGE OK,REMOVE TRANSFER CASE AND REAR COVER, INSTALL PARKING PRAWL CORRECTLY																							
4M2ZU86E32U	U3	T/U5	T/M	T/WD	T/EL	T/F	AN	T/TJ	T/NE	09-08-01	11-09-01	342251	USA	24	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42
AWS Claim Key: 7159542 Doc #: 10141501 Trx Code: E84 Labor Hrs: 5.8 Labor Cost (US DOLLAR): 411.80														Material Cost (US DOLLAR): 78.59 Total Cost (US DOLLAR): 490.39									
Dir Cd-SubCd: 01589-* Name: SCHIMMER FORD-LINC-MERC, INC. Ph: 815-2244500														St: IL Ctry Cd: USA Reg Cd: NA Repr Date: 22-08-03 DIST (Miles):19.840									
Customers Comments: WPI DIAG REPL FAULTY PARK PAWL FILLED TRANSMISSION FLUID TEST DROVE																							
1FMZU73E92U	U2	T/U5	T/F	T/WD	T/EF	T/E	AN	T/TJ	T/NE	29-08-01	22-03-02	116017	USA	20@	*	3A12	1L2Z	7A441	AC	S11	V48	P69	30
AWS Claim Key: 7711821 Doc #: 17038001 Trx Code: E84 Labor Hrs: 11.0 Labor Cost (US DOLLAR): 853.06														Material Cost (US DOLLAR): 253.09 Total Cost (US DOLLAR): 1,106.15									
Dir Cd-SubCd: 01306-* Name: HOPKINS FORD INC Ph: 215-2244550														St: PA Ctry Cd: USA Reg Cd: NA Repr Date: 13-10-03 DIST (Miles):13.209									
Customers Comments: SOMETIMES STICKS IN REVERSE. REVERSE TO PARK TRANS WILL CLICK BUT NOT DRIVE TO PARK. SEE JOHN B																							
Technicians Comments: PARKING PAWL GEAR WAS NOISY YES MT7000A2 DISASSEMBLE TRANS AND REPL GEARS NO OVERHAUL DIS ASSEMBLE TRANSMISSION. FOUND PARKING PAWL GEAR NOISY. REPLACE ASSEMBLY. REASSEMBLE																							
1FMZU72EX2U	U2	T/U5	T/F	T/WD	T/EF	T/E	AN	T/TJ	T/NE	05-10-01	17-11-01	144119	USA	20	*	3A12	*	7A441	*	S11	V48	P51	14
AWS Claim Key: 6269204 Doc #: 234700B Trx Code: E84 Labor Hrs: 6.8 Labor Cost (US DOLLAR): 460.98														Material Cost (US DOLLAR): 118.39 Total Cost (US DOLLAR): 579.37									
Dir Cd-SubCd: 00565-* Name: TOWNE FORD, INC. Ph: 716-6626500														St: NY Ctry Cd: USA Reg Cd: NA Repr Date: 19-06-03 DIST (Miles):21.211									
Customers Comments: CUST STATES TRANS SHIFTER HANGS UP IN REVERSE WHEN GOING FROM DRIVE INTO PARK																							
Technicians Comments: 21217 BUSHING INTERFERANCE SHIFT TRANS THROUGH GEARS SEVERAL TIMES;COMPARE WITH ANOTHER 02 EXPLORER;SHIFTER SEEMS TO BE STICKING BETWEEN REVERSE AND PARK;UNDO SHIFTER CABLE AT TRANS;SHIFTER CABLE A ND COLUMN SEEM FREE;SHIFT LEVER ON TRANS IS SHICKING;DROP TRANS PANN AND INSPECT,LOWER VALVEBODY TO INSPECT MANUAL VALVE IN BODY;MOVES FREELY;CALL HOTLINE ;ADVISED TO INSPECT PARKING																							

Total Number of Repairs to this point = 7

# STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003

Print Date : 19 Nov 2003  
Print Time : 16.35

Distance Reported In: Miles  
Currency Reported In: US DOLLAR

Dates Reported In: DD-MM-YY

Result ID : 50280844  
Page : 3

Model Year : 2002

VEHICLE INFORMATION													REPAIR INFORMATION											
VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS (Corporate)	QRT	WCC	FULL PART NUMBER PREFIX	PART NUMBER BASE	SUFFIX	VRT	VFG	CCC	CD	
1FMZU62K82Z	U2	T/U5	T/F	T/AWD	T/EF	T/B	AV	T/TL	T/NE	13-06-02	13-07-02	127060	USA	15	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42	
AWS Claim Key: 7611904 Doc #: 202095A Trx Code: E84 Labor Hrs: 10.8 Labor Cost (US DOLLAR):													810.44	Material Cost (US DOLLAR)		214.35	Total Cost (US DOLLAR):		1,024.79					
Dir Cd-SubCd: 02283-* Name: ED MULLINAX FORD INC Ph: 440-9842431													St: OH	Ctry Cd: USA	Reg Cd: NA	Repr Date: 02-10-03	DIST (Miles):29,873							
Customers Comments: CUST STATES SHE HAS TO TRY A COUPLE OF TIMES TO SHIFT INTO PARK																								
Technicians Comments: 29881 42 TEST DRIVE TO VERIFY CONCERN.CHECK SHIFTER OP AND COLUMN FUNCTION,ALSO CHECK CABLE AND ADJUST MENT.TRACED CONCERN TO INTERNAL FAULT IN TRANS. REMOVED TRANS.INSTALLED ONTO FIXTURE.REMOVED EXT HOUSING TO GAIN ACCESS TO INSPECT PARK GEAR FOUND UNEVEN MACHINING ON PARK GEAR.DISASSEMBLE TRANS COMPLETE TO GAIN ACCESS TO REMOVE AND REPLACE PARK GEAR,PAWL AND SPRING.RESEALED TRANS																								
1FMZU62K12Z	U2	T/U5	T/F	T/AWD	T/EF	T/B	AV	T/TL	T/NE	23-07-02	13-08-02	148048	USA	12	*	3A12	1L2Z	7A441	AC	S11	V48	P51	69	
AWS Claim Key: 6920781 Doc #: 08604701 Trx Code: E84 Labor Hrs: 6.1 Labor Cost (US DOLLAR):													457.93	Material Cost (US DOLLAR)		690.36	Total Cost (US DOLLAR):		1,148.29					
Dir Cd-SubCd: 02759-* Name: AL LONG FORD, INC. Ph: 586-7772700													St: MI	Ctry Cd: USA	Reg Cd: NA	Repr Date: 04-08-03	DIST (Miles):22,907							
Customers Comments: WHEN ATTEMPTING TO SHIFT FROM GEAR INTO PARK YOU MUST PAUSE ROUGHLY 3 SECONDS IN ORDER TO SHIFT TO PARK.																								
Technicians Comments: 7A232 30 3C529,11582 69 R&R TRANS PAN AND EXT HOUSING REPLACE PARK PAWL AND INTERNAL SHIFT LINKEGE.ALSO PERFORMED STEERING COLUMN DIAG AND FOUND																								
1FMZU62EX2Z	U2	T/U5	T/F	T/AWD	T/EF	T/B	AV	T/TJ	T/NE	17-08-01	24-09-01	144116	USA	24	*	3A12	1L2Z	7A441	AC	S11	V48	P51	42	
AWS Claim Key: 7184144 Doc #: 199959A Trx Code: E84 Labor Hrs: 11.2 Labor Cost (US DOLLAR):													840.46	Material Cost (US DOLLAR)		402.55	Total Cost (US DOLLAR):		1,243.01					
Dir Cd-SubCd: 02283-* Name: ED MULLINAX FORD INC Ph: 440-9842431													St: OH	Ctry Cd: USA	Reg Cd: NA	Repr Date: 26-08-03	DIST (Miles):19,517							
Customers Comments: CUSTOMER STATES THE TRUCK IS HARD TO GET INTO PARK AFTER MOVING FORWARD IN DRIVE. SEE JAY VERIFIED IN ISLE AND FRIDAY BY 6274																								
Technicians Comments: 19535 42 TEST DRIVE TO VERIFY CONCERN.CHECK INTERIOR COLUMN LINKAGE.CHECK CABLE AND EXTERIOR LINKAGE SUPPORTED TRANS AND REMOVED EXTENSION HOUSING, TO GAIN ACCESS TO INSPECT.FOUND FLAWS IN PARK GEAR AND PAWL(MACHINING FLAW).REMOVED TRANS. INSTALLED ONTO FIXTURE.DISASSEMBLED TRANS TO GAIN ACCESS TO REMOVE AND REPLACE OUTPUT SHAFT, PARK GEAR AND PAWL ASSYS.RESEALED TRANS. CLEANED																								
1FMZU62E52Z	U2	T/U5	T/F	T/AWD	T/EF	T/B	AV	T/TJ	T/NE	10-12-01	07-08-02	123248	USA	4	*	3A12	1L2Z	7A441	AC	S11	V48	P51	42	
AWS Claim Key: 3734669 Doc #: 10648901 Trx Code: 1 Labor Hrs: 5.9 Labor Cost (US DOLLAR):													321.67	Material Cost (US DOLLAR)		39.90	Total Cost (US DOLLAR):		501.57					
Dir Cd-SubCd: 06565-* Name: LEESVILLE FORD LINCOLN MERCURY Ph: 337-2393434													St: LA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 25-11-02	DIST (Miles):4,857							
Customers Comments: CUSTOMER STATES WHEN SHIFTING INTO GEARS SHIFTER FEELS LIKE IT IS NOT ENGAGED PROPERLY																								
Technicians Comments: VERIFIED CONCERN RAN DIAGNOSIS...FOUND PARK PAW SPRING INOPERABLE... GAINED ACCESS TO REMOVE AND REPLACE PARK PAW SPRING & GASKET REASSEMBLED ACCESS PARTS REINSTALLED..REFILLED ALL FLUIDS																								
1FMZU73E72Z	U2	T/U5	T/F	T/AWD	T/EF	T/E	AV	T/TJ	T/NE	28-11-01	02-01-02	127038	USA	22	*	3A12	1L2Z	7A441	AC	S11	V48	P51	41	
AWS Claim Key: 7895564 Doc #: 41418201 Trx Code: E84 Labor Hrs: 7.2 Labor Cost (US DOLLAR):													518.69	Material Cost (US DOLLAR)		193.22	Total Cost (US DOLLAR):		711.91					
Dir Cd-SubCd: 00097-* Name: TOWSON FORD SALES INC Ph: 410-8233131													St: MD	Ctry Cd: USA	Reg Cd: NA	Repr Date: 17-10-03	DIST (Miles):28,201							
Customers Comments: VERY HARD TO SHIFT BACK INTO PARK. ADVISE.																								
Technicians Comments: CAUSAL 7A441 CC 41 CCC P01 ROADTESTED, R&R TRANS, DISSASSEMBLED TRANS, REPLACED PARKING LEVER, PARKING ACTUATOR ROD, PARKING POWL, AND REAR HOUSING																								
1FMZU64EX2Z	U2	T/U5	T/F	T/AWD	T/EF	T/B	AV	T/TJ	T/NE	01-11-01	14-01-02	124497	USA	19	*	3A12	1L2Z	7A441	AC	S11	V48	P59	42	
AWS Claim Key: 6664761 Doc #: 195891A Trx Code: E84 Labor Hrs: 5.0 Labor Cost (US DOLLAR):													364.78	Material Cost (US DOLLAR)		88.52	Total Cost (US DOLLAR):		453.28					
Dir Cd-SubCd: 13123-* Name: WALL'S LINCOLN-MERCURY, INC. Ph: 978-6873100													St: MA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 17-07-03	DIST (Miles):13,258							
Customers Comments: CHECK FOR LOUD CLICKING NOISE WHEN SHIFTING VEHICLE OUT OF PARK																								
Technicians Comments: 13258 CONFIRMED CONCERN. REMOVE EXTENSION HSG AND REPLACED PARK PAWL, SPRING AND SHAFT. REMOVE PAN AND REPLACE LEVER AND ACTUATING ROD. REFILL IAW. SHOP MANUAL INST. ROAD TEST AFTER REPAIR, CONCERN IS FIXED.																								
1FMZU64E72Z	U2	T/U5	T/F	T/AWD	T/EF	T/B	AV	T/TJ	T/NE	23-03-01	05-04-01	171083	USA	24	*	3A12	1L2Z	7A441	AC	S11	V48	P59	41	
AWS Claim Key: 4911547 Doc #: 08492653 Trx Code: E84 Labor Hrs: 3.8 Labor Cost (US DOLLAR):													280.32	Material Cost (US DOLLAR)		61.03	Total Cost (US DOLLAR):		341.35					
Dir Cd-SubCd: 05512-* Name: KEN GRODY FORD - CARLSBAD Ph: 760-4389171													St: CA	Ctry Cd: USA	Reg Cd: NA	Repr Date: 07-03-03	DIST (Miles):30,630							
Customers Comments: CLUNKING SOUND AUTOMATIC TRANS WHEN GOING INTO GEAR EARM OR COLD																								
Technicians Comments: PARKING PAWL STICKIN ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS																								

Total Number of Repairs for Model Year 2002 = 14

Total Number of Repairs to this point = 14

# STANDARD CLAIMS LIST

Cutoff Date : 31 Oct 2003

Print Date : 19 Nov 2003  
Print Time : 16.35

Distance Reported In: Miles  
Currency Reported In: US DOLLAR

Dates Reported In: DD-MM-YY

Result ID : 50280844  
Page : 4

Model Year : 2003

VEHICLE INFORMATION														REPAIR INFORMATION										
VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CODE	TRANS CODE	ENG CODE	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT (Corporate)	TIS (Corporate)	QRT	WCC	FULL PART NUMBER PREFIX	BASE	SUFFIX	VRT	VFG	CCC	CD	
4M2ZU86KX3U	U3	T/U5	T/M	T/WD	T/EL	T/E	AN	T/TL	T/NE	29-04-03	14-05-03	354740	USA	3	*	3A12	1L2Z	7A441	AC	S11	V48	P51	01	
AWS Claim Key: 1919774 Doc #: 44755801 Trx Code: 2 Labor Hrs: 4.2 Labor Cost (US DOLLAR): 316.76 Material Cost (US DOLLAR): 88.37 Total Cost (US DOLLAR): 405.13														Dir Cd-SubCd: 05513-* Name: CITRUS FORD Ph: 909-3900930 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 24-07-03 DIST (Miles):5,343										
Customers Comments: CUSTOMER STATES THAT THE TRANSMISSION WILL NOT GO INTO PARK. THE TRUCK ROLLS WHEN IN PARK. PLEASE CHECK AND ADVISE...																								
Technicians Comments: VERIFY REPAIR,REMOVE TRANS PAN FOR INSPECTION FOUND SHIFTER SHAFT OK,REMOVE TRANSFER CASE AND EXTENTION HOUSING FOUND BROKEN PARK PAWL BENT SPRING AND DAMAGED EXT HOUSING REPALCED HOUSING PAWL AND SPRING REPALCED TRASNFER CASE GASKET INSTALL TRANSFER CASE CLEAN AND REUSE PAN GASKET FILL TO LEVEL VERIFY REPAIR O.K.																								
4M2ZU86K63Z	U3	T/U5	T/M	T/WD	T/EL	T/E	AV	T/TL	T/NE	07-04-03	23-08-03	314257	USA	0	*	3A12	1L2Z	7A441	AC	S11	V48	P59	01	
AWS Claim Key: 2165134 Doc #: 326594A Trx Code: 2 Labor Hrs: 13.3 Labor Cost (US DOLLAR): 1,131.56 Material Cost (US DOLLAR): 123.54 Total Cost (US DOLLAR): 1,255.10														Dir Cd-SubCd: 13150-* Name: STEVENS LINCOLN MERCURY, INC. Ph: 203-8766484 St: CT Ctry Cd: USA Reg Cd: NA Repr Date: 27-06-03 DIST (Miles):58										
Customers Comments: TECH STATES THAT WHEN ENGAGED IN PARK VEHICLE FREE ROLLS BACK AND FORTH. CHECK AND REPAIR.																								
Technicians Comments: ROAD TESTED TO VERIFY THE CONCERN.PERFORMED THE ELECTROINIC TRANSMISSION DIAG.NO FAULT CODES IN THE SYSTEM.DRAINED THE TRANSMISSION AND REMOVE D IT FROM THE SUV.4.0L SOHC 5R55S 4X4.MOUNTED THE TR ANS ON THE BENCH.DISASSEMBLED THE TRANS. REPLACED THE BROKEN PARKING PAWL.CLEANED THE METAL PARTICALS FROM THE TRANSMISSION.FLUSHED THE COOLER LINES AND THE TORQUE CONVERTER. DISASSEMBLE																								
4M2ZU66K83U	U3	T/U5	T/M	T/WD	T/EL	T/B	AN	T/TL	T/NE	10-01-03	29-01-03	354740	USA	8	*	3A12	1L2Z	7A441	AC	S11	V48	P51	30	
AWS Claim Key: 2808279 Doc #: 280976C Trx Code: E84 Labor Hrs: 5.5 Labor Cost (US DOLLAR): 424.77 Material Cost (US DOLLAR): 148.28 Total Cost (US DOLLAR): 573.05														Dir Cd-SubCd: 05408-* Name: CHINO HILLS FORD SALES, INC. Ph: 909-3939331 St: CA Ctry Cd: USA Reg Cd: NA Repr Date: 22-09-03 DIST (Miles):23,183										
Customers Comments: INSPECT FOR WHEN PUTTING TRUCK IN PARK WON,T HOLD																								
Technicians Comments: 23185 PAWL 7000F 1.7,7000F2 .3,7086A 1.3,7191A 1.2, 7191AXQ .2,M TIME .8(7A232) TOTAL 5.5 RUN TRANS DIAG,KOEO,KOEC,KOER,NO CODES,RUN POINT BY SYMPTOM,INTERNAL FAILURE,REMOVE EXTENTION HOUSING,FOUND BROKEN PARKING PAWL,AND BROKEN PARKING PAWL ROD,REPLACE PAWL AND HOUSING,REMOVE TRANS PAN,REPLACE PARKING PAWL ROD(M TIME 8),CLEAN REUSEABLE GASKET,REFILL TRANS ASSY,ROAD																								
4M2DU86V03Z	U3	T/U5	T/M	T/WD	T/EL	T/E	AV	T/TL	T/VN	01-05-03	02-06-03	345070	USA	0	*	3A12	1L2Z	7A441	AC	S11	V48	P51	01	
AWS Claim Key: 1306833 Doc #: 48388901 Trx Code: 1 Labor Hrs: 13.5 Labor Cost (US DOLLAR): 993.33 Material Cost (US DOLLAR): 134.05 Total Cost (US DOLLAR): 1,127.38														Dir Cd-SubCd: 10386-* Name: STU EVANS LINCOLN-MERCURY, LAK Ph: 586-8402000 St: MI Ctry Cd: USA Reg Cd: NA Repr Date: 23-05-03 DIST (Miles):5										
Customers Comments: P 01 REPAIR CAR ROLLS EXCESSIVLEY WHEN PUT INTO PARK																								
Technicians Comments: 7A441 01 PERFORM ELECTRONIC TRANS DIAG PASS NO DTC PRESENT.REMOVE TRANS AND MOUNT TO BENCH.OVERHAUL TRANS,REPLACE BROKEN PARK																								
1FMZU83K63Z	U2	T/U5	T/F	T/WD	T/EF	T/F	AV	T/TL	T/NE	13-09-02	16-10-02	141372	USA	1	*	3A12	1L2Z	7A441	AC	S11	V48	P51	42	
AWS Claim Key: 153297 Doc #: 01615551 Trx Code: 1 Labor Hrs: 5.9 Labor Cost (US DOLLAR): 319.13 Material Cost (US DOLLAR): 38.03 Total Cost (US DOLLAR): 357.16														Dir Cd-SubCd: 06145-* Name: SMITH BROTHERS FORD, INC. Ph: 715-6936730 St: WI Ctry Cd: USA Reg Cd: NA Repr Date: 24-10-02 DIST (Miles):360										
Customers Comments: TRANSMISSION WILL NOT ALWAYS MOVEE AFTER STOPPING AND UNIT PUT IN PARK AN D THEN INTO DRIVE,LIKE ITS BINDING,OR BRAKES ARE ON.FULLY WARMED UP																								
Technicians Comments: VERIFY CONCERN,PARKING PAWL NOT RELEASING.REMOVED TRANSFER CASE,EXT.HOUSING,REPLACED PAWL & SPRING																								

Total Number of Repairs for Model Year 2003 = 5

END OF REPORT

Total Number of Repairs to this point = 19



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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2003; Claim Key = 1306833**

**Vehicle Information**

Model Year: 2003  
 Market Derived: T/M - L-M DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EL-LINCOLN/MERCURY SERIES  
 Drive Type: T/E-4 WHL L/H PART TIME DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER  
 [01-04]  
 Warranty Start Date: 02-JUN-2003  
 Production Date: 01-MAY-2003  
 VIN: 4M2DU86W03Z [REDACTED]

**Claim Information**

Document Number: 48388901  
 Repair Date: 23-MAY-2003  
 Distance: 5  
 TIS: 0

**Dealer Information**

Dealer Name: STU EVANS LINCOLN-MERCURY, LAK  
 Dealer Code: 10386 - \*  
 Address: 17500 HALL ROAD  
 City: CLINTON TOWNSHIP  
 State: MI Zip Code: 48038  
 Country: USA Region Code: NA  
 Phone: (586)200-2000

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 993.33  
 Misc. Expense Amount: 0  
 Part Markup Amount:  
 Material Cost: 134.05  
 Total Cost Gross: 1127.38

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: 7A441 01 PERFORM ELECTRONIC TRANS DIAG PASS NO DTC PRESENT.REMOVE TRANS AND MOUNT TO BENCH.OVERHAUL TRANS,REPLACE BROKEN PARK

Customer Comment: P 01 REPAIR CAR ROLLS EXCESSIVLEY WHEN PUT INTO PARK

Labor Op Code	Labor Op Description	Labor Op Cost
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	125.09
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	397.33

7000AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	14.72
7000AZJ	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTU	22.07
7000A2	TRANSMISSION ASSEMBLY OVERHAUL	397.33
7000A11	TRANSMISSION OIL COOLER AND/OR COOLER LINES FLUSH	22.07
7000A4	CONVERTER ASSEMBLY FLUSH	14.72

<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	<b>Extended</b>	
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity</b>	<b>Amount</b>
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	18.48
N	1L2Z	7D070	BA	SPRING-PRK PAWL	0701XX	1	2.97
N	1L2Z	7D071	AA	PIN-PRKG PAWL RETURN	0701XX	1	5.59
N	1L2Z	7A039	DA	EXTN HOUSING ASY-TRA	0701XX	1	45.35
N	XW4Z	7086	AA	GASKET-TRNS HOUSING	0701XX	1	1.23
N	1L2Z	7052	BA	OIL SEAL-TRANS REAR	0701XX	1	7.24
N	1L2Z	7086	AA	GASKET-TRNS HOUSING	070701	1	10.99
N	XT	5	QM		NANANA	8	28.45
N	1L2Z	7A098	AC	SCREEN ASY - OIL PAN	070105	1	13.75

Any comments?

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 1845556**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/M - L-M DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EL-LINCOLN/MERCURY SERIES  
 Drive Type: T/F-4 WHL L/H FULL TIME DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]  
 Warranty Start Date: 05-NOV-2001  
 Production Date: 06-SEP-2001  
 VIN: 4M2ZU86E42Z [REDACTED]

**Claim Information**

Document Number: 20006201  
 Repair Date: 18-JUN-2002  
 Distance: 19718  
 TIS: 8

**Dealer Information**

Dealer Name FORT WAYNE LINCOLN MERCURY  
 Dealer Code: 11905 - \*  
 Address: 5321 ILLINOIS ROAD  
 City: FORT WAYNE  
 State: IN Zip Code:46804  
 Country: USA Region Code: NA  
 Phone: (260)445-4456

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 302.02  
 Misc. Expense Amount: 0  
 Part Markup Amount:  
 Material Cost: 21.51  
 Total Cost Gross: 323.53

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 07 - IMPROPERLY ADJUSTED/FITS POORLY

Technician Comment: CHECK INTERM WILL NOT GO INTO PARK, VERIFY, REMOVE TRANS PAN,CHECK LINKAGE OK,REMOVE TRANSFER CASE AND REAR COVER, INSTALL PARKING PRAWL CORRECTLY

Customer Comment: INTERM, WILL NOT GO INTO PARK

<b>Labor Op Code</b>	<b>Labor Op Description</b>	<b>Labor Op Cost</b>
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	82.37
7003B	TRANSFER CASE REMOVE AND INSTALL OR REPLACE	151.01
MT7A441		68.64

<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	<b>Extended</b>	
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity</b>	<b>Amount</b>
N	XT	5	QM		NANANA	6	20.66
N	*	OSP	*	OUTSIDE PART	070100	1	.85
Y	*	7A441	*	PAWL PARK	070100	0	0

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Any comments?

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2003; Claim Key = 1919774****Vehicle Information**

Model Year: 2003

Market Derived: T/M - L-M DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EL-LINCOLN/MERCURY SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 14-MAY-2003

Production Date: 29-APR-2003

VIN: 4M2ZU86KX3U [REDACTED]

**Claim Information**

Document Number: 44755801

Repair Date: 24-JUL-2003

Distance: 5343

TIS: 3

**Dealer Information**

Dealer Name CITRUS FORD

Dealer Code: 05513 - \*

Address: 1375 WOODRUFF WAY

City: ONTARIO

State: CA Zip Code:91761

Country: USA Region Code: NA

Phone: (909)093-0930

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 316.76

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 88.37

Total Cost Gross: 405.13

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: VERIFY REPAIR,REMOVE TRANS PAN FOR INSPECTION FOUND SHIFTER SHAFT OK,REMOVE TRANSFER CASE AND EXTENTION HOUSING FOUND BROKEN PARK PAWL BENT SPRING AND DAMAGED EXT HOUSING REPALCED HOUSING PAWL AND SPRING REPALCED TRASNFER CASE GASKET INSTALL TRANSFER CASE CLEAN AND REUSE PAN GASKET FILL TO LEVEL VERIFY REPAIR O.K.

Customer Comment: CUSTOMER STATES THAT THE TRANSMISSION WILL NOT GO INTO PARK. THE TRUCK ROLLS WHEN IN PARK. PLEASE CHECK AND ADVISE...

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	90.5
7086A	GASKET OR EXTENSION HOUSING REPLACE	226.26

<u>Causal Flag</u>	<u>Full Part Number</u>			<u>Part Description</u>	<u>CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>				
N	1L2Z	7A039	DA	EXTN HOUSING ASY-TRA	0701XX	1	47.81
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	19.49
N	1L2Z	7D070	BA	SPRING-PRK PAWL	0701XX	1	2.97
N	1L2Z	7086	AA	GASKET-TRNS HOUSING	070701	1	10.99
N	XT	5	QM		NANANA	2	7.11

Any comments?

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### Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2003; Claim Key = 2165134**

**Vehicle Information**

Model Year: 2003

Market Derived: T/M - L-M DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EL-LINCOLN/MERCURY SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 23-AUG-2003

Production Date: 07-APR-2003

VIN: 4M2ZU86K63Z [REDACTED]

**Claim Information**

Document Number: 326594A

Repair Date: 27-JUN-2003

Distance: 58

TIS: 0

**Dealer Information**

Dealer Name STEVENS LINCOLN MERCURY, INC.

Dealer Code: 13150 - \*

Address: 739 BRIDGEPORT AVE

City: MILFORD

State: CT Zip Code:06460

Country: USA Region Code: NA

Phone: (203)648-6484

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 1131.56

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 123.54

Total Cost Gross: 1255.1

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: ROAD TESTED TO VERIFY THE CONCERN.PERFORMED THE ELECTROINIC TRANSMISSION DIAG.NO FAULT CODES IN THE SYSTEM.DRAINED THE TRANSMNISSION AND REMOVE D IT FROM THE SUV.4.0L SOHC 5R55S 4X4.MOUNTED THE TRANS ON THE BENCH.DISASSEMBLED THE TRANS. REPLACED THE BROKEN PARKING PAWL.CLEANED THE METAL PARTICALS FROM THE TRANSMISSION.FLUSHED THE COOLER LINES AND THE TORQUE CONVERTER. DISASSEMBLE

Customer Comment: TECH STATES THAT WHEN ENGAGED IN PARK VEHICLE FREE ROLLS BACK AND FORTH. CHECK AND REPAIR.

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	144.64
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	459.43
7000AZJ	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTU	25.52
7000A2	TRANSMISSION ASSEMBLY OVERHAUL	459.43
7000A4	CONVERTER ASSEMBLY FLUSH	17.02
7000A11	TRANSMISSION OIL COOLER AND/OR COOLER LINES FLUSH	25.52

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
Y	1L2Z 7A441 AC	PAWL PARK	0701XX	1	18.48
N	MTK 27900 B		070101	1	69.5
N	XT 5 QM		NANANA	10	35.56

Any comments?



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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 2091590**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/M - L-M DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EL-LINCOLN/MERCURY SERIES  
 Drive Type: T/F-4 WHL L/H FULL TIME DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]  
 Warranty Start Date: 05-NOV-2001  
 Production Date: 06-SEP-2001  
 VIN: 4M2ZU86E42Z [REDACTED]

**Claim Information**

Document Number: 20007201  
 Repair Date: 20-JUN-2002  
 Distance: 19761  
 TIS: 8

**Dealer Information**

Dealer Name FORT WAYNE LINCOLN MERCURY  
 Dealer Code: 11905 - \*  
 Address: 5321 ILLINOIS ROAD  
 City: FORT WAYNE  
 State: IN Zip Code:46804  
 Country: USA Region Code: NA  
 Phone: (260)445-4456

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 370.66  
 Misc. Expense Amount: 250  
 Part Markup Amount:  
 Material Cost: 1402.5  
 Total Cost Gross: 2023.16

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: R&R NEW TRANS CALLED HOTLINE NO REMAN AVAILABLE

Customer Comment: TRUCK WILL NOT STAY IN PARK INTERM

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	336.34
7000A11	TRANSMISSION OIL COOLER AND/OR COOLER LINES FLUSH	20.59
7000AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	13.73

<b>Causal Flag</b>	<b>Full Part Number</b>	<b>Part Description</b>	<b>Part CPSC</b>	<b>Extended Quantity</b>	<b>Amount</b>
Y	1L2P 7000 BE	TRANSMISSION ASY-AUT	070100	1	1402.5

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Any comments?

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 240933****Vehicle Information**

Model Year: 2002

Market Derived: T/M - L-M DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EL-LINCOLN/MERCURY SERIES

Drive Type: T/F-4 WHL L/H FULL TIME DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 19-NOV-2001

Production Date: 14-MAY-2001

VIN: 4M2ZU86WX2Z [REDACTED]

**Claim Information**

Document Number: 162437A

Repair Date: 12-OCT-2001

Distance: 16

TIS: 0

**Dealer Information**

Dealer Name WOODHOUSE LINCOLN MERCURY, INC

Dealer Code: 10670 - \*

Address: 6503 "L" STREET

City: OMAHA

State: NE Zip Code:68117

Country: USA Region Code: NA

Phone: (402)104-1044

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 525.12

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 19.67

Total Cost Gross: 544.79

Cust. Concern Code: P66 - SHIFTS ROUGH OR JERKY WHILE DRIVING

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 16 I CHECKED TO SEE IF THE CABLE ADJUSTMENT WAS NOT RIGHT.I GOT THE SERVICE MANUEL OUT AN CHECK ED THE CABLE ADJUSTMENT PROCEDURE.I HAD JIM B HELP BY TAKING THE CABLE OFF AND TRYING TO CHEC K THE CABLE ADJUSTMENT.WITH THE CABLE OFF WE FOUND THAT THE ADJUSTMENT WAS GOOD,AND THAT THE CONCERN IS INTERNAL IN THE TRANSMISSION.

Customer Comment: CAR WILL ROLL WHILE SHUT OFF AND IN PARK

**Labor Op Code Labor Op Description Labor Op Cost**

MT7005	131.28
MT7A441	196.92
MT7003	196.92

---

<b>Causal Flag</b>	<b>Full Part</b>	<b>Part Number</b>	<b>Part Description</b>	<b>Part CPSC</b>	<b>Part Quantity</b>	<b>Extended Amount</b>
Y	1L2Z	7A441 AC	PAWL PARK	0701XX	1	18.48
N	XW4Z	7086 AA	GASKET-TRNS HOUSING	0701XX	1	1.19

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Any comments?

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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2003; Claim Key = 2808279**

**Vehicle Information**

Model Year: 2003

Market Derived: T/M - L-M DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EL-LINCOLN/MERCURY SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 29-JAN-2003

Production Date: 10-JAN-2003

VIN: 4M2ZU66K83U [REDACTED]

**Claim Information**

Document Number: 280976C

Repair Date: 22-SEP-2003

Distance: 23183

TIS: 8

**Dealer Information**

Dealer Name CHINO HILLS FORD SALES, INC.

Dealer Code: 05408 - \*

Address: 4480 CHINO HILLS PKWY

City: CHINO

State: CA Zip Code:91710

Country: USA Region Code: NA

Phone: (909)933-9331

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 424.77

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 148.28

Total Cost Gross: 573.05

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 30 - CHAFED,EXCESSIVE WEAR,FRAYED

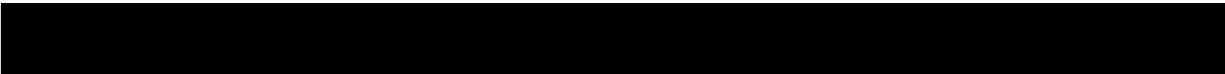
Technician Comment: 23185 PAWL 7000F 1.7,7000F2 .3,7086A 1.3,7191A 1.2, 7191AXQ .2,M TIME .8(7A232) TOTAL 5.5 RUN TRANS DIAG,KOEO,KOEC,KOER,NO CODES,RUN POINT BY SYMPTOM,INTERNAL FAILURE,REMOVE EXTENTION HOUSING,FOUND BROKEN PARKING PAWL,AND BROKEN PARKING PAWL ROD,REPLACE PAWL AND HOUSING,REMOVE TRANS PAN,REPLACE PARKING PAWL ROD(M TIME .8),CLEAN REUSEABLE GASKET,REFILL TRANS ASSY,ROAD

Customer Comment: INSPECT FOR WHEN PUTTING TRUCK IN PARK WON,T HOLD

**Labor Op Code**

**Labor Op Description**

**Labor Op Cost**



7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	131.29
7000F2	PIN POINT TEST DIAGNOSIS	23.17
7086A	GASKET OR EXTENSION HOUSING REPLACE	100.4
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	92.68
7191AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	15.45
MT9A232		61.78

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<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	<b>Extended</b>	
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity</b>	<b>Amount</b>
N	1L2Z	7A232	AA	ROD-PARK PAWL TORSIO	0701XX	1	32.52
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	19.49
N	2L2Z	7A039	AA	EXTN HOUSING ASY-TRA	070100	1	88.9
N	D4ZZ	7086	B	GASKET-TRNS HOUSING	070100	1	2.83
N	EOAZ	19554	AA	SELENIUM UNVIVERSAL SEALANT	070100	1	4.54

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 3148700**

**Vehicle Information**

Model Year: 2002

Market Derived: T/M - L-M DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EL-LINCOLN/MERCURY SERIES

Drive Type: T/F-4 WHL L/H FULL TIME DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 21-NOV-2001

Production Date: 05-NOV-2001

VIN: 4M2ZU86E52U [REDACTED]

**Claim Information**

Document Number: 01026301

Repair Date: 16-OCT-2002

Distance: 24086

TIS: 11

**Dealer Information**

Dealer Name PARIS FORD INC

Dealer Code: 05874 - \*

Address: 514 WEST WALNUT

City: PARIS

State: AR Zip Code:72855

Country: USA Region Code: NA

Phone: (479)305-3051

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 210

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 45.96

Total Cost Gross: 255.96

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: DIAG PROBLEM R&I TRANSFER CASE AND REPLACED PARK PAWL AND ADJUST LINKAGE

Customer Comment: VEHICLE ROLLS IN PARK

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000A10	TRANSMISSION CASE REPLACE	190
7000A3	CASE ASSEMBLY REPLACE	20

<u>Causal</u>	<u>Full Part Number</u>	<u>Part</u>	<u>Part</u>	<u>Extended</u>
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<u>Flag</u>	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>	<u>Description</u>	<u>CPSC</u>	<u>Quantity</u>	<u>Amount</u>
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	18.48
N	1L2Z	7086	AA	GASKET-TRNS HOUSING	070701	1	10.99
N	XW4Z	7086	AA	GASKET-TRNS HOUSING	0701XX	5	6.16
N	XT	5	QM		NANANA	3	10.33

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Any comments?



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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 3734669**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/F - FORD DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EF-FORD SERIES  
 Drive Type: T/B-2 WHL L/H REAR DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER  
 [01-04]  
 Warranty Start Date: 07-AUG-2002  
 Production Date: 10-DEC-2001  
 VIN: 1FMZU62E52Z[REDACTED]

**Claim Information**

Document Number: 10648901  
 Repair Date: 25-NOV-2002  
 Distance: 4857  
 TIS: 4

**Dealer Information**

Dealer Name LEESVILLE FORD LINCOLN  
 MERCURY  
 Dealer Code: 06565 - \*  
 Address: 11981 LAKE CHARLES HIGHWAY  
 City: LEESVILLE  
 State: LA Zip Code:71446  
 Country: USA Region Code: NA  
 Phone: (337)343-3434

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 321.67  
 Misc. Expense Amount: 140  
 Part Markup Amount:  
 Material Cost: 39.9  
 Total Cost Gross: 501.57

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: VERIFIED CONCERN RAN DIAGNOSIS...FOUND PARK PAW SPRING  
 INOPERABLE... GAINED ACCESS TO REMOVE AND REPLACE PARK  
 PAW SPRING & GASKET REASSEMBLED ACCESS PARTS  
 REINSTALLED..REFILLED ALL FLUIDS

Customer Comment: CUSTOMER STATES WHEN SHIFTING INTO GEARS SHIFTER FEELS  
 LIKE IT IS NOT ENGAGED PROPERLY

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	10.9

7000AZJ	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTU	16.36
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	223.53
MT7A441		70.88

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<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	<b>Extended</b>	
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity</b>	<b>Amount</b>
N	1L2Z	7D070	BA	SPRING-PRK PAWL	070105	1	2.97
N	XW4Z	7086	AA	GASKET-TRNS HOUSING	0701XX	1	1.23
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	18.48
N	XT	5	QM		NANANA	5	17.22

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Any comments?



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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 4487132****Vehicle Information**

Model Year: 2002

Market Derived: T/M - L-M DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EL-LINCOLN/MERCURY SERIES

Drive Type: T/F-4 WHL L/H FULL TIME DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 04-SEP-2002

Production Date: 16-JUL-2002

VIN: 4M2ZU86W82U [REDACTED]

**Claim Information**

Document Number: 19804702

Repair Date: 23-JAN-2003

Distance: 5295

TIS: 5

**Dealer Information**

Dealer Name: MANHATTAN FORD LINCOLN MERCURY

Dealer Code: 04013 - \*

Address: 787 11TH AVENUE

City: NEW YORK

State: NY Zip Code: 10019

Country: USA Region Code: NA

Phone: (212)780-7800

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 1542.76

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 459.07

Total Cost Gross: 2001.83

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: CHECK FOR VEHICLE DOES NOT STAY WHEN IN PARK ON INCLINE, ELECTRONIC DIAG, REMOVED UNIT, OPENED, RESEALED AND CHECKED ROAD TEST, PROBLEM STILL EXISTS, CALLED HOTLINE, OPENED TRANSFER CASE, PARKING MECH NOT SEATED PROPERLY, REPLACED.

Customer Comment: CUST STATES WHEN VEHICLE IS PUT INTO PARK ON ANY KIND OF INCLINE VEHICLE WILL FORWARD OR BACKWARDS UNTIL IT REACHES

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	480.86
7000AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	20.04
7000AZJ	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTU	30.05
7000A2	TRANSMISSION ASSEMBLY OVERHAUL	540.97
7000A4	CONVERTER ASSEMBLY FLUSH	20.04
7000A11	TRANSMISSION OIL COOLER AND/OR COOLER LINES FLUSH	30.05
4602B	DRIVESHAFT ASSEMBLY - FRONT (4X4) REMOVE AND INSTALL OR REPLACE	40.07
MT7000A10		380.68

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
N	XW4Z 7D433 AA	SHAFT-TRANSMISSION I	070105	1	19.36
N	XW4Z 7A179 AA	LVR ASY-TRANS RR BND ACTU	070105	1	61.33
N	F7TZ 7B210 AA	RET PIN MANUAL LEVER	070100	1	3.02
N	1L2Z 7A232 AA	ROD-PARK PAWL TORSIO	070105	1	32.52
Y	1L2Z 7A441 AC	PAWL PARK	0701XX	1	18.48
N	1L2Z 7D070 BA	SPRING-PRK PAWL	070105	1	2.97
N	1L2Z 7D071 AA	PIN-PRKG PAWL RETURN	070105	1	5.59
N	1L2Z 4A376 AB	FRT DRIVESHAFT	050101	1	190.19
N	E3TZ 4A254 A	RETNR D/SHFT U/J SPI	050101	1	5.71
N	XT 5 QM		NANANA	12	41.33
N	1L2Z 7153 AA	GASKET TRANSMISSION ASSEMBLY	070000	1	69.5
N	E3TZ 4A254 A	RETNR D/SHFT U/J SPI	050101	1	5.71
N	* 389665 S100		0701XX	4	3.36

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 4911547**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/F - FORD DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EF-FORD SERIES  
 Drive Type: T/B-2 WHL L/H REAR DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER  
 [01-04]  
 Warranty Start Date: 05-APR-2001  
 Production Date: 23-MAR-2001  
 VIN: 1FMDU64E72Z [REDACTED]

**Claim Information**

Document Number: 08492653  
 Repair Date: 07-MAR-2003  
 Distance: 30630  
 TIS: 24

**Dealer Information**

Dealer Name KEN GRODY FORD - CARLSBAD  
 Dealer Code: 05512 - \*  
 Address: 5555 PASEO DEL NORTE  
 City: CARLSBAD  
 State: CA Zip Code:92008  
 Country: USA Region Code: NA  
 Phone: (760)917-9171

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 280.32  
 Misc. Expense Amount: 0  
 Part Markup Amount:  
 Material Cost: 61.03  
 Total Cost Gross: 341.35

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 41 - STICKS/BINDS/GRABS

Technician Comment: PARKING PAWL STICKIN ELECTRONIC TRANSMISSION DIAGNOSIS  
 DIAGNOSIS

Customer Comment: CLUNKING SOUND AUTOMATIC TRANS WHEN GOING INTO GEAR  
 EARM OR COLD

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000F	ELECTRONIC TRANSMISSION DIAGNOSIS DIAGNOSIS	125.41
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	88.52
7191AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	14.75

7191A1 MAIN CONTROL VALVE BODY REMOVE AND INSTALL OR REPLACE 51.64

---

<b>Causal Flag</b>	<b>Full Part Number</b>			<b>Part Description</b>	<b>Part CPSC</b>	<b>Part Quantity</b>	<b>Extended Amount</b>
	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>				
N	1L2Z	7D071	AA	PIN-PRKG PAWL RETURN	0701XX	1	5.59
N	FOTZ	7D070	B	SPRING-PRK PAWL	070100	1	3.21
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	18.48
N	1L2Z	7A232	AA	ROD-PARK PAWL TORSIO	0701XX	1	32.52
N	XW4Z	7086	AA	GASKET-TRNS HOUSING	0701XX	1	1.23

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Any comments?

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 6269204****Vehicle Information**

Model Year: 2002

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EF-FORD SERIES

Drive Type: T/E-4 WHL L/H PART TIME DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 17-NOV-2001

Production Date: 05-OCT-2001

VIN: 1FMZU72EX2U [REDACTED]

**Claim Information**

Document Number: 234700B

Repair Date: 19-JUN-2003

Distance: 21211

TIS: 20

**Dealer Information**

Dealer Name TOWNE FORD, INC.

Dealer Code: 00565 - \*

Address: 3535 SOUTHWESTERN BLVD

City: ORCHARD PARK

State: NY Zip Code:14127

Country: USA Region Code: NA

Phone: (716)650-6500

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 460.98

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 118.39

Total Cost Gross: 579.37

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 14 - SURFACE ROUGH/UNEVEN

Technician Comment: 21217 BUSHING INTERFERANCE SHIFT TRANS THROUGH GEARS SEVERAL TIMES;COMPARE WITH ANOTHER 02 EXPLORER;SHIFTER SEEMS TO BE STICKING BETWEEN REVERSE AND PARK;UNDO SHIFTER CABLE AT TRANS;SHIFTER CABLE AND COLUMN SEEM FREE;SHIFT LEVER ON TRANS IS SHICKING;DROP TRANS PANN AND INSPECT;LOWER VALVEBODY TO INSPECT MANUAL VALVE IN BODY;MOVES FREELY;CALL HOTLINE ;ADVISED TO INSPECT PARKING

Customer Comment: CUST STATES TRANS SHIFTER HANGS UP IN REVERSE WHEN GOING FROM DRIVE INTO PARK

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	366.07
MT7A441		94.91

<u>Causal Flag</u>	<u>Full Part Number</u>			<u>Part Description</u>	<u>CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
	<u>PREF</u>	<u>BASE</u>	<u>SUFF</u>				
N	F8AZ	19G208	AA		NANANA	1	9.45
N	1L2Z	7153	AB	GASKET TRANSMISSION ASSEMBLY	070101	1	69.5
N	1L2Z	7086	AA	GASKET-TRNS HOUSING	070701	1	10.99
N	XT	5	QM		NANANA	8	28.45
Y	*	7A441	*	PAWL PARK	070100	0	0

Any comments?



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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 6664761**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/F - FORD DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EF-FORD SERIES  
 Drive Type: T/B-2 WHL L/H REAR DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 14-JAN-2002

Production Date: 01-NOV-2001

VIN: 1FMDU64EX2Z [REDACTED]

**Claim Information**

Document Number: 195891A  
 Repair Date: 17-JUL-2003  
 Distance: 13258  
 TIS: 19

**Dealer Information**

Dealer Name WALL'S LINCOLN-MERCURY, INC.  
 Dealer Code: 13123 - \*  
 Address: 115 MERRIMACK STREET  
 City: METHUEN  
 State: MA Zip Code:01844  
 Country: USA Region Code: NA  
 Phone: (978)310-3100

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 364.76  
 Misc. Expense Amount: 0  
 Part Markup Amount:  
 Material Cost: 88.52  
 Total Cost Gross: 453.28

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 13258 CONFIRMED CONCERN. REMOVE EXTENSION HSG AND REPLACED PARK PAWL, SPRING AND SHAFT. REMOVE PAN AND REPLACE LEVER AND ACTUATING ROD. REFILL IAW. SHOP MANUAL INST. ROAD TEST AFTER REPAIR, CONCERN IS FIXED.

Customer Comment: CHECK FOR LOUD CLICKING NOISE WHEN SHIFTING VEHICLE OUT OF PARK

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7086A	GASKET OR EXTENSION HOUSING REPLACE	94.84
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	87.54

7191A5	SEALS AND/OR LEVERS - THROTTLE AND MANUAL REPLACE	58.36
7191AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	14.59
MT7A441		109.43

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<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	<b>Extended</b>
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity Amount</b>
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1 19.49
N	1L2Z	7D070	BA	SPRING-PRK PAWL	0701XX	1 2.97
N	1L2Z	7D071	AA	PIN-PRKG PAWL RETURN	0701XX	1 5.89
N	1L2Z	7086	AA	GASKET-TRNS HOUSING	070701	1 10.99
N	XW4Z	7A115	AA	LEVER ASY-MANUAL CON	070100	1 13.69
N	1L2Z	7A232	AA	ROD-PARK PAWL TORSIO	0701XX	1 32.52
N	XW4Z	7E332	AA	SPRG MANUAL VLV DETE	0701XX	1 2.97

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Any comments?

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 6920781**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/F - FORD DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EF-FORD SERIES  
 Drive Type: T/B-2 WHL L/H REAR DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER  
 [01-04]  
 Warranty Start Date: 13-AUG-2002  
 Production Date: 23-JUL-2002  
 VIN: 1FMZU62K1Z [REDACTED]

**Claim Information**

Document Number: 08604701  
 Repair Date: 04-AUG-2003  
 Distance: 22907  
 TIS: 12

**Dealer Information**

Dealer Name AL LONG FORD, INC.  
 Dealer Code: 02759 - \*  
 Address: 13711 E 8 MILE RD  
 City: WARREN  
 State: MI Zip Code:48089  
 Country: USA Region Code: NA  
 Phone: (586)270-2700

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 457.93  
 Misc. Expense Amount: 0  
 Part Markup Amount:  
 Material Cost: 690.36  
 Total Cost Gross: 1148.29

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 69 - FROZEN/SEIZED/BINDING

Technician Comment: 7A232 30 3C529,11582 69 R&R TRANS PAN AND EXT HOUSING  
 REPLACE PARK PAWL AND INTERNAL SHIFT LINKEGE.ALSO  
 PERFORMED STEERING COLUMN DIAG AND FOUND

Customer Comment: WHEN ATTEMPTING TO SHIFT FROM GEAR INTO PARK YOU MUST  
 PAUSE ROUGHLY 3 SECONDS IN ORDER TO SHIFT TO PARK.

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
13300D	STEERING COLUMN/DASH SWITCH ASSEMBLIES DIAGNOSIS	30.03
3514A	STEERING COLUMN ASSEMBLY REMOVE AND INSTALL	90.08

MT7A441

337.82

<b>Causal Flag</b>	<b>Full Part Number</b>			<b>Part Description</b>	<b>CPSC</b>	<b>Part Quantity</b>	<b>Extended Amount</b>
	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>				
N	XW4Z	7086	AA	GASKET-TRNS HOUSING	0701XX	1	1.23
N	1L2Z	7A098	AC	SCREEN ASY - OIL PAN	070105	1	13.75
N	1L2Z	7A232	AA	ROD-PARK PAWL TORSIO	0701XX	1	32.52
N	1L2Z	7A115	AA	LEVER ASY-MANUAL CON	0701XX	1	5.47
N	*	OSP	*	OUTSIDE PART	0701XX	1	.9
N	1L2Z	7D070	BA	SPRING-PRK PAWL	0701XX	1	2.97
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	19.49
N	2L2Z	7A039	AA	EXTN HOUSING ASY-TRA	070100	1	88.9
N	1L2Z	7D071	AA	PIN-PRKG PAWL RETURN	0701XX	1	5.89
N	1L2Z	7A191	BA	GASKET OIL PAN	0701XX	1	8.69
N	XT	5	QM		NANANA	10	35.56
N	3L2Z	3C529	BA	STRG COLUMN ASSY	110401	1	438.59
N	1L2Z	11582	BC	CYL,KEY-IGN SW LOCK	011401	1	36.4

Any comments?

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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 7159542**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/M - L-M DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EL-LINCOLN/MERCURY SERIES  
 Drive Type: T/F-4 WHL L/H FULL TIME DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]  
 Warranty Start Date: 11-SEP-2001  
 Production Date: 09-AUG-2001  
 VIN: 4M2ZU86E32U [REDACTED]

**Claim Information**

Document Number: 10141501  
 Repair Date: 22-AUG-2003  
 Distance: 19840  
 TIS: 24

**Dealer Information**

Dealer Name SCHIMMER FORD-LINC-MERC, INC.  
 Dealer Code: 01589 - \*  
 Address: 911 SHOOTING PARK ROAD  
 City: PERU  
 State: IL Zip Code:61354  
 Country: USA Region Code: NA  
 Phone: (815)450-4500

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 411.8  
 Misc. Expense Amount: 0  
 Part Markup Amount:  
 Material Cost: 78.59  
 Total Cost Gross: 490.39

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: WPI DIAG REPL FAULTY PARK PAWL FILLED TRANSMISSION FLUID TEST DROVE

Customer Comment:

<b>Labor Op Code</b>	<b>Labor Op Description</b>	<b>Labor Op Cost</b>
7191A	GASKET OR OIL PAN REMOVE AND INSTALL OR REPLACE	85.2
7003B	TRANSFER CASE REMOVE AND INSTALL OR REPLACE	156.2
MT7A441		170.4

<b>Causal Flag</b>	<b>Full Part Number</b>			<b>Part Description</b>	<b>Part CPSC</b>	<b>Part Quantity</b>	<b>Extended Amount</b>
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	20.88
N	1L2Z	7A232	AA	ROD-PARK PAWL TORSIO	0701XX	1	34.85
N	XT	5	QMC		070107	6	22.86

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Any comments?

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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 7184144****Vehicle Information**

Model Year: 2002

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EF-FORD SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 24-SEP-2001

Production Date: 17-AUG-2001

VIN: 1FMZU62EX2Z [REDACTED]

**Dealer Information**

Dealer Name ED MULLINAX FORD INC

Dealer Code: 02283 - \*

Address: 8000 LEAVITT ROAD

City: AMHERST

State: OH Zip Code:44001

Country: USA Region Code: NA

Phone: (440)243-2431

**Claim Information**

Document Number: 199959A

Repair Date: 26-AUG-2003

Distance: 19517

TIS: 24

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 840.46

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 402.55

Total Cost Gross: 1243.01

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 19535 42 TEST DRIVE TO VERIFY CONCERN.CHECK INTERIOR COLUMN LINKAGE.CHECK CABLE AND EXTERIOR LINKAGE SUPPORTED TRANS AND REMOVED EXTENSION HOUSING, TO GAIN ACCESS TO INSPECT.FOUND FLAWS IN PARK GEAR AND PAWL (MACHINING FLAW).REMOVED TRANS. INSTALLED ONTO FIXTURE.DISASSEMBLED TRANS TO GAIN ACCESS TO REMOVE AND REPLACE,OUTPUT SHAFT, PARK GEAR AND PAWL ASSYS.RESEALED TRANS. CLEANED

Customer Comment: CUSTOMER STATES THE TRUCK IS HARD TO GET INTO PARK AFTER MOVING FORWARD IN DRIVE. SEE JAY VERIFIED IN ISLE AND FRIDAY BY 6274

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	330.18
7000AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	15.01
7000AZJ	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTU	22.51
7000A2	TRANSMISSION ASSEMBLY OVERHAUL	405.22
7000A4	CONVERTER ASSEMBLY FLUSH	15.01
7000A11	TRANSMISSION OIL COOLER AND/OR COOLER LINES FLUSH	22.51
MT7000A13		30.02

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
N	1L2Z 7060 BA	SHAFT/BSHG ASY - OUT	070105	1	189.78
Y	1L2Z 7A441 AC	PAWL PARK	0701XX	1	19.49
N	1L2Z 7153 AB	GASKET TRANSMISSION ASSEMBLY	070101	1	69.5
N	1L2Z 7A233 AA	GEAR-OUTPUT SHAFT PA	070105	1	57.51
N	1L2Z 7D071 AA	PIN-PRKG PAWL RETURN	0701XX	1	5.89
N	1L2Z 7A098 AC	SCREEN ASY - OIL PAN	070105	1	13.75
N	1L2Z 7D070 BA	SPRING-PRK PAWL	0701XX	1	2.97
N	XW4Z 7D014 YA	WASHER-FT PUMP SUPT	0701XX	1	.99
N	XT 5 QM		NANANA	12	42.67

Any comments?



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**Claim Detail Report**

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 7611904****Vehicle Information**

Model Year: 2002

Market Derived: T/F - FORD DIVISION DERIVATIVE

Body/Cab Type: T/WD - 4 DOOR WAGON

Version/Series: T/EF-FORD SERIES

Drive Type: T/B-2 WHL L/H REAR DRIVE

Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 13-JUL-2002

Production Date: 13-JUN-2002

VIN: 1FMZU62K8Z[REDACTED]

**Claim Information**

Document Number: 202095A

Repair Date: 02-OCT-2003

Distance: 29873

TIS: 15

**Dealer Information**

Dealer Name ED MULLINAX FORD INC

Dealer Code: 02283 - \*

Address: 8000 LEAVITT ROAD

City: AMHERST

State: OH Zip Code:44001

Country: USA Region Code: NA

Phone: (440)243-2431

**Expense Information**

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 810.44

Misc. Expense Amount: 0

Part Markup Amount:

Material Cost: 214.35

Total Cost Gross: 1024.79

Cust. Concern Code: P59 - OTHER AUTOMATIC TRANSMISSION TROUBLES

Condition Code: 42 - DOES NOT OPERATE PROPERLY

Technician Comment: 29881 42 TEST DRIVE TO VERIFY CONCERN.CHECK SHIFTER OP AND COLUMN FUNCTION,ALSO CHECK CABLE AND ADJUSTMENT.TRACED CONCERN TO INTERNAL FAULT IN TRANS. REMOVED TRANS.INSTALLED ONTO FIXTURE.REMOVED EXT HOUSING TO GAIN ACCESS TO INSPECT PARK GEAR FOUND UNEVEN MACHINING ON PARK GEAR.DISASSEMBLE TRANS COMPLETE TO GAIN ACCESS TO REMOVE AND REPLACE PARK GEAR,PAWL AND SPRING.RESEALED TRAN S

Customer Comment: CUST STATES SHE HAS TO TRY A COUPLE OF TIMES TO SHIFT INTO PARK

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	330.18
7000A2	TRANSMISSION ASSEMBLY OVERHAUL	405.22
7000AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	15.01
7000AZJ	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTU	22.51
7000A11	TRANSMISSION OIL COOLER AND/OR COOLER LINES FLUSH	22.51
7000A4	CONVERTER ASSEMBLY FLUSH	15.01

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Extended Amount</u>
N	1L2Z 7A233 AA	GEAR-OUTPUT SHAFT PA	070105	1	57.51
Y	1L2Z 7A441 AC	PAWL PARK	0701XX	1	19.49
N	1L2Z 7D070 BA	SPRING-PRK PAWL	0701XX	1	2.97
N	1L2Z 7D071 AA	PIN-PRKG PAWL RETURN	0701XX	1	5.89
N	1L2Z 7A098 AC	SCREEN ASY - OIL PAN	070105	1	13.75
N	1L2Z 7153 AB	GASKET TRANSMISSION ASSEMBLY	070101	1	72.07
N	XT 5 QM		NANANA	12	42.67

Any comments?

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### Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 7711821**

**Vehicle Information**

Model Year: 2002  
Market Derived: T/F - FORD DIVISION DERIVATIVE  
Body/Cab Type: T/WD - 4 DOOR WAGON  
Version/Series: T/EF-FORD SERIES  
Drive Type: T/E-4 WHL L/H PART TIME DRIVE  
Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 22-MAR-2002  
Production Date: 29-AUG-2001  
VIN: 1FMZU73E92U [REDACTED]

**Claim Information**

Document Number: 17038001  
Repair Date: 13-OCT-2003  
Distance: 13209  
TIS: 20

**Dealer Information**

Dealer Name HOPKINS FORD INC  
Dealer Code: 01306 - \*  
Address: 1650 THE FAIRWAY  
City: JENKINTOWN  
State: PA Zip Code:19046  
Country: USA Region Code: NA  
Phone: (215)455-4550

**Expense Information**

Customer Paid Amount: 0  
Deductible Amount: 0  
Dealer Paid Amount: 0  
Labor Cost: 853.06  
Misc. Expense Amount: 0  
Part Markup Amount:  
Material Cost: 253.09  
Total Cost Gross: 1106.15

Cust. Concern Code: P69 - GEAR CHANGES TAKE TOO LONG TO COMPLETE

Condition Code: 30 - CHAFED,EXCESSIVE WEAR,FRAYED

Technician Comment: PARKING PAWL GEAR WAS NOISY YES MT7000A2 DISASSEMBLE TRANS AND REPL GEARS NO OVERHAUL DIS ASSEMBLE TRANSMISSION. FOUND PARKING PAWL GEAR NOISY. REPLACE ASSEMBLY. REASSEMBLE

Customer Comment: SOMETIMES STICKS IN REVERSE. REVERSE TO PARK TRANS WILL CLICK BUT NOT DRIVE TO PARK. SEE JOHN B

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	403.26

7000AXQ	EXTRA TIME FOR POST ROAD TEST. (AFTER REPAIR)	15.51
7000AZJ	EXTRA TIME TO MOUNT TRANSMISSION ON A BENCH FIXTU	23.27
MT7000A2		411.02

<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	<b>Extended</b>
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity Amount</b>
N	1L2Z	7A232	AA	ROD-PARK PAWL TORSIO	0701XX	1 32.52
N	XW4Z	7A115	AA	LEVER ASY-MANUAL CON	070100	1 13.69
N	FOTZ	7D070	B	SPRING-PRK PAWL	070100	1 3.21
N	1L2Z	7D070	BA	SPRING-PRK PAWL	0701XX	1 2.97
N	1L2Z	7D071	AA	PIN-PRKG PAWL RETURN	0701XX	1 5.89
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1 19.49
N	1L2Z	7A039	DA	EXTN HOUSING ASY-TRA	0701XX	1 47.81
N	1L2Z	7052	BA	OIL SEAL-TRANS REAR	0701XX	1 7.24
N	1L2Z	7086	AA	GASKET-TRNS HOUSING	070701	1 10.99
N	1L2Z	7A233	AA	GEAR-OUTPUT SHAFT PA	070105	1 57.51
N	4W4Z	7A248	AA	OIL SEAL FRT OIL PUM	0701XX	1 4.73
N	XW4Z	7A136	AB	GASKET - FRT PUMP TO	0701XX	1 2.06
N	1L2Z	7A191	BA	GASKET OIL PAN	0701XX	1 9.42
N	XT	5	QM		NANANA	10 35.56

Any comments?

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## Claim Detail Report

Note: All Costs are in US Dollars

**Model Year = 2002; Claim Key = 7895564**

**Vehicle Information**

Model Year: 2002  
 Market Derived: T/F - FORD DIVISION DERIVATIVE  
 Body/Cab Type: T/WD - 4 DOOR WAGON  
 Version/Series: T/EF-FORD SERIES  
 Drive Type: T/E-4 WHL L/H PART TIME DRIVE  
 Vehicle Line: T/U5-EXPLORER/MOUNTAINEER [01-04]

Warranty Start Date: 02-JAN-2002

Production Date: 28-NOV-2001

VIN: 1FMDU73E72Z [REDACTED]

**Claim Information**

Document Number: 41418201  
 Repair Date: 17-OCT-2003  
 Distance: 28201  
 TIS: 22

**Dealer Information**

Dealer Name TOWSON FORD SALES INC  
 Dealer Code: 00097 - \*  
 Address: 926 NORTH YORK ROAD  
 City: TOWSON  
 State: MD Zip Code:21204  
 Country: USA Region Code: NA  
 Phone: (410)313-3131

**Expense Information**

Customer Paid Amount: 0  
 Deductible Amount: 0  
 Dealer Paid Amount: 0  
 Labor Cost: 518.69  
 Misc. Expense Amount: 0  
 Part Markup Amount:  
 Material Cost: 193.22  
 Total Cost Gross: 711.91

Cust. Concern Code: P51 - DIFFICULT TO OPERATE SHIFT LEVER

Condition Code: 41 - STICKS/BINDS/GRABS

Technician Comment: CAUSAL 7A441 CC 41 CCC P01 ROADTESTED, R&R TRANS, DISSASSEMBLED TRANS, REPLACED PARKING LEVER, PARKING ACTUATOR ROD, PARKING POWL, AND REAR HOUSING

Customer Comment: VERY HARD TO SHIFT BACK INTO PARK. ADVISE.

<b>Labor Op Code</b>	<b>Labor Op Description</b>	<b>Labor Op Cost</b>
7000A	TRANSMISSION ASSEMBLY REMOVE AND INSTALL OR REPLACE	374.61
MT7A441		144.08

<b>Causal</b>	<b>Full Part Number</b>			<b>Part</b>	<b>Part</b>	<b>Extended</b>	
<b>Flag</b>	<b>PREF</b>	<b>BASE</b>	<b>SUFF</b>	<b>Description</b>	<b>CPSC</b>	<b>Quantity</b>	<b>Amount</b>
N	XW4Z	7D433	AA	SHAFT-TRANSMISSION I	0701XX	1	19.36
N	XW4Z	7A179	AA	LVR ASY-TRANS RR BND ACTU	0701XX	1	61.33
N	1L2Z	7A039	DA	EXTN HOUSING ASY-TRA	0701XX	1	47.81
N	1L2Z	7052	BA	OIL SEAL-TRANS REAR	0701XX	1	7.24
N	1L2Z	7A115	AA	LEVER ASY-MANUAL CON	0701XX	1	5.47
N	1L2Z	7A232	AA	ROD-PARK PAWL TORSIO	0701XX	1	32.52
Y	1L2Z	7A441	AC	PAWL PARK	0701XX	1	19.49

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Any comments?

**FINAL OTHER CONF.**

**From:** Holmes, Alison (A.M.)  
**Sent:** Wednesday, October 27, 2004 10:59:46 AM  
**To:** Snider, Tim (T.O.)  
**Subject:** QB data web sites

Ones of these should be what you are looking for.

**Open Issues Matrix:**

[Redacted]

**Latest Warranty Data Files:**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**Roadmaps:**

[Redacted]

[Redacted]

**Chassis QB Team Website:**

[Redacted]

**Alison Holmes**

SUV&BoF Hydraulic Steering Supervisor

PDC - 2BD41

Phone/Fax: 313-39-07743

Page: 3138511638@ <[www.airtouchpaging.com](http://www.airtouchpaging.com)>

[aholmes2@ford.com](mailto:aholmes2@ford.com)



**Subject:** FW: Canceled: Chassis QB Warranty Reduction -- Steering  
**Location:** PDC Conf Rm 2C-B04 (20)

**Start:** 11/30/2004 8:30 AM  
**End:** 11/30/2004 10:00 AM  
**Show Time As:** Tentative

**Recurrence:** Weekly  
**Recurrence Pattern:** every Tuesday from 8:30 AM to 10:00 AM

**Required Attendees:** Snider, Tim (T.O.)  
**Resources:** PDC Conf Rm 2C-B04 (20)

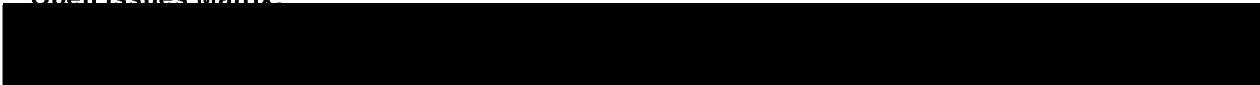
**When:** Tuesday, November 30, 2004 8:30 AM-10:00 AM (GMT-05:00) Eastern Time (US & Canada).  
**Where:** PDC Conf Rm 2C-B04 (20)

\*~\*~\*~\*~\*~\*~\*~\*~\*~\*

Here are the links to Gary's files.

- Jim

**Open Issues Matrix:**



**Latest Warranty Data Files:**



**Roadmaps:**



**Chassis QB Team Website:**



**From:** DeCelle, Paul (P.D.) <pdecelle@ford.com>  
**Sent:** Tuesday, October 12, 2004 9:38 AM  
**To:** SUV-BOF Chassis Engineers  
**Subject:** SUV-BOF Early Warranty - Through October 8 Load Date

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2005 model year early warranty claim data for repairs entered into the system through the October 8 load date is now available for SUV/BOF vehicles at [SUV-BOF Early Warranty Reports](#)

Some people have reported trouble accessing the reports via the link shown above. If the link doesn't work properly, copy/paste the following address into your browser command line:

### **What is Early Warranty?**

Early warranty is made up of repair data that is entered into the warranty system by the dealerships on a daily basis. It's not yet 'official' data - The claims must still be reviewed and validated by the Warranty Activity. After each monthly cut-off date - usually the last day of the month, the validated claims are added to the official AWS database and will subsequently appear in standard AWS claims list runs.

### **How Can Early Warranty Be Useful?**

These are repairs that have occurred recently, typically within a week or so of the load date. The repair technician can usually recall the details of a specific repair, and the dealership may still have the replaced part(s) available for our analysis.

Another benefit of having access to early warranty information is that it can enable identification of emerging concerns significantly sooner than they would otherwise be detected by analyzing standard claims reports.

Suggestions for improving the usefulness of these reports are always welcome. Let me know & I'll try to incorporate them - Thanks.

Paul DeCelle  
Chassis MCR Supervisor  
Explorer Platform  
(313) 24-82823

**From:** Linnansalo, Vera (V.)  
**Sent:** Wednesday, September 01, 2004 10:47:57 AM  
**To:** Snider, Tim (T.O.)  
**Subject:** RE: Greenbelt Project for SUV BOF Steering

Great!

I assume you'd like to use this project for your GB verification?

I'm in Indianapolis (at the Visteon Steering Plant) today and tomorrow -- I'll be back in Dearborn on Friday after 11 AM. Would you set up a meeting please?

I'd like to meet with you and see what charts you have.

We need to put together a 6-panel on this project. I'm hoping your charts can be part of the 6-panel (or you can help create the 6-panel presentation).

Sincerely,

**Vera Linnansalo**

Vera Linnansalo  
Ford Chassis BB Performance Cell  
PDC 1FL24  
Ph: 313-594-4285  
e-mail : [vlinnans@ford.com](mailto:vlinnans@ford.com) <<mailto:vlinnans@ford.com>>

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

**From:** Snider, Tim (T.O.)  
**Sent:** Wednesday, September 01, 2004 10:35 AM  
**To:** Linnansalo, Vera (V.)  
**Cc:** Thornton, James (J.W.); Porter, Alan (A.J.)  
**Subject:** FW: Greenbelt Project for SUV BOF Steering

Vera,

I would like to participate with Jim Thornton on the U251 Hard to Shift into Park Greenbelt project. I took Greenbelt training with Alan Porter and we used this issue for class discussion and group activities, and so I am familiar with it. What can I do? I have some of the charts we completed in class.

Regards,

Tim Snider ([tsnider1@ford.com](mailto:tsnider1@ford.com))  
***U293 Ford Steering Engineering***  
2B-C62 Product Development Center, 313-594-4129  
Dearborn, MI 48121 US

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

**From:** Thornton, James (J.W.)  
**Sent:** Tuesday, August 31, 2004 2:13 PM  
**To:** Snider, Tim (T.O.)  
**Cc:** Porter, Alan (A.J.)  
**Subject:** RE: Greenbelt Project

Please talk with Vera as she is preparing the paperwork.

Regards,

## Jim Thornton

Outfitters Steering  
Ford Motor Company  
(313) 845-9249 PDC 2B-F64  
Email: [jthornt2@ford.com](mailto:jthornt2@ford.com)  
Text pager: JTHORNT2 or (313)851-3896

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

**From:** Snider, Tim (T.O.)  
**Sent:** Tuesday, August 31, 2004 1:57 PM  
**To:** Thornton, James (J.W.)  
**Cc:** Porter, Alan (A.J.)  
**Subject:** Greenbelt Project

Jim,

I spoke with Alan and he told me to talk with you. I would like to participate with you on the U152 hard to shift into park Greenbelt project. I took Greenbelt training with Alan and so am familiar with the issue since we used this issue for discussion and group activities. I have the sheets we completed from class. Should we have a meeting to discuss what needs to be done?

Regards,  
Tim Snider ([tsnider1@ford.com](mailto:tsnider1@ford.com))  
**U293 Ford Outfitters** Steering Engineering  
2B-C62 Product Development Center, 313-594-4129  
Dearborn, MI 48121 USA

**From:** Porter, Alan (A.J.)  
**Sent:** Tuesday, July 20, 2004 8:50:01 AM  
**To:** Hochrein, Brad (B.G.)  
**CC:** Thornton, James (J.W.); Stone, Kevin (K.); Matti, Alvin (.); Snider, Tim (T.O.); Stauffer, Eric (E.L.); Hughes, Thornton (T.C.); Cooney, Robert (R.J.); Porter, Alan (A.J.)  
**Subject:** RE: V630 Greenbelt Projects - Status/Tracking

Brad, here are some projects and teams:

1. Project Title: U152 Can't Shift Into Park  
Team: Alan Porter, Jim Thornton, Tim Snider
2. Project Title: EN Floor Shifter Pull out of Park Improvement  
Team: Rob Cooney, Thornton Hughes
3. Project Title: U222 Ishaft Creak  
Team: Eric Stauffer, Alvin Matti, Kevin Stone

Teams, make sure you meet and get your problem statements approved by 7/30.

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

**From:** Hochrein, Brad (B.G.)  
**Sent:** Monday, July 19, 2004 4:14 PM  
**To:** Howard, Matthew (M.B.); Page, Greg (G.G.); Sargol, Stan (S.R.); Stewart, James (J.F.); Eschtruth, Kirt (K.); Gunger, Jonathan (J.E.); Gutay, Csilla (E.); Gutierrez, Daniel (D.); Hochrein, Brad (B.G.); Snider, Tim (T.O.); Holmes, Alison (A.M.); Lazzarotti, Mike (M.); Mattern, Don (D.); Matti, Alvin (.); Strauss, Tom (T.H.); Cooney, Robert (R.J.); Guillory, Kasandra (K.N.); Hughes, Thornton (T.C.); Kesamneni, Sudak (S.); Porter, Alan (A.J.); Stauffer, Eric (E.L.); Stone, Kevin (K.); Thornton, James (J.W.); Chow, Kevin (K.Z.); Hammoud, Rosa (R.); Hayden, Greg (G.L.); Lam, Anselm (A.Y.); Puleri, Michael (M.J.); Rodgers, David (D.L.)  
**Cc:** Surella, Matthew (M.M.)  
**Subject:** RE: V630 Greenbelt Projects - Status/Tracking

If you want your project entered in the file before it is reviewed with Matt, I need you to send it to me by 10:00 am tomorrow.

So far I have one entry.

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

**From:** Malwitz, Louise (L.A.)  
**Sent:** Tuesday, July 13, 2004 4:19 PM  
**To:** Howard, Matthew (M.B.); Page, Greg (G.G.); Sargol, Stan (S.R.); Stewart, James (J.F.); Eschtruth, Kirt (K.); Gunger, Jonathan (J.E.); Gutay, Csilla (E.); Gutierrez, Daniel (D.); Hochrein, Brad (B.G.); Snider, Tim (T.O.); Holmes, Alison (A.M.); Lazzarotti, Mike (M.); Mattern, Don (D.); Matti, Alvin (.); Strauss, Tom (T.H.); Cooney, Robert (R.J.); Guillory, Kasandra (K.N.); Hughes, Thornton (T.C.); Kesamneni, Sudak (S.); Porter, Alan (A.J.); Soderlind, Erik (E.W.); Stauffer, Eric (E.L.); Stone, Kevin (K.); Thornton, James (J.W.); Chow, Kevin (K.Z.); Hammoud, Rosa (R.); Hayden, Greg (G.L.); Lam, Anselm (A.Y.); Puleri, Michael (M.J.); Rodgers, David (D.L.)  
**Subject:** FW: V630 Greenbelt Projects - Status/Tracking

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

**From:** Hochrein, Brad (B.G.)  
**Sent:** Tuesday, July 13, 2004 4:17 PM  
**To:** Malwitz, Louise (L.A.)  
**Subject:** V630 Greenbelt Projects - Status/Tracking

Please distribute to the department.

Attached is a file Matt will be using to show status of meeting our goal for being Greenbelt certified by the end of the year. The file lists the names of people, project name, black belt champion and if you have an approved problem statement for "D". The approval comes from the blackbelts who are Jon Gunger, Anselm Lam and Matt Surella.

To stay on track we need to work to the timeline below:

1. Project title and a Champion identified by 7/14/04
2. A problem statement approved by 7/30/04

3. Completion by the end of the year

Send Alison and I the information by the above dates as we will be collecting and maintaining the document. A third column will be listed for expected completion date. Please refer to the prior emails from Alison for project listings if you need help with a project or discuss with one of the black belts.

<< File: Green Belt V630\_071304.xls >>

*Regards,  
Brad Hochrein, SUV/BOF Steering  
Supervisor of Electric Power Steering  
Ph (313) 206-4311, Fax (313) 317-2349  
<mailto:bhochrei@ford.com>*

**From:** Malwitz, Louise (L.A.)  
**Sent:** Tuesday, July 13, 2004 4:19:23 PM  
**To:** Howard, Matthew (M.B.); Page, Greg (G.G.); Sargol, Stan (S.R.); Stewart, James (J.F.); Eschtruth, Kirt (K.); Gunger, Jonathan (J.E.); Gutay, Csilla (E.); Gutierrez, Daniel (D.); Hochrein, Brad (B.G.); Snider, Tim (T.O.); Holmes, Alison (A.M.); Lazzarotti, Mike (M.); Mattern, Don (D.); Matti, Alvin (.); Strauss, Tom (T.H.); Cooney, Robert (R.J.); Guillory, Kasandra (K.N.); Hughes, Thornton (T.C.); Kesamneni, Sudak (S.); Porter, Alan (A.J.); Soderlind, Erik (E.W.); Stauffer, Eric (E.L.); Stone, Kevin (K.); Thornton, James (J.W.); Chow, Kevin (K.Z.); Hammoud, Rosa (R.); Hayden, Greg (G.L.); Lam, Anselm (A.Y.); Puleri, Michael (M.J.); Rodgers, David (D.L.)  
**Subject:** FW: V630 Greenbelt Projects - Status/Tracking  
**Attachments:** Green Belt V630\_071304.xls

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

**From:** Hochrein, Brad (B.G.)  
**Sent:** Tuesday, July 13, 2004 4:17 PM  
**To:** Malwitz, Louise (L.A.)  
**Subject:** V630 Greenbelt Projects - Status/Tracking

Please distribute to the department.

Attached is a file Matt will be using to show status of meeting our goal for being Greenbelt certified by the end of the year. The file lists the names of people, project name, black belt champion and if you have an approved problem statement for "D". The approval comes from the blackbelts who are Jon Gunger, Anselm Lam and Matt Surella.

To stay on track we need to work to the timeline below:

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Send Alison and I the information by the above dates as we will be collecting and maintaining the document. A third column will be listed for expected completion date. Please refer to the prior emails from Alison for project listings if you need help with a project or discuss with one of the black belts.



Green Belt  
V630\_071304.xls  
(18 kB)

**Regards,**  
**Brad Hochrein, SUV/BOF Steering**  
**Supervisor of Electric Power Steering**  
**Ph (313) 206-4311, Fax (313) 317-2349**  
**<mailto:bhochrei@ford.com>**

## Green Belt Project Completion for SUV/BoF Steering

Name	Project Title	Black Belt Champion	Approved "D"
Matt Howard			
Brad Hochrein			
Tim Snider			
Csilla Gutay			
Kirt Eschtruth			
Alison Holmes			
Don Mattern			
Tom Strauss			
Mike Lazzarotti			
Alvin Matti			
Chris Gregorchik			
Chuck Eddins			
Wes Hodge			
Dave Rodgers			
Rosa Hammoud			
Mike Puleri			
Greg Hayden			
Mike Saad			
Kevin Traynor			
Jim Stewart			
Greg Page			
Stan Sargol			
Alan Porter			
Thornton Hughes			
Robert Cooney			
Erik Soderlind			
Eric Stauffer			
Jim Thornton			
Kevin Stone			
Kasandra Guillory			
Sudak Kesamneni			



**From:** Griffin, Donna (D.) <DonnaGriffin@ternespackaging.com>  
**Sent:** Monday, July 26, 2004 4:18 PM  
**To:** Griffin, Donna (D.) <Donnagriffin@ternespackaging.com>; Roy, Manjustri (M.) <mroy@ford.com>  
**Cc:** Case, Robert (R.G.) <rcase2@ford.com>  
**Subject:** RE: 1L2Z 3Z719 DA

---

Manju,  
The supplier has come back and can ship the 1200 pcs to TPS on 8/3.

*Donna Griffin*  
*Ternes Procurement Services*  
*313-531-5867 x165*  
*donnagriffin@ternespackaging.com*

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

**From:** Griffin, Donna  
**Sent:** Monday, July 26, 2004 3:40 PM  
**To:** 'MROY@FORD.COM'  
**Cc:** Griffin, Donna; 'RCASE2@FORD.COM'  
**Subject:** 1L2Z 3Z719 DA

Manju,  
For the following part 112z 3z719 da we had a phone conversation on this morning even if we purchase 5000 pcs the cost would

remain the same at 10.95 each. I have increased the po per Rosemarys request from 800 to 1200. If I need to change it any

more let me know. The vendor is to call me back tomorrow with a firm ship date. If you have any other questions please let me know.

*Donna Griffin*  
*Ternes Procurement Services*  
*313-531-5867 x165*  
*donnagriffin@ternespackaging.com*

**From:** Porter, Alan (A.J.)  
**Sent:** Wednesday, June 30, 2004 3:06:59 PM  
**To:** Case, Robert (R.G.)  
**Subject:** RE: Column

Currently we have 8 column families. We are reducing that to 4.

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

**From:** Case, Robert (R.G.)  
**Sent:** Wednesday, June 30, 2004 3:04 PM  
**To:** Porter, Alan (A.J.)  
**Subject:** Column

Quick question....approximately how many different column families due we presently have, 5, 8, 10 etc... gut feel is fine.

**Bob Case**

FCSD x00937  
Warranty Program Manager