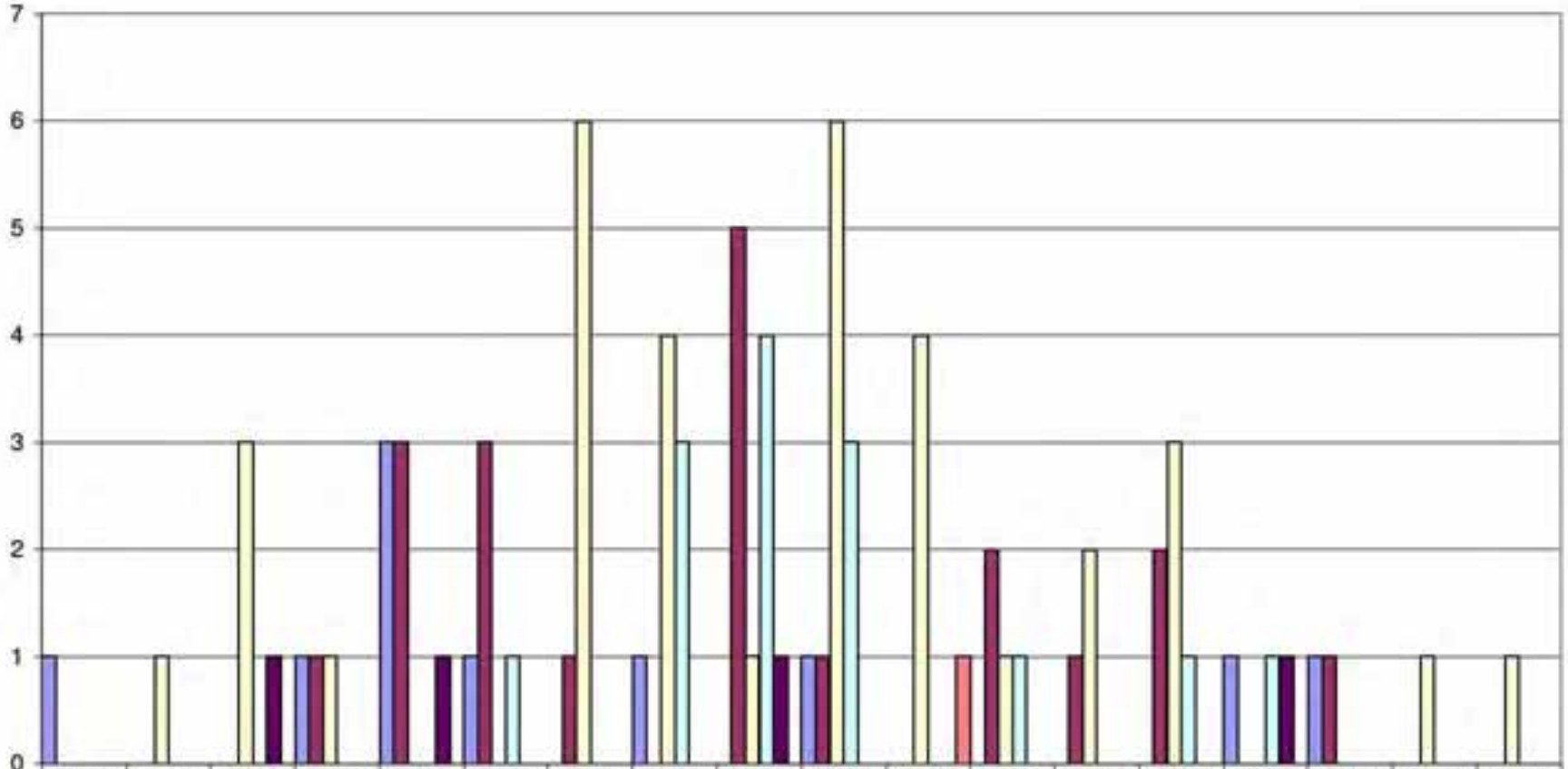
INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)







[redacted]

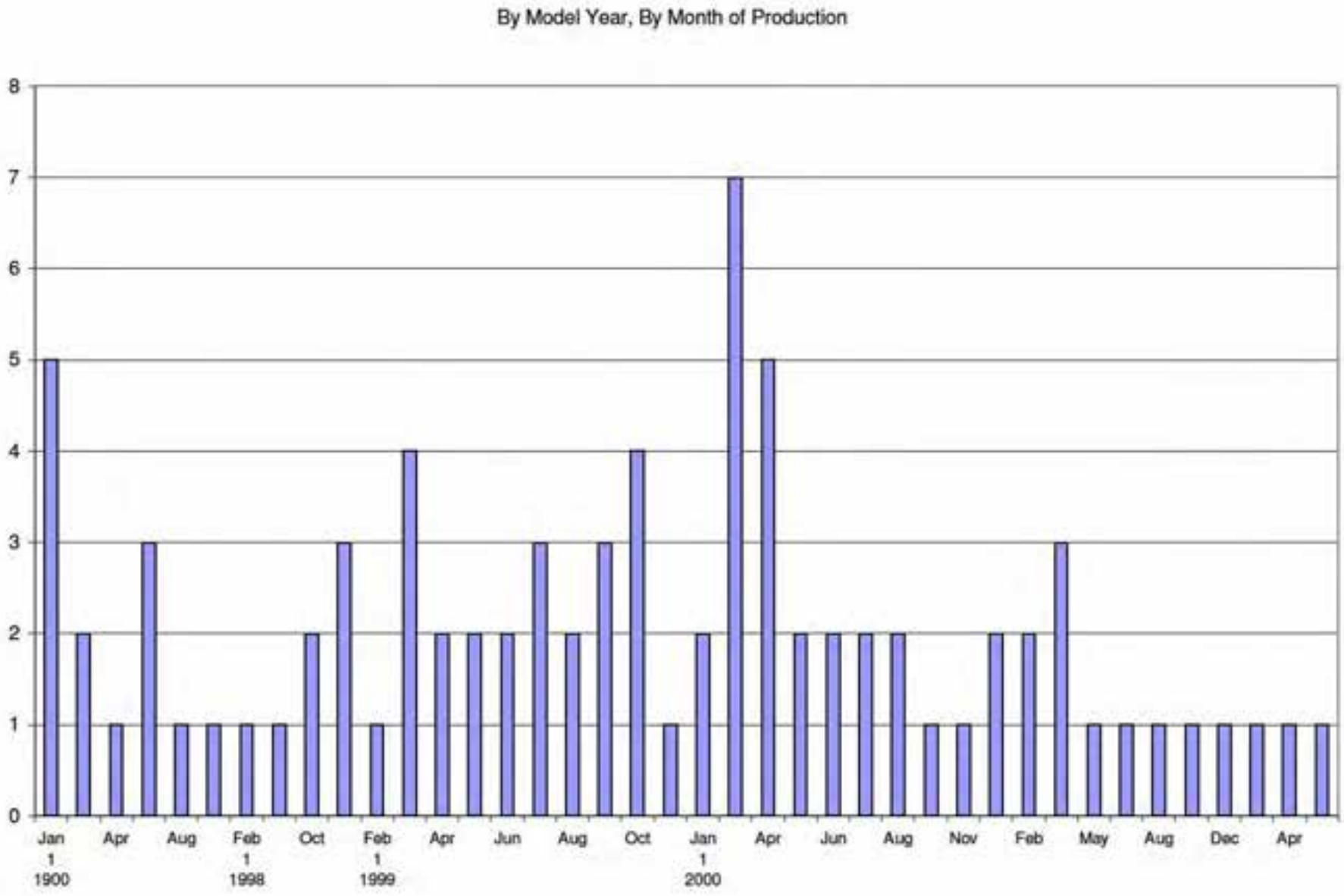


	70000-79999 fire; 1	0-9999 (blank)	10000-19999	30000-39999	40000-49999	50000-59999	60000-69999	70000-79999	80000-89999	90000-99999	100000-109999	110000-119999	120000-129999	130000-139999	140000-149999	150000-159999	170000-179999	180000-189999
1998	1			1	3	1		1		1					1	1		
1999				1	3	3	1		5	1		2	1	2		1		
2000		1	3	1			6	4	1	6	4	1	2	3			1	1
2001						1		3	4	3		1		1	1			
2002			1		1				1						1			
2003											1							

Count of VIN

Sort Field	Dealer Country	Dealer State/Province	Model Year	Total
1	CAN	AB	1998	1
		AB Total		1
		SK	2003	1
		SK Total		1
	CAN Total			2
	PRI	PR	2000	1
		PR Total		1
	PRI Total			1
	USA	PA	1998	1
			1999	1
			2000	10
			2001	2
			2002	1
		PA Total		15
			1998	1
			1999	3
			2000	6
			2001	4
		Total		14
		NJ	1999	4
			2000	4
			2001	1
		NJ Total		9
		OH	1999	2
			2000	5
			2001	2
		OH Total		9
		MA	1999	1
			2000	2
			2001	2
			2002	2
		MA Total		7
		NY	1999	2
			2000	1
			2001	2
		NY Total		5
		MI	1999	3
			2000	1
		MI Total		4
		IL	1998	1
			1999	1
			2002	1
		IL Total		3
		CT	1998	1
			2000	1
		CT Total		2
		AK	1998	1
		AK Total		1
		AZ	1998	1
		AZ Total		1
		CO	1998	1
		CO Total		1
		FL	1999	1
		FL Total		1
		KS	2000	1
		KS Total		1
		KY	1999	1
		KY Total		1
		NM	1998	1
		NM Total		1
		OK	2000	1
		OK Total		1
		TN	1999	1
		TN Total		1
		TX	2001	1
		TX Total		1
		UT	2000	1
		UT Total		1
		WI	1998	1
		WI Total		1
	USA Total			80
1 Total				83
Grand Total				83

[redacted]


By Model Year, By Month of Production
8
7
6
5
4
3
2
1
0
Jan 1 1900
Apr
Aug
Feb 1 1998
Oct
Feb 1 1999
Apr
Jun
Aug
Oct
Jan 1 2000
Apr
Jun
Aug
Nov
Feb
May
Aug
Dec
Apr

[redacted]

Count of VIN		Model Year						
Sort Field One	Time In Service	1998	1999	2000	2001	2002	2003	Grand Total
1	14					1		1
	16			1				1
	32			1				1
	(blank)	10	20	32	14	3	1	80
1 Total		10	20	34	14	4	1	83
Grand Total		10	20	34	14	4	1	83



ECI Record ID	Source Code	Significant Events	Verified	Source Claim Key	Time In Service	Repair/Report Paid Date	Load Date	Causal Part	Causal	Causal	Causal Part Name	Dealer State/Provin	Dealer Country	VOQ Component Description Code	VIN	Production Date	Model Year	Warranty Start Date	Mileage	Customer Comments	Technician Comm	CQIS Recommendations	Sort Field One
315141	VOQ Ford		Y	641404		2/9/2008	2/20/2008 18:12				NOT PROVIDED BY SOURCE		USA	SUSPENSION:REAR:AXLE:SPINDLE	*2FMDA[redacted]	1/1/1900	1999		54000	REAR AXLE BROKE IN HALF. *T			1
317608	VOQ Ford		Y	643524		3/12/2008	4/2/2008 18:12				NOT PROVIDED BY SOURCE		USA	SUSPENSION:REAR:AXLE:SPINDLE	*2FMZA[redacted]	1/1/1900	2001		71104	BROKEN REAR AXLE BEAM. *T			1
326357	VOQ Ford		Y	652717		8/1/2008	10/7/2008 21:50				NOT PROVIDED BY SOURCE		USA	SUSPENSION:REAR	*2FMZA[redacted]	1/1/1900	2000		0	2000 FORD WINDSTAR VAN BROKEN REAR AXLE, HAD TO COMPLETELY INSTALL NEW REAR AXLE DEALER PART ONLY ALE BROKE COMPLETELY IN HALF! VAN CREAKED LIKE IT WAS BROKEN FOR A LITTLE WHILE THEN HAD REAR SHOCKS REPLACED AND AXLE BROKE. I HAVE PICTURES AND THE ORIGINAL PART. *T			1
328834	VOQ Ford		Y	655376		9/14/2007	12/24/2008 18:11				NOT PROVIDED BY SOURCE		USA	SUSPENSION:REAR	*2FMZA[redacted]	1/1/1900	2000		74440	REAR AXLE NEARLY SEVERED AT TWO LOCATION BOTH ~ 17 INCHES IN FROM THE DRIVER AND PASSENGER SIDE REAR TIRES ON SEPTEMBER[redacted] 2007. ~75 -80 % OF CIRCUMFERENCE OF AXLE WAS CRACKED THROUGH WALL AND AXLE MATERIAL WAS BEGINNING TO YIELD. VERY SIMILAR TO A NHTSA COMPLAINT # 10190132. HAD 74, 440 MILES AT TIME OF DISCOVERY OF THIS SIGNIFICANT SAFETY ISSUE. CAR WAS NEVER USED FOR TRAILING OR CARRIES ANY HEAVY LOADS JUST OUR YOUNG FAMILY. CAR HAS BEEN WELL CARED FOR AND GARAGED KEPT. HAD BEEN HEARING A FAINT METAL GRINDING SOUND THAT I HEARD AND KEPT INSPECTING UNDER CARRIAGE. ALSO, HAD NOTICE SEVERAL MONTHS BEFORE THAT REAR END FELT SPONGY. HAD REPLACE REAR SHOCKS AND WAS SURPRISED THAT THIS STILL DID NOT CORRECT SPONGINESS FEEL. METAL GRINDING SOUND WAS NOTICEABLE WHEN BACKING OUT DRIVEWAY WITH SLIGHT DRIVEWAY INCLINE. WHEN I WOULD APPLY BRAKES AT END OF DRIVEWAY WOULD HEAR A METAL CLICK SOUND. FINALLY WITH HIGH POWER LIGHT INSPECTION CRACKS WERE DISCOVERED. I HAVE FULL POWERPOINT PRESENTATION ON THIS ISSUE WITH			1
329032	VOQ Ford		Y	655580		12/22/2008	12/24/2008 18:11				NOT PROVIDED BY SOURCE		USA	UNKNOWN OR OTHER	*2FMZA[redacted]	1/1/1900	2000		106125	TOOK CAR FOR ROUTINE OIL/GREASE...CAR WAS ON LIFT AND BEING INSPECTED...I WAS TOLD THE REAR AXLE WAS CRACKED AND NEEDED TO BE REPLACED...REPAIR (REPLACEMENT) WAS MADE TODAY ("REPLACED REAR SHOCK ABSORBER AND AXLE ASY")...OLD PART MAY BE YET WITH TOM'S FORD,			1
10566708	GCQIS Ford		N	8FEAR008		6/5/2008	6/5/2008 18:11		Unknown		Unknown	TX	USA		2FMZA51[redacted] 08139	8/10/2000	2001	9/26/2000	78492		WEB FORM DATA · CONCERN: REAR AXLE HAS RUST	TIM, THIS IS VERY UNCOMMON ALMOST UNHEA	1

[redacted]

15529616	MORS\CUDL	N	367343339	11/29/1999	7/1/2003 11:21		NOT PROVIDED BY SOURCE	IL	USA		2FMDA[redacted]	4/16/1997	1998	7/31/1997	45000	CUSTOMER SAYS: -WAS ON HIS WAY ON VACATION : WED NOV[redacted]/99 -WAS DRIVING ON THE HIGHWAY -THE REAR AXLE BROKE IN HALF -IT BROKE IN THE MIDDLE OF THE ARM -CUST IS CURRENTLY IN TENESSEE -HAS RENTED A VEHICLE FROM LONDON KENTUCKY AND WILL DRIVE BACK THERE TO GET ANOTHER RENTAL VEHICLE -WANTS FINANCIAL ASSISTANCE FOR THESE REPAIRS PER CUSTOMER, DEALER SAYS: -VEHICLE IS CURRENTLY AT AN INDEPENDANT FACILITY CAC ADVISED: - WARRANTY HAS EXPIRED - FORWARDED INFORMATION TO THE DEALERSHIP FOR FINANCIAL CONSIDERATION - REQUESTED CRM/SERV MGR CONTACT CUSTOMER WITHIN 2 BUSINESS DAYS -OBC TO DLR **JOHN***SERV ADVISOR**SAYS THAT THE CUST WOULD HAVE TO HAVE HIS VEHICLE TOWED AT THE DLR FOR THEM TO INSPECT IT -TOWING COST WILL NOT BE COVERED -ONCE THEY INSPECT THE VEHICLE, THEY WILL MAKE THE DETERMINATION IF CUST IS ELIGIBLE FOR THE AFTER WARRANTY ADJUSTMENT - WILL CONTACT CUST NOW TO EXPLAIN THE CIRCUMSTANCES -CUST CAN BE REACHED ON THEIR	1
17870475	MORS\CUDL	N	1.552E+09	9/18/2000	7/1/2003 19:41		NOT PROVIDED BY SOURCE	AK	USA		2FMDA5[redacted]	5/6/1997	1998	5/30/1997	31000	CUSTOMER SAYS: -CUST HAS MECHANICAL FAILURE - HAS BROKEN REAR AXLE -WANTS LOANER VEH PER CUSTOMER, DEALER SAYS: DOES NOT KNOW WHY REAR AXLE SNAPPED CAC ADVISED: - VEHICLE DOES NOT HAVE ANY LOANER PROVISIONS - DEALERS ARE NOT REQUIRED TO PROVIDE A LOANER - FORD WILL NOT PROVIDE ASSISTANCE INFERENCE CASE ID: [redacted]	1
18094337	MORS\CUDL	N	1.663E+09	8/15/2000	7/1/2003 19:41		NOT PROVIDED BY SOURCE	AB	CAN		2FMDA[redacted]	5/27/1997	1998	7/9/1997	42000	CUSTOMER SAYS: - VEH WAS FIXED AT 41,000 MILES FOR BROKEN REAR AXLE; - DLR IN MISSOURI SAID HE HAD NEVER SEEN ANYTHING LIKE THIS BEFORE; - CUST CALLED CAC WHO ADVISED HIM THAT HE SHOULD SUBMIT RECEIPTS TO DLR; - CUST MAILED COPIES TO LAIRD FORD IN TOPEKA AND HASN'T HEARD ANYTHING BACK SINCE THEN; - CUST WANTS TO BE REIMBURSED FOR THE REPAIRS TO HIS VEH; PER CUSTOMER, DEALER SAYS: - DLR IN MISSOURI SAID HE HAD NEVER SEEN ANYTHING LIKE THIS BEFORE; CAC ADVISED: - DEALERSHIP IS IN THE BEST POSITION TO ASSIST YOU - CONTACT CRM/SERV MGR FOR ADDITIONAL INFORMATION - DOCUMENTED INFORMATION ********** - ADVISED CUST TO BRING ORIGINAL RECEIPTS TO DLR - NOT COPIES; - ADVISED CUST TO SPEAK TO THE SERV MNGR ABOUT SUBMITTING RECEIPTS TO FORD FOR POSSIBLE REIMBURSEMENT; - ADVISED CUST OF PROGRAM 00S14; INFERENCE CASE ID: [redacted]	1
18283777	MORS\CUDL	N	375360401	2/9/2001	7/3/2003 18:15		NOT PROVIDED BY SOURCE	NM	USA		2FMDA[redacted]	8/20/1997	1998	9/19/1997	57000	CUSTOMER SAYS: -THE REAR AXLE BROKE WHILE WE WERE DRIVING WITH OUR GRANDCHILDREN. - SEEKING TO BE REIMBURSED FOR THIS REPAIR. -WE WOULD LIKE TO BUY A NEW VEH FROM FORD, HOWEVER, WE WOULD LIKE FORD TO HELP US WITH THIS REPAIR. PER CUSTOMER, DEALER SAYS: NONE **********DAP1********* CAC ADVISED: - WARRANTY HAS EXPIRED - FORD WILL NOT PROVIDE FINANCIAL ASSISTANCE -**********OBC TO DLRSHP********* -SPOKE TO TOM FAULFITCH THE SERV.MGR -STATED THAT CUST IS NOT A REGULAR CUSTOMER. -DOES NOT SUPPORT THE IDEA OF AWA TOWARDS THIS REPAR. **********OBC TO CUST******** -INFORMED CUST THAT REQUEST FOR A REFUND HAS BEEN REVIEWED AND [redacted]	1

20346053	MORS\CUDL	N	598241272	5/14/2002	7/4/2003 15:15	NOT PROVIDED BY SOURCE	OH	USA		2FMZA51[redacted]	3/3/1999	1999	3/30/1999	39000	CUSTOMER SAYS: STATES THAT THE REAR AXLE IS BROKEN; STATES THAT THE VEH WAS SHIMMYING WHILE DRIVING; WENT OVER A DITCH AND THE REAR END OF THE VEH STARTED TO BOUNCE; SEEKING ASSISTANCE IN THE REPAIR PER CUSTOMER, DEALER SAYS: 39000 CAC ADVISED: - I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY THERE ARE NO WARRANTIES OR PROGRAMS ON YOUR VEHICLE THAT MIGHT PROVIDE COVERAGE FOR YOUR CONCERN. WHILE WE WOULD NOT BE ABLE TO PROVIDE YOU WITH ANY FINANCIAL ASSISTANCE,I WOULD ADVISE YOU TO HAVE YOUR VEHICLE INSPECTED AT A CERTIFIED F/L/M DEALERSHIP AS THEIR TECHNICIANS SPECIALIZE IN THE REPAIR AND CARE OF F/L/M VEHICLES CUST WAS INFORMED THAT FORD RECOMMENDS THAT ALL REPAIRS BE COMPLETED BY AN AUTHORIZED FORD DLRSHP; FORD DOES NOT SUPPORT THE DIAGNOSES OF AN INDEPENDENT	1
21565328	MORS\CUDL fire;	N	1.658E+09	10/28/2002	6/25/2003 1:00	NOT PROVIDED BY SOURCE	CO	USA		2FMDA5[redacted]	3/20/1997	1998	5/31/1997	75000	CUSTOMER SAYS: =CUSTOMER'S WIFE WAS DRIVING VEH WHEN THIS HAPPENED BUT THERE WAS NO ACCIDENT AND NO INJURIES =THE METAL BAR THAT ATTACHES THE REAR AXLE ASSEMBLY TO THE FRAME SNAPPED APART =THERE WAS A LOUD NOISE =THE TIRE STARTED RUBBING AGAINST THE REAR WHEEL WELL WHICH CAUSED THE SMOKE =CUST THOUGHT THAT IT WAS A TIRE BLOW OUT =THE VEH HAS NOT BEEN DIOGNOSED AS OF YET =CUST IS WAITING FOR TRIPLE AAA TO COME TOW THE VEH =CUST IS SEEKING ASSISTANCE WITH THE REPAIR =VEH IS OUT OF THE BTB WARRANTY OR ESP PER CUSTOMER, DEALER SAYS: LAKEWOOD FORD 11000 W COLFAX AVE. LAKEWOOD, CO 80215 TEL: (303) 232-2200 CAC ADVISED: - ANY REQUEST FOR ASSISTANCE MUST BE REVIEWED BY A FORD/LINCOLN/MERCURY DEALERSHIP SO THAT THEY HAVE THE OPPORTUNITY TO INSPECT THE VEHICLE AND DETERMINE WHAT IS WRONG WITH THE VEHICLE AND IF THERE IS ANY POSSIBLE WARRANTY COVERAGE FOR THE ISSUE. AFTER THE DEALERSHIPS DIAGNOSIS IS COMPLETE THE CRM/SM	1
22666018	MORS\CUDL	N	413563003	10/27/2003	11/15/2003 18:30	NOT PROVIDED BY SOURCE	FL	USA		2FMZA52[redacted]	6/8/1999	1999	7/15/1999	45000	CUSTOMER SAYS: REAR AXLE SPLIT IN TWO; ARE THERE ANY RECALLS; VEH HAS BEEN TOWED TO AN IND. GARAGE; CUST WANTS TO HAVE THE VEH REPAIRED SO SHE CAN TRADE THE VEH IN PER CUSTOMER, DEALER SAYS: NONE CAC ADVISED: - WE RECOMMEND THE REPAIR BE PERFORMED BY A FORD/LM DEALERSHIP - INFORMATION WILL BE SENT TO DLR, CUSTOMER SHOULD CONTACT CRM/SERV MGR	1
22932164	MORS\CUDL	N	560760294	1/29/2004	8/21/2007 18:53	NOT PROVIDED BY SOURCE		USA		2FTZA54[redacted]	4/20/1999	1999	6/1/1999	48000	CUSTOMER CALLED SEEKING ASSISTANCE WITH VEHICEL REPAIR. CUSTOMER STATED THE REAR AXLE WAS CRACK. CVO CONTACTED RICK AT THE DEALERSHIP WHO STATED THERE WERE NO SIGNS OF ABUSE. CVO ADVISE THE CUSTOMER AND DEALER THAT CVO WILL PARTICPATE HAVING THE CUSTOMER PAY A	1

[redacted]

23171211	MORS\CUDL	N	485520874	3/27/2004	3/30/2004 20:08		NOT PROVIDED BY SOURCE	TN	USA	2FMZA51[redacted]	12/14/1998	1999	1/30/1999	89000	CUSTOMER SAID: - LAST NIGHT REAR SUSPENSION THAT HOUSES THE AXLE BROKE IN HALF - FORTUNATE ENOUGH TO STOP IN TIME - THE MEADOW WAS VERY THIN ON IT - THERE WAS NO WRECK - INDEPENDENT TECHNICIAN -CUST WANTS TO KNOW IF FORD WILL COVER THE COST OF THE REPAIR DEALER SAID: DON FRANKLIN FORD 576 HUDSON STREET COLUMBIA, KY 42728 PHONE: (270) 384-3016 FAX: (270) 384-2085 CRC ADVISED: "- - I HAVE RESEARCHED YOUR SITUATION AND I SHOW NO WARRANTIES, FSA/CSPS THAT WOULD PROVIDE COVERAGE FOR THIS SITUATION. - FORD DOES MAIL FSA/CSP NOTIFICATIONS TO ALL OWNERS OF RECORD WHEN A FSA IS ISSUED ON A SPECIFIC VEHICLE. - FORD IS UNABLE TO SUPPORT THE DIAGNOSIS COMPLETED BY A NON FORD FACILITY. - IF YOU FEEL YOUR VEHICLE IS EXPERIENCING A	1
23171212	MORS\CUDL	N	485520874	3/27/2004	3/30/2004 20:08		NOT PROVIDED BY SOURCE	KY	USA	2FMZA5[redacted]	12/14/1998	1999	1/30/1999	89000	CUSTOMER SAID: - LAST NIGHT REAR SUSPENSION THAT HOUSES THE AXLE BROKE IN HALF - FORTUNATE ENOUGH TO STOP IN TIME - THE MEADOW WAS VERY THIN ON IT - THERE WAS NO WRECK - INDEPENDENT TECHNICIAN - RECALLS CONFIRMATION CALL CRC ADVISED: PLEASE ADVISE THE CUSTOMER OF THE INFORMATION FOUND IN THE CUSTOMER LETTER OR THE SEARCH ENGINE Q&A. PLEASE DOCUMENT ANY INFORMATION YOU PROVIDE TO THE CUSTOMER.	1
23295659	MORS\CUDL	N	1.638E+09	4/27/2004	4/28/2004 17:13		NOT PROVIDED BY SOURCE	MI	USA	2FMZA51[redacted]	10/9/1998	1999	12/1/1998	54000	CUSTOMER SAID: - 2 WKS AGO WHILE BACKING OUT OF GARAGE REAR AXLE SNAPPED - TOWED VEH TO AVIS FORD IN SOUTHFIELD, MI - GAVE DLR PERMISSION TO FIX VEH BUT WANTED FSE TO LOOK AT VEH - ONCE A WK FSE COMES TO DLR TO REVIEW CASES - VEH HAS BEEN FIXED DLR KEPT PART & JOHN RICHARDSON SRV ADV SAID FSE AGREED THAT IT'S UNUSUAL FOR REAR AXLE TO BREAK - DLR SAID CUST IS BEYOND WARR, DOES NOT HAVE AN ESP SO REPAIR WILL NOT BE COVERED. - CUST SEEKING FINANCIAL ASSIST BECAUSE TO HIM IT'S NOT NORMAL BREAKAGE.DEALER SAID: - AVIS FORD INC IN SOUTHFIELD, MI 48034 - JOHN RICHARDSON SRV ADVCRC ADVISED: == OBC TO DLR TO SPK WITH CRM EDMUND DOUGLAS JR NOT AVAIL. SRVMGR JOHN NOT AVAIL, LEFT HIM MESSAGE TO CALL ME BACK WITHIN THE HR IF HE CAN I WOULD LIKE TO RESEARCH THIS SITUATION FURTHER ON YOUR BEHALF TO ENSURE YOUR REQUEST RECEIVES PROPER CONSIDERATION. IS THERE A TIME THAT IS MOST CONVENIENT FOR ME TO CONTACT YOU? === ADVISED CUST OF ABOVE INFO === == CUST WLD LIKE	1

[redacted]

23301309	MORS\CUDL	N	1.638E+09	4/28/2004	4/29/2004 17:34		NOT PROVIDED BY SOURCE	MI	USA		2FMZA5[redacted]	10/9/1998	1999	12/1/1998	54000	CUSTOMER SAID: - 2 WKS AGO WHILE BACKING OUT OF GARAGE REAR AXLE SNAPPED - TOWED VEH TO AVIS FORD IN SOUTHFIELD, MI - GAVE DLR PERMISSION TO FIX VEH BUT WANTED FSE TO LOOK AT VEH - ONCE A WK FSE COMES TO DLR TO REVIEW CASES - VEH HAS BEEN FIXED DLR KEPT PART & JOHN RICHARDSON SRV ADV SAID FSE AGREED THAT IT'S UNUSUAL FOR REAR AXLE TO BREAK - DLR SAID CUST IS BEYOND WARR, DOES NOT HAVE AN ESP SO REPAIR WILL NOT BE COVERED. - CUST SEEKING FINANCIAL ASSIST BECAUSE TO HIM IT'S NOT NORMAL BREAKAGE.DEALER SAID: - AVIS FORD INC IN SOUTHFIELD, MI 48034CRC ADVISED: === OBC TO AVIS FORD INC SPKE TO W EDMOND DOUGLAS JR SRV MGR WHO SAID THAT A FORD REP REVIEWED CUSTS REQUEST FOR FINANCIAL ASSIST & SAID CUST VEH EXCEEDS FACTORY, NO FINANCIAL ASSIST FOR THIS REPAIR. == PER W EDMOND DOUGLAS JR REPAIR IS $1224.00._DLR REPLACED BROKEN REAR AXLE & SUBFRAME, LAST TIME VEH WAS AT DLRSHP WAS NOV 2002 FOR WARR REPAIR, ONE OIL CHG DONE AT THAT TIME._NOT IN	1
23329917	MORS\CUDL	N	1.483E+09	5/5/2004	5/6/2004 17:37		NOT PROVIDED BY SOURCE	AZ	USA		2FMDA5[redacted]	5/24/1997	1998	2/3/1998	75392	CUSTOMER SAID: ==REAT AXLE BROKE IN TWO ==VEH IS AT DLR FOR 2 WEEKS NOW ==I WAS TOLD THAT THE ENTIRE REAR AXLE HAS TO BE REPLACED =HAVE A REPORT OF 15 WINDSTARS IN VARIOUS STATES WITH THE SAME CONCERN FROM THE SAME LOCTION OF THE REAR AXLE ==WANTS AN FORD REGIONAL REP TO COME AND LOOK AT SITUATION ==CUST FEELS THAT FORD SHOULD TAKE CARE OF THE ISSUEDEALER SAID: ==DLR SAID THAT THEY WILL NOT GET AN ENGINEER TO LOOK AT ISSUE, CUST WOULD HAVE TO GET HER LAWYER INVOLVED OR GET SOMEONE TO TOOK AT IT HERSELFCRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT	1
23620788	MORS\CUDL	N	1.741E+09	7/26/2004	7/27/2004 17:14		NOT PROVIDED BY SOURCE	IL	USA		2FMZA50462B[redacted]	12/11/2001	2002	1/19/2002	47000	CUSTOMER SAID: -THE AXLE BROKE HEARD AN EXPLOSION IN THE REAR END. -WANTS TO KNOW IF THERE IS A RECALL ON THE AXLE. -CAN I GET REIMBURST FOR THE REPAIR. -HAD THE VEHICLE REPAIRED AT A NON FORD FACILITY.DEALER SAID: - NONECRC ADVISED: YOUR REQUEST FOR REIMBURSEMENT FOR THE REPAIR CAN NOT BE PROCESSED. YOUR SIITUATION DOES NOT MEET THE CRITERIA FOR AN EMERGENCY REPAIR THEREFORE NEITHER FORD NOR THE CRC CAN PROVIDE	1
24152888	MORS\CUDL	N	459760155	1/21/2005	1/22/2005 18:20		NOT PROVIDED BY SOURCE	NJ	USA		2FMZA5149YB[redacted]	10/5/1999	2000	########	70000	CUSTOMER SAID: -THE BACK AXLE CRACKED WHILE I WAS DRIVING-THE TIRE BLEW OUT AFTER IT CRACKED BECAUSE THE WHOLE REAR END CAME DOWN-MADE A REQUEST FOR THIS VEH TO BE TAKEN BACK-HAVE NOT BEEN CONTACTED REGARDING MY REQUEST AND MORE THAN 5 DAYS HAVE PASSED-THE DLRSHP SAID THEY HAD HEARD BACK FROM FORD AND WILL REPAIR THE VEH AT A 10% DISCOUNT-THAT IS NOT WHAT WE REQUESTEDDEALER SAID: SM--WILL OFFER 10% TOWARD THE REPAIRCRC ADVISED: THANK YOU FOR CONTACTING FORD MOTOR COMPANY IN REGARDS TO THIS ISSUE. OUR RECORDS INDICATE THAT A DECISION HAS BEEN MADE AND THE CRC CAN NOT OVERTURN THIS DECISION. HOWEVER, TO ENSURE OUR RECORDS ARE COMPLETE WE HAVE DOCUMENTED YOUR FEEDBACK. (NOTE TO CSR: SUPPORT DLR/REGION DECISION.)--------OBC TO DLR-SPOKE TO [redacted] OFFERED 10% ASSISTANCE TOWARD THE REPAIR-NO	1

24523326	MORS\CUDL	N	1.409E+09	5/25/2005	5/26/2005 18:15	NOT PROVIDED BY SOURCE	PA	USA		2FMZA5[redacted]	2/5/1998	1998	2/28/1998	99000	CUSTOMER SAID: -YESTERDAY WHILE DRIVING DOWN THE ROAD-THE INNER AND OUTER OF THE REAR AXLE BROKE -THE VEH HAS NOT BEEN TO THE DLRSHP BUT WAS TOWED TO HER HOUSE -EVERYONE SAID THIS SHOULD NOT HAVE HAPPENED-NO LONGER HAVE A WARRANTY -WOULD LIKE TO KNOW IF FORD WILL TAKE CARE OF THE REPAIR AND IF THERE IS A RECALLDEALER SAID: -(CRIVELLI FORD)CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR===ADVISED CUST===-BTB IS FOR 3YRS OR 36,000 MILES WHICH EVER OCCURS FIRST FROM THE WSD -VEH HAS NO ESP REGISTERED-VEH IS NOT INVOLVED IN ANY RECALLS OR CSP'S FOR CURRENT CONCERN -CSP #01M03 PROGRAM COVERAGE FRONT SPRINGS - ADDITIONAL COVERAGE TO 10 YEARS FROM WARRANTY START DATE REGARDLESS OF MILEAGE-IF THE VEH IS	1
24714775	MORS\CUDL	N	1.417E+09	8/1/2005	8/2/2005 18:15	NOT PROVIDED BY SOURCE	KS	USA		2FMZA5[redacted]	10/22/1999	2000	4/18/2000	64000	CUSTOMER SAID: -THE REAR AXLE BROKE WHILE IN TRANSIT ON SATURDAY-THE CUSTOMER IS SEEKING A FORD DIAGNOSIS AS HE FEELS THAT "STEEL" SHOULD NOT BREAK AS HIS DIDCRC ADVISED: -ADVISED THE CUSTOMER THAT HE NEEDS TO HAVE THE VEHICLE TOWED INTO THE DEALER FOR DIAGNOSIS IF HE IS SEEKING AWA ON THE MATTER----------BEFORE WE CAN MAKE A DECISION REGARDING ANY FORD COVERAGE IT MUST BE REVIEWED BY A FORD/LINCOLN/MERCURY DEALERSHIP SO THAT HAVE THE OPPORTUNITY TO INSPECT THE VEHICLE AND DETERMINE WHAT IS WRONG WITH THE VEHICLE. ANY REPAIR OR SERVICES NOT COMPLETED AT A FORD/LINCOLN/MERCURY DEALERSHIP WOULD BE THE	1
24892077	MORS\CUDL	N	1.467E+09	10/3/2005	10/4/2005 18:12	NOT PROVIDED BY SOURCE	OK	USA		2FMDA53[redacted]	4/10/2000	2000	6/16/2000	62000	CUSTOMER SAID: - THE CUSTOMER MENTIONS THAT THE AXLE BROKE AND THE CUSTOMER IS EXTREMELY UPSET - THE VERY FIRS THING SHE SAYS IS THAT SHE IS CONTACTING HER LAWYER - SHE SAYS THAT SHE HAS BEEN WORKING WITH BILLINGSLY FORD WHO HAS THE VEH BUT IS AWAITING A PART FOR THE PRODUCT-SHE WAS TOLD THAT SHE SHOULD BE ELIGABLE FOR COVERAGE BECAUSE SHE BELIEVES THAT THIS SHOULD HAVE NEVER HAPPNED- SHE FEELS AS THOUGH FORD WILL NOT STAND BEHIND THEIR PRODUCT AND THAT SHE WILL NOT BUY FORD AGAINDEALER SAID: - NONECRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. UNFORTUNATELY, THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.- ADV THE CUSTOMER THAT THIS IS A CUSTOMER PAY ISSUE- ADV THE CUSTOMER THAT THE WARRANTY IS EXPIRED AND THERE IS NO PROGRAMS/ESP/RECALLS IN PLACE FOR THIS CONCERN- EXPLAINED TO THE CUSTOMER THAT	1

[redacted]

25111904	MORS\CUDL	N	1.405E+09	1/19/2006	1/21/2006 11:10	NOT PROVIDED BY SOURCE	PA	USA	2FMDA534[redacted]/12/1999 [redacted]	2000	9/27/1999	65000	CUSTOMER SAID: - IN DEC. 2005 HE SENT A LETTER IN ABOUT AN INCIDENT HE HAD WITH HIS VEHICLE- RESPONDING TO A POSTCARD SENT TO HIM- SEEKING A REFUND FOR AXLE REPAIRFROM HISTORY....LETTER DATED DEC.12TH, 2005 -ON 11/[redacted]05, WHILE THE CUST WAS DRIVING THE VEH WAS SWAYING, AND HE HAD A HARD TIME KEEPING THE VEH ON THE ROAD. -CUST TOOK THE VEH TO AN INDEPENDENT REPAIR SHOP WHERE THEY DETERMINED THAT THE REAR AXLE HAD CRACKED AND NEEDED REPLACEMENT. -CUST FEELS THAT THIS WAS A DEFECT IN THE REAR AXLE.-CUST FEELS THAT FMC SHOULD REIMBURSE HIM FOR THE REPAIR BECAUSE HE COULD HAVE BEEN KILLED. ***CUST ENCLOSED THE REPAIR INVOICE FROM THE INDEPENDENT FACILITY***DEALER SAID: - NONECRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP'S ON YOUR VEHICLE THAT WOULD PROVIDE	1
25186661	MORS\CUDL	N	1.405E+09	3/1/2006	3/2/2006 18:12	NOT PROVIDED BY SOURCE	PA	USA	2FMDA5[redacted] 8/12/1999 [redacted]	2000	9/27/1999	66883	NEW CASE:[redacted]. PROBLEMS: REAR AXLE CRACKED. VEHICLE INELIGIBLE DUE TO MILEAGE	1
25358933	MORS\CUDL	N	1.37E+09	6/14/2006	6/15/2006 18:12	NOT PROVIDED BY SOURCE	PA	USA	2FMZA5[redacted] 7/25/2000 [redacted]	2000	8/12/2000	93000	CUSTOMER SAID: -REAR AXLE CRACKED-CUST IS SEEKING ASSISTANCE FOR REPAIRSDEALER SAID: - THIS SHOULD NOT HAVE HAPPENEDCRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. UNFORTUNATELY, THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.**********- ADV CUST OF ABOVESHULTS FORD AT RTE. 28, INC.2871 FREEPORT ROAD PITTSBURGH, PA 15238TEL: (412) 828-	1
25363410	MORS\CUDL	N	1.62E+09	6/15/2006	6/18/2006 18:18	NOT PROVIDED BY SOURCE	SK	CAN	2FMZA574[redacted] 5/2/2003 [redacted]	2003	1/19/2004	100000	CUSTOMER SAID: - THE REAR AXLE BROKE WHEN DRIVING - - ALLEGING SAFETY CONCERNS - - SAYS THEY COULD HAVE BEEN KILLED IF THEY WERE DRIVING AT 60 MPH INSTEAD OF 5 MPH IN A RAIN STORM - - IS ALLEGING PRODUCT DEFECT - - SEEKING REPAIR UNDER COVERAGE -DEALER SAID: JUBILEE FORD SALES419 BRAND PLACESASKATOON, SK S7J 5L6TEL: (306) 373-4444**********- MUST HAVE BEEN HITTING POTHOLES - - NO COVERAGE BECAUSE VEH IS OUT OF WARRANTY -CRC ADVISED: I HAVE INVESTIGATED YOUR SITUATION AND THERE ARE NO WARRANTIES OR PROGRAMS THAT WOULD PROVIDE YOU WITH COVERAGE. SINCE THERE IS NO FORD COVERAGE, THIS EXPENSE WOULD BE YOUR RESPONSIBILITY.**********OBC TO DLRSHIP :SM LIAM CLARIFIED MILEAGE AT 112000 KMS. - SAYS REAR AXLE	1

[redacted]

25511203	MORS\CUDL	N	363462686	9/25/2006	8/25/2007 14:11	NOT PROVIDED BY SOURCE	OH	USA		2FMZA52[redacted]	3/23/2001	2001	6/16/2001	86000	CUSTOMER SAID: -CUST STATES THERE IS A MAJOR SAFTEY ISSUE WITH VEH--THE VAN WAS MAKING SOME NOISE--WHEN CUST LOOKED AT VEH BACK AXLE WAS BROKE IN HALF--CUST WANTS TO KNOW IF THERE IS RECALL ON ISSUE--CUST WANTS ISSUE FIXED-DEALER SAID: LOUDON MOTORS FORD, LLC310 VALLEY STREET MINERVA, OH 44657TEL: (330) 868-2277-NONE-CRC ADVISED: WE RECOMMEND YOUR SERVICE/REPAIR BE PERFORMED BY A FORD/LINCOLN MERCURY DEALERSHIP.I HAVE DOCUMENTED YOUR COMMENTS AND I WILL FORWARD A COPY TO YOUR SERVICING DEALERSHIP OF YOUR CHOICE. PLEASE CONTACT THE DEALERSHIP TO SCHEDULE A SERVICE APPOINTMENT. PLEASE BE ADVISED A DIAGNOSTIC FEE MAY BE CHARGED. IF ADDITIONAL ASSISTANCE IS REQUIRED, WE SUGGEST YOU CONTACT THE SM/CRM. THEY WILL FURTHER ASSIST IN FACILITATING YOUR	1
25511204	MORS\CUDL	N	363462686	9/25/2006	8/25/2007 14:11	NOT PROVIDED BY SOURCE	OH	USA		2FMZA524[redacted]	3/23/2001	2001	6/16/2001	86000	CUSTOMER SAID: -CUST STATES THERE IS A MAJOR SAFTEY ISSUE WITH VEH--THE VAN WAS MAKING SOME NOISE--WHEN CUST LOOKED AT VEH BACK AXLE WAS BROKE IN HALF--CUST WANTS TO KNOW IF THERE IS RECALL ON ISSUE--CUST WANTS ISSUE FIXED-DEALER SAID: LOUDON MOTORS FORD, LLC310 VALLEY STREET MINERVA, OH 44657TEL: (330) 868-2277-NONE-CRC ADVISED: WE RECOMMEND YOUR SERVICE/REPAIR BE PERFORMED BY A FORD/LINCOLN MERCURY DEALERSHIP.I HAVE DOCUMENTED YOUR COMMENTS AND I WILL FORWARD A COPY TO YOUR SERVICING DEALERSHIP OF YOUR CHOICE. PLEASE CONTACT THE DEALERSHIP TO SCHEDULE A SERVICE APPOINTMENT. PLEASE BE ADVISED A DIAGNOSTIC FEE MAY BE CHARGED. IF ADDITIONAL ASSISTANCE IS REQUIRED, WE SUGGEST YOU CONTACT THE SM/CRM. THEY WILL FURTHER ASSIST IN FACILITATING YOUR	1
25633130	MORS\CUDL	Y	325343556	12/21/2006	8/25/2007 14:11	NOT PROVIDED BY SOURCE	PA	USA		2FMZA5[redacted]	4/27/2000	2000	5/23/2000	99999	CUSTOMER SAID: -CUST STATES WHILE DRIVING LAST EVENING THE AXLE BROKE IN HALF-STATES VEH IS STILL BY THE SIDE OF THE ROAD-STATES THAT NO ONE WAS INJURED AND THEY WERE CLOSE TO HOME-WOULD LIKE TO KNOW IF FORD WILL DO ANYTHING ABOUT THISDEALER SAID: VEH NOT BEEN SINCE WARRANTY EXPIRED.. VEH NOT AT DLRSHP NOWJOHN KENNEDY FORD1403 RIDGE PIKE CONSHOHOCKEN, PA 19428TEL:(610) 279-1700CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.----------CCS ADVISED THAT IS IS AN UNFORTUNATE INCIDENT BUT AT THIS TIME CUST RESPONSIBLE-NO KNOW CONCERNS OR RECALLS ON	1
25700172	MORS\CUDL	N	1.685E+09	2/12/2007	8/28/2007 18:11	NOT PROVIDED BY SOURCE	NY	USA		2FMDA52[redacted]	1/10/2001	2001	2/19/2001	98000	CUSTOMER SAID: -CUST STATES THE REAR AXLE BROKE WHEN BACKING UP-THE VEH WAS TAKEN TO THE DLRSP FOR REPAIRS-CUST FEELS THIS IS A DEFECT WITH THE VEH-CUST SEEKS TO GET ASSISTANCE FOR THE REPAIRSDEALER SAID: -CROWN FORD INC420 MERRICK RDLYNBROOK, NY 11563CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE	1

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25786759	MORS\CUDL	N	380541473	4/16/2007	8/28/2007 18:11	NOT PROVIDED BY SOURCE	MA	USA	2FMZA51[redacted]	3/16/2000	2000	5/25/2000	68000	CUSTOMER SAID: ==WHILE BACKING OUT OF THE DRIVEWAY THE REAR AXLE SNAPPED IN HALF WILL BACKING OUT THE WHEEL MADE A GRINDING NOISE AND REAR WHEELS WERE TILTED INTO UNDER THE VEH ==6 MONTHS AGO HAD TO REPLACE TRANS ==FEELS LIKE FORD SHOULD HAVE SOME TYPE OF WARRANTY ON THE VEH FOR REPAIRS LIKE THIS ==EVEN THE MECHANIC SAID THIS IS VERY ABNORMAL AND SHOULD NOT BE HAPPENING SINCE VEH IS ONLY USED FOR CLOSE DRIVING ==WANTS TO KNOW IF FORD WILL DO ANYTHING ABOUT THIS REPAIR FOR HIM LIKE ANY TYPE OF WARRANTIES==BECAUSE FORD WILL NOT ASST WITH ANY COST OF THE REPAIR WILL NEVER BUY ANOTHER FORD AGAIN JUST DOES NOT FEEL IT IS RIGHT FOR FORD NOT TO ASST WITH A REPAIR LIKE THISDEALER SAID: STONEHAM MOTOR CO INC185 MAIN ST STONEHAM, MA 02180TEL:(877) 795-7417 X7814==CALLED DLR OVER THE CONCERN AND THEY SAID THERE IS NO COVERAGE FOR THIS REPAIR SO TOOK TO HIS OWN MECHANIC WHO IS CLOSED TODAY SO NO PRICE ESTIMATES YET OR DIAGNOSISCRC	1
25808397	MORS\CUDL	N	1.414E+09	4/30/2007	8/28/2007 18:11	NOT PROVIDED BY SOURCE		USA	2FMZA52[redacted]	5/10/1999	1999	7/15/1999	62675	CUSTOMER SAID: -CUST PURCHASE A USED VEH 8 MONTHS AGO-THE REAR AXLE HAS BROKEN IN TWO DIFFERENT PLACES-WHILE DRIVING THE VEH STARTED SWAYING ALL OVER THE ROAD-CUST FINALLY MANAGED TO DRIVE VEH VERY SLOW -CUST ALREADY HAD THE VEH REPAIRED-CUST WOULD LIKE FMC TO BE AWARE OF THIS CONCERN-BECAUSE CUST DOES NOT WANT THIS TO HAPPEN TO ANYONE ELSE IN THE FUTUREDEALER SAID: -NONECRC ADVISED: BASED UPON YOUR REQUEST I HAVE DOCUMENTED YOUR COMMENTS. THANKS FOR CALLING FORD MOTOR COMPANY.==========-ADV CUST OF THE ABOVE-THANKED CUST FOR CALLING CRC-IF CUST HAS	1
25820872	MORS\CUDL	N	1.433E+09	5/8/2007	8/28/2007 18:11	NOT PROVIDED BY SOURCE	PA	USA	2FMDA53[redacted]	10/12/1999	2000	########	79500	CUSTOMER SAID: -CUST HIT BUMP IN FRONT OF HOUSE AND HEARD NOISE (04/[redacted]2007)-FELT LIKE VEH WASN'T STABLE-TOOK VEH TO INDEPENDENT (PEP BOYS)-MECHANIC ADVISED CUST REAR AXLE NEARLY SEVERED-CUST CALLED INSURANCE COMPANY (STATE FARM)-INSURANCE COMPANY ADVISED CUST TO TAKE VEH TO F/L/M DLR FOR REPAIR-TOOK VEH TO DLR (04/26/2007)-CUST STATES ALTHOUGH INCIDENT MAY HAVE CAUSED CONCERN PART RUSTED COMPLETELY THROUGH AND WAS THE REASON AXLE WAS IN SUCH BAD SHAPE-DLR ADVISED INSURANCE COMPANY THE CONCERN WAS A RUST ISSUE-INSURANCE COMPANY THEN DECLINED TO PAY FOR REPAIR-CUST CALLED DLR NEXT DAY TO FIND OUT STATUS OF REPAIR (04/27/2007)-CUST WAS INFORMED INSURANCE COMPANY DECLINED PAYMENT-CUST PAID FOR REPAIR AND RENTAL VEH NEARLY $1,500.00 (05/03/2007)-CUST SEEKING REIMBURSEMENT FOR REPAIRDEALER SAID: -DLR ADVISED ALTHOUGH INCIDENT MAY HAVE CAUSED CONCERN PART RUSTED COMPLETELY -S/M ADVISED CUST TO CONTACT DLR FOR REPAIR-KENNY ROSS	1

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25835498	MORS\CUDL	N	1.521E+09	5/17/2007	8/28/2007 18:11		NOT PROVIDED BY SOURCE	NJ	USA		2FMDA5343XBC 59693	7/1/1999	1999	7/23/1999	114000	CUSTOMER SAID: -THE REAR AXLE SNAPPED IN HALF WHEN CUST WAS REVERSING THE VEH -VEH WAS AT CUST HOME -THERE WERE NO VIBRATIONS -WHEN BACKING OUT THERE WAS A LOUD BANG AND THE 2 REAR WHEELS ARE POINTED IN TOWARDS THE VEH -VEH HAS NOT BEEN TO DLRSHP AND WOULD LIKE TO HAVE REPAIR OF THE VEHDEALER SAID: JACK TREBOUR FORD906 ROUTE 10 RANDOLPH, NJ 07869TEL:(973) 927-6700-S/A SAID TO CALL CRC FOR ASSISTCRC ADVISED: WE RECOMMEND YOUR SERVICE/REPAIR BE PERFORMED BY A FORD/LINCOLN MERCURY DEALERSHIP.I HAVE DOCUMENTED YOUR COMMENTS AND I WILL FORWARD A COPY TO YOUR SERVICING DEALERSHIP OF YOUR CHOICE. PLEASE CONTACT THE DEALERSHIP TO SCHEDULE A SERVICE APPOINTMENT. PLEASE BE ADVISED A DIAGNOSTIC FEE MAY BE CHARGED. IF ADDITIONAL ASSISTANCE IS REQUIRED, WE SUGGEST YOU CONTACT THE SM/CRM. THEY WILL FURTHER ASSIST IN FACILITATING YOUR SERVICE/REPAIR NEEDS.I JUST WANT TO CONFIRM, YOUR NEXT STEPS ARE TO DISCUSS THIS REPAIR WITH YOUR S/M AT YOUR SERVICING DEALERSHIP.-CUST TO		1
25912351	MORS\CUDL	N	326181977	7/16/2007	8/28/2007 18:11		NOT PROVIDED BY SOURCE	NY	USA		2FMZA53[redacted]	8/3/2000	2000	8/16/2000	85000	CUSTOMER SAID: ON 7-[redacted]-2007 WHILE DRIVING THE REAR AXLE SNAPPED IN HALFTOWED TO DLRDLR SAID THIS WAS THE 3RD ONE THIS WEEKI WANT COMPENSATION FOR THISI WANT THIS VEH FIXED AND THE PARTS REPLACEDI HAD TO RENT A VEHTHIS IS COST IS GOING TO BE COSTLYDEALER SAID: EUGENE, SATHIS IS THE 3RD ONE THIS WEEKISLAND FORD, INC.2385 RICHMOND AVE STATEN ISLAND, NY 10314TEL:(800) 781-2395FAX:(718) 761-1231CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN		1
25951173	MORS\CUDL	N	1.568E+09	8/6/2007	8/28/2007 18:11		NOT PROVIDED BY SOURCE	MI	USA		2FMDA51[redacted]	3/30/2000	2000	6/23/2000	75480	CUSTOMER SAID: * LETTER 7/24- SEEKS REIMBURSEMENT FOR REPAIRS MADE BY INDEPEND MECH TO CRACK IN REAR AXLE- INVOICE INCLUDED- DATE OF REPAIR 7/13/07- MILEAGE: 75,480- WANTS TO KNOW IF THERE ARE RECALLS FOR THIS CONCERN?DEALER SAID: NONE USEDCRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.* OBC TO CUST 8/06- SPOKE TO CUST, PROVIDED ABOVE PHRASEOLOGY- ADVISED CUST NO RECALLS ON VEHIC AT THIS TIME- CUST WOULD LIKE SOMETHING IN WRITING ABOUT DENIAL OF REPAIRS-		1
25998755	MORS\CUDL	N	1.858E+09	8/27/2007	8/28/2007 18:11		NOT PROVIDED BY SOURCE	OH	USA		2FMZA524[redacted]	7/26/2000	2000	8/19/2000	103000	CUSTOMER SAID: ÝTHREAD ID[redacted]¨-VEH REAR AXLE ROTTED IN HALF-CUST BELIEVES THIS IS A DEFECT IN OUR PRODUCT-CUST WOULD LIKE FOR US TO HAVE SOMEONE LOOK AT OUR VAN AND HAVE IT FIXED-CUST FEELS THE AXLES WAS DEFECTIVE IN THE FIRST PLACEDEALER SAID: PALLOTTA FORD, INC.4199 CLEVELAND RD WOOSTER, OH 44691TEL:(330) 345-6600FAX:(330) 345-8143CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS		1

[redacted]

26005116	MORS\CUDL	N	581102437	8/31/2007	9/1/2007 14:11	NOT PROVIDED BY SOURCE	PA	USA	2FMZA[redacted]	3/3/2000	2000	9/4/2000	63551	CUSTOMER SAID: -CUST HAD VEH AT LOCAL REPAIR SHOP DURING INSPECTION FOUND TWO CRACKS, WAS UNABLE TO PASS INSPECTION TOOK TO DLR -REAR AXLE HAS TWO CRACKS-REPAIR COST HIM $757.59 -CUST WANTS FORD TO PAY FOR REPLACEMENT AXLE PARTS AND LABOR-FEELS PROBLEM WITH AXLE IS A WORKMANSHIP/DEFECT ISSUE -CUST WILL NOT BUY ANY FURTHER FORDS IF FORD DOES NOT PAY FOR REPAIRDEALER SAID: -SHULTS FORD AT RTE. 28, INC.2871 FREEPORT ROAD PITTSBURGH, PA 15238TEL:(412) 828-2300-RICK S/M SAID HE NEVER SAW CRACK IN THAT PLACE ON REAR AXLE BEFORE AND SUGGESTED CUST CALL US FOR RESOLUTIONCRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.-CUST WANTS ADDRESS TO SUBMIT	1
26065604	MORS\CUDL	N	343942827	10/9/2007	10/11/2007 19:26	NOT PROVIDED BY SOURCE		USA	2FMZA53[redacted]	3/28/2001	2001	4/28/2001	82000	CUSTOMER SAID: -CUST WAS DRIVING IN LOCAL AREA-DRIVERS SIDE REAR WHEEL AXLE BROKE-VEH MADE A HORRIBLE NOISE-SMELLED TIRE BURNING-CUST JUST WANTS TO REPORT THIS TO FORDDEALER SAID: -NONE.WOLTZ & WIND FORD2100 WASHINGTON PIKE HEIDELBERG, PA 15106TEL:(412) 279-4551CRC ADVISED: BASED UPON YOUR REQUEST I HAVE DOCUMENTED YOUR COMMENTS. THANKS FOR CALLING FORD MOTOR COMPANY.-ADV CUST ALL INFORMATION DOES GET REVIEWED AND WILL BE ADDRESSED APROPRIATELY	1
26151188	MORS\CUDL	N	449821701	12/3/2007	12/4/2007 18:12	NOT PROVIDED BY SOURCE	PA	USA	2FMZA534[redacted]	2/21/2001	2001	4/27/2001	90000	CUSTOMER SAID: 1. VEH WAS MAKING A RATTLING NOISE FROM THE REAR AXLE= CONCERN STARTED ON 11[redacted]/2007= THIS IS THE FIRST TIME THIS CONCERN HAS BEEN PRESENT ON THE VEH= WHILE THIS CONCERN WAS PRESENT THE VEH FELT LIKE IT WAS DRIVING IN SLIPPERY/SLICK CONDITIONS= VEH IS CURRENTLY AT THE DLRSHIP= CUST IS SEEKING FIN ASST TOWARDS THE REPAIR OF THIS VEHDEALER SAID: = S/A MARK= VEH NEEDS A NEW REAR AXLE BECAUSE THE CURRENT AXLE IS RUSTED AND CRACKEDSHULTS FORD, INC.10401 PERRY HIGHWAY WEXFORD, PA 15090TEL:(724) 934-2388CRC ADVISED: YOUR DEALER HAS MADE AN ASSESSMENT BASED UPON FORD WARRANTY & POLICY. THEY ARE IN THE BEST POSITION TO DETERMINE THE AMOUNT OF ASSISTANCE THAT WILL BE PROVIDED. IN THIS CASE THE CRC FEELS THAT THAT AMOUNT OF ASSISTANCE OFFERED BY THE DEALERSHIP IS MORE THAN ADEQUATE AND THE CRC WILL NOT PROVIDE ANY ADDITIONAL ASSISTANCE.==CSR ADV ABOVE====OBC TO DLR==S/A MARK SAID:= VERIFIED THAT DLR IS ALREADY	1

[redacted]

26160502	MORS\CUDL	N	1.446E+09	12/6/2007	12/8/2007 16:25	NOT PROVIDED BY SOURCE	PA	USA	2FMZA5[redacted]	2/7/2002	2002	10/5/2002	140000	CUSTOMER SAID: 1. WHEEL COLLAPSED INTO VEH - CUST STATED VEH WAS TAKEN TO AN INDEPENDENT GARAGE -CUST STATED SHE WAS ADVISED THAT THE REAR AXLE IS CRACKED IN HALF -CUST STATED THAT SHE WAS ADVISED THAT THERE IS NO WAY THAT THIS COULD HAVE HAPPENED TO THE VEH -CUST STATED VEH WAS NOT IN ANY KIND OF ACCIDENT -CUST STATED THAT AT 90000 MILES THE VEH TRANSMISSION WENT OUT -CUST SEEKING FOR FIN ASST TOWARDS VEH REPAIRDEALER SAID: RAY PRICE STROUD FORD LINCOLN MERCURY301 NORTH NINTH STREET STROUDSBURG, PA 18360TEL:(570) 420-1100CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.-ADVISED THE CUST THAT DUE TO AGE AND MILEAGE OF THE VEH FMC WILL NOT BE ABLE TO PROVIDE AND ASST TOWARDS THIS REPAIR -	1
26165148	MORS\CUDL	N	554083457	12/11/2007	12/12/2007 18:58	NOT PROVIDED BY SOURCE	PA	USA	2FMZA5[redacted]	8/1/2001	2001	9/8/2001	145000	CUSTOMER SAID: THREAD ID:1[redacted] [redacted]NET - CALLER/WRITER EMAIL ADDRESS- TOOK THE VEH TO THE SHOP BECAUSE CUST COULD NOT CONTROL THE REAR END- WAS TOLD BY THE DLR THAT IT HAS A BROKEN REAR AXLE AND THIS SHOULD HAVE NEVER HAPPENED- VEH WAS NOT WRECKED- IT IS A SAFETY ISSUE- CUST IS WONDERING WHAT KIND OF PARTS FORD IS PUTTING IN THEIR VEH- WANTS TO KNOW WHY THE AXLE BROKE IN HALF- CUST FEELS THIS PART NEEDS TO BE INSPECTED BY FMC- AND FMC SHOULD PAY FOR THE REPAIRCALLER/WRITER INF[redacted]: [redacted](HOME)PHONE [redacted] (CELL)DEALER SAID: SERVICING DLR: WHITEHALL TIRES FOR LESS2759 SAW MILL RUN BLVDPITTSBURGH, PA 15227412-881-6133ASSIGNED TO THE NEAREST DLR:BENSON LINCOLN - MERCURY4800 CLAIRTON BLVD PITTSBURGH, PA 15236TEL:(888) 512-4794CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE	1
26179607	MORS\CUDL	Y	437763547	12/20/2007	12/20/2007 18:11	NOT PROVIDED BY SOURCE	MA	USA	2FMZA5[redacted]	10/24/2000	2001	5/14/2001	51000	CUSTOMER SAID: 51000 MILES 2001 2FMZA53401B[redacted]=VEH AXLE BROKE WHILE THE CUSTOMER WAS DRIVINGTHE VEH -- REAR AXLE=VEH IS AT THE DLR=ESP ADJUSTER SAYS THEY WILL NOT PAY FORTHIS BECAUSE THEY BELIEVE THIS WAS ANACCIDENT.=CUSTOMER SAYS THE INSURANCE COMPANY WILLNOT PAY FOR THIS = BECAUSE THERE WAS NOACCIDENT.=CUSTOMER IS ASKING FOR THE ESP TO COVERTHIS.DEALER SAID: QUIRK FORD, INC540 SOUTHERN ARTERY QUINCY, MA 02169TEL:(617) 770-0070CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.=OBC TO THE DLR S/A JOHN - SAYS ESP ADJUSTER AND S/M MADE THE DECISION THAT THIS VEH HADTO HIT SOMETHING OR WAS IN AN ACCIDENT AT SOME POINT IN TIME--THE CLAIM WAS DENIED=CSR ADVISED CUSTOMER TO STAY IN CONTACT WITH THE S/M AT THE DLR = WE ARE UNABLE	1

26277299	MORS\CUDL	Y	637540528	2/21/2008	2/23/2008 14:11	NOT PROVIDED BY SOURCE	UT	USA	2FMZA5[redacted]	11/17/1999	2000	5/24/2000	110000	CUSTOMER SAID: -1-3XAOKI--THE REAR AXLE BROKE IN HALF-HEARD THAT IT HAPPENS ALL THE TIME WITH THIS TYPE OF VEH-HE IS SICK AND SO IS HIS WIFE-SEEKING FINANCIAL ASSISTANCEDEALER SAID: -NONE-***NEAREST DLRKEN GARFF FORD597 EAST 1000 SOUTH AMERICAN FORK, UT 84003TEL:(801) 763-6800FAX:(801) 763-6895CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.***SENT	1
26314105	MORS\CUDL	N	409220738	3/13/2008	3/15/2008 14:11	NOT PROVIDED BY SOURCE	OH	USA	2FMZA52[redacted]	3/3/1999	1999	########	130000	CUSTOMER SAID: -WAS JUST AT THE DLR-VEH IS AT THE DLR-THE REAR AXLE HAS CRACKED-ASKED DLR WHAT CAUSED IT-DLR SAID IT WAS OVERWEIGHT-THERE IS A HIGHTOP ON THE VEH-THERE HAS BEEN NOTHING HEAVY HAULED IN THE VEH BESIDES BODIES-DOESN'T KNOW HOW THE REAR AXLE COULD HAVE CRACKED-CUST FEELS THE CONCERN IS A DEFECT-COST OF THE REPAIR IS CLOSE TO $900-CUST WANTS FORD TO PROVIDE FINANCIAL ASSISTANCEDEALER SAID: -NONE-MATHEWS FORD LINCOLN MERCURY610 E PERKINS AVENUE SANDUSKY, OH 44870TEL:(419) 626-472CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN	1
26320590	MORS\CUDL	N	1.347E+09	3/17/2008	3/17/2008 19:40	NOT PROVIDED BY SOURCE		USA	2FMZA51[redacted]	3/6/2000	2000	10/9/2000	128300	CUSTOMER SAID: [redacted]-THE REAR TORSION BEAM (AXLE) BROKE IN HALF CAUSING CUST WIFE TO LOSE CONTROL BEFORE BEING ABLE TO STOP IN THE EMERGENCY STRIP-BOTH REAR SHOCK WERE BENT BECAUSE OF THIS-CAUSED THE REAR TIRES TO TOE IN AT THE TOP AND RIDE ON TEH INSIDE SIDEWALLS-CONTACTED LOCAL DLR AND WAS TOLD "THAT[redacted]"-CUST WAS NOT PROVIDED ASSISTANCE BY THE DLR AND BY THE CRC-CUST WANTS TO LET US KNOWDEALER SAID: AIRPORT FORD8001 BURLINGTON PARK FLORENCE, KY 41042TEL:(859) 371-4750FAX:(859) 746-6572CRC ADVISED: -CSR WILL SUPPORT	1
26338466	MORS\CUDL	N	1.367E+09	3/26/2008	3/27/2008 18:15	NOT PROVIDED BY SOURCE	IL	USA	2FMZA53[redacted]	2/5/1999	1999	2/7/1999	120000	CUSTOMER SAID: -BACK AXLE IS CRACKED-NOTICED YESTERDAY AND IT IS ABOUT 90% CRACKED -BACKING OUT OF DRIVEWAY THERE WAS A NOISE-SOUNDED LIKE METAL TO METAL-HUSBAND CHECKED OUT -VEH TAKEN TO DLRSHP-IS THERE A RECALL ON THIS -I WANT TO KNOW IF OUR VEH IS THE ONLY ONEDEALER SAID: -CAN GET NEW AXLE OR ONE FROM JUNK YARD-NEVER SEEN THIS ON A VEHDENNISON FORD INC1508 MORRISSEY DRIVE BLOOMINGTON, IL 61701TEL:(309) 663-1331CRC ADVISED: WE RECOMMEND YOUR SERVICE/REPAIR BE PERFORMED BY A FORD/LINCOLN MERCURY DEALERSHIP.I HAVE DOCUMENTED YOUR COMMENTS AND I WILL FORWARD A COPY TO YOUR SERVICING DEALERSHIP OF YOUR CHOICE. PLEASE CONTACT THE DEALERSHIP TO SCHEDULE A SERVICE APPOINTMENT. PLEASE BE ADVISED A DIAGNOSTIC FEE MAY BE CHARGED. IF ADDITIONAL ASSISTANCE IS REQUIRED, WE SUGGEST YOU CONTACT THE SM/CRM. THEY WILL FURTHER ASSIST IN FACILITATING YOUR SERVICE/REPAIR NEEDS.I JUST WANT TO CONFIRM, YOUR NEXT STEPS ARE TO DISCUSS THIS REPAIR WITH YOUR S/M AT YOUR SERVICING DEALERSHIP.-DID NOT [redacted]	1

26367901	MORS\CUDL	N	459041028	4/11/2008	4/12/2008 15:18		NOT PROVIDED BY SOURCE	PA	USA		2FMZA51[redacted]30/2000	2000	4/29/2000	180000	CUSTOMER SAID: -REAR AXLE ROD SPLIT-OCCURRED PREVIOUSLY-MULTIPLE REPAIRS ON THE VEH-REAR WHEEL DRIVE-SEEKING ASSTDEALER SAID: -STURMAN & LARKIN FORD, INC.900 REGIS AVENUE PITTSBURGH, PA 15236TEL:(412) 892-2300CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.-NO OBC REQ-VEH OUTSIDE CRITERIA-VEH HAS NOT BEEN TO DLRSHP-CUST HAS AFTERMARKET ESP	1
26374293	MORS\CUDL	N	1.53E+09	4/14/2008	4/15/2008 18:13		NOT PROVIDED BY SOURCE	NY	USA		2FMZA52[redacted] 7/26/1999	1999	8/24/1999	80000	CUSTOMER SAID: -REAR AXLE SNAPPED--MECHANIC SUGGESTED TO CONTACT-CURRENTLY CUST HAS VEH-VEH WAS REPAIRED BY INDEP-SEEKING REIMBURSEMENTDEALER SAID: -HASSETT LINCOLN MERCURY3530 SUNRISE HWY. WANTAGH, NY 11793TEL:(516) 785-7800CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND THERE ARE NO WARRANTIES, FSA/CSP'S ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR YOUR	1
26379532	MORS\CUDL	N	1.426E+09	4/16/2008	4/16/2008 18:13		NOT PROVIDED BY SOURCE	OH	USA		2FMZA50[redacted] 5/1/2000	2000	6/24/2000	120000	CUSTOMER SAID: -THE REAR AXLE BROKE IN HALF-NOTICED THAT THERE WAS A SWAY IN THE BACK WHEN HE WOULD DRIVE-THE VEH. HAS NOT BEEN DIAGNOSED BY F/L/M DLR.-HAD A MECHANIC ORDERED THE REAR AXLE AND HAS AN APPOINTMENT FOR NEXT WEDNESDAY TO HAVE IT REPAIRED--FEELS THAT THERE IS A DESIGN FLAW IN THE REAR AXLE-FEELS THAT THE AXLES RUST FROM THE INSIDE OUT***SEEKING FOR ASST. ON THE REPAIR***DEALER SAID: KLABEN FORD, INC1089 W MAIN ST, ROUTE 59 KENT, OH 44240TEL:(330) 673-3139CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.***ADVISED THE CUST. THAT THE VEH IS OUTSIDE BY MILEAGE AND TIME FOR ANY WARRANTIES THAT WE CAN PROVIDE TO HIM FOR THE REPAIR-ALSO ADVISED THE CUST THAT	1
26385840	MORS\CUDL	N	333343163	4/21/2008	4/22/2008 18:13		NOT PROVIDED BY SOURCE	NJ	USA		2FMDA52[redacted] 5/18/1999	1999	9/1/1999	84000	CUSTOMER SAID: -THE REAR AXLE CRACKED AS CUST WAS GOING DOWN THE INTERSTATE -SUDDEN DECELERATION AND THEN THEY MERGED OFF UNTO AN EXIT -THIS JUST HAPPENED TODAY 4-[redacted]08-VEH IS AT A LOCAL PARKING LOT AT A GAS STATION -CUST SEEKING NEEDS A DIRECTION TO GO INTO RIGHT NOWDEALER SAID: -NONECRC ADVISED: WE RECOMMEND YOUR SERVICE/REPAIR BE PERFORMED BY A FORD/LINCOLN MERCURY DEALERSHIP.I HAVE DOCUMENTED YOUR COMMENTS AND I WILL FORWARD A COPY TO YOUR SERVICING DEALERSHIP OF YOUR CHOICE. PLEASE CONTACT THE DEALERSHIP TO SCHEDULE A SERVICE APPOINTMENT. PLEASE BE ADVISED A DIAGNOSTIC FEE MAY BE CHARGED. IF ADDITIONAL ASSISTANCE IS REQUIRED, WE SUGGEST YOU CONTACT THE SM/CRM. THEY WILL FURTHER ASSIST IN FACILITATING YOUR SERVICE/REPAIR NEEDS.I JUST WANT TO CONFIRM, YOUR NEXT STEPS ARE TO DISCUSS THIS REPAIR WITH YOUR S/M AT YOUR SERVICING DEALERSHIP.-CRC ADVISED ALSO THAT THERE ARE NO RECALLS OR CSP'S ON THE VEH -CRC TRANSFERRED HIM OVER TO DLRSHP	1

[redacted]

26408392	MORS\CUDL	N	611521218	5/2/2008	5/3/2008 14:11		NOT PROVIDED BY SOURCE	NY	USA		2FMZA5[redacted]	11/15/2000	2001	1/12/2001	89000	CUSTOMER SAID: ***AS PER HISTORICS***==CUST SAYS THAT THE REAR AXLE BROKE AND THAT IT HAD RUSTED==TOOK VEH TO INDEPENDANT AND WAS ADVISED THAT THIS IS NOT NORMAL==CUST THEN CALLED FMC AND TO SEE IF THERE IS ANY ASSISTANCE AVAILABLE==CUST WAS SEEKING RENTAL REIMBURSEMENT AND/OR FA WITH REPAIRS==SPOKE WITH PREVIOUS REP AND WAS ADVISED TO TAKE VEH TO DLRSHP FOR DIAG==NOW CUST CALLING BACK TO SEE WHAT STATUS OF CLAIM IS AND TO SEE IF THERE IS ANY FA WITH REPAIRS/ REIMBURSEMENTDEALER SAID: SCHULTZ FORD LINCOLN MERCURY, INC.80 ROUTE 304 NANUET, NY 10954TEL:(845) 624-3600CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.---==OBC TO DLRSHP==SPOKE WITH SA TRACY==CUST SEEKING FA==REAR AXLE HAS RUSTED==CUST IS NOT CONSISTANT WITH THE DLRSHP==CUST IS TO PAY FOR REPAIRS---==ADVISED	1
26438222	MORS\CUDL	N	674441358	5/14/2008	5/15/2008 18:11		NOT PROVIDED BY SOURCE	MI	USA		2FMDA52[redacted]	6/14/1999	1999	6/23/1999	150000	CUSTOMER SAID: [redacted] VEH'S REAR AXLE BROKE-WOULD LIKE TO KNOW IF THER ARE ANY ASSISTANCE FORD COULD GIVE - PROBLEM SEEMS COMMON ON THE VEH- AXLE SHOULD NEVER BRAKE - CANNOT AFFORD ANOTHER VEHDEALER SAID: ROMEO FORD INC.63300 VAN DYKE ROMEO, MI 48095TEL:(586) 752-5500-ASSIGNED TO MENTIONED DLRCRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.---------- SENT EMAIL ADVISING OF THE ABOVE	1
26439291	MORS\CUDL	N	1.579E+09	5/14/2008	5/15/2008 18:11		NOT PROVIDED BY SOURCE	MA	USA		2FMZA51[redacted]	4/8/1999	1999	4/28/1999	135000	CUSTOMER SAID: -REAR AXLE SNAPPED WHILE CUST WAS DRIVING ON HIGHWAY-CUST HAS NOT TAKEN HIS VEH TO A DLR YET-CUST STATES HE DOES NOT GO TO DLR WITH VEH AND DOES MAINTENANCE ON VEH HIMSELF-CUST WANTS TO KNOW IF FORD CAN HELP HIM OUT WITH REPAIRDEALER SAID: -NONE-CUST STATED HE DOES NOT TAKE VEH TO DLR AND DOES MAINTENANCE HIMSELF-ASSIGNED VEH IS CLOSEST ONE TO CUST ZIPCRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR	1
26504261	MORS\CUDL	N	1.483E+09	6/20/2008	6/21/2008 15:41		NOT PROVIDED BY SOURCE	PA	USA		2FMDA52[redacted]	5/26/2000	2000	7/27/2000	91000	CUSTOMER SAID: [redacted] THE LEFT REAR AXLE REPLACED ON HER 2000 FORD WINDSTAR SE-IT IS RUSTED THROUGH AND BROKEN-SHE WAS TOLD THAT THIS IS NOT SOMETHING THAT SHOULD HAVE HAPPENED-SHE WAS JUST GOING OUT OF HER DRIVEWAY WHEN THE AXLE BROKE-WAS LUCKY NOT TO BE ON THE HIGHWAY-WOULD LIKE TO KNOW IF FORD WOULD BE WILLING TO COMPENSATE FOR THE REPAIR -SHE HAS PICTURES AND THE BILL-PURCHASED THE VAN IN 2003 AS A USED VEHDEALER SAID: ***CUST IDENTIFIED THE SERVICING DLRSHP ASBLUE KNOB AUTO***SELLING DLRSHPCOURTESY FORD INC.401 PLEASANT VALLEY BLVD. ALTOONA, PA 16602TEL:(814) 942-3000CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE	1

26509923	MORS\CUDL	Y	1.533E+09	6/24/2008	6/25/2008 18:11	NOT PROVIDED BY SOURCE	NJ	USA	2FMDA5[redacted]	3/31/1999	1999	6/29/1999	85000	CUSTOMER SAID: -6[redacted]08 DRIVING DOWN THE ROAD, CUST HIT A BUMP-FELT THE REAR WHEELS CAVE IN AND VEH UNDRIVABLE-REAR AXLE BEAM SNAPPED IN HALF-NO INJURIES-HAPPENED IN COLLINGSWOOD, NEW JERSEY-NO POLICE REPORT ALTHOUGH THEY WERE ON THE SCENE-CUST HAS NOT FILED WITH INSURANCE BECAUSE ONLY LIABILITY COVERAGE-VEH IS REPAIRABLE-VEH HAS NOT BEEN TO F/L/M DLR-CUST HAS PHOTOS OF THE BROKEN BEAM-CUST FEELS THAT THIS IS A DEFECT IN THE VEHDEALER SAID: -WINNER FORD250 HADDONFIELD-BERLIN ROAD CHERRY HILL, NJ 08034TEL:(856) 428-4000CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE	1
26522097	MORS\CUDL	N	1.494E+09	7/1/2008	7/2/2008 18:11	NOT PROVIDED BY SOURCE	MA	USA	2FMZA53[redacted]	9/2/1999	2000	11/9/1999	138777	CUSTOMER SAID: -REAR AXLE IS THE CONCERN WITH THE VEH -VEH MADE FUNNY NOISE FROM REAR OF VEH-THEN REAR END FELT LIKE IT WAS SWAYING -CUST WENT TO A INDEPENDENT GARAGE -SAW A HUGE CRACK ON AXLE -CUST VERY UNHAPPY -VEH STILL AT INDEPENDENT -CUST STATES THAT THERE IS NO PARTS AVAILABLE TO REPAIR VEH -HER UNDERSTANDING IS THAT THE PARTS ARE ON BACK ORDER-CUST SEEKING ASSISTANCEDEALER SAID: -NONECRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.-CRC ALSO ADVISED THAT CRC COULD NOT LOOK FURTHER INTO ASSISTING WITH THE PART CONCERN BECAUSE VEH IS AT AN INDEPENDENT-VEHS AT F/L/M DLRS WILL GET PARTS IN PRIORITY OVER	1
26531399	MORS\CUDL	N	545041908	7/8/2008	7/9/2008 18:12	NOT PROVIDED BY SOURCE		USA	2FMDA534[redacted]	2/14/2001	2001	4/11/2001	70000	CUSTOMER SAID: -REAR AXLE BROKE IN HALF-WAS NOT IN AN ACCIDENT AND THIS HAPPENED-WENT ONLINE AND SAW THAT 6 OTHER VEH'S HAVE SAME CONCERN AT THE SAME MILEAGE-CUST. WOULD LIKE TO DOCUMENT THIS BECAUSE THIS IS A VERY DANGEROUS PROBLEMCRC ADVISED: BASED UPON YOUR REQUEST I HAVE DOCUMENTED YOUR COMMENTS. THANKS FOR	1
26538183	MORS\CUDL	N	1.396E+09	7/11/2008	7/12/2008 15:22	NOT PROVIDED BY SOURCE	NJ	USA	2FMZA504[redacted]	4/18/2000	2000	6/13/2000	104000	CUSTOMER SAID: - CUST HAS 2000 WINDSTAR W/104,000 MILES- TOOK VEH TO AN INDEPENDENT WHO SAID THE REAR AXLE IS SPLIT FROM END TO END- THIS NEVER HAPPENS TO CARS- WANTS FORD TO PAY FOR IT.DEALER SAID: SANSONE ROUTE 35 FORD LINCOLN MERCURY900 ROUTE 35 OCEAN, NJ 07712TEL:(800) 591-9974CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY	1

[redacted]

26648020	MORS\CUDL	N	374520616	8/22/2008	8/23/2008 14:23	NOT PROVIDED BY SOURCE	OH	USA	2FMZA52[redacted]	1/28/2000	2000	3/11/2000	90000	CUSTOMER SAID: 1. NOISE LIKE A FLAT TIRE-HAPPENED TUESDAY 8[redacted]/08-HAPPENED WHILE VEH WAS RUNNING-FIRST TIME THAT HAPPENS-TWO BACK TIRES SWAYED OUT-REAR AXLE SPLIT IN HALF PER INDEPENDENT-CUST STATES THAT IT WAS A CLEAN BRAKE AND NO RUST-VEH AT INDEPENDENT SINCE 8/19/08 BEING REPAIRED-HAS NOT BEEN TO F/L/M AND NOT DIAGNOSED-SEEKING DOCUMENTATION AND FOR FORD TO BE AWAREDEALER SAID: -WALLACE LINCOLN - MERCURY INC556 4TH ST. NW BARBERTON, OH 44203TEL:(330) 753-6601CRC ADVISED: WE RECOMMEND YOUR SERVICE/REPAIR BE PERFORMED BY A FORD/LINCOLN MERCURY DEALERSHIP.I HAVE DOCUMENTED YOUR COMMENTS AND I WILL FORWARD A COPY TO YOUR SERVICING DEALERSHIP OF YOUR CHOICE. PLEASE CONTACT THE DEALERSHIP TO SCHEDULE A SERVICE APPOINTMENT. PLEASE BE ADVISED A DIAGNOSTIC FEE MAY BE CHARGED. IF ADDITIONAL ASSISTANCE IS REQUIRED, WE SUGGEST YOU CONTACT THE SM/CRM. THEY WILL FURTHER ASSIST IN FACILITATING YOUR SERVICE/REPAIR NEEDS.I JUST WANT TO CONFIRM, YOUR NEXT STEPS	1
26651731	MORS\CUDL	N	1.581E+09	8/22/2008	8/23/2008 14:23	NOT PROVIDED BY SOURCE	MA	USA	2FMZA52[redacted]	11/16/2001	2002	########	89000	CUSTOMER SAID: -YESTERDAY, REAR AXLE SNAPPED-HAD VEH TOWED TO DLR-HAS RECENTLY CHANGED FROM A FORD DLRSHP-SPOKE WITH 2 DIFFERENT PEOPLE WHO NEVER HEARD OF THIS AT THE DLR-VEH WAS VERY DIFFICULT TO MOVE-WOULD BE VERY DIFFICULT TO TOW TO ANOTHER DLRSHP-CUST WOULD LIKE TO KNOW IF THERE IS A RECALL OR PROGRAM FOR SOME OF THE REPAIR COSTDEALER SAID: MUZI MOTORS INC.557 HIGHLAND AVE NEEDHAM HEIGHTSCRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF	1
26659464	MORS\CUDL	N	1.376E+09	8/26/2008	8/27/2008 18:11	NOT PROVIDED BY SOURCE	OH	USA	2FMZA524[redacted]	1/17/2000	2000	4/24/2000	94500	CUSTOMER SAID: -CUST REAR AXLE BROKE -CUST HAD FELT A VIBRATION FROM THE REAR -CUST HAD THOUGHT HE HAD A FLAT TIRE AND THERE WAS NOTHING WRONG -CUST THEN PROCEEDED TO DRIVE AND CUST HEARD A LOUD NOISE -CUST THEN REALIZED THAT THE REAR AXLE HAD BROKE -CUST VEH IS CURRENTLY AT DLRSHP -DLR SAID IT IS BROKEN RIGHT IN THE MIDDLE -DLR SAID IT LOOKS LIKE A MANUFACTURE DEFECT-DLR TOLD CUST TO CALL CRC TO HAVE CRC LOOK INTO THIS CONCERN -CUST IS SEEKING FOR FORD TO REPLACE REAR AXLE AT NO COST TO CUSTDEALER SAID: WALT SWEENEY FORD5400 GLENWAY AVENUE CINCINNATI, OH 45238TEL:(513) 922-4500-SPOKE WITH DAN IN SERVICECRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.----------ADVISED CUST OF ABOVE -ADVISED THERE WAS NO	1

[redacted]

26725615	MORS\CUDL	N	1.386E+09	9/19/2008	9/21/2008 6:42		NOT PROVIDED BY SOURCE	CT	USA		2FMZA[redacted]	9/19/1997	1998	5/29/1998	140000	CUSTOMER SAID: -- VEH IS AT THE DLR -- VEH HAS BEEN AT THE DLR SINCE 09/18/08-- VEH HAS BEEN DIAG -- COST OF THE REPAIR $1100 -- 1. HEARD A DRAGGING NOISE ON THE GROUND -- THE AXLE WAS DRAGGING AND PULLED THE REAR WHEELS IN WHEN THIS HAPPENED -- THIS IS THE FIRST TIME THIS HAS HAPPENED -- REAR AXLE BROKE IN HALF -- THE TECH SAID THEY HAVE NEVER SEEN THIS BEFORE -- CUST IS SEEKING FOR FORD TO REPAIR THE AXLEDEALER SAID: LOMBARD FORD INC385 NEW HARTFORD RD BARKHAMSTED, CT 06063TEL:(860) 379-3301CRC ADVISED: I HAVE REVIEWED YOUR SITUATION AND UNFORTUNATELY, THERE ARE NO WARRANTIES, FSA/CSP ON YOUR VEHICLE THAT WOULD PROVIDE ASSISTANCE FOR THIS REPAIR.PLEASE STAY IN CONTACT WITH YOUR S/M FOR FURTHER INFORMATION ON YOUR REPAIR.-- DID NOT ADVISE CUST OF THE	1
26727046	MORS\CUDL	N	1.588E+09	9/19/2008	9/21/2008 6:42		NOT PROVIDED BY SOURCE	OH	USA		2FMZA53[redacted]	4/3/2000	2000	6/25/2000	13000	CUSTOMER SAID: 1. REAR AXLE-SAYS CUST WIFE WAS DRIVING AND REAR AXLE SNAPPED IN HALF-SAYS THERE IS A WELD BROKE SNAPPED IN HALF-SAYS CALLED DLRSHP AND WAS TOLD THAT IN THE PAST IT WAS HAPPENED TO OTHER WELDS IN OTHER WINDSTARS-WITH THE SAFETY ISSUE, PUT A WELD ON A REAR AXLE, THINKS ITS TOO MUCH OF A HAZARD, DOESN'T UNDERSTAND WHY IT WOULD BE WELDED-SEEKING FOR FORD TO ASSIST IN REPAIR BECAUSE FEELS ITS A SAFETY ISSUEDEALER SAID: WALT SWEENEY FORD5400 GLENWAY AVENUE CINCINNATI, OH 45238TEL:(513) 922-4500CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NO ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY.***ADVISED CUST IT WOULD A CUSTOMER PAY SITUATION******ADVISED CUST TO STILL BRING VEH	1
26727047	MORS\CUDL	N	1.588E+09	9/19/2008	9/21/2008 6:42		NOT PROVIDED BY SOURCE		USA		2FMZA53[redacted]3/3/2000		2000	6/25/2000	13000	CUSTOMER SAID: -WOULD LIKE TO MAKE A COMPLAINT FOR REAR AXEL BECAUSE FEELS ITS A SAFETY ISSUE THAT SHOULD BE COVERED BY FORD FOR THE WAY THEY BUILT THEIR VEH-FEELS FORD MADE VEH CHEAP WHEN WELDED REAR AXLE TOGETHER INSTEAD OF HAVING IT ONE PART1. REAR AXLE-SAYS CUST WIFE WAS DRIVING AND REAR AXLE SNAPPED IN HALF-SAYS THERE IS A WELD BROKE SNAPPED IN HALF SAYS CALLED DLRSHP AND WAS TOLD THAT IN THE PAST IT WAS HAPPENED TO OTHER WELDS IN OTHER WINDSTARS-WITH THE SAFETY ISSUE, PUT A WELD ON A REAR AXLE, THINKS ITS TOO MUCH OF A HAZARD, DOESN'T UNDERSTAND WHY IT WOULD BE WELDED-SEEKING FOR FORD TO ASSIST IN REPAIR BECAUSE FEELS ITS A SAFETY ISSUECRC ADVISED: BASED UPON YOUR REQUEST I HAVE DOCUMENTED YOUR	1

[redacted]

26789840	MORS\CUDL	N	1.371E+09	9/29/2008	1/21/2009 18:10		NOT PROVIDED BY SOURCE	NJ	USA		2FMDA5[redacted]	12/23/1998	1999	1/26/1999	90000	CUSTOMER SAID: -YESTERDAY REAR AXLE BROKE IN HALF-CUST WANTED TO BACK UP AND HEARD A LOUD BANG AND STATES THAT WAS IT-VEH IS CURRENTLY AT AN INDEPENDENT-STATES SHE WAS TOLD THEY HAVE NEVER SEEN ANYTHING LIKE THIS-CUST STATES SHE WAS ONLINE AND READ ABOUT OTHER CUST WITH THIS ISSUE AS WELL-CUST WANTS TO KNOW IF THERE IS A RECALL ON HER VEH-CUST WANST TO KNOW IF FORD HAS HAD OTHER COMPLANTS ABOUT THIS-CUST STATES SHE NEVER HAD ANY OTHER ISSUES WITH VEH-CUST WANTS FORD TO HELP WITH REAPIR ON HER VEHDEALER SAID: -BURLINGTON LINCOLN MERCURY40 W. ROUTE 130 BURLINGTON, NJ 08016TEL:(609) 386-4900CRC ADVISED: AFTER REVIEWING YOUR SITUATION THERE ARE NO WARRANTIES OR OTHER COVERAGES AVAILABLE THAT WOULD PROVIDE ASSISTANCE.	1
26828850	MORS\CUDL	N	402663108	11/5/2008	1/21/2009 18:10		NOT PROVIDED BY SOURCE	MA	USA		2FMDA584[redacted]	1/8/2001	2001	2/20/2001	95000	CUSTOMER SAID: - CUST STATES SAW REAR AXLE BREAK - HAPPENED 11[redacted]08 IN AFTERNOON - NOT BEEN TO FORD DLRSHP FOR THIS CONCERN - TOOK VEH TO INDEPENDENT- CUST SEEKING TO KNOW IF ANY RECALLS ON VEH - CUST ALSO SEEKING TO KNOW IF FORD WILL ASSIST IN THE REPAIR COST OF THE VEHDEALER SAID: SENTRY FORD, INC.4100 MYSTIC VALLEY PARKWAY MEDFORD, MA 02155TEL:(781) 333-3371CRC ADVISED: AFTER REVIEWING YOUR SITUATION THERE ARE NO WARRANTIES OR OTHER COVERAGE'S AVAILABLE THAT WOULD PROVIDE ASSISTANCE.- ADVISED CUST DLR'S ARE FACTORY TRAINED TO WORK ON FORD VEH'S AND ANY REPAIR DONE AT FORD DLR WHEN REPAIR IS/HAS CUST PAY WOULD COME WITH A 12/12 PARTS WARRANTY ON ALL PARTS REPLACED AT DLRSHP- ADVISED CUST OF WWW.GENUINESERVICE.COM TO CHECK FOR VEH	1
26835682	MORS\CUDL	N	1.433E+09	11/7/2008	11/8/2008 14:11		NOT PROVIDED BY SOURCE	NJ	USA		2FMZA524[redacted]	6/15/2001	2001	8/18/2001	110000	CUSTOMER SAID: 1. THE REAR AXLE BEAM BROKE--CUST WAS 60 MPH AT THE TIME--HAPPENED LAST NIGHT--CUST STATES HE HAD HIS WIFE AND KIDS IN THE VEH AT THE TIME--THE VEH IS CURRENTLY BEING TOWED TO THE DLR--CUST WENT ONLINE AND SAW THIS WAS A COMMON PROBLEM--CUST FEELS THIS IS A DEFECT--CUST IS SEEKING FIN ASSISTANCEDEALER SAID: --SPOKE TO S/M BOB --CALL FORD --FORD WILL THEN CALL THE DLR--PARAMUS FORD375 ROUTE 17 PARAMUS, NJ 07652TEL:(201) 262-4900CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NOT ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY. WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING.--ADVISED CUST	1

[redacted]

26875304	MORS\CUDL	N	1.328E+09	11/20/2008	11/22/2008 14:11	NOT PROVIDED BY SOURCE	NJ	USA	2FMZA5[redacted]	3/31/2000	2000	4/19/2000	130000	CUSTOMER SAID: - CUST GINGER STATES THE REAR AXLE BROKE AND TIRES CAME OFF - CUST STATES HUSBAND WAS BACKING OUT OF THE DRIVEWAY AND THIS HAPPENED - CUST STATES TOWED TO MECHANIC NOT A FORD DLRSHP AND THEY STATED REAR AXLE ROTTED FROM THE INSIDE OUT - CUST STATED THANK GOODNESS NOT ON THE HWY SOMEONE COULD HAVE GOTTEN HURT - CUST STATED NO ONE HURT VEH TOWED TO INDEPENDENT GARAGE - CUST CALLING FORD TODAY I JUST WANTED FORD TO KNOW THIS HAPPENED AND BE AWARE OF IT SO IT DOESNT HAPPEN TO SOMEONE ELSEDEALER SAID: CHAPMAN FORD SALES INC 6744 BLACK HORSE PIKE EGG HARBOR TOWNSHIP, NJ 08234TEL:(609) 646-2000- NONE - BOUGHT VEH HERECRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NOT ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY. WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE	1
26875305	MORS\CUDL	N	1.328E+09	11/20/2008	11/22/2008 14:11	NOT PROVIDED BY SOURCE		USA	2FMZA5[redacted]	3/31/2000	2000	4/19/2000	130000	CUSTOMER SAID: - CUST [redacted]STATES THE REAR AXLE BROKE AND TIRES CAME OFF - CUST STATES HUSBAND WAS BACKING OUT OF THE DRIVEWAY AND THIS HAPPENED - CUST STATES TOWED TO MECHANIC NOT A FORD DLRSHP AND THEY STATED REAR AXLE ROTTED FROM THE INSIDE OUT - CUST STATED THANK GOODNESS NOT ON THE HWY SOMEONE COULD HAVE GOTTEN HURT - CUST STATED NO ONE HURT VEH TOWED TO INDEPENDENT GARAGE - CUST CALLING FORD TODAY I JUST WANTED FORD TO KNOW THIS HAPPENED AND BE AWARE OF IT SO IT DOESNT HAPPEN TO SOMEONE ELSECRC ADVISED: BASED UPON YOUR REQUEST I HAVE DOCUMENTED YOUR COMMENTS. THANKS FOR CALLING FORD MOTOR	1
26930905	MORS\CUDL	N	416983508	12/15/2008	12/16/2008 18:13	NOT PROVIDED BY SOURCE	NJ	USA	2FMDA5[redacted]	10/29/1999	2000	5/31/2000	106000	CUSTOMER SAID: -YESTERDAY VEH'S REAR AXLE BROKE -VEH IS WITH THE THIRD TOWING COMPANY - CUST HEARD A NOISE WHEN BACKING UP -REAR TIRES WERE FACING WRONG WAY AND CUST NOTICED THE REAR AXLE BROKE -THIS IS THE FIRST TIME THIS HAPPENED -CUST IS SEEKING TO KNOW IF THERE IS ANY RECALLS OR COMPENSATION FOR THIS CONCERNDEALER SAID: FAMILY FORD INC.ROUTE 183 NETCONG, NJ 07857TEL:(800) 737-0361CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NOT ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY. WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. ADVISED THERE ARE NO RECALLS OR CSP ON VEH THAT WOULD ABSORB THE REPAIR COST -ADVISED CUST THAT WORK IS PERFORMED BY CERTIFIED TECHNICIANS -ADVISED	1

[redacted]

26937754	MORS\CUDL	Y	1.579E+09	12/16/2008	12/17/2008 18:11	NOT PROVIDED BY SOURCE		USA		2FMZA51[redacted]	5/22/2001	2001	10/4/2001	130000	CUSTOMER SAID: 1. REAR AXLE SNAPPED IN HALF==THIS HAPPENED 12[redacted]2008==VEH HAS NOT BEEN TO THE DLR==CUST FEELS THIS IS A SAFETY ISSUE WITH THE VEH==VEH IS WITH CUST AT THIS TIME==CUST KNOWS THAT FORD IS NOT GOING TO COVER THE COST OF THE REPAIR==CUST IS GOING TO HAVE SOMEONE TOW THE VEH AND GET AN ESTIMATE ON THE REPAIR==IF CUST WOULD HAVE BEEN DRIVING DOWN THE ROAD AND THIS HAPPENED HE COULD HAVE BEEN SERIOUSLY INJURED OR EVEN KILLED==CUST WANTS TO KNOW IF HE SHOULD CONTACT NHTSA ABOUT THIS ISSUE==CUST SEEKING TO HAVE CONCERN WITH THE VEH DOCUMENTEDDEALER SAID: ==PARK CITY FORD LINCOLN MERCURY60 NORTH AVENUE BRIDGEPORT, CT 06606TEL:(203) 366-3425CRC ADVISED: BASED UPON YOUR REQUEST I HAVE DOCUMENTED YOUR COMMENTS. THANKS FOR CALLING FORD MOTOR COMPANY. ==ADV CUST THIS INFORMATION IS COMPLIED AND REVIEWED INTERNALLY THROUGH FORD AND ALSO SENT TO THE NHTSA==ADV CUST IF A RECALL IS ISSUED IN THIS CASE HE WILL BE NOTIFIED BY MAIL AT THAT TIME==ADV CUST HE WILL NOT HAVE	1
27093795	MORS\CUDL	N	607920479	2/16/2009	2/19/2009 18:11	NOT PROVIDED BY SOURCE	CT	USA		2FMZA51[redacted]	9/22/1999	2000	########	176000	CUSTOMER SAID: 1. REAR AXLE CRACKED==THIS HAPPENED 2[redacted]/2009==CUST CALLED IND MECHANIC AND WAS TOLD THIS SHOULD NOT HAVE HAPPENED WITH THE VEH==IND MECHANIC SAYS CALL CRC TO SEE IF THERE ARE ANY RECALLS ON THE VEH==VEH IS WITH CUST AT THIS TIME==CUST SEEKING RECALL INFORMATION ON VEHDEALER SAID: ==HEALEY FORD OF ANSONIA, INC.500 MAIN STREET ANSONIA, CT 06401TEL:(203) 732-5000CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NOT ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY. WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. ==DID NOT ADV CUST OF ABOVE==ADV CUST THERE ARE NO RECALLS ON THE VEH AT THIS TIME==ADV CUST CCR HAS DOCUMENTED ALL INFORMATION INTO THE SYSTEM FOR POSSIBLE FUTURE RECALL INFORMATION==ADV CUST IF A RECALL IS ISSUED SHE WILL BE NOTIFIED BY MAIL==ADV CUST	1
27103528	MORS\CUDL	N	606880489	2/20/2009	2/21/2009 14:10	NOT PROVIDED BY SOURCE	PA	USA		2FMZA5[redacted]	3/17/1999	1999	4/27/1999	119000	CUSTOMER SAID: ==SEE HISTORY==-02[redacted]09 REAR AXLE BROKE IN TWO-NO PRIOR SYMPTOMS BEFORE BREAKAGE-AXLE CRACKED ON DRIVER SIDE-INDEPENDENT SAID THERE WAS ALSO A CRACK ON THE PASSENGERSIDE OF AXLE-INDEPENDENT MECH TOLD CUST THIS SHOULD HAVE NEVER HAPPENED-CUST SAYS THIS IS A SAFETY ISSUE THAT FORD NEEDS TO KNOW ABOUT-CUST CONVINCED THIS MUST BE A MANUFACTURING DEFECT-VEH HAS NOT BEEN DIAGNOSED BY FORD-CUST SEEKING REPAIR AT FORD'S EXPENSEDEALER SAID: --JOHN KENNEDY FORD730 VALLEY FORGE ROAD PHOENIXVILLE, PA 19460TEL:(800) 906-6031--CRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NOT ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY. WE RECOMMEND THAT YOUR VEHICLE BE IN[redacted] FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE	1

27159940	MORS\CUDL	N	661880047	3/12/2009	3/14/2009 14:11		NOT PROVIDED BY SOURCE	PA	USA		2FMZA52[redacted]	6/6/2000	2000	8/3/2000	95000	CUSTOMER SAID: CALLER WRITER, WIFE[redacted] [redacted]DAYTIME [redacted]CELL-PUT CAR IN REVERSE, WENT ABOUT 20 FEET, AND IT JUST SPLIT IN HALF-REAR AXLE BEAM JUST BROKE HALF-HAPPENED WHILE DRIVING VEH-HAPPENED ON 3[redacted]009-VEH AT LOCAL MECHANIC, SAID IT WAS RUSTED AND IT SPLIT IN HALF** INQUIRING IF ANY RECALLS ON VEH-WHY DID THIS HAPPENDEALER SAID: -NONERAY PRICE STROUD FORD LINCOLN MERCURY301 NORTH NINTH STREET STROUDSBURG, PA 18360TEL:(570) 420-1100FAX:(570) 420-9286CRC ADVISED: THE VEHICLE MUST BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY SYMPTOMS YOUR VEHICLE MAY BE EXPERIENCING. REPAIRS AND SERVICES NOT COMPLETED BY A FORD/LINCOLN MERCURY DEALERSHIP WOULD BE THE RESPONSIBILITY OF THE CUSTOMER.I JUST WANT TO CONFIRM, YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED. THERE IS NO FURTHER ACTION REQUIRED FROM THE CUSTOMER	1
27188371	MORS\CUDL	N	1.505E+09	3/24/2009	3/25/2009 18:11		NOT PROVIDED BY SOURCE	WI	USA		2FMZA5[redacted]	6/11/1998	1998	7/6/1998	150000	CUSTOMER SAID: THREAD ID[redacted]VEH HA A CRACK ON THE REAR AXLE-CUST GAVE A WEBSITE FOR THE CONCERN -ASKING WHAT IS FORD'S POSITION ON THIS SAFETY ISSUE- HTTP://WWW.CARCOMPLAINTS.COM/FORD/WINDSTAR/2000/SUSPENSION/REAR_AXLE_FAILURE.SHTMLDEALER SAID: --NONEEWALD'S HARTFORD FORD L-M5788 EAST HIGHWAY 60 HARTFORD, WI 53027TEL:(262) 673-9400FAX:(262) 673-5183CRC ADVISED: WE RECOMMEND YOUR SERVICE/REPAIR BE PERFORMED BY A FORD/LINCOLN MERCURY DEALERSHIP.I HAVE DOCUMENTED YOUR COMMENTS AND I WILL FORWARD A COPY TO YOUR SERVICING DEALERSHIP OF YOUR CHOICE. PLEASE CONTACT THE DEALERSHIP TO SCHEDULE A SERVICE APPOINTMENT. PLEASE BE ADVISED A DIAGNOSTIC FEE MAY BE CHARGED. IF ADDITIONAL ASSISTANCE IS REQUIRED, WE SUGGEST YOU CONTACT THE SM/CRM. THEY WILL FURTHER ASSIST IN FACILITATING YOUR SERVICE/REPAIR NEEDS.I JUST WANT TO CONFIRM, YOUR NEXT STEPS	1
27284184	MORS\CUDL	N	530362870	5/1/2009	5/2/2009 14:11		NOT PROVIDED BY SOURCE	NY	USA		2FMZA5[redacted]	7/1/1999	1999	########	45000	CUSTOMER SAID: 1. BACK AXLE IS CRACKED ALL THE WAY THROUGH--NOTICED 4[redacted]09--HAS NEVER HAPPENED BEFORE --VEH IS CURRENTLY WITH CUST AT HOME HAS NOT BEEN TO DLR--WENT ONLINE DID NOT FIND ANY RECALLS ON THE VEH BUT FOUND A LOT OF CASES THAT VEH ARE HAVING THE SAME ISSUE --SEEKING FIN ASSTDEALER SAID: DANA MOTORS LTD.266 WEST SERVICE ROAD STATEN ISLAND, NY 10314TEL:(718) 983-8700--CALLED TO SPOKE TO SOMEONE IN SERVICE GAVE A ESTIMATE OF $1100 TO REPAIR SAID SELLING DLR SHOULD HAVE SEEN THIS CONCERN BUT PARTS DO NOT LAST FOREVERCRC ADVISED: I HAVE REVIEWED IF ANY AVAILABLE COVERAGES MAY ASSIST IN YOUR REPAIR REQUEST. THERE IS NOT ACTIVE ESP TO COVER THE PART OR THE REPAIR AND THE VEHICLE IS OUTSIDE OF ANY APPLICABLE WARRANTY. WE RECOMMEND THAT YOUR VEHICLE BE INSPECTED BY A FORD/LINCOLN/MERCURY DEALERSHIP TO DETERMINE THE CAUSE OF ANY [redacted]	1

277239068	AWS	N	11560068	16	10/2/2001	1/9/2003 14:16	2F2Z	##	AA	ABSORBER KIT-REAR SH	PA	USA		2FMZA51[redacted]5/2000 [redacted]	2000	6/28/2000	18998	CUSTOMER STATES:NOISE IN REAR OF VEHICLE, UPDATED SHOCKS HERE	TEST DRIVE AND VERIF			1
285099117	AWS	N	16460539	32	6/5/2002	1/9/2003 14:16	2F2Z	##	AA		PR	PRI		2FMZA5[redacted] 9/30/1999 [redacted]	2000	########	35400	CLIENTE DICE UNIDAD NO ESTA ESTABLE EN LA PARTE DE ATRAS BRINCA MUCHO Y TIENE MUCHO RUIDO	REPLACE AXLE ASSEMBLY			1
343824433	AWS	N	8531600	14	12/26/2003	12/30/2003 13:18	2F2Z	##	AB	ABSORBER KIT-REAR SH	MA	USA		2FMZA51[redacted] 4/29/2002 [redacted]	2002	########	12540	CUSTOMER STATES VEHICLE HAS BROKEN AXLE? TOWING IN	CHECK REAR AXLE BROKE			1
687020055	APCO Ford	N	00EF250589		3/27/2001	11/23/2003 14:01				NOT PROVIDED BY SOURCE		USA		2FMDA[redacted] 3/15/1997 [redacted]	1998	5/23/1997	46786		Complaint - REAR AXLE ASSY, L/R SHCK Comment - REAR AXLE Notes - ** Vehicle May Still be Under Powertrain Warranty C: BROKEN REAR SUSP C: STRUT				1

[redacted]

Selection Summary
make Ford LM;
model year 2003; 2002; 2001; 2000; 1999; 1998;
vehicle line WINDSTAR;
commodity chassis;
commodity axle (solid);
commodity rear axle;
symptoms corroded/rusted; damage-bent/buckled/kinked; damage-cracked/fractured/split;
source syst AP; AW; CA; CQ; CT; CU; DU; EP; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VC; VH; VL; VO; VP; VS; VT; VW; WL;
Selections chassis - axle (solid) -> Total
Selections chassis - axle (solid) -> Total

Selection Summary
make Ford LM;
model year 2003; 2002; 2001; 2000; 1999; 1998;
vehicle line WINDSTAR;
commodity chassis;
source syst AP; AW; CA; CQ; CT; CU; DU; EP; GQ; JM; JP; LI; LM; LW; QF; RM; ST; UR; VC; VH; VL; VO; VP; VS; VT; VW; WL;
commodity suspension;
commodity rear suspension;
symptoms corroded/rusted; damage; damage-bent/buckled/kinked; damage-cracked/fractured/split;
Selections chassis - suspension -> Total
Selections chassis - suspension -> Total
Selections chassis - suspension -> Total
Selections chassis - suspension -> Total
Selections chassis - suspension -> Total



NHTSA's Vehicle Owner Questionaire (VOQ) Database

Model Year : 1998-2003 Make : ford Manufacturer : ford Model : windstar



Click on this Download Image button to download current screen data as a Tab delimited text file.

Data Content Contact: [redacted]
Data Downloaded Date:
04-MAY-10
This Report Generated :Thu May 6 13:55:20 2010

Search Part Name?
Contains: Suspension so get all suspension records
↳ Searched/Read all records in "Suspension": ALL
any record with "suspension" contained in
"Part Name" column → 488 reports

6457 records per count column (item no)

Find:
beam
beam
axle
axel
stab
(hous)
tube
support
inju
acci

Beam
or
Beem
} 33

Stab (Stabilizer or stable/unstable)
or
Hous (Housing)
} 85

tub (tube)
sup (support
} 57

Los (Loss or Lost)
acc (accident)
} 864

All reports with t or r?
then contain "inju" or "acc"

NEW WORDS?

BACK

FE 10-0016 000310

Rec[redacted]3 27658 – speed control

BEAM ~~10[illegible]~~ Stab 535061 (?) > too vague
~~10[illegible]~~ (stabilizer unstable) 532360 (?)
~~103 22703~~
~~10[illegible]~~
~~102 32905~~
~~102 34252~~
~~102 49447~~
~~102 66553~~
~~102 95805~~
~~10[illegible]~~
~~102 98658~~
~~103 12933~~
~~103 21507~~
~~103 26258~~
~~103 27941~~
~~103 11413~~
~~102 54311~~
~~102 21305~~
~~102 22528~~
~~102 40853~~
~~102 98932~~
~~103 12160~~
~~103 26091~~
~~102 81762~~
~~102 87287~~
~~102 89369~~
~~102 33771~~

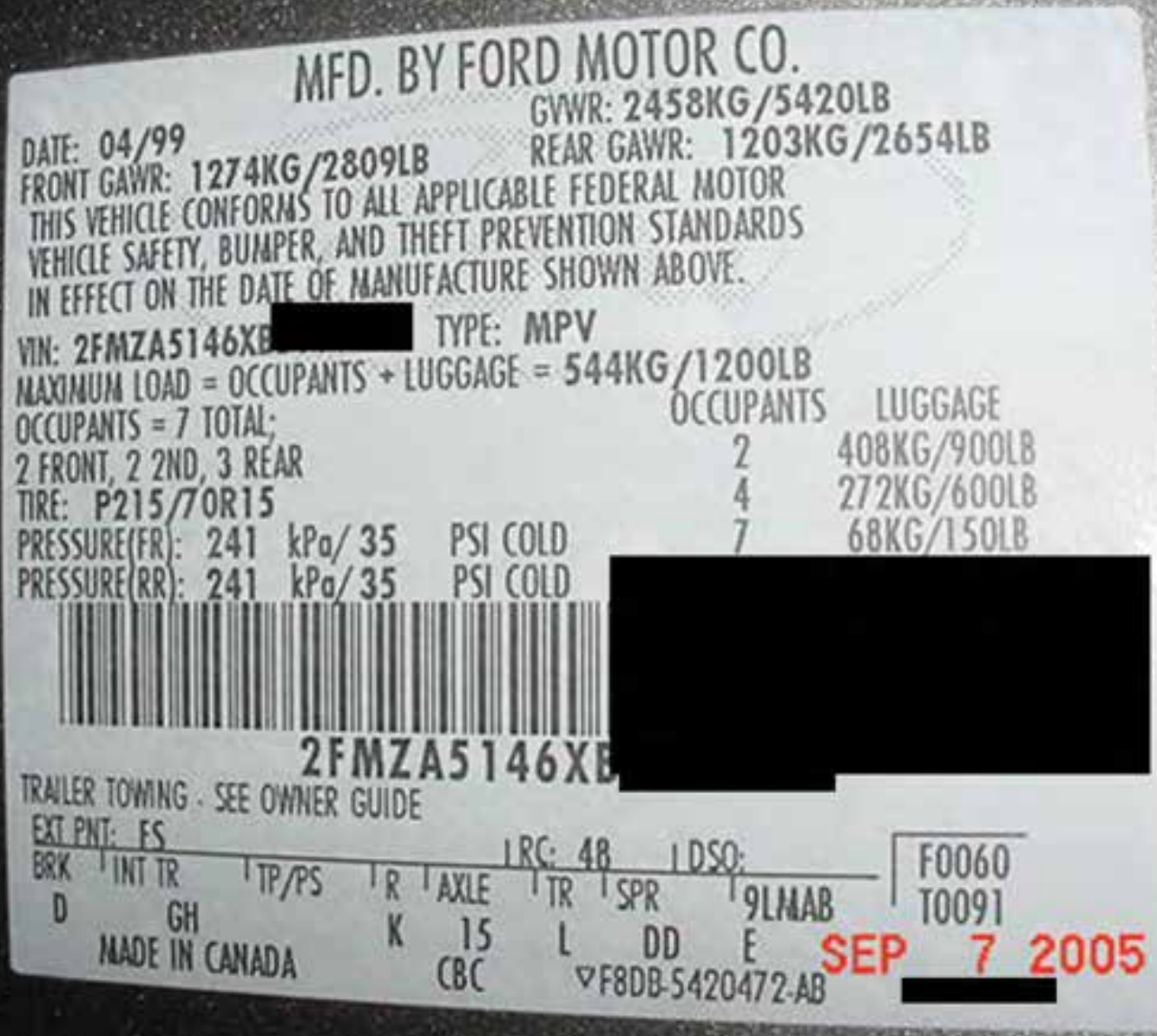
230
- vehicle unstable ~~while~~ when going down the road
- suspension system poor stability feels as if will turn over on occassions

→ 10312901
~~102 66445~~
~~102 95125~~
~~102 98160~~
~~102 50773~~

Hous(ing)
– 10270011 (231)
~~103 24900~~
~~102 15255~~
~~102 58021~~

Tube 883683 (232)

Sup (Support)
~~102 79347~~
~~103 23475~~
~~103 21509~~
10311416 (233)


MFD. BY FORD MOTOR CO.

GVWR: 2458KG/5420LB

DATE: 04/99

FRONT GAWR: 1274KG/2809LB

REAR GAWR: 1203KG/2654LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2FMZA5146XB[redacted] TYPE: MPV

MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 544KG/1200LB

OCCUPANTS = 7 TOTAL;

2 FRONT, 2 2ND, 3 REAR

TIRE: P215/70R15

PRESSURE(FR): 241 kPa/35 PSI COLD

PRESSURE(RR): 241 kPa/35 PSI COLD

OCCUPANTS	LUGGAGE
2	408KG/900LB
4	272KG/600LB
7	68KG/150LB

[redacted]

2FMZA5146XB[redacted]

TRAILER TOWING - SEE OWNER GUIDE

EXT PNT: FS

RC: 48 DSO: F0060 T0091

BRK	INT TR	TP/PS	R	AXLE	TR	SPR	
D	GH		K	15	L	DD	9LMAB E

MADE IN CANADA

CBC ▽F8DB-5420472-AB

SEP 7 2005 [redacted]


SEP 7 2005

SEP 7 2005


SEP 7 2005


SEP 7 2005
E10-016 000316


SEP 7 2005
PE10-016_000317

99-03 Windstar Alleged Rear Axle Cracks (VOQ only)

Count of Model	Model Yr					
Sort Field One	1999	2000	2001	2002	2003	Grand Total
x	37	109	96	39	4	285
Grand Total	37	109	96	39	4	285
Unique ODI #	35	87	79	33	4	238

238 unique ODI record #

10 alleged loss of control

[redacted]

99-03 WINDSTAR Alleged Rear Axle Cracks

Count of VIN		Source Code			
Sort Field One	Model Year	AWS	GCQIS Ford	MORS\CUDL	Grand Total
x	1999	12	1	86	99
	2000	15	1	140	156
	2001	10	4	105	119
	2002	9	2	67	78
	2003	4		14	18
x Total		50	8	412	470
Grand Total		50	8	412	470
Unique VIN's		49	8	355	

403 unique VIN's in 470 reports

* Not de-dup'd
* Excludes VOQ data

[redacted]

99-03 Windstar Alleged Rear Axle Cracks (VOQ only)

Count of Model			Model Yr			
Sort Field One	Sort Field T	ODI No	2000	2001	2002	Grand Total
x	loc	10247971		2		2
		10258624			2	2
		10282589			2	2
		10318602	2			2
		10266712		1		1
		10289873			1	1
		10298932			1	1
		10304940		1		1
		10305658		1		1
		10312933	1			1
	loc Total		3	5	6	14
x Total			3	5	6	14
Grand Total			3	5	6	14

Alleged loss of control

2 2000 my - unique reports
4 2001 my " " " "
4 2002 my " " " "

10 total alleged loss of control VOQ reports

[redacted]

1999 WORKSTAR Alleged Rear Axle Cracks (NOQ only)

Count of Model		Model Yr	
Sort Field One	ODI No	1999	Grand Total
x	10270011	2	2
	10277373	2	2
	883683	1	1
	10043899	1	1
	10193320	1	1
	10217537	1	1
	10225248	1	1
	10227774	1	1
	10241314	1	1
	10255087	1	1
	10258486	1	1
	10263603	1	1
	10267476	1	1
	10276437	1	1
	10278665	1	1
	10279347	1	1
	10279354	1	1
	10280252	1	1
	10289158	1	1
	10296071	1	1
	10297141	1	1
	10297254	1	1
	10297289	1	1
	10299110	1	1
	10312901	1	1
	10312988	1	1
	10316671	1	1
	10317548	1	1
	10318125	1	1
	10322103	1	1
	10323475	1	1
	10324193	1	1
	10324315	1	1
	10324476	1	1
	10325773	1	1
x Total		37	37
Grand Total		37	37

- 2 repeats

35 unique ODI reports

[redacted]

05/06/2010

2000 Windstar Alleged Rear Axle Cracks (VOQ only)

Count of Model		Model Yr	
Sort Field One	ODI No	2000	Grand Total
x	10321230	3	3
	10216222	2	2
	10231137	2	2
	10233088	2	2
	10234252	2	2
	10238538	2	2
	10244148	2	2
	10270255	2	2
	10283674	2	2
	10288683	2	2
	10290147	2	2
	10293748	2	2
	10296139	2	2
	10296580	2	2
	10297844	2	2
	10297847	2	2
	10298658	2	2
	10303733	2	2
	10310577	2	2
	10318602	2	2
	10321507	2	2
	10147551	1	1
	10161137	1	1
	10190132	1	1
	10195757	1	1
	10224061	1	1
	10230793	1	1
	10232905	1	1
	10239750	1	1
	10245114	1	1
	10247947	1	1
	10248951	1	1
	10250154	1	1
	10250222	1	1
	10251676	1	1
	10252572	1	1
	10261952	1	1
	10262001	1	1
	10262127	1	1
	10266495	1	1
	10266553	1	1
	10267575	1	1
	10267914	1	1
	10268338	1	1
	10273029	1	1
	10274675	1	1
	10274676	1	1
	10276463	1	1
	10280236	1	1
	10290267	1	1
	10291373	1	1
	10291587	1	1
	10293029	1	1
	10293981	1	1
	10294108	1	1
	10294229	1	1
	10295125	1	1
	10295805	1	1
	10296075	1	1
	10296262	1	1
	10296319	1	1
	10296389	1	1
	10299844	1	1
	10301876	1	1
	10302520	1	1
	10303526	1	1
	10310050	1	1
	10310054	1	1
	10312933	1	1
	10313288	1	1
	10313588	1	1
	10317923	1	1
	10321245	1	1
	10322357	1	1
	10322501	1	1
	10322564	1	1
	10323495	1	1
	10323728	1	1
	10324118	1	1
	10324900	1	1
	10325965	1	1
	10326258	1	1
	10326601	1	1
	10327989	1	1
	10328109	1	1
	10328149	1	1
	10328358	1	1
x Total		109	109
Grand Total		109	109

- 22 repeat reports

87 unique ODI reports

[redacted]

05/06/2010

2001 WINDSTAR Alleged Rear Axle Cracks (VOQ only)

Count of Model		Model Yr	
Sort Field One	ODI No	2001	Grand Total
x	10264413	3	3
	10183474	2	2
	10208085	2	2
	10217835	2	2
	10229779	2	2
	10246217	2	2
	10247971	2	2
	10248781	2	2
	10251864	2	2
	10254311	2	2
	10262538	2	2
	10269798	2	2
	10292189	2	2
	10311113	2	2
	10311416	2	2
	10326270	2	2
	10210668	1	1
	10212690	1	1
	10215255	1	1
	10218138	1	1
	10220038	1	1
	10221365	1	1
	10222528	1	1
	10224199	1	1
	10228550	1	1
	10242186	1	1
	10244617	1	1
	10246146	1	1
	10246536	1	1
	10248826	1	1
	10250241	1	1
	10250773	1	1
	10251288	1	1
	10252007	1	1
	10259620	1	1
	10266027	1	1
	10266712	1	1
	10267236	1	1
	10268438	1	1
	10274390	1	1
	10275079	1	1
	10277522	1	1
	10282548	1	1
	10284393	1	1
	10284809	1	1
	10285087	1	1
	10285354	1	1
	10289467	1	1
	10291313	1	1
	10293261	1	1
	10295817	1	1
	10296160	1	1
	10296812	1	1
	10298163	1	1
	10303540	1	1
	10303651	1	1
	10304729	1	1
	10304940	1	1
	10305658	1	1
	10307012	1	1
	10307604	1	1
	10312319	1	1
	10315110	1	1
	10317152	1	1
	10317190	1	1
	10317671	1	1
	10318353	1	1
	10319070	1	1
	10320387	1	1
	10321187	1	1
	10321711	1	1
	10322593	1	1
	10322646	1	1
	10324927	1	1
	10327171	1	1
	10327329	1	1
	10327596	1	1
	10327991	1	1
	10328589	1	1
x Total		96	96
Grand Total		96	96

-17 repeats reports

79 unique ODI reports

[redacted]

05/06/2010

2002 Windstar Alleged Rear Axle Cracks (VOQ only)

Count of Model		Model Yr	
Sort Field One	ODI No	2002	Grand Total
x	10238475	2	2
	10249251	2	2
	10258624	2	2
	10277085	2	2
	10282589	2	2
	10297052	2	2
	10211932	1	1
	10233771	1	1
	10268983	1	1
	10275659	1	1
	10277068	1	1
	10281762	1	1
	10287031	1	1
	10287287	1	1
	10289369	1	1
	10289873	1	1
	10293691	1	1
	10295853	1	1
	10298932	1	1
	10299112	1	1
	10301858	1	1
	10302579	1	1
	10303558	1	1
	10310595	1	1
	10312160	1	1
	10319242	1	1
	10320031	1	1
	10320295	1	1
	10323639	1	1
	10326572	1	1
	10326691	1	1
	10326883	1	1
	10326906	1	1
x Total		39	39
Grand Total		39	39

-6 repeat reports

33 unique ODI #

[redacted]

05/06/2010

2003 Winnebago Alleged Rear Axle Cracks (VOQ only)

Count of Model		Model Yr	
Sort Field One	ODI No	2003	Grand Total
x	10285630	1	1
	10304315	1	1
	10318121	1	1
	10328248	1	1
x Total		4	4
Grand Total		4	4

Ø repeat reports
4 unique ODI #

[redacted]

05/06/2010

99-03 Windstar Alleged Rear Axle Cracks (VOQ only) Alleged Loss of Control reports

ODI No	Manufacturer	Model Yr	Make	Model	Vin	Failure Date	Letter Date	NHTSA File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurrences	Part Name	Summary	Sort Field One	Sort Field Two
1024797	FORD MOTOR COMPANY	2001	FORD	WINDSTAR	2FMDA[redacted]	1/14/2008	11/7/2008	11/7/2008	WINTHROP	MA	95880	N	0	N	0	1	SUSPENSION:REAR	REAR SUBFRAME AXLE ASSEMBLY PART #XF2Z 4B435 AA BROKE IN HALF CAUSING LOSS OF CONTROL OF VEHICLE & LOSS OF BRAKES. *T	x	doc
1023404	FORD MOTOR COMPANY	2002	FORD	WINDSTAR	2FMZA[redacted]	1/28/2008	2/13/2009	2/13/2009	CONGERS	NY	82000	N	1	N	0	1	STRUCTURE:FRAME AND MEMBERS	WHILE DRIVING AT A LOW SPEED (35 MPH)IT SUDDENLY AND WITHOUT WARNING OR APPARENT REASON(1) THE REAR AXLE SNAPPED ON MY 2002 FORD WINDSTAR MINIVAN(2) LOOKING THE REAR WHEELS AND CAUSING ME TO LOSE CONTROL OF THE VEHICLE. THE AXLE(3) (FORD CALLS IT A "HOUSING" LOOKED AS IF IT HAD SIMPLE SNAPPED IN HALF. - AT THE DEALERSHIP(4) I LEARNED THAT A SIMILAR INCIDENT HAD BEEN REPORTED A MONTH EARLIER. - MY CONCERN IS THAT THIS MAY OCCUR REPEATEDLY AND TO OTHERS TRAVELING AT HIGHWAY SPEED. THE WINDSTAR MINIVAN IS THE VEHICLE OF CHOICE FOR PEOPLE WITH YOUNG CHILDREN. THIS FAILURE CAUSED BOTH REAR TIRES TO FAIL TO MOVE(5) AND IN MY OPINION IS A CATASTROPHIC FAILURE OF A CRITICAL COMPONENT OF THE VEHICLE. *T	x	doc
1026259	FORD MOTOR COMPANY	2002	FORD	WINDSTAR	2FMZA[redacted]	5/18/2009	9/1/2009	9/1/2009	POUGHKEEPSIE	NY	152304	N		N		1	STRUCTURE:FRAME AND MEMBERS	WHEN DRIVING MY 2002 FORD WINDSTAR MINI VAN ON THE HIGHWAY WE NOTICED A LOUD SLAMMING NOISE FROM THE REAR CAUSING THE VEHICLE TO LOSE CONTROL SWERVING TO THE RIGHT SHOULDER AND STALLING WITH THE TAIL END STILL IN THE MIDDLE OF THE TWO LANE HIGHWAY. AS THE TRACTOR TRAILER BEHIND US WHO WAS VERY ALERT NEARLY MISSED A REAR END COLLISION WITH OUR VEHICLE. UPON INSPECTION OF THE UNDERSIDE OF THE VEHICLE WE NOTICED THE REAR AXLE BEAM WAS SPLIT IN TWO, RUSTED AND ROTTED OUT AND HANGING TO THE GROUNDE. A TOW TRUCK WAS NOTIFIED AND THE OPERATOR STARED IN DISBELIEF THAT THE AXLE HAD BROKEN IN HALF. THIS OBVIOUS DEFECT COULD HAVE COST US OUR LIVES. THIS DEFECT NEEDS TO BE ADDRESSED IMMEDIATELY BEFORE A SOME LIVES ARE LOST AS A RESULT OF THE FORD WINDSTAR REAR AXLE BEAM BREAKING WHILE OCCUPANTS AND PASSENGERS ARE RIDING IN THIS VEHICLE. THIS INCIDENT WAS REPORTED TO THE FORD CUSTOMER SERVICE ASSISTANCE CENTER AND THEY TOOK THE INFORMATION ABOUT THE VEHICLE AND THE NATURE OF THE COMPLAINT ADVISING ME TO SPEAK TO A FORD SERVICE MANGER AND FOR THE DEFECTIVE VEHICLES BROKEN AXLE TO BE INSPEC	x	doc
1031982	FORD MOTOR COMPANY	2000	FORD	WINDSTAR	2FMZ[redacted]	3/19/2010	3/19/2010	3/19/2010	WARSAW	NY	110000	N		N			SUSPENSION:REAR	SNAPPED REAR AXLE LEADING TO LOSS OF CONTROL. THE AXLE HAD OBVIOUSLY BEEN CRACKED FOR SEVERAL YEARS& BASED ON CORROSION IN THE CRACK. THE LOSS OF CONTROL WAS SUCH THAT LIVES WERE IN IMMEDIATE DANGER	x	doc
1029871	FORD MOTOR COMPANY	2001	FORD	WINDSTAR	2FMZ[redacted]	4/23/2009	4/25/2009	4/25/2009	HAMMOND	IN	115000	N		N	0	1	SUSPENSION:REAR	I WAS DRIVING DOWN THE INTERSTATE GOING 55 MPH IN A CONSTRUCTION ZONE. I WAS IN FRONT OF A SEMI TRUCK. I HAD MY 3 YOUNG KIDS IN THE VAN. THE VAN STARTED FEELING FUNNY AND I WAS LOOKING FOR A SAFE PLACE TO PULL OFF WHEN THE REAR AXLE SNAPPED IN 2 PIECES. THIS CAUSED MY VAN TO START TO SPIN. WE WERE ALMOST HIT BY THE SEMI AND THEN WE ALMOST WENT OFF THE ROAD WHERE I AM AFRAID WE PROBABLY WOULD HAVE ROLLED OVER. WE ENDED UP FACING THE WRONG WAY IN THE PASSING LANE WHICH THANKFULLY HAD CONSTRUCTION BARRELS UP SO IT WAS CLOSED OTHERWISE WE WOULD HAVE PROBABLY BEEN HIT HEAD ON. THE TOW TRUCK DRIVER THE SEMI TRUCK DRIVER THE POLICE OFFICER MY HUSBAND AND MY FATHER ALL SAID THAT THEY HAD NEVER SEEN THIS BEFORE AND THAT REAR AXLES JUST DON'T SNAP THAT WAY. WE NOW HAVE TO REPLACE BASICALLY EVERYTHING IN THE REAR OF MY VAN. AS WE WERE DOING RESEARCH TO PRICE THE REPLACEMENT PARTS WE FOUND THAT THERE WERE MANY STORIES JUST LIKE OURS AND THAT IT HAD BEEN REPORTED TO FORD TO NO AVAIL. MECHANICS ARE SAYING THAT THE PROBLEM SEEMS TO BE NEAR THE WHEEL WHERE WATER CAN GET IN BUT CAN'T GET OUT SO THEY ARE RUSTING FROM THE INSIDE OUT AND SNAPPING. SO EVEN AFTER I REPLACE MY AXLE I STILL CAN'T FEEL SAFE B/C THEY HAVE NOT FIXED THE DESIGN FLAW AND APPARENTLY DON'T INTEND TO. WE COULD HAVE BEEN KILLED IF THE ROAD WAS ANY DIFFERENT THAT DAY. I WOULD HATE TO SEE ANOTHER FAMILY NOT HAVE THE FORTUNATE CIRCUMSTANCES THAT WE DID THAT DAY AND SOMEONE LOSE THEIR LIFE! PLEASE PLEASE PLEASE DON'T LET FORD LET IT GET TO THAT	x	doc

[redacted]

1028987	FORD MOTOR COMPANY	2002	FORD	WINDSTAR		10/15/2009	10/26/2009	10/26/2009	LAKEVILLE	MN	113000	N		N			POWER TRAIN:AXLE ASSEMBLY	"CL" THE CONTACT OWNS A 2002 FORD WINDSTAR. WHILE DRIVING BETWEEN 65-70 MPH HE LOST VEHICLE CONTROL **WITHOUT PRIOR WARNING**. HE WAS ABLE TO SAFELY PULL THE VEHICLE TO THE SIDE OF THE ROAD. UPON FURTHER INSPECTION HE NOTICED THAT THE REAR AXLE FRACTURED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC FOR INSPECTION. THE TECHNICIAN STATED THE REAR AXLE WAS DEFECTIVE. THE INSURANCE COMPANY WAS IN THE PROCESS OF INSPECTING THE VEHICLE. THE VEHICLE HAS NOT BEEN REPAIRED FOR THE MALFUNCTION. THE FAILURE AND CURRENT MILEAGES WERE 113,000. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE.	X	Src
1029592	FORD MOTOR COMPANY	2002	FORD	WINDSTAR	2FMD[redacted]	1/2/2010	1/10/2010	1/10/2010	EAU CLAIRE	WI	132258	N		N		T	SUSPENSION:REAR	2002 FORD WINDSTAR REAR AXLE BEAM BROKE IN HALF WHILE MAKING A LEFT HAND TURN. THE VAN STARTED SWAYING IN THE REAR EARLIER IN THE DAY AND WE THOUGHT IT WAS BECAUSE OF ICE AND SNOW ON THE ROADS THAT DAY. ON GOOD PAVEMENT WE DID NOT EXPERIENCE ANY ISSUES. WE STOPPED AND LOOKED AT THE TIRES AND THEY ALL LOOKED FINE E AND FOUND NO EVIDENCE TO SUGGEST ANYTHING ELSE WAS WRONG WITH VAN. NO OTHER WARNING BEFORE FAILURE. **WHEN THIS HAPPENED BOTH REAR WHEELS TOWED INWARD CAUSING** VAN TO SLIDE OUT OF CONTROL FOR SHORT DISTANCE. **AND CAUSING DAMAGE TO THE VEHICLE.** HAD WE BEEN TRAVELING ON THE HIGHWAY AT SPEEDS OF 65 MILES AN HOUR I WOULD NOT LIKE TO THINK WHAT WOULD OF HAPPENED WE HAD TO HAVE THE VEHICLE TOWED TO A FORD DEALER FOR REPAIRS. THE COST OF THESE REPAIRS WAS $1782.33 NOT INCLUDING THE TOWING BILL THE TOW TRUCK DRIVER SAID HE HAS NEVER SEEN A REAR AXLE BEAM BREAK BEFORE. THIS COULD OF BEEN A MAJOR ACCIDENTIN CAUSING BODILY HARM OR DEATH I HAD THE DEALER SAVE THE PARTS FOR ME AND I ALSO TOOK PICTURES OF THE FAILED PART AFTER IT WAS REMOVED. THE DEALER WOULD NOT COVER ANY COST OF THE REPAIRS. "T	X	Src
1030494	FORD MOTOR COMPANY	2001	FORD	WINDSTAR	2FMD[redacted]	2/3/2010	2/3/2010	2/3/2010	LAKE ARIEL	PA	89000	N		N		T	SUSPENSION	I OWN A 2001 FORD WINDSTAR VAN. WHILE COMING HOME TODAY FROM WORK **WE LOST CONTROL** AND WAS FISHTAILING (I AM SO GLAD THAT THIS HAPPENED WHEN NO CARS WHERE COMING THE OTHER WAY OR 15 MINS EARLIER WHEN WE WERE ON THE HIGHWAY). WHEN WE WERE ABLE TO SAFELY STOP AND GET OUT TO SEE WHAT HAPPENED WE NOTICED THE REAR PASSENGER TIRE WAS SACK ABOUT 2 TO 3 INN COMPARED TO THE OTHER TIRE. WHEN MY HUSBAND GOT DOWN AND LOOKED UNDERNEATH HE FOUND OUT THE REAR AXLE BROKE IN 2. RIGHT NOW THE VAN IS SITTING IN MY PARENTS DRIVEWAY AS WE ARE UNABLE TO PAY TO GET IT FIXED. "T	X	Src
1030958	FORD MOTOR COMPANY	2001	FORD	WINDSTAR	2FMD[redacted]	2/4/2010	2/4/2010	2/4/2010	NEWINGTON	CT	138000	Y		N		T	SUSPENSION:REAR	1) NO WARNING SIGNS. 2) 2001 FORD WINDSTAR SE. THE REAR AXLE SNAPPED WHILE DRIVING DOWN THE ROAD AND WE **LOST CONTROL** OF THE VEHICLE. 3) THE DEALER INFORMED ME THAT THERE ARE NO PROBLEMS WITH THIS ISSUE. MY MECHANIC (NOT A DEALER) TOLD ME THIS IS A KNOWN PROBLEM. "T	X	Src
1031295	FORD MOTOR COMPANY	2000	FORD	WINDSTAR	2FMD[redacted]	2/21/2010	2/23/2010	2/23/2010	GREENUP	KY	102000	N		N		T	STRUCTURE:FRAME AND MEMBERS	2000 FORD WINDSTAR WITH APPROX 102L,000 MILES AND REAR MAIN AXLE BEAM BROKEN ALMOST INTO. HAVE DONE SOME INTERNET SEARCHES AND FOUND SEVERAL CASES OF THIS. THERE IS NO RECALL FROM FORD AND THIS IS EXTREME SAFETY ISSUE WITH WINDSTARS. **LOST ALMOST TOTAL CONTROL OF MY VEHICLE** AND THANK GOD I WAS TRAVELING AT ONLY 10 MPH. AT INTERSTATE SPEED THIS WOULD HAVE BEEN AN ALMOST CERTAIN CATASTROPHE. WILL BE CONTACTING FORD IN MORNING TO SEE WHAT THEY HAVE TO SAY BUT FROM ALL ONLINE ACCOUNTS THEY SEEM TO BE REFUSING TO ACKNOWLEDGE OR EVEN OFFER TO REPAIR. I WOULD MUCH RATHER HAVE A STICKY GAS PEDAL THAT I CAN SOMEWHAT CONTROL THE TO HAVE AN AXLE SNAP INTO AT HIGHWAY SPEEDS. "T	X	Src

10 Reports alleged loss of Control

Agenda – Windstar Rear Axle Heat Treat

6/18/99

Item	Who
1) Need for Heat Treating	Greg Blomstrom
2) Pros and Cons of Heat Treating	Greg Blomstrom and Beneteler
3) Implementation Plan	Benteler
4) Timing	Benteler
5) Costs	Benteler

} Add'l meeting

Additional detail of some agenda items:

1) Current axle is experiencing fatigue issues during durability testing. Current axle testing on RPC has yielded an average fatigue life of 1026 cycles (average of 6 samples).
2)

PROS	CONS
Increases fatigue life by at least 3 X's	Cost
Does not affect torsional stiffness	Warping - Production control of required tolerances may be difficult due to potential warping issues.
No weight impact	Production cycle time. Currently, the induction heat treating done on the trailing arm has the longest cycle time.
	Dwell time needs to be tightly controlled and monitored.

- 4 units to HT tubes
- meets + exceeds requirements
  If one goes down, may cause problems.
- 1000 Tube buffer.
- Tocco equip. will equal rate of Press.
- Commitment of Benteler to do this ∆.- Joe Schmidt concerned.
  Present equip. is being pushed to the max.
  Joe Schmidt will be running this to new line.
- Tooling will have to be d'ed to put a pre-determined bend in the tube prior to heat [redacted].


FLUORESCENT HAND LAMP







PE10-016 000333


GOODYEAR ALL-WEATHER






FLUORESCENT HAND LAMP



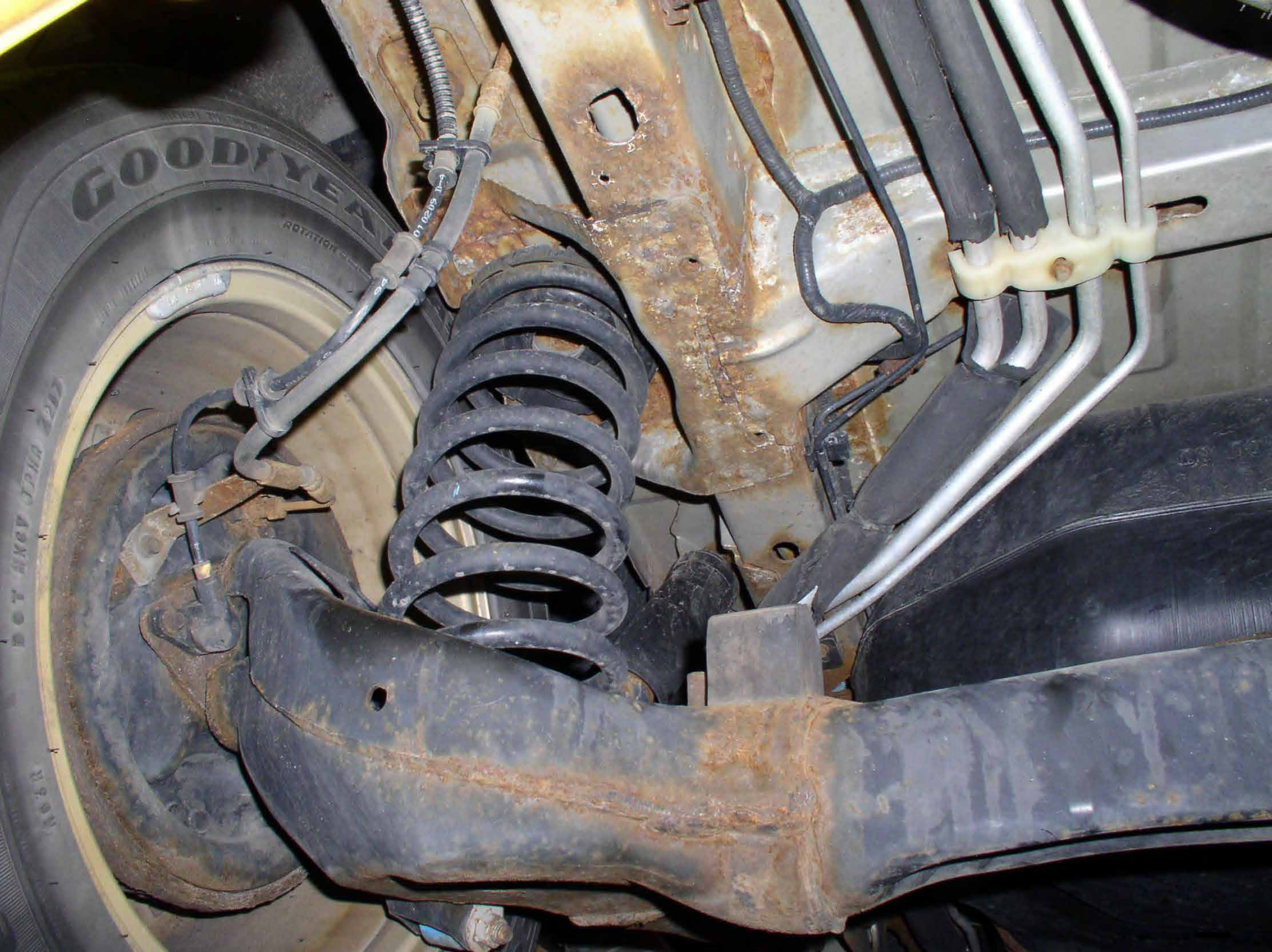











GOODYEAR
ROTATION
DOT AWAY






























INFLATE TO 100 PSIG 7.0 BAR
TEMPORARY USE ONLY
GENERAL

































INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)






USE ONLY SPARE


AIR BAG
2FMZA5243XB
[redacted]





PE10









MFD. BY FORD MOTOR CO.

DATE: 04/99 GVWR: 2458KG/5420LB
FRONT GAWR: 1274KG/2809LB REAR GAWR: 1203KG/2654LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2FMZA5147XB[redacted] TYPE: MPV
MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 544KG/1200LB
OCCUPANTS = 7 TOTAL;
2 FRONT, 2 2ND, 3 REAR
TIRE: P215/70R15
PRESSURE(FR): 241 kPa/35 PSI COLD
PRESSURE(RR): 241 kPa/35 PSI COLD

OCCUPANTS	LUGGAGE
2	408KG/900LB
4	272KG/600LB
7	68KG/150LB

[redacted]

2FMZA5147XB[redacted]

TRAILER TOWING - SEE OWNER GUIDE
EXT PNT: SP

BRK	INT TR	TP/PS	R	AXLE	TR	SPR	RC: 48	DSO:	F0060
D	G2		K	15	L	DD	9LMAB	E	T0091

MADE IN CANADA CBC ▽F8DB-5420472-AB



















PE10816



MFD. BY FORD MOTOR CO.

DATE: 10/00 GVWR/PNBV: 2458KG/5420LB
FRONT GAWR/PNBE AV: 1274KG/2809LB
REAR GAWR/PNBE AR: 1207KG/2663LB
VIN: 2FMZA55441B[redacted] TYPE: MPV
TIRE/PNEU: P215/70R15 kPa/PSI(COLD)/lb/po² (A FROID):
FR/AV: 241/35 RR/AR: 241/35

CANADA • CMVSS • NSVAC • TRANSPORT • 977

MAXIMUM LOAD/CHARGE MAXIMALE =
OCCUPANTS + LUGGAGE/BAGAGES = 544KG/1200LB
OCCUPANTS = 7 TOTAL/TOTALE:
2 FR/AV, 2 2ND/2E, 3 RR/AR

OCCUPANTS	2	4	7
LUGGAGE/BAGAGES	408KG/0900LB	272KG/0600LB	[illegible]

TRAILER TOWING - SEE OWNER GUIDE
TRACTION D'UNE REMORQUE - VOIR LE GUIDE DU PROPRIETAIRE

2FMZA55441B[redacted]

EXT PNT: FS IRC: BB DSO:

BRK	INT TR	TP/PS	R	AXLE	TR	SPR		COMPONENTS
D	GH		9	15	N	DD	1A31A	F0021
MADE IN CANADA					CBP		505	T0123

F8DB-5420-AB



[redacted]





MFD. BY FORD MOTOR CO.

DATE: 10/98 GVWR: 2458KG/5420LB
FRONT GAWR: 1274KG/2809LB REAR GAWR: 1203KG/2654LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2FMZA5143XB[redacted] TYPE: MPV
MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 544KG/1200LB
OCCUPANTS = 7 TOTAL;
2 FRONT, 2 2ND, 3 REAR
TIRE: P215/70R15PS
PRESSURE(FR): 241 kPa/ 35 PSI COLD
PRESSURE(RR): 241 kPa/ 35 PSI COLD

OCCUPANTS	LUGGAGE
2	408KG/900LB
4	272KG/600LB
7	68KG/150LB

[redacted]

2FMZA5143XB

TRAILER TOWING - SEE OWNER GUIDE
EXT PNT: B4

BRK	INT TR	TP/PS	R	AXLE	TR	SPR
D	GH		K	15	L	DD

RC: 48 DSO: F0055 T0073

MADE IN CANADA CBC ▽F8DB-5420472-AB







[redacted]



INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(b)(6)



MFD. BY FORD MOTOR CO.

DATE: 12/00 GVWR: 2521KG/5560LB
FRONT GAWR: 1315KG/2900LB REAR GAWR: 1207KG/2663LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2FMZA53471E[redacted] TYPE: MPV
MAXIMUM LOAD = OCCUPANTS + LUGGAGE =544KG/1200LB
OCCUPANTS = 7 TOTAL;
2 FRONT, 2 2ND, 3 REAR
TIRE: 215/65R16
PRESSURE(FR): 241 kPa/ 35 PSI COLD
PRESSURE(RR): 241 kPa/ 35 PSI COLD

OCCUPANTS	LUGGAGE
2	408KG/0900LB
4	272KG/0600LB
7	068KG/0150LB

[redacted]

2FMZA53471B[redacted]

TRAILER TOWING - SEE OWNER GUIDE
EXT PNT: UA TS RC: 48 [redacted]

BRK	INT TR	TP/PS	R	AXLE	TR	SPR
D	22		K	15	N	ED

F0056
T0087

MADE IN CANADA CBC ▽F8DB-5420472-AB

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

PE1041



[redacted]











[redacted]






Professional Brake Service
[redacted]

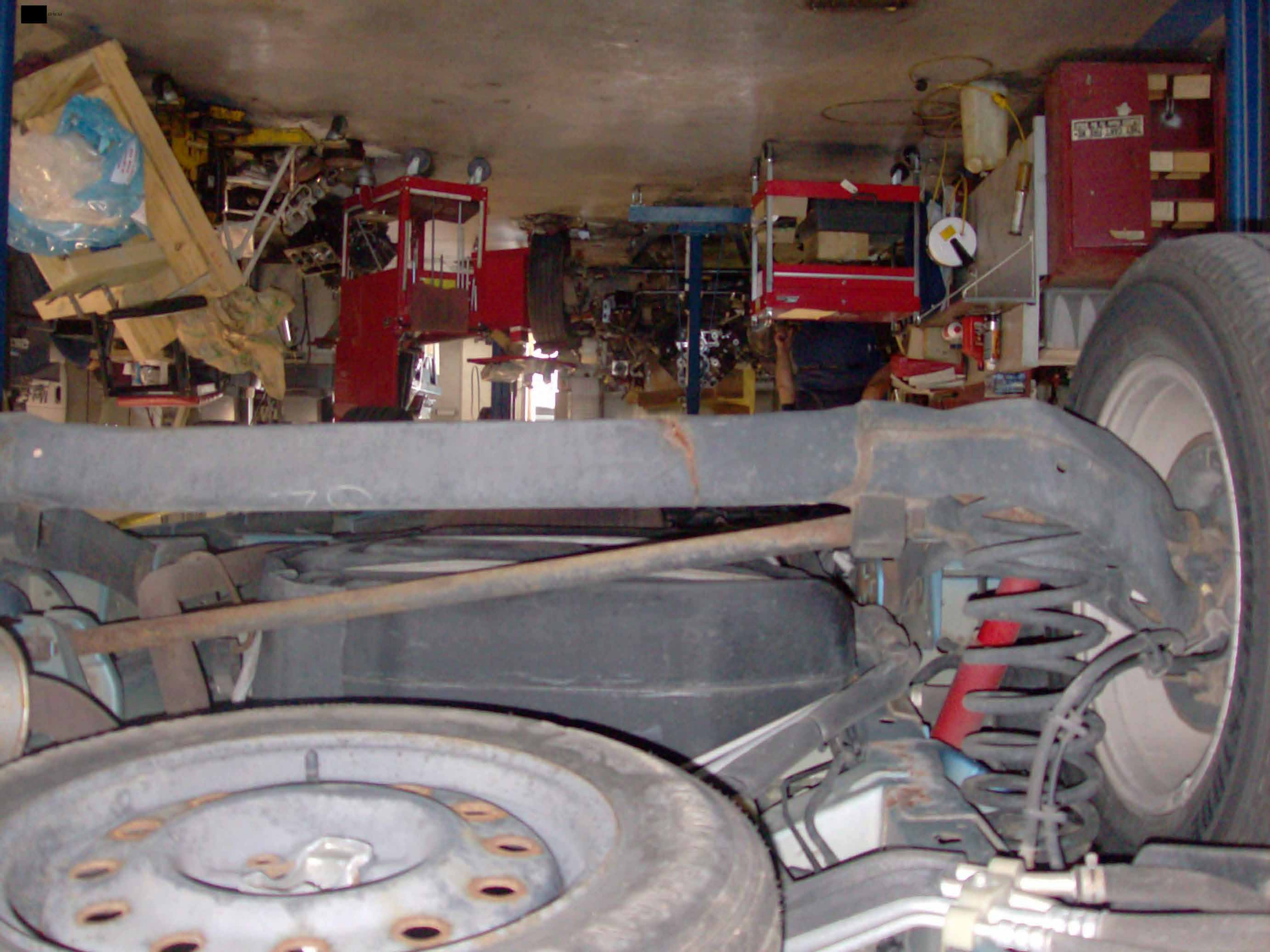








[redacted]









PE.10.016









[redacted]



PE10 090

PE10.016 [redacted]

MFD. BY FORD MOTOR CO.

DATE: 02/00
GVWR: 2521KG/5560LB
FRONT GAWR: 1274KG/2809LB
REAR GAWR: 1270KG/2800LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2FMZA5149YB[redacted] TYPE: MPV
MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 544KG/1200LB
OCCUPANTS = 7 TOTAL;
2 FRONT, 2 2ND, 3 REAR

OCCUPANTS	LUGGAGE
2	408KG/900LB
4	272KG/600LB
7	68KG/150LB

TIRE: P215/70R15
PRESSURE(FR): 241 kPa/ 35 PSI COLD
PRESSURE(RR): 241 kPa/ 35 PSI COLD

[redacted]

2FMZA5149YB[redacted]

TRAILER TOWING - SEE OWNER GUIDE
LRC: 48 DSO: F0038 T0115
EXT PNT: SP

BRK	INT TR	TP/PS	R	AXLE	TR	SPR	9LMAB
D	G2		K	15	L	DE	E

MADE IN CANADA CBC ▽F8DB-5420472-AB


F FUEL
E
RPMx1000
0
1
2
3
4
5
6
7
MPH
0
20
40
60
80
100
120
160
200
km/h
P R N D 2 1
20 1080.4 mi


RPMx1000
MPH
P R N D 2 1
20108.4 mi

MFD. BY FORD MOTOR CO.

DATE: 02/00
GVWR: 2521KG/5560LB
FRONT GAWR: 1274KG/2809LB
REAR GAWR: 1270KG/2800LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2FMZA5149Y[redacted] TYPE: MPV
MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 544KG/1200LB
OCCUPANTS = 7 TOTAL;
2 FRONT, 2 2ND, 3 REAR
TIRE: P215/70R15
PRESSURE(FR): 241 kPa/ 35 PSI COLD
PRESSURE(RR): 241 kPa/ 35 PSI COLD

OCCUPANTS	LUGGAGE
2	408KG/900LB
4	272KG/600LB
7	68KG/150LB

[redacted]

2FMZA5149Y[redacted]

TRAILER TOWING - SEE OWNER GUIDE

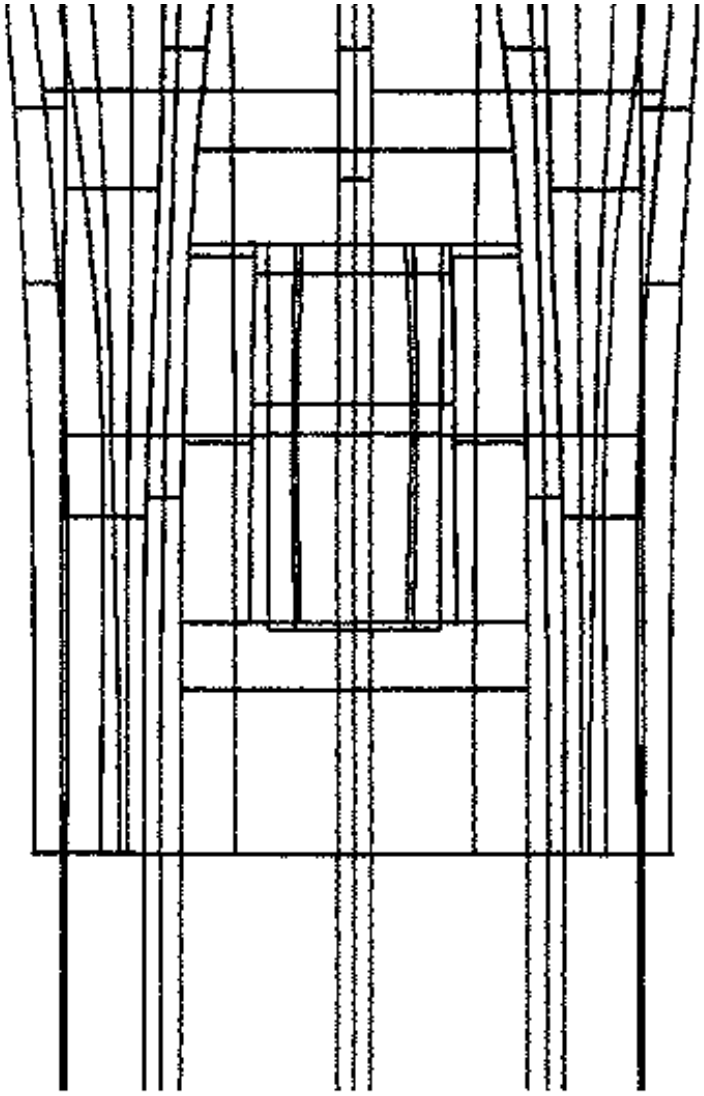
EXT PNT: SP | RC: 48 | DSO: 9LMAB | F0038 T0115

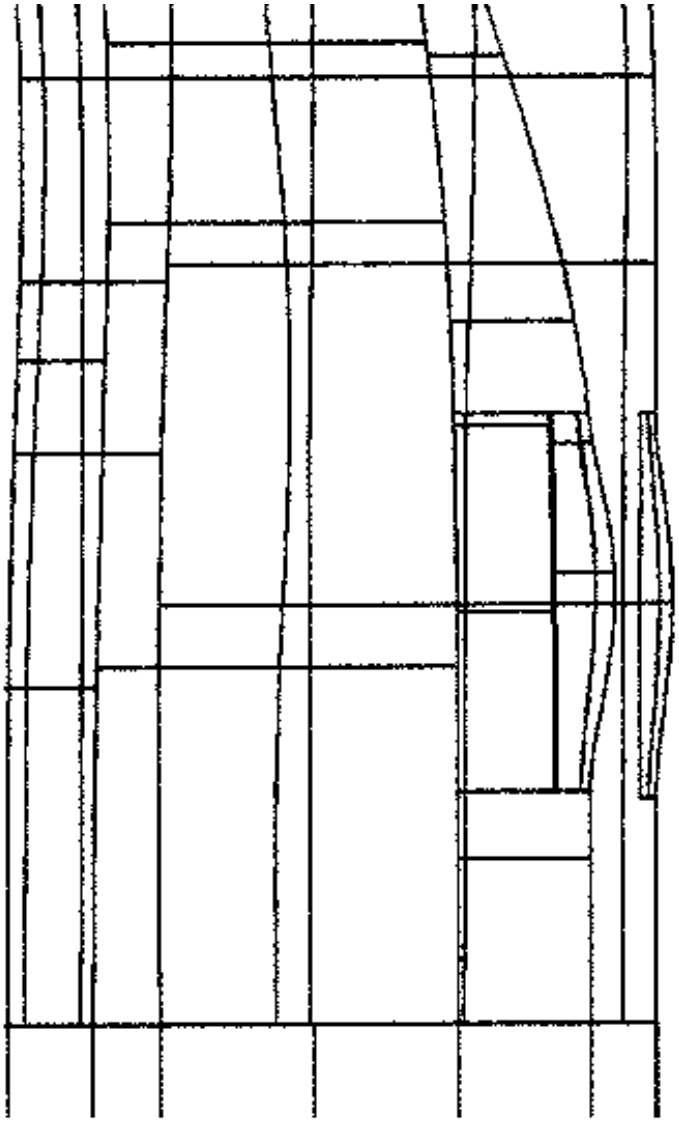
BRK	INT TR	TP/PS	R	AXLE	TR	SPR
D	G2		K	15	L	DE E

MADE IN CANADA CRC ▽F8DB-5420472-AB

PE.10.01[redacted]


PE 19 016 [redacted]





REDACTED FOR PRIVILEGE

From: Kwiatkowski, Michael (M.P.)
Sent: Wednesday, May 19, 2010 11:23 AM
To: Ott, David (D.J.); Nevi, Raymond (R.A.); Fronckowiak, Todd (T.M.); Matthews, Steve (S.D.); Patel, Bharat (B.J.)
Subject: FW: Alleged Minivan Axle Problem Leads to Class-Action Lawsuit | NBC Philade... - UPDATE

Sorry for the long email chain.
Video link is at the very bottom.

Regards,
Michael P. Kwiatkowski
Automotive Safety Office - FPS 5012
Phone: (313) 32-24519

From: O'Reilly, Michael (M.J.)
Sent: Wednesday, May 19, 2010 11:13 AM
To: Lough, Don (D.J.); Prescott, Alan (A.D.); 'Conroy, William J.'; 'Walker, J. Tracy IV'; 'Trask, Andrew J.'; Kwiatkowski, Michael (M.P.)
Subject: FW: Alleged Minivan Axle Problem Leads to Class-Action Lawsuit | NBC Philade... - UPDATE

[redacted]

REDACTED FOR PRIVILEGE

Thanks!

Richard Woytowich
Parts & Service Operations Manager
FCSD - Philadelphia Region
Cell Phone (703) 498-1710

From: Hoyt, Samantha (S.A.)
Sent: Wednesday, May 19, 2010 8:29 AM
To: 'Garnetserv@aol.com'; Huspen, Timothy (T.F.); Blanchett, Jill (J.T.)
Cc: Woytowich, Richard (R.A.); Principato, David (D.A.); Whitworth, Richard (R.A.)
Subject: RE: Alleged Minivan Axle Problem Leads to Class-Action Lawsuit | NBC Philade...

Team,

I have provided to Alison and John in OGC.

Ira, thanks for the head's up.

Samantha Hoyt
Dealer Communications Manager
Ford Customer Service Division
(O) 313-323-1515 (F) 313-845-1733

From: Garnetserv@aol.com [mailto:Garnetserv@aol.com]
Sent: Wednesday, May 19, 2010 7:53 AM
To: Huspen, Timothy (T.F.); Hoyt, Samantha (S.A.); Blanchett, Jill (J.T.)
Cc: Woytowich, Richard (R.A.); Principato, David (D.A.); Whitworth, Richard (R.A.)
Subject: Fwd: Alleged Minivan Axle Problem Leads to Class-Action Lawsuit | NBC Philade...

Good Morning Team,

Please take a look at this News release that was aired last night on our local news. My service advisor knows this customer personally and is even friends with him on face book. We have not serviced the vehicle, but thought you should make Fords legal team aware.

[redacted]

I must tell you that we had one in our shop recently and it was the only one we have seen. I suspect that all the bad weather we had this season, and road salt that was used probably sped up the corrosion process.

Ira Burgis
Parts and Service Manager
Garnet Ford Inc
610-358-5600 ext 232

From: [redacted]
To: garnetserv@aol.com
Sent: 5/18/2010 6:14:17 P.M. Eastern Daylight Time
Subj: Alleged Minivan Axle Problem Leads to Class-Action Lawsuit | NBC Philadelphia

PHILADELPHIA EMAILTHIS Powered by Clickability

* Please note, the sender's email address has not been verified.

I'm sure we'll be getting phone calls on this tomorrow.

Click the following to access the sent link:

Alleged Minivan Axle Problem Leads to Class-Action Lawsuit | NBC Philadelphia*

Save This Link | Forward This Link

Get your EMAIL THIS Browser Button and use it to email content from any Web site. Click here for more information.

*This article can also be accessed if you copy and paste the entire address below into your web browser.
[redacted]-Action_Lawsuit_Philadelphia.html

[redacted]

REDACTED FOR PRIVILEGE

From: Sherwood, Wesley (W.)
Sent: Tuesday, April 13, 2010 10:01 AM
To: Nevi, Raymond (R.A.)
Cc: Deep, Said (.)
Subject: FW: windstar axles

Ray,

Can you please help us craft a statement? Thank you.

Wes

From: [redacted]
Sent: Tuesday, April 13, 2010 9:55 AM
To: Sherwood, Wesley (W.)
Subject: windstar axles

There are more than 200 complaints on the NHTSA website about rear axles on the 1998 - 2001 Windstars. Most say the axle rusted. Plenty of angry folks saying they felt it was a hazard.

Checking for a possible Times story. Got any comment? [redacted]

I do not need this today.

Best,
[redacted]

[redacted]




07/20/2009



GCQIS Report Analysis

Report Summary

Report 1 of 1

Query Name: REPORT RETRIEVAL

Folder Number: File Report To This Folder | File Report To A Folder

Add Comments | Previous | Next | Save | Mail Report

Report Detail Section : View Details

Attachments: 7

Report# :	[redacted]			**Received:**	09/15/2005
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	1999,WINDSTAR,4X2 ,WAGON ,2FMZA5146XB[redacted]			**Build Date:**	04/26/1999
Odometer :	73,262 M	**Engine:**	3.8L EFI F	**Calibration:**	9LMABEHA
Transmission:	AX4S	**Axle:**	FWD 3.56	**A/C:**	YES
Dealer:	USA 07350 Kenny Ross Ford			**Phone#:**	[redacted]
City:	Adamsburg	**State:**	Pennsylvania	**Country :**	USA
Originator:	[redacted]				
Symptom:	3 04 9 99 CHASS.,SUSPENSION,N/L SUSPENSION ,NOT LISTED				
Status:					
VFG:	V89 RIDE & HANDLING				
Additional Symptom:	REAR SUSPENSION AXLE CRACKED.				
Fix: Y	**Causal Component :**		AXLE ASSY (REAR) -- RPL		
Condition Code:					

Hotliner: CTHOLEN1 **Phone:** **Regn Cd:** G4 Pittsburgh

Engineering: **Phone:** **TAR:** CLD

Dlr Contact: **Phone:** **Title Cde:** FM

KOEO:

KOEC:

KOER:

Comments:

REPAIR 09/15/2005 09:48AM CTHOLEN1
REPORTS REAR SUSPENSION AXLE HAS CRACKED. APPEARS RUSTED AND STRESS FRACTURED. SEEKING INFO.

RECOMM 09/15/2005 09:48AM CTHOLEN1
NO KNOWN CONCERNS. WILL DOCUMENT CONCERN.

ADD-ON 09/15/2005 09:59AM JNIGRA
I WENT TO KENNY ROSS FORD ON 9/7/05 AND TOOK DIGITAL PHOTOS OF THIS CONCERN. THE REAR AXLE WAS FRACTURED ON THE DRIVER'S SIDE STARTING FROM THE BACK OF THE AXLE CROSS-SECTION A PROPAGATING OVER THE TOP

(SEE PHOTOS).

AUDIT **09/15/2005 09:59AM JNIGRA**
TECH ASSIST REFERRAL HAS BEEN OPENED

ADD-ON **09/16/2005 10:38AM JNIGRA**
AXLE REPLACED FOR CUSTOMER UNDER AWA FOR CUSTOMER SATISFACTION. TAR CLOSED.

AUDIT **09/16/2005 10:38AM** [redacted]
TECH ASSIST REFERRAL HAS BEEN CLOSED

Folder Number: File Report To This Folder File Report To A Folder

Add Comments Previous Next Save Mail Report

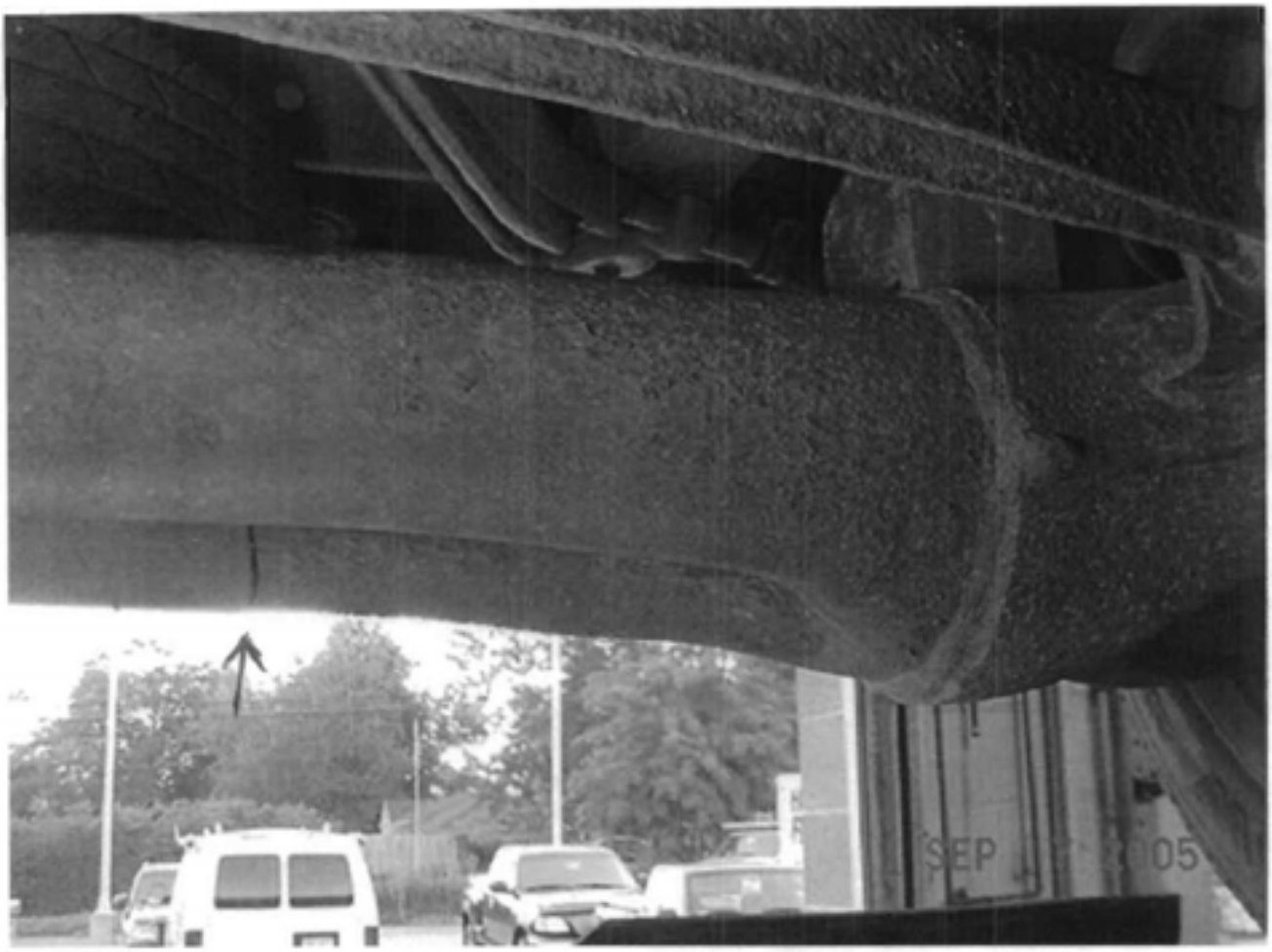
Requester: SMATTHE2 6-Nov-2009
Report Summary **Ford Proprietary, Private** **Retention:** None
Server: FCWS686

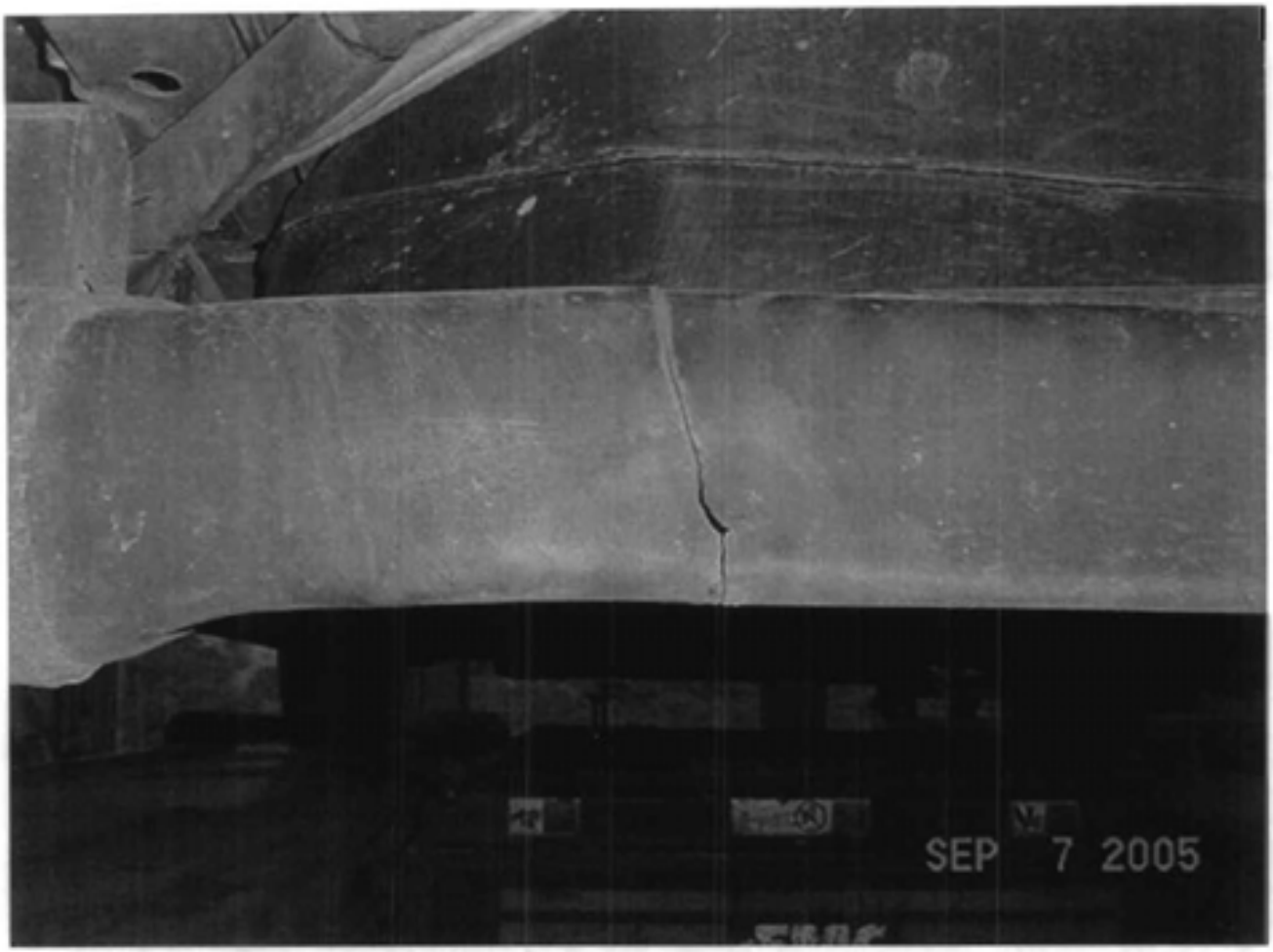
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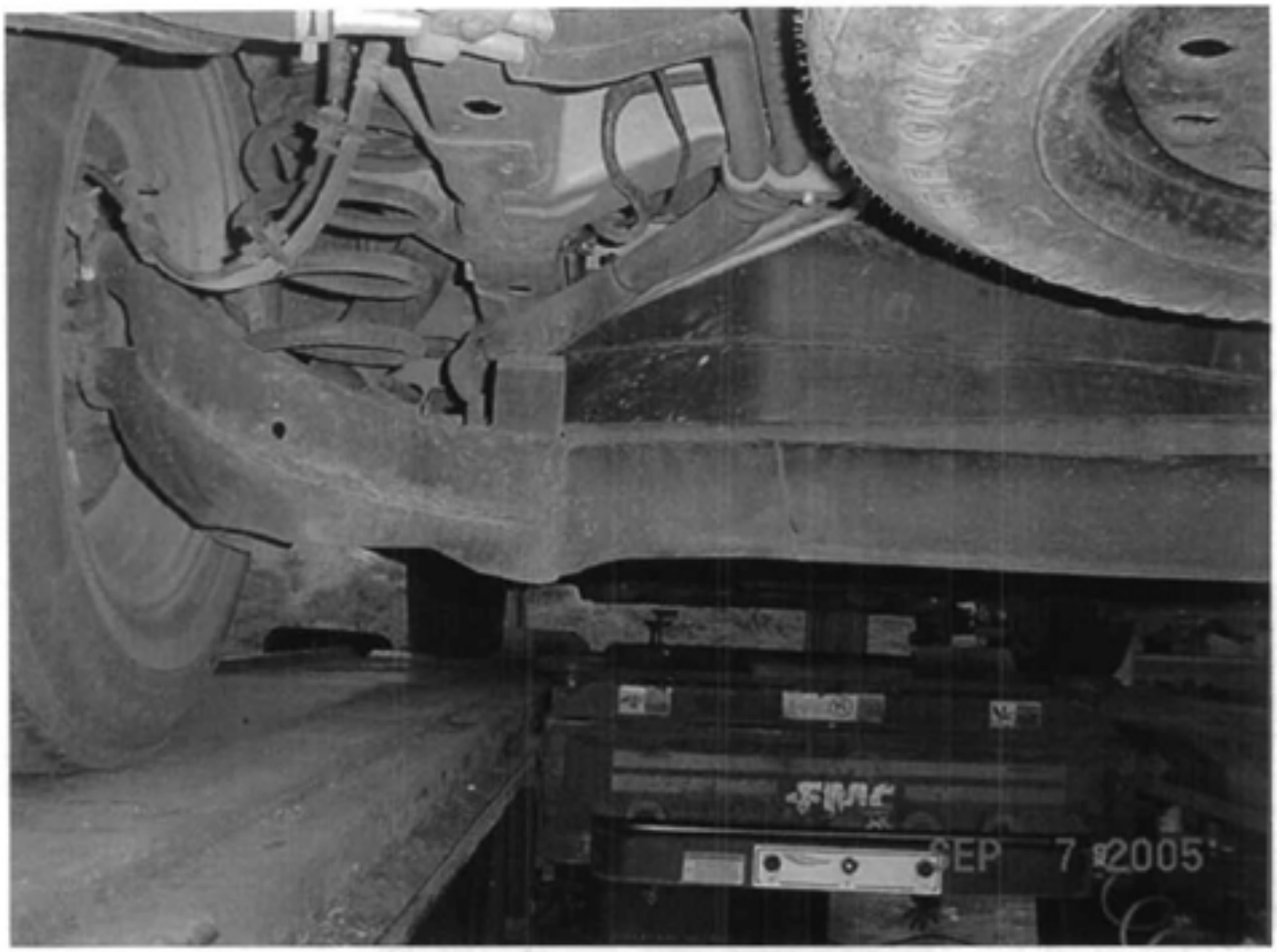
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PA

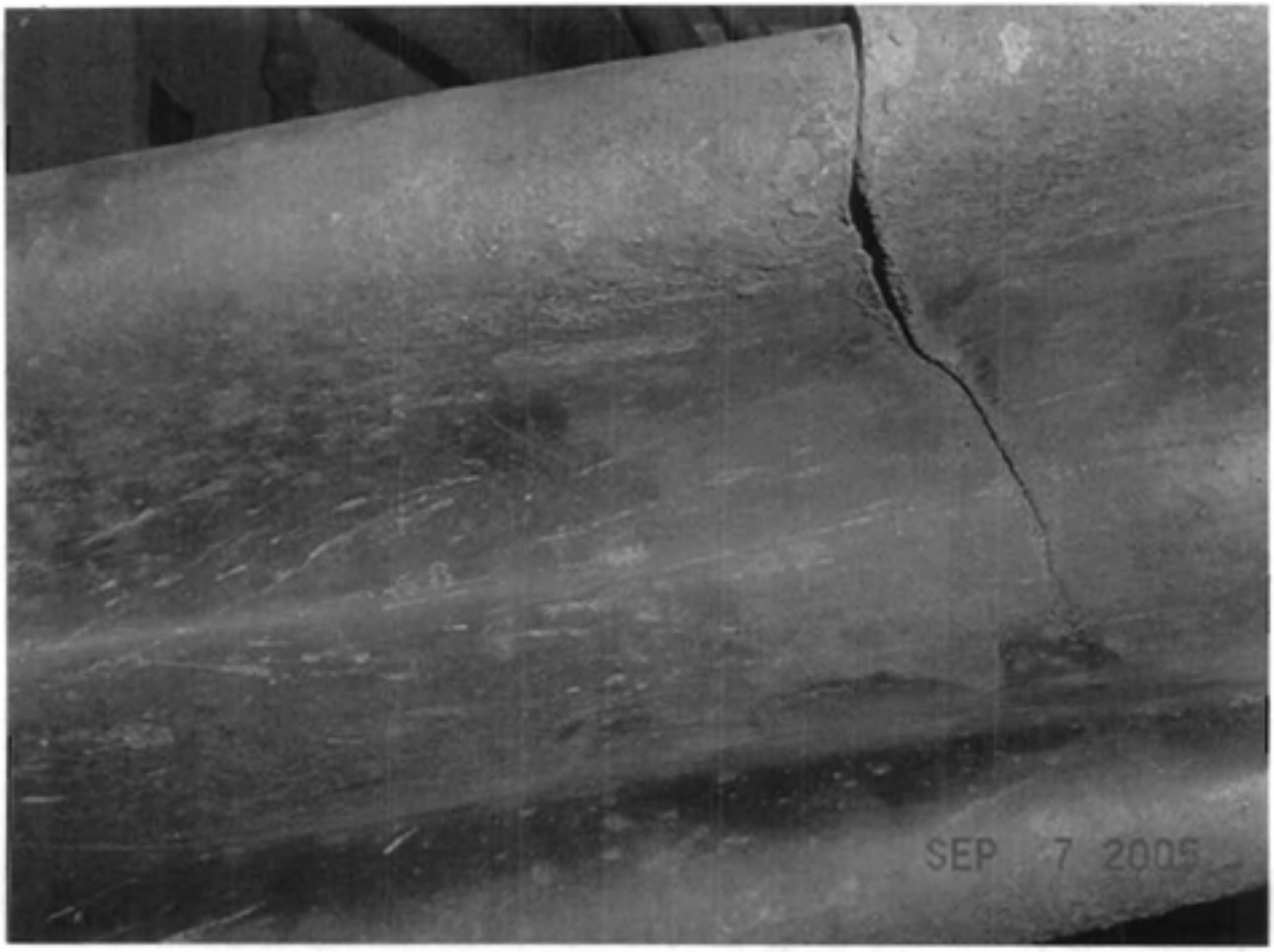
1999
73262




SEP 7 2005


SEP 7 2005


2005


SEP 7 2005

[redacted] 5/4/10

FOR RAY

Windstar Alleged Rear Axle Cracks
1998 thru 2003

By Mileage
- VOQ
- NWS/MOBS/CQIS

6 VOQ verbatims for Alleged Loss of Control

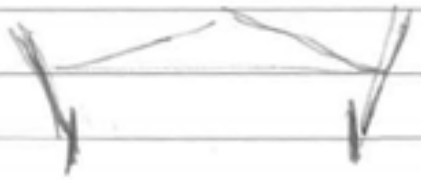
By State
- VOQ
- NWS/MOBS/CQIS

TIS
- VOQ - con't no [redacted]
- NWS/MOBS/CQIS

LMMS
Possible 2
1- alleges accident (no body damage description
60.00 alleges injury (neck & back pain
Vehicle fix & driven approx 5000 for
FSA repair @ 84260 mile 2-3 months later
1 alleges loss control & hit wall
(loss control of steering)
No injuries identified
Axle broken - not clear if front or rear
April 09 100000 miles
May 06 FSA repair 101546 miles

PE10-016 [redacted]

① 75 +/+	100 K
VOQ	below 54
22 below 75K	51
83 above 75K	
1	
3	



FORD WINDSTAR MORS/CMDR/GCQ15/AWS
Illegal Rear Axle Cracks By Mileage

Count of VIN	Model Year						
Mileage	1998	1999	2000	2001	2002	2003	Grand Total
0-9999					1		1
10000-19999	5		2		1		8
20000-29999	5	1					6
30000-39999	3	5	2				10
40000-49999	2	2	1		1		6
50000-59999	5	1	2	4			12
60000-69999	2	2	7	1		2	14
70000-79999	1	2	3	5	2	1	14
80000-89999		5	4	6	3	1	19
90000-99999		2	6	1		1	10
100000-109999		1	5	2		2	10
110000-119999		2	2	1	2		7
120000-129999	1	1	3		1		6
130000-139999		2	5	2			9
140000-149999				2	1		3
150000-159999	2	1			1		4
160000-169999		3					3
170000-179999			2				2
190000-200000					1		1
Grand Total	26	30	44	24	14	7	145

100

45

FORD WINDSTAR Alleged Rear Axle Cracks VOQ data only

VOQ Reports By Model Year, By Mileage							
Mileage	1998	1999	2000	2001	2002	2003	Grand Total
0-50000	0	1	2	0	0	0	3
50000-75000	0	1	4	11	3	0	19
75000 - 100000	2	6	12	10	2	0	32
100000 - 125000	3	1	8	10	4	1	27
125000 - 150000	2	5	6	8	1	0	22
150000 - 175000	0	0	0	1	1	0	2
Blank (no mileage provided	3	2	4	1	2	1	13
	10	16	36	41	13	2	118

[redacted]

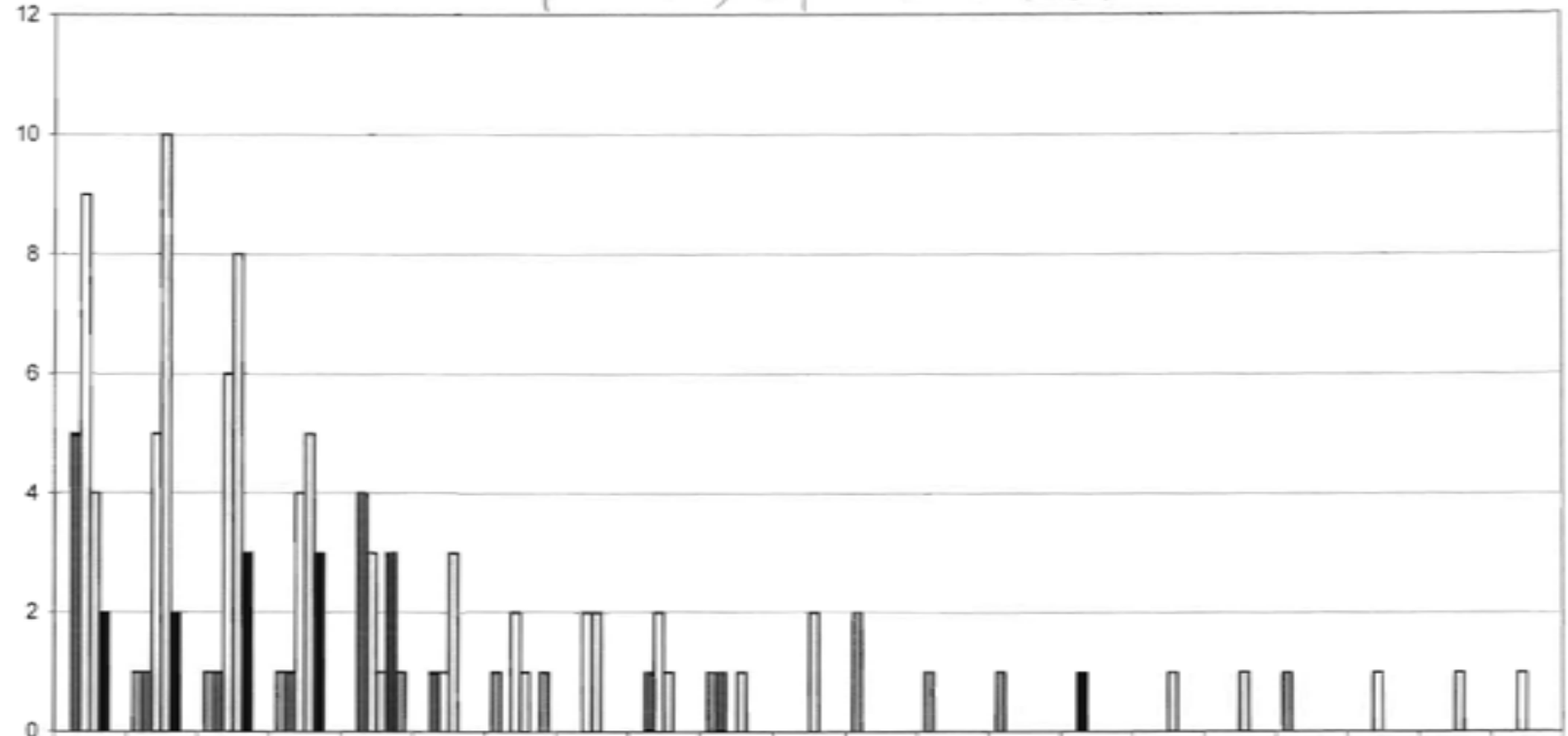
VCQ Windstar Alleged Rear Axle Cracks

Count of Model	Model Yr						
State	1998	1999	2000	2001	2002	2003	Grand Total
NJ		5	9	4	2		20
MA	1	1	5	10	2		19
PA	1	1	6	8	3		19
OH	1	1	4	5	3		14
NY		4	3	1	3	1	12
IL		1	1	3			5
MI	1		2	1		1	5
CT			2	2			4
WI		1	2	1			4
WV	1	1		1			3
IN				2			2
MO	2						2
AZ	1						1
CA	1						1
DE		1					1
MD				1			1
MS				1			1
NC	1						1
NH			1				1
TX				1			1
WA			1				1
Grand Total	10	16	36	41	13	2	118

By State, By Model Year

[redacted]

VOQ Windstar Alleged Rear Axle Cracks
By State, By Model Year

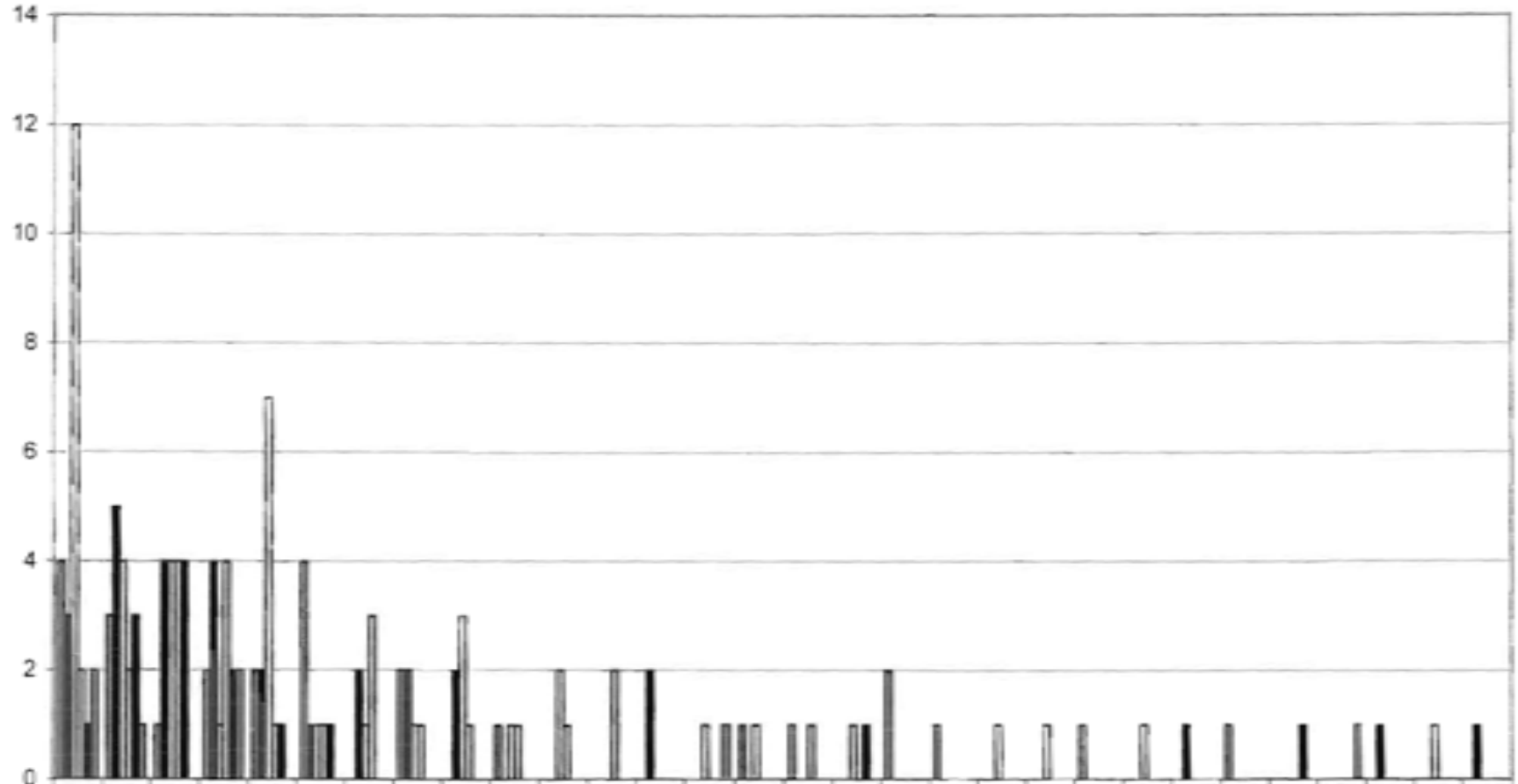


	NJ	MA	PA	OH	NY	IL	MI	CT	WI	WV	IN	MO	AZ	CA	DE	MD	MS	NC	NH	TX	WA
1998		1	1	1			1			1		2	1	1				1			
1999	5	1	1	1	4	1			1	1					1						
2000	9	5	6	4	3	1	2	2	2										1		1
2001	4	10	8	5	1	3	1	2	1	1	2					1	1			1	
2002	2	2	3	3	3																
2003					1		1														

Windstar Alleged Rear Axle Cracks By State, By Model Year

AWS/MORS Case/CQIS

Count of VIN	Model Year						
Dealer State/Province	1998	1999	2000	2001	2002	2003	Grand Total
PA	4	3	12	2	1	2	24
NJ	3	5	4	2	3	1	18
MA	1	4	4	4	4		17
NY	2	4	1	4	2	2	15
OH	2	2	7	1	1		13
IL	4	1	1	1	1		8
		2	1	3			6
CA	2	2	1	1			6
MI		2	3	1			6
CT	1		1	1			3
KY			2	1			3
AL				2			2
FL		2					2
KS			1			1	2
PR	1		1				2
TX	1			1			2
VA			1		1		2
WI	2						2
AZ	1						1
IN			1				1
NC			1				1
NM	1						1
OK			1				1
ON		1					1
QC	1						1
RI					1		1
SK						1	1
TN		1					1
UT			1				1
WV		1					1
Grand Total	26	30	44	24	14	7	145



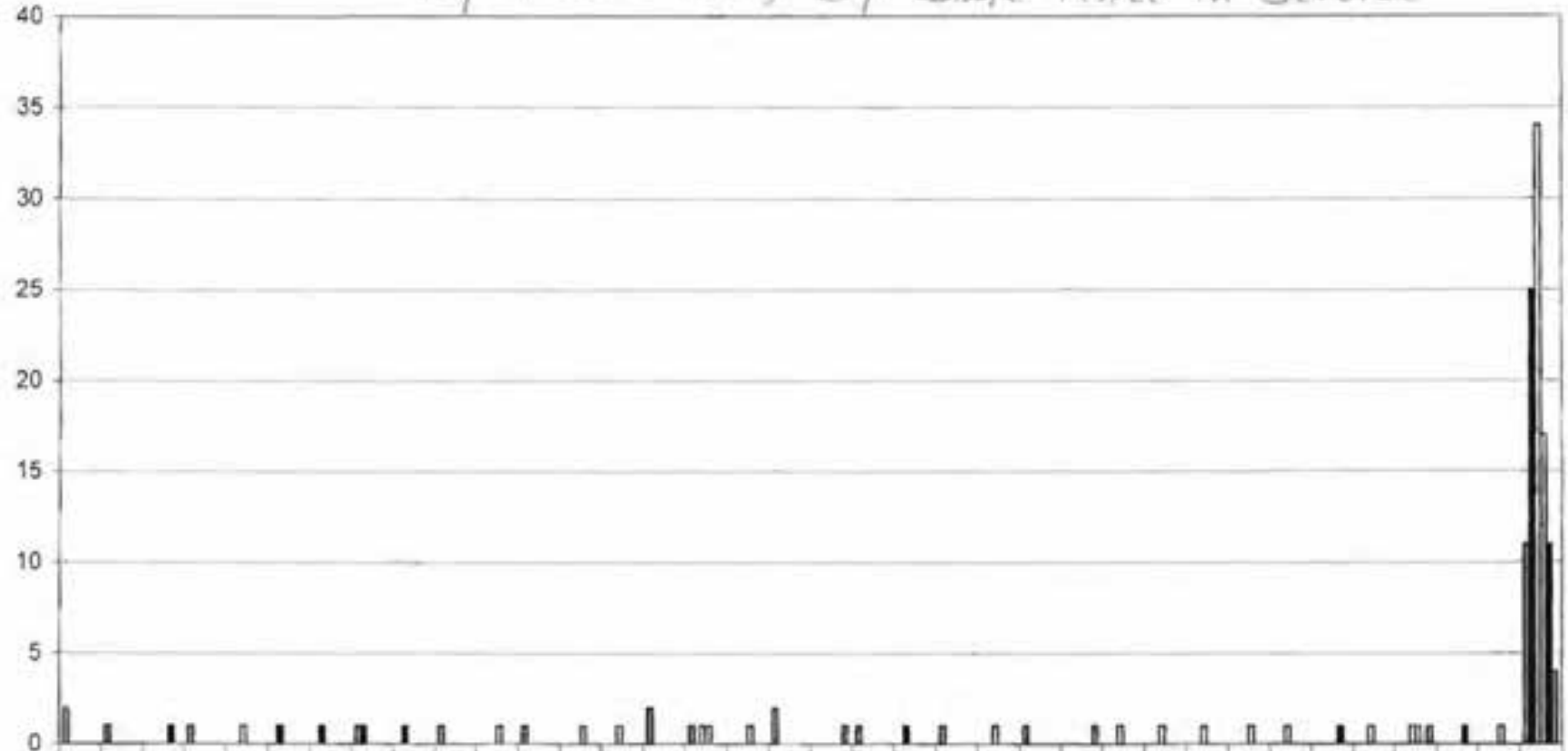
	PA	NJ	MA	NY	OH	IL		CA	MI	CT	KY	AL	FL	KS	PR	TX	VA	WI	AZ	IN	NC	NM	OK	ON	QC	RI	SK	TN	UT	WV
1998	4	3	1	2	2	4		2		1					1	1		2	1			1			1					
1999	3	5	4	4	2	1	2	2	2				2											1				1		1
2000	12	4	4	1	7	1	1	1	3	1	2			1	1		1			1	1		1						1	
2001	2	2	4	4	1	1	3	1	1	1	1	2				1														
2002	1	3	4	2	1	1											1									1				
2003	2	1		2										1													1			

Workstar Alleged Rear Axle Cracks AWS/MaxxForce/6cyls
By Model Year, By Time In Service

Count of VIN	Model Year						
Time In Service	1998	1999	2000	2001	2002	2003	Grand Total
7	2						2
9	1						1
14					1		1
15	1						1
16			1				1
17		1					1
23		1					1
24	1	1					2
25		1					1
27	1						1
29				1			1
30	1						1
31				1			1
32			1				1
35	2						2
36	1		1	1			3
39				1			1
41	2						2
42						1	1
48	1						1
54		1					1
55	1						1
56			1				1
57	1						1
60						1	1
61			1				1
62			1				1
65			1				1
68				1			1
70			1				1
71					1		1
72			1				1
73			1	1		1	3
79					1		1
84				1			1
(blank)	11	25	34	17	11	4	102
Grand Total	26	30	44	24	14	7	145

WINDSTAR Alleged Rear Axle Cracks NHTSA/MORS/CCIS

By Model Year, By [redacted] Time In Service



	7	9	14	15	16	17	23	24	25	27	29	30	31	32	35	36	39	41	42	48	54	55	56	57	60	61	62	65	68	70	71	72	73	79	84	(blank)
1998	2	1		1				1		1		1			2	1		2		1		1		1												11
1999						1	1	1	1												1															25
2000					1									1		1							1			1	1	1		1		1	1			34
2001											1		1			1	1												1				1		1	17
2002			1																												1			1		11
2003																			1						1								1			4

PE10-016 [redacted]

WINDSTAR ALLEGED REAR AXLE BROKE/CRACK W/ ALLEGED LOSS OF CONTROL (LOC) 04/13/2010

ODI No	Manufacturer	Model Yr	Make	Model	Vin	Failure Date	Letter Date	NHTSA File Date	City	State	Miles	Accident	Injured	Fire	Deaths	Occurrences	Part Name	Summary	Complaint Type	Sort Field One	Sort field two
10247971	FORD MOTOR COMPANY	2001	FORD	WINDSTAR	2FMDA[redacted]	6-Nov-05	7-Nov-05	7-Nov-05	WINTHROP	MA	95882	N	0	N	0	1	SUSPENSION,REAR	**REAR SUBFRAME AXLE ASSEMBLY PART #2F2Z 4B435 AA BROKE IN HALF. CAUSING LOSS OF CONTROL OF VEHICLE & LOSS OF BRAKES.** *T	IVOQ	x	loc
10258624	FORD MOTOR COMPANY	2002	FORD	WINDSTAR	2FMZA[redacted]	29-Jan-09	13-Feb-09	13-Feb-09	CONGERS	NY	92300	N	1	N	0	1	STRUCTURE,FRAME AND MEMBERS	WHILE DRIVING AT A LOW SPEED (35 MPH) I SUDDENLY AND WITHOUT WARNING OR APPARENT REASON **THE REAR AXLE SNAPPED ON MY 2002 FORD WINDSTAR MINIVAN) LOCKING THE REAR WHEELS AND CAUSING ME TO LOSE CONTROL OF THE VEHICLE.** THE AXLE (FORD CALLS IT A 'HOUSING' LOOKED AS IF IT HAD SIMPLE SNAPPED IN HALF. - AT THE DEALERSHIP I LEARNED THAT A SIMILAR INCIDENT HAD BEEN REPORTED A MONTH EARLIER. - MY CONCERN IS THAT THIS MAY OCCUR REPEATEDLY AND TO OTHERS TRAVELING AT HIGHWAY SPEED. THE WINDSTAR MINIVAN IS THE VEHICLE OF CHOICE FOR PEOPLE WITH YOUNG CHILDREN. THIS FAILURE CAUSED BOTH REAR TIRES TO FAIL TO MOVE AND IN MY OPINION IS A CATASTROPHIC FAILURE OF A CRITICAL COMPONENT OF THE VEHICLE. *T	IVOQ	x	loc
10266712	FORD MOTOR COMPANY	2001	FORD	WINDSTAR	2FMZA[redacted]	23-Apr-08	25-Apr-08	25-Apr-08	HAMMOND	IN	115000	N	0	N	0	1	SUSPENSION,REAR	I WAS DRIVING DOWN THE INTERSTATE GOING 55 MPH IN A CONSTRUCTION ZONE. I WAS IN FRONT OF A SEMI TRUCK. I HAD MY 3 YOUNG KIDS IN THE VAN. THE VAN STARTED FEELING FUNNY AND I WAS LOOKING FOR A SAFE PLACE TO PULL OFF. **WHEN THE REAR AXLE SNAPPED IN 2 PIECES. THIS CAUSED MY VAN TO START TO SPIN. WE WERE ALMOST HIT BY THE SEMI AND THEN WE ALMOST WENT OFF THE ROAD** WHERE I AM AFRAID WE PROBABLY WOULD HAVE ROLLED OVER. WE ENDED UP FACING THE WRONG WAY IN THE PASSING LANE, WHICH THANKFULLY HAD CONSTRUCTION BARRELS UP SO IT WAS CLOSED OTHERWISE WE WOULD HAVE PROBABLY BEEN HIT HEAD ON. THE TOW TRUCK DRIVER, THE SEMI TRUCK DRIVER, THE POLICE OFFICER, MY HUSBAND AND MY FATHER ALL SAID THAT THEY HAD NEVER SEEN THIS BEFORE AND THAT REAR AXLES JUST DON'T SNAP THAT WAY. WE NOW HAVE TO REPLACE BASICALLY EVERYTHING IN THE REAR OF MY VAN. AS WE WERE DOING RESEARCH TO PRICE THE REPLACEMENT PARTS WE FOUND THAT THERE WERE MANY STORIES JUST LIKE OURS AND THAT IT HAD BEEN REPORTED TO FORD TO NO AVAIL. MECHANICS ARE SAYING THAT THE PROBLEM SEEMS TO BE NEAR THE WHEEL WHERE WATER CAN GET IN BUT CAN'T GET OUT SO THEY ARE RUST	IVOQ	x	loc
10298932	FORD MOTOR COMPANY	2002	FORD	WINDSTAR	2FMD[redacted]	2-Jan-10	10-Jan-10	10-Jan-10	EAU CLAIRE	WI	132258	N		N		1	SUSPENSION,REAR	2002 FORD WINDSTAR REAR AXLE BEAM BROKE IN HALF WHILE MAKING A LEFT HAND TURN. THE VAN STARTED SWAYING IN THE REAR EARLIER IN THE DAY AND WE THOUGHT IT WAS BECAUSE OF ICE AND SNOW ON THE ROADS THAT DAY. ON GOOD PAVEMENT WE DID NOT EXPERIENCE ANY ISSUES. WE STOPPED AND LOOKED AT THE TIRES AND THEY ALL LOOKED FINE. AND FOUND NO EVIDENCE TO SUGGEST ANYTHING ELSE WAS WRONG WITH VAN. NO OTHER WARNING BEFORE FAILURE. **WHEN THIS HAPPENED BOTH REAR WHEELS TOWED INWARD CAUSING VAN TO SLIDE OUT OF CONTROL FOR SHORT DISTANCE? AND CAUSING DAMAGE TO THE VEHICLE.** HAD WE BEEN TRAVELING ON THE HIGHWAY AT SPEEDS OF 65 MILES AN HOUR I WOULD NOT LIKE TO THINK WHAT WOULD OF HAPPENED.WE HAD TO HAVE THE VEHICLE TOWED TO A FORD DEALER FOR REPAIRS. THE COST OF THESE REPAIRS WAS $1782.33 NOT INCLUDING THE TOWING BILL.THE TOW TRUCK DRIVER SAID HE HAS NEVER SEEN A REAR AXLE BEAM BREAK BEFORE. THIS COULD OF BEEN A MAJOR ACCIDENT CAUSING BODILY HARM OR DEATH. I HAD THE DEALER SAVE THE PARTS FOR ME AND I ALSO TOOK PICTURES OF THE FAILED PART AFTER IT WAS REMOVED. THE DEALER WOULD NOT COVE	IVOQ	x	loc
10305656	FORD MOTOR COMPANY	2001	FORD	WINDSTAR	2FMDA[redacted]	4-Feb-10	4-Feb-10	4-Feb-10	NEWINGTON	CT	138000	Y		N		1	SUSPENSION,REAR	1) NO WARNING SIGNS. 2) 2001 FORD WINDSTAR SE. **THE REAR AXLE SNAPPED WHILE DRIVING DOWN THE ROAD AND WE LOST CONTROL OF THE VEHICLE.** 3) THE DEALER INFORMED ME THAT THERE ARE NO PROBLEMS WITH THIS ISSUE. MY MECHANIC (NOT A DEALER) TOLD ME THIS IS A KNOWN PROBLEM. *T	IVOQ	x	loc
10315602	FORD MOTOR COMPANY	2000	FORD	WINDSTAR	2FMZA[redacted]	10-Mar-10	10-Mar-10	10-Mar-10	WARSAW	NY	110000	N		N			STRUCTURE,FRAME AND MEMBERS	**SNAPPED REAR AXLE LEADING TO LOSS OF CONTROL.** THIS AXLE HAD OBVIOUSLY BEEN CRACKED FOR SEVERAL YEARS! BASED ON CORROSION IN THE CRACK. THE LOSS OF CONTROL WAS SUCH THAT LIVES WERE IN IMMEDIATE DANGER.	IVOQ	x	loc

PE10-01

[redacted]

1999 thru 2003 WINDSTAR 5/24/2010

Alleged Rear Axle Cracks

Customer allege the rear axle assembly (BPN 4B435) develops cracks and in some cases, the cracks develop further resulting in the rear axle failing/breaking into two pieces

VOQ [redacted] unique ODI record #s (05/06/10)

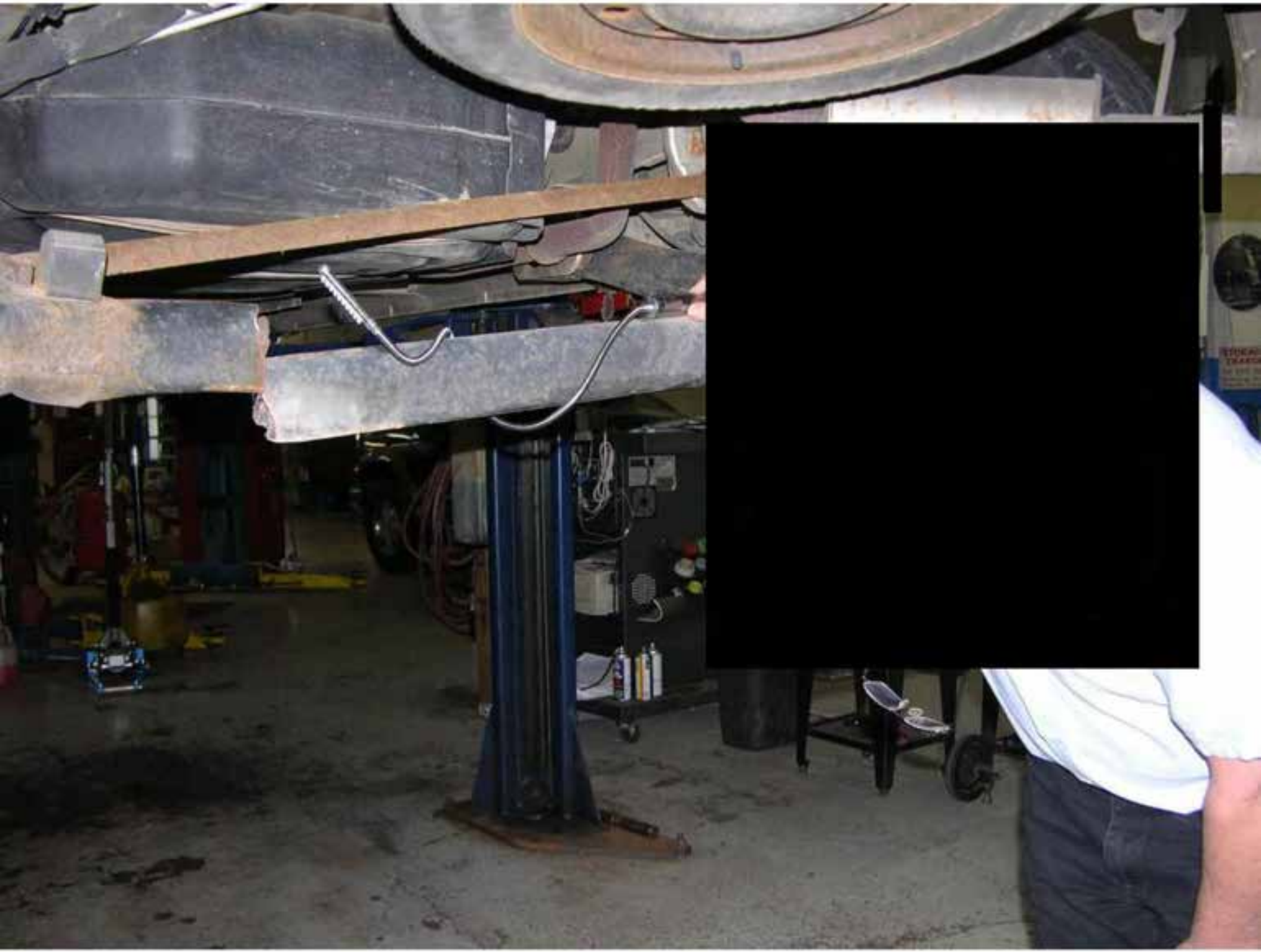
By MY 1999 - 35 unique ODI #
2000 - 87 unique ODI #
2001 - 79 unique ODI #
2002 - 33 unique ODI #
2003 - 4 unique ODI #
238 unique ODI #

Identified 10 alleged reports of loss of control (NHTSA says has

Combined AWS/GCQIS/ALORS

[redacted] reports in [redacted] VINs
470 403

2 alleged injuries
2001 "Hurt her back..." ..." Had a serious wreck..."
2002 "were there injuries (Back and Neck pain) [redacted]






07/20/2009



From: Centa, John (J.R.)
Sent: Tuesday, September 18, 2007 9:40 AM
To: Matthews, Steve (S.D.)
Subject: FW: Nearly Severed Axle on 2000 Ford Windstar

Importance: High

Attachments: 2000 Windstar Axle Failure.pdf

Per our discussion...

From: Avery, Kevin (K.)
Sent: Tuesday, September 18, 2007 8:45 AM
To: Nowaczyk, Rick (R.J.); Centa, John (J.R.)
Cc: Washington, Dwayne (A.)
Subject: FW: Nearly Severed Axle on 2000 Ford Windstar
Importance: High

Rick,

According to the sometimes reliable PVT org chart, you are listed as PCE for Windstar among others. If not, please forward to whomever is (if anyone).

Not that you have much volume anymore on the Windstar, but I'm curious as to any knowledge you may have on this topic. The attached .pdf shows some rear 'axle' stress cracks and apparently the customer has found a few NHTSA complaints about the subject and is making a huge deal about it. A few reports don't get the same reaction from me and I see no FSA or TSB on the subject. I do want to confirm that there is no FSA in the works and any other knowledge you may have on this.

John,

Not sure who in your area would handle this but you're the only one I know. Just want to verify no FSA is being considered for this subject.

Kevin Avery
Field Service Engineer, Boston Region
(774) 285-9143

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-----Original Message-----
From: Washington, Dwayne (A.)
Sent: Tuesday, September 18, 2007 2:10 AM
To: 'Robert Foley'
Cc: Tricomi, Lynda (L.K.); Washington, Dwayne (A.); Manning, Justin (J.E.); Avery, Kevin (K.)
Subject: FW: Nearly Severed Axle on 2000 Ford Windstar
Importance: High

Mr. Foley,

How are you? I am the new ZM for the Ct. territory from this date forth and I will be happy to work w/ you on this

customer's concern.

Based on the photos taken and the outlined history I feel that there is no question that a new axle is required. I have cc'd Lynda because such a repair will require Regional involvement due to the fact that it's beyond my mileage/time limitations.

I have also cc'd FSE for their records.

Pls contact me ASAP so that we can discuss and resolve concern for customer immediately.

Dwayne A. Washington Sr.
Ford Motor Company
FCSD Northeast Market
Zone Mgr., VT, NH, NY (A06)
Cell : [redacted]
Fax: TBD
Positioned for Prosperity

-----Original Message-----
From: Cartelli, Melody (M.R.)
Sent: Monday, September 17, 2007 4:29 PM
To: Washington, Dwayne (A.)
Cc: 'Robert Foley'
Subject: FW: Nearly Severed Axle on 2000 Ford Windstar

Dwayne,

This is a customer issue from Hoffman Ford.

Melody Cartelli
Zone Manager, A4
Ford Motor Company
FCSD: Boston Region
Phone/Fax: (201) 529-7268
Cell: [redacted]
mcartell@ford.com

-----Original Message-----
From: Robert Foley [mailto:Robert.Foley@hoffmanauto.com]
Sent: Monday, September 17, 2007 12:41 PM
To: Cartelli, Melody (M.R.)
Subject: FW: Nearly Severed Axle on 2000 Ford Windstar

Melody ,
Can you forward this to the new guy this customer wants this fixed by ford?????

Rob

-----Original Message-----
From: Denton, Gerard E. (Jerry) [mailto:gerard.denton@pw.utc.com]
Sent: Monday, September 17, 2007 10:07 AM
To: Robert Foley
Subject: FW: Nearly Severed Axle on 2000 Ford Windstar

Rob, as requested attached is a Adobe PDF file with the information I provided to you on Friday that you can forward

[redacted]

onto your Ford Representative for discussion / action.

<<2000 Windstar Axle Failure.pdf>>

> _____

> From: [redacted]

> Sent: Saturday, September 15, 2007 3:49 PM

> To: 'robert.foley@hoffmanauto.com'

> Subject: Nearly Severed Axle on 2000 Ford Windstar

>

>

> Rob, thank you for meeting with me on Friday afternoon, on 9/14/2007, concerning my 2000 Ford Windstar SEL rear axle that is significantly severed at two locations. As we discussed, I am extremely concerned about uncovering this issue in this Ford Windstar which is my wife car that she uses as our family vehicle to chauffer our young children around. I am just happy that through my continued vigilance I discovered this issue and possibly avoided a significant safety concern to my family had this axle failed during highway operation while my wife and children were traveling in this vehicle. Thank you for taking the time to meet with me on Friday and your efforts to drive this issue to resolution. As discussed you would contact your Ford Representative to discuss this issue further. I look forward to hearing back from you on Ford actions for this issue. Also, I did some further research and discovered other similar rear axle malfunctions - failures reported to NHTSA on additional complaints documented for cracked and severed rear axles (NHSTA ODI ID #'s: 10190132, 10195757, 10147551).

>

> My apologies for not sending you the electronic PowerPoint document I provided you a hard copy to on Friday but due to the size (14 MB) it kept getting rejected by e-mail due to this size. Hopefully, on Monday morning I will have someone at work put it into Adobe Format and get size down to where I can send it to you. If I can't get that then I can bring you down a CD with the file to your office on Monday.

>

> Any question please do not hesitate to call me at any of the below phone numbers.

>

> [redacted]

>

> Military Engine, F100, J52, TF33 Program Quality Manager

> Phone [redacted]



2000 Windstar Axle Failure.pdf...

>

[redacted]

2000 Ford Windstar SEL – Significant Rear Axel Cracks

Purchased on April 14, 2000

Purchased from Hoffman Ford

Current Mileage = 74,440

VIN# = 2FMZA5343YB[redacted]

Engine = 3.8 L

Date: Sept. 14, 2007





Owner:

[redacted]

Major Safety Issue

2000 Ford Windstar SEL – Significant Rear Axel Cracks

Issue / Problem Description



Front View Looking Rear at Windstar Rear Axle

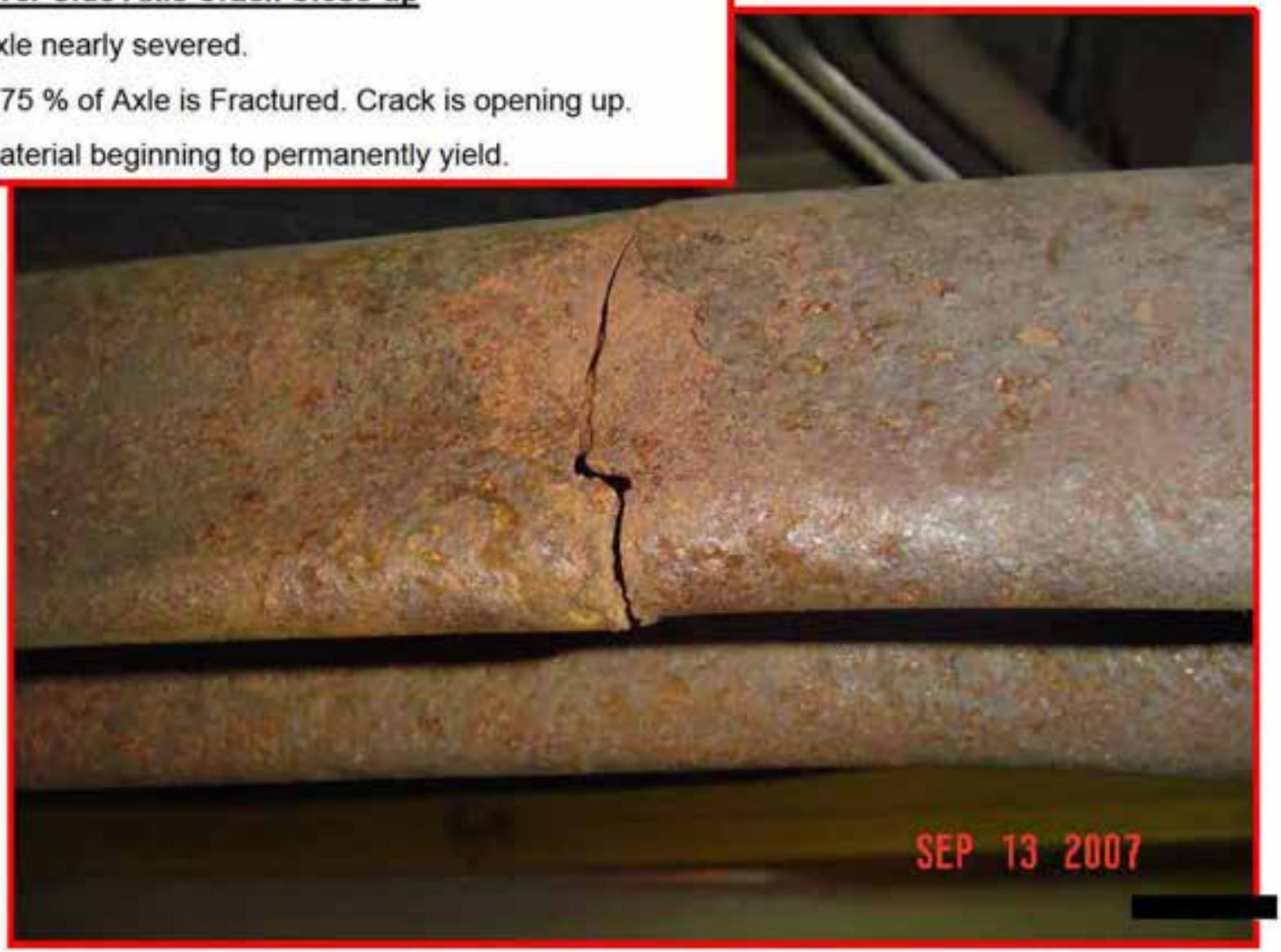
- Multiple cracks.
- ~ Equal distance in from both wheels on axle.

2000 Ford Windstar SEL – Significant Rear Axel Cracks

Issue / Problem Description

Driver Side Axle Crack Close-up

- Axle nearly severed.
- ~ 75 % of Axle is Fractured. Crack is opening up.
- Material beginning to permanently yield.



2000 Ford Windstar SEL – Significant Rear Axel Cracks

Issue / Problem Description



Driver Side Axle Crack Close-up, Bottom View

- Axle nearly severed.
- ~ 75 % of Axle is Fractured thru wall
- Material beginning to permanently yield

2000 Ford Windstar SEL – Significant Rear Axel Cracks

Issue / Problem Description

Passenger Side Axle Crack Close-ups.

- view is front side of axle looking rear.
- ~ 60 % of Axle is Fractured.
- Material beginning to permanently yield.





Close up of above axle crack.

2000 Ford Windstar SEL – Significant Rear Axel Cracks

Issue / Problem Description



Passenger Side Axle Crack Close-up.

- View is bottom side looking up at axle.
- ~ 80% of bottom of Axle is Fractured.
- Material beginning to permanently yield.

2000 Ford Windstar SEL – Significant Rear Axel Cracks

Issue / Problem Description



2000 Ford Windstar SEL – Significant Rear Axel Cracks

Chronology of Events

Sept. 5, 2007: Began hearing a very faint clanking noise coming from rear of vehicle when backing down house driveway in reverse gear and applying brakes. Inspected underside of vehicle for any loose components or signs of part contact. Normal forward driving no noise heard.

Sept 5-12, 2007: Still experiencing daily faint clanking sound coming from rear when backing out of garage and down driveway. No significant change in sound. Conducted nightly inspections under car. No abnormalities noted.

Sept 13, 2007: Noticeable increase in clanking sound experienced, again only experienced this when backing out of drive in reverse gear. No noise heard when driving in forward gears.

Sept 13, 2007: Nightly focused inspection with white light uncovered significant cracks in front side of rear axle, two locations. Further inspection found large radial cracks traveling across underside and top side of rear axel on both driver and passenger side of axle. Cracks originate at ~ 18 inches inward as measured from ID edge of passenger and drivers side rear wheels.

Car removed from service due to significant safety risk due to this discovery of the nearly severed rear axle at two distinct locations.

Chronology of Events

Sept 14, 2007: Met with Hoffman Ford Service Representative and he reviewed issue and checked for any open Ford Service Bulletins on rear axle failures. He reported no data was located on this issue and that this dealership has not provided any other service for axle replacements due to cracks / failures. Then passed onto the Hoffman Service Manager and provided photographic documentation of this major part failure and significant Ford Product safety threat. Also, provided National Highway Safety Administration data on nearly identical complaint summary documented. Service Manager contacted Ford to research issue and manager reported back that Ford has no record of any occurrences of cracked rear axles. Service Manager took action to contact their Ford Representative and discuss issue further and would get back to me on Monday with Ford action for this significant defect and safety issue. I agreed to send electronic copy of data by e-mail in order for Service Manager to forward to Ford Representative for their discussion and course of action.

Sept 15, 2007: Completed further NHTSA research and discovered two other similar complaint issues on Ford Windstar model. One report actually experienced a severed axle in operation. This is a total of three complaints documented on NHTSA. Sent to Hoffman Ford Service Manager electronic copy of data I provided him to share with Ford Representative in discussion of how Ford will address this customer concerns and provide no cost warranty repair to vehicle.

2000 Ford Windstar SEL – Significant Rear Axel Cracks

National Highway Traffic Safety Administration Data on 2000 Ford Windstar Rear Axle Failures

Make : FORD	**Model :** WINDSTAR	**Year :** 2000
Manufacturer : FORD MOTOR COMPANY		
Crash : No	**Fire :** No	**Number of Injuries:** 0
ODI ID Number : [redacted]		**Number of Deaths:** 0
Date of Failure: April 24, 2007		
VIN : 2FMDA5343YB[redacted]		
Component: SUSPENSION:REAR:AXLE:NON-POWERED AXLE ASSEMBLY		

Summary:

MY 2000 FORD WINDSTAR WITH APPX 79500 MILES HAD THE REAR AXLE NEARLY SEVERED (APPX 80 %) ON APR 24, 2007 WHILE PULLING OUT OF MY DRIVEWAY. MY LOCAL FORD DEALER SERVICE MGR STATES THAT HE HAS SEEN AT LEAST 5 OF THESE MALFUNCTIONS. MY VEHICLE HAS BEEN HIGHLY MAINTAINED, GARAGE STORED, AND UNDER BODY FLUSHED TWICE A YEAR SINCE I PURCHASED IT IN THE SPRING OF 2000. UPON INSPECTION OF THE AXLE, IT WAS APPARENT THAT CORROSION WAS PRESENT IN AN APPX 1/2 INCH AREA, AND THE ROADSIDE CURB CAUSED THE CRACK FROM THIS WEAKENED SPOT. OBVIOUSLY, IF A LESS OBSERVANT DRIVER HAD NOT NOTICED THE INSTABILITY AND HAD TAKEN IT ON A HIGH SPEED HIGHWAY, A CATASTROPHIC ACCIDENT WOULD LIKELY HAVE OCCURRED. KENNY ROSS FORD SOUTH REPLACED THE AXLE (FOR $1135.74), AND I HAVE RETAINED THE OLD ONE FOR MY NEXT COURSE OF ACTION.

- **This NHTSA Complaint is Very Similar to My Ford Windstar Axle failure.**
- **Similar mileage and purchase date.**
- **Noted dealer reported at least five of these failures.**

[redacted]

2000 Ford Windstar SEL – Significant Rear Axel Cracks

National Highway Traffic Safety Administration Data on 2000 Ford Windstar Rear Axle Failures

Make : FORD	**Model :** WINDSTAR	**Year :** 2000
Manufacturer : FORD MOTOR COMPANY		
ODI ID Number : 10195757		**Number of Deaths:** 0
Date of Failure: April 10, 2007		
VIN : 2FMDA5249YB[redacted]		
Component: POWER TRAIN:AXLE ASSEMBLY		
Summary: 2000 FORD WINDSTAR WITH BROKEN AXLE CUSTOMER STATES THAT THE AXLE SNAPPED IN HALF FOR NO APPARENT REASON**CC THE CONSUMER ALSO OWNED A 199 FORD TAURUS. THERE WAS A CONSTANT LEAK COMING FROM THE FORD TAURUS AND THE DEALER WAS UNABLE TO DETERMINE THE PROBLEM. CONSEQUENTLY, THE VEHICLE CAUGHT ON FIRE. THE CONSUMER BELIEVED THE PROBLEM WAS DUE TO A RECALL ON THE FORD TAURUS REGARDING THE AIR CONDITIONING SYSTEM. *JB		

- **This NHTSA Complaint documents another Ford Windstar Axle failure.**

2000 Ford Windstar SEL – Significant Rear Axel Cracks

National Highway Traffic Safety Administration Data on 2000 Ford Windstar Rear Axle Failures

Make : FORD	**Model :** WINDSTAR	**Year :** 2000
Manufacturer : FORD MOTOR COMPANY		
Crash : No	**Fire :** No	**Number of Injuries:** 0
ODI ID Number : 10147551		**Number of Deaths:** 0
Date of Failure: November 25, 2005		
VIN : 2FMDA5342YE[redacted]		
Component: POWER TRAIN:AXLE ASSEMBLY		
Summary: CONSUMER REQUESTING TO BE REIMBURSED FOR 2000 WINDSTAR DEFECTIVE PARTS. *TS THE REAR AXLE CRACKED AND CAUSED THE VEHICLE TO SWAY BACK AND FORTH WHILE BEING DRIVEN. THE CONSUMER HAD IT REPAIRED AT A INDEPENDENT REPAIR SHOP. THE CONSUMER TOOK THE CRACKED AXLE TO THE DEALER WHO WROTE DOWN HIS VIN AND INDICATED THAT HE SHOULD BE HEARING FROM FORD SOON. *NM		

- **This NHTSA Complaint documents another Ford Windstar Axle failure.**
- **This Axle Severed During Operation.**
- **Ford Dealer Received Axle For Ford Company Investigation.**
- **Fords customer investigation findings?** [redacted]

Waiting on Fords Action to Address this Significant Safety Concern / Design / Manufacturing Material / Lot Issue??

10/2/98

- Local heat treating in area of interlocks. → Will this move the stress to another area? NO
  - Heat treating → For fatigue cracks
  - Two stage forming → forming cracks
- Tape has no value
- Start w/ forming crack & goes into fatigue. → one thought

* Two Events: locally
  1) Stress cracks → Heat treating* (Induction Hardening developed w/ Paco)
  2) Forming Cracks - two stage forming

Low M. - Low Temperature issue w/ induction hardening.
  a)

- Plan

Samples w/ Boron [10-20], w/out Boron [10-823] (may not get as much hardness) → Boron causes issues w/ weld. (Martinizing)

10-20
10823

- Bantelec will have production time lines
  - Monday AM.
  - Development/Verification plan (incl. parts avail, & timing for each test).

* - need to follow up on.

- Benteler will assemble two cases:

-Boron
-w/out Boron

Commercial Plan: costs, tooling, tim

Development Plan: Process

Validation Plan: correlation w/ MPG

- Need plan by Monday. Benteler will del by Monday.

* - Talk w/ RPC about running test in their lab. -Dich -Sabi -Scott -Slin

* - Look into removing tape.

* - For Lou's needs: 24 Ends - i.e. 12 axles
(6 axles) - 12 = ~~10 B23~~ 15 B24 - w/ Boron
(6 axles) - 12 = 10 - 20 - w/out Boron (all 1524
(6 axles) - 12 = 10 - 20 -
(6 axles) - 12 = ~~10 B23~~ -

- Taco can't start heat treating until next week.

- Carryover axle is 15B24

- 72 tubes of ~~B~~ 1524 avail. today.
36 - std + 36 - Two stage

- 2 days to run torsional test
6 samples

* - Look into modeling for possible changes.

* - Look into getting Development grp [redacted] ued.

Development Plan: * - Ford

~~Baseline Data:~~

Tests:

- Torsion Test (weld plates on end) - relative fatigue char - diff. failure modes - can compare diff. axle. Have Baseline data Start testing today w/ ~~1524~~ 15B24 => new baseline due to ↑ loads.
- Tramp Test (develop so that curves match data from MPG) - start ~~testing~~ developing today + work through the weekend (w/ strain gaged axle)
- Six axis Test - (Drive file w/ inputs @ the tire patches) - facility is not avail.
* - RPC availability - are updated files avail for
* - Run just driveway event only (415x3)
  - Baseline a vehicle
  - Plan of how to do inspections etc...
* - ~~Develop~~ Development testing

1524

*

NHT - Non Heat Treated
HT - Heat Treated

15B24 - Current Prod
1524 - w/out Boron

Single Stage Forming

15B24 (Heat Treated)	15B24 (NHT)	1524 (HT)	
6	6	6	Lou Needs
6		6	Torsion Test
6		6	Tramp Test
6		6	Driveway
2		2	RPC
Total 26		26	

* Two Stage forming (presents a problem because have to break into prod. like)

15B24 (HT)	1524 (HT)	
6	6	Torsion
6	6	Tramp
6	6	Driveway
~~62~~	2	
2	2	RPC
Total ~~22~~ 20	~~22~~ 20	

In all cases 1524 takes precedance over 15B24.

* ⇒ will take two days to get all parts made up.



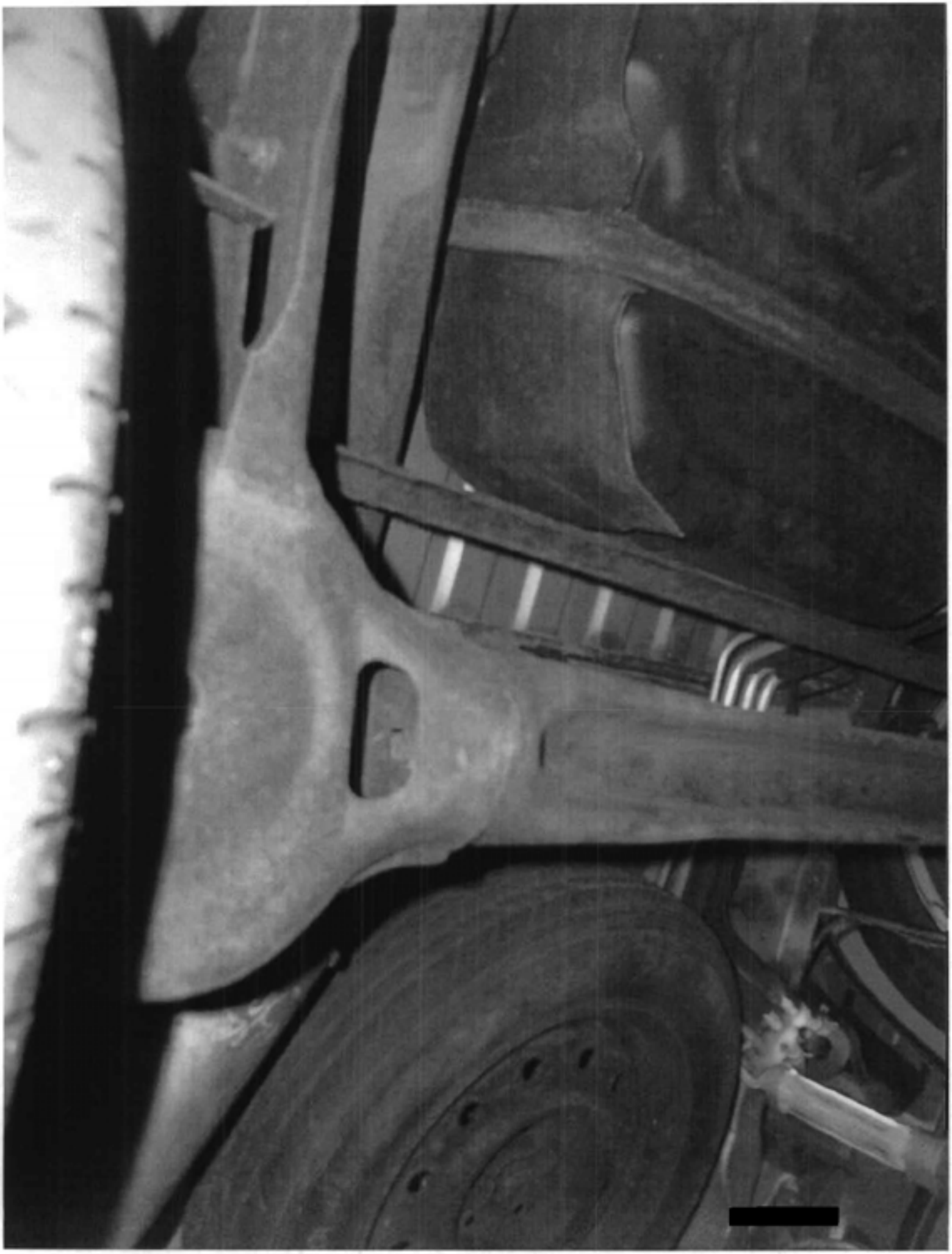
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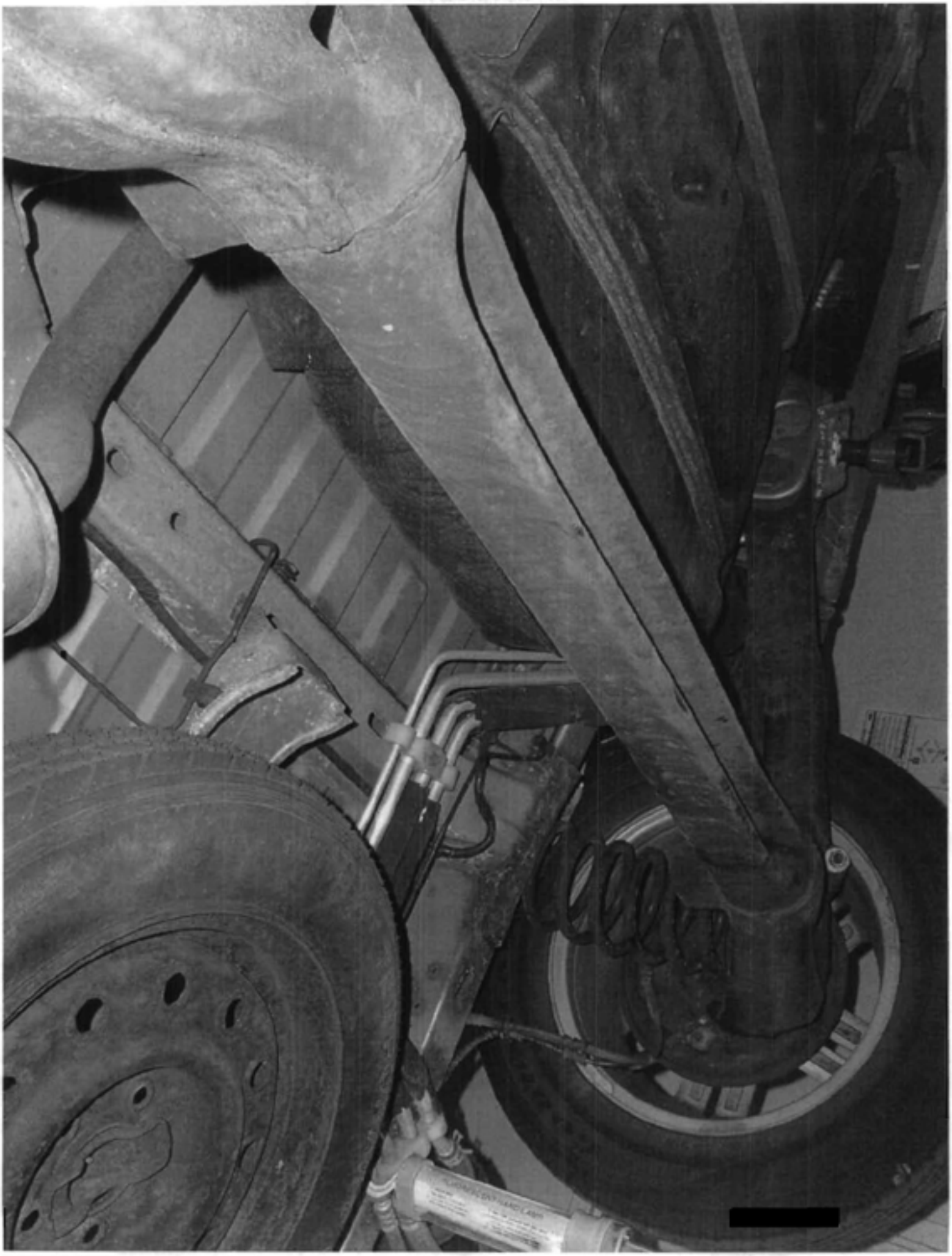
[redacted] A01 285 CYC. PHS-1 000. 2-401 R/R AXLE INNER SIDE-CRACKED.

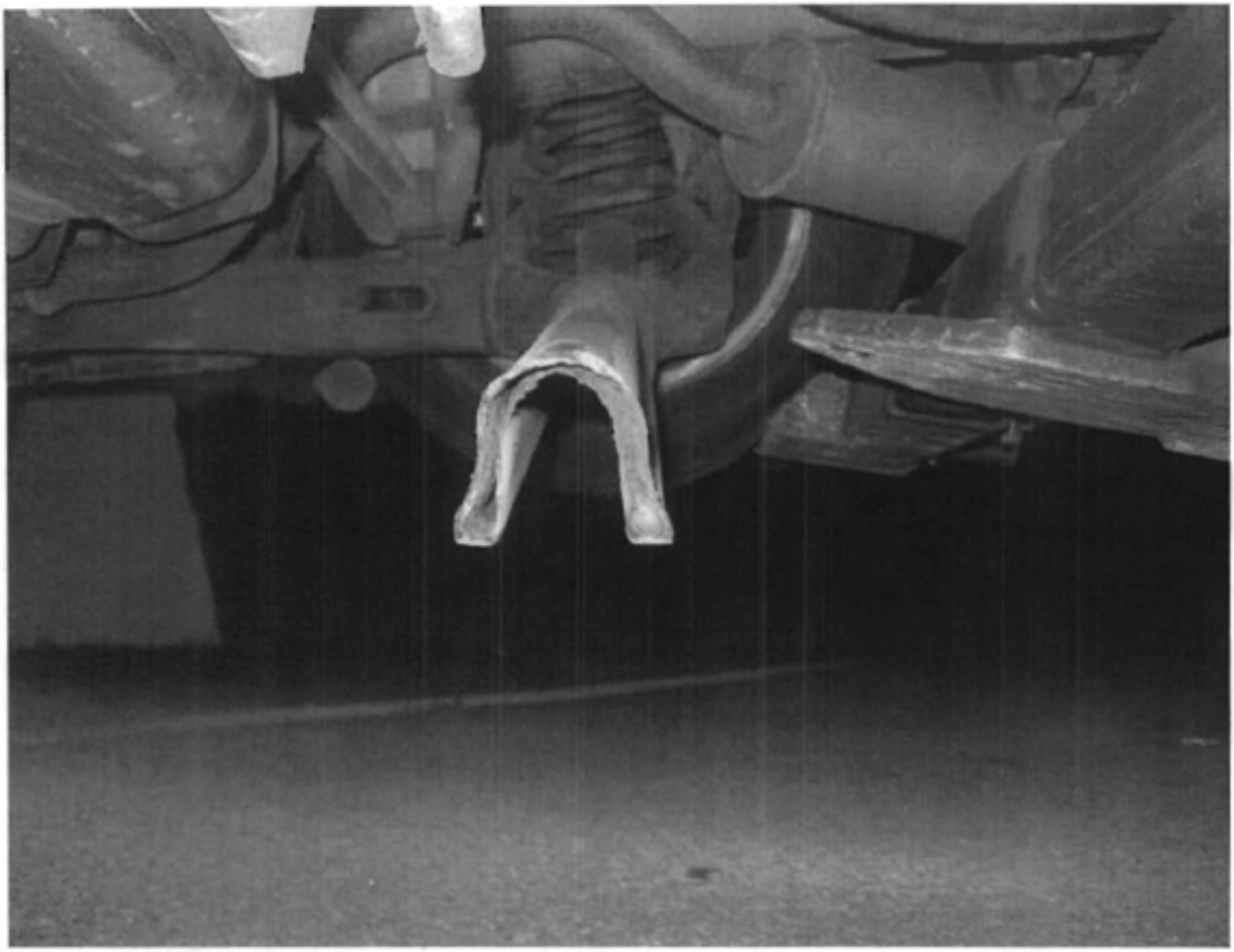


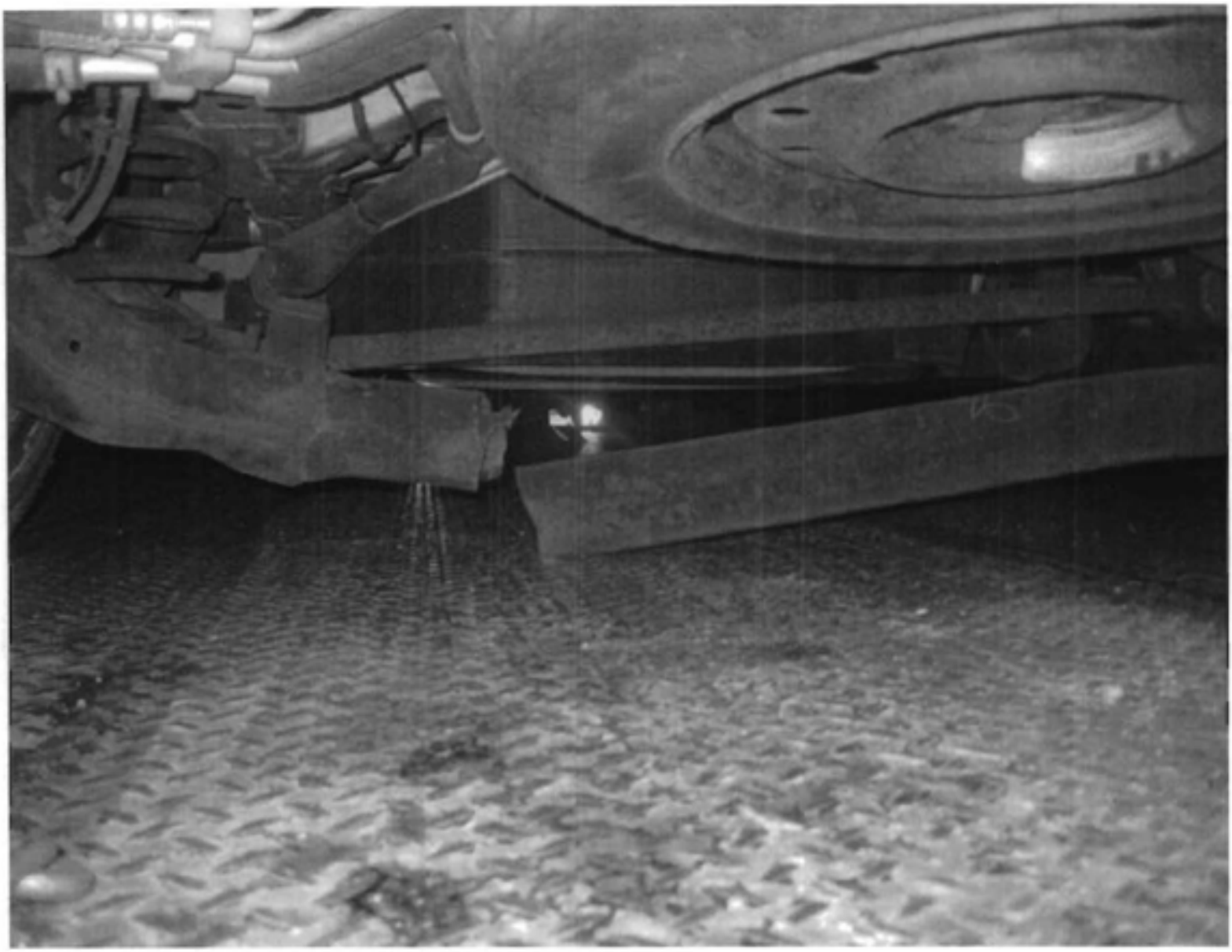
1998/10/19 10:33:11

[redacted]









From: Taylor, Alma (A.)
Sent: Wednesday, May 12, 2010 8:03 AM
To: Matthews, Steve (S.D.); Jones, Rick (W.P.)
Subject: RE: Photos

Attachments: Document.pdf

Hello Steve and Rick,

Attached are the photos you requested from the following claims. The first 3 photos are from the [redacted] file, her receipts did not itemize repairs. The remaining photos and receipt are from the [redacted] ile.

D010526-[redacted]

D014909-[redacted]

Document.pdf

[redacted]
Legal Analyst
Office of the General Counsel

Phone: 313 317-1862
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

[redacted]




2009/05/05 15

AMERICAN TIRE SERVICE INC

426 ROUTE 206 SOUTH
HILLSBOROUGH, NJ 08844-5026
(908)281-7500
FEDERAL TAX ID# 222974097



INVOICE [redacted]

08/21/09 08/28/09
05:52 PM 05:26 PM
TERR: 5169
NONSIG: 905169

PAGE: 01

BILL TO [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2..... EXT.
DATE REQUESTED 08/21/09
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 005 / 005

VEH YEAR/MAKE. 02 FORD TRUCK
VEHICLE MODEL. WINDSTAR
VEHICLE COLOR. GREEN
LICENSE/STATE. [redacted]
ODOMETR IN/OUT 081995 / 081995
PRIOR INVOICE. 231227

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
[redacted]	V	01	[redacted]	NJ	[redacted]	HDC [redacted]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
005	057	046-154	R	1	TOW FEE# [redacted]	.00	116.00	116.00
005	057	047-200	R	1	REAR AXLE ASSEMBLY	505.32	.00	505.32
005	057	047-100	R	1	INSTALL ASSEMBLY	.00	252.00	252.00

FREE - "QUALITY PLUS" PROTECT YOUR NEW TIRES PURCHASED HERE
WE WILL ROTATE YOUR NEW TIRES "FREE" OF CHARGE THROUGH LIFE OF TIRE
WE APPRECIATE YOUR BUSINESS

PARTS TOTAL.....	505.32
LABOR TOTAL.....	368.00
SUB TOTAL.....	873.32
SALES TAX.....	53.01

X.....
CUSTOMER AUTHORIZATION FOR TOTAL

CHARGED AMOUNT 926.33
TAXABLE AMOUNT 757.32

INVOICE TOTAL $926.33

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

How Did We Do Today? We Want Your Feedback!
Tell us for a chance to WIN a $500 Gas Card
See Official Rules in stores and at www.goodyeartires.com/gascard for details.
No purchase necessary. Two winners per month. Must call within 7 days. Void where prohibited.

Call:
1.866.402.3523
Enter Code:
2409090516915174

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

[redacted]

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

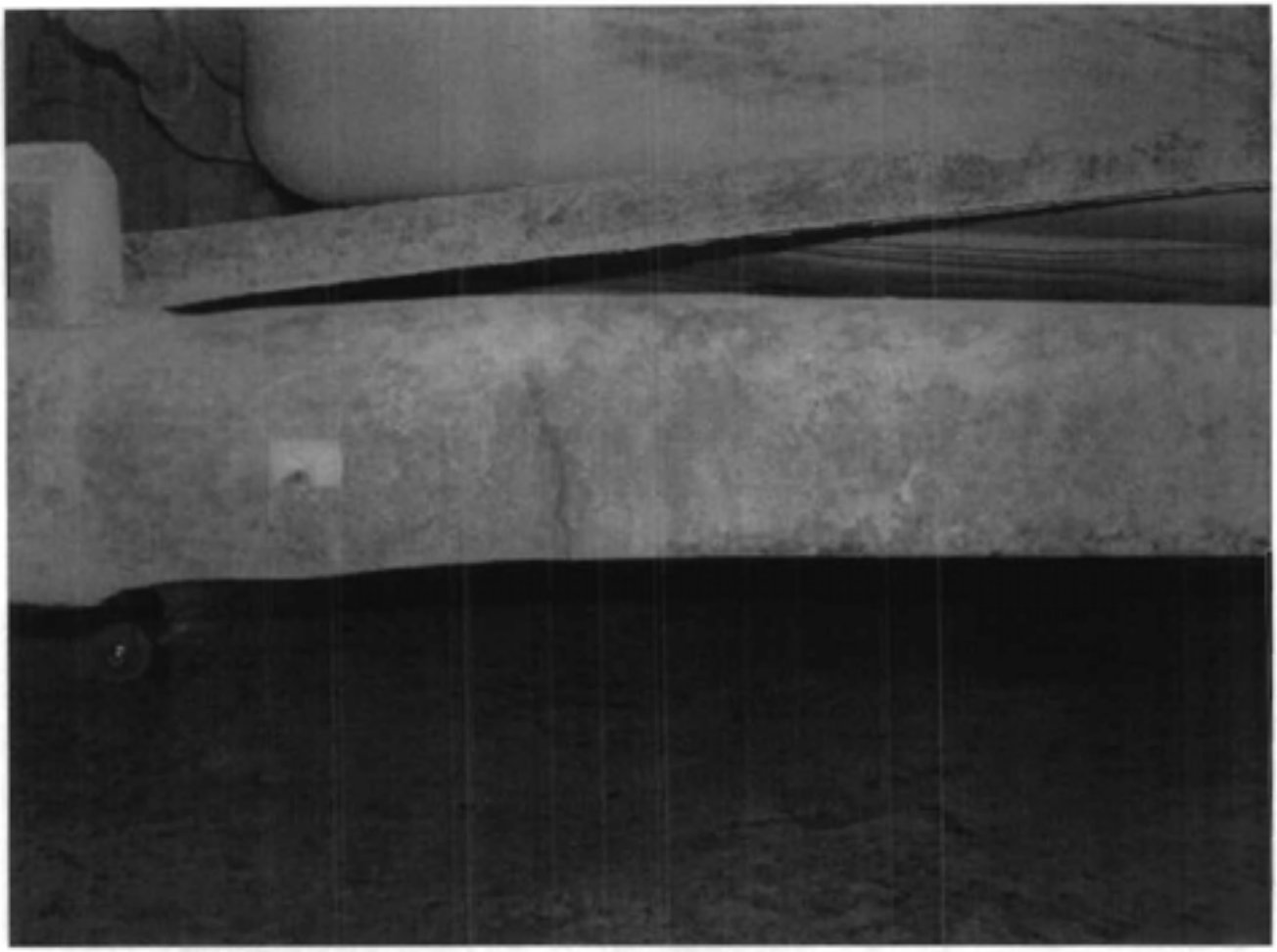




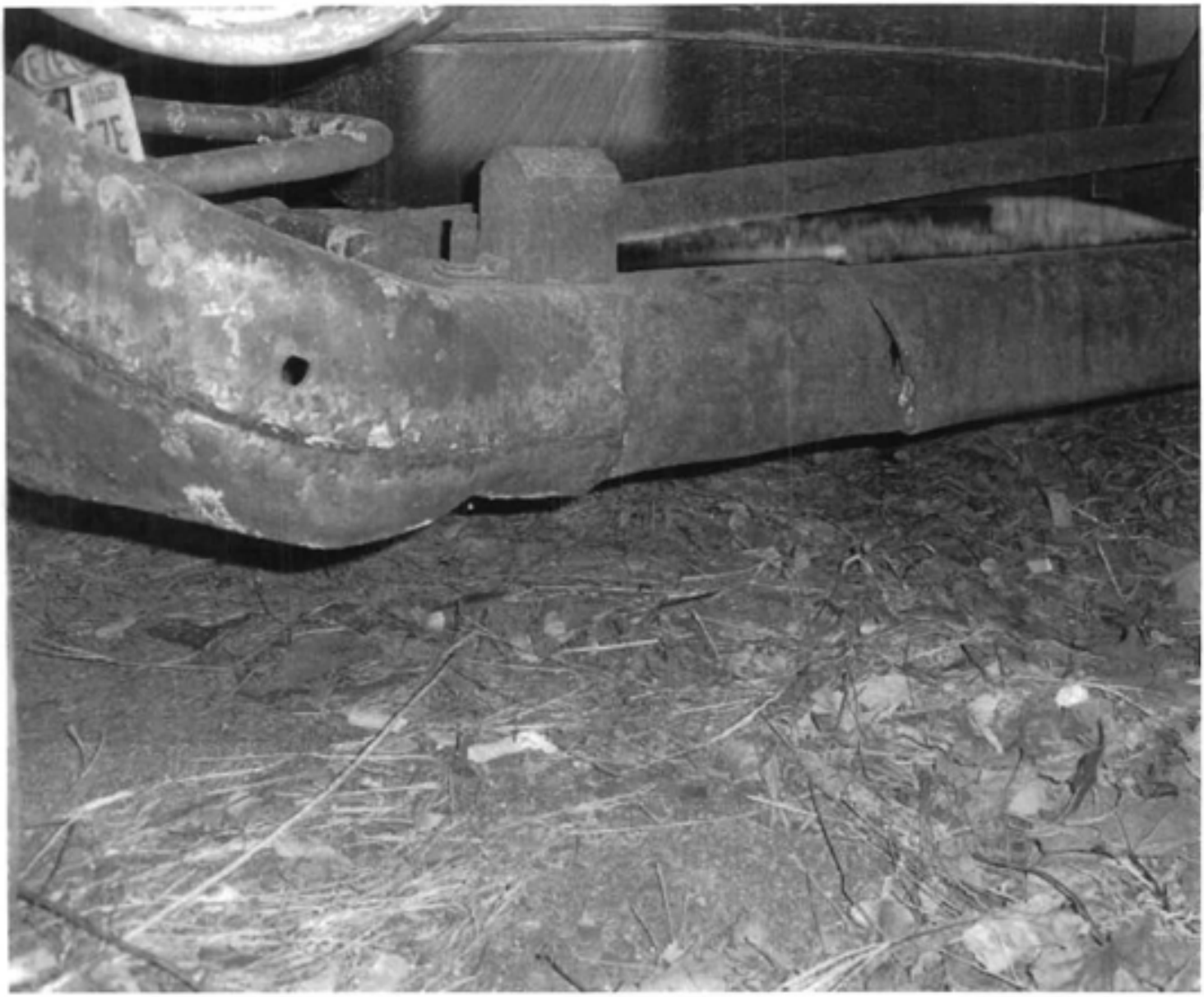


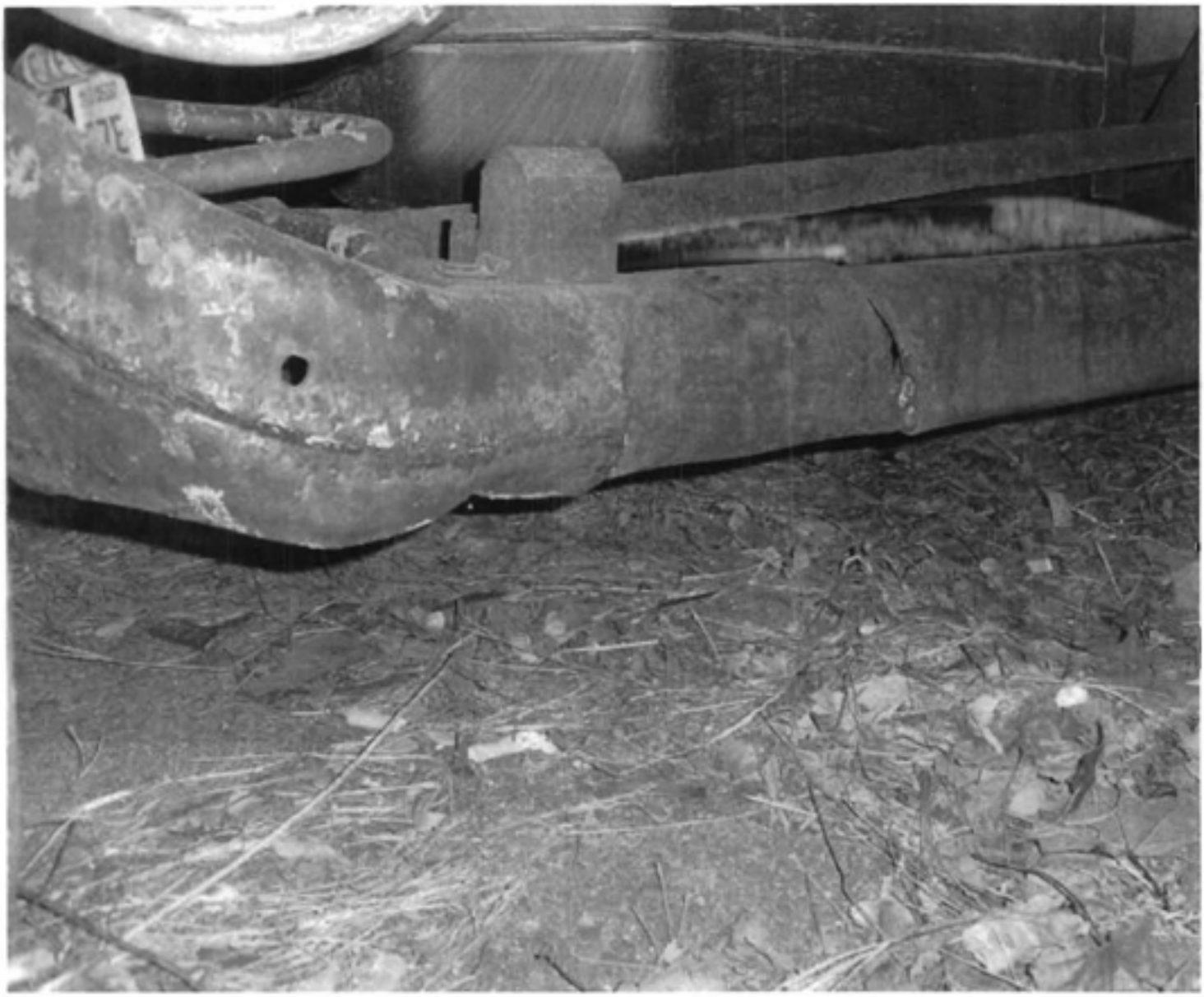


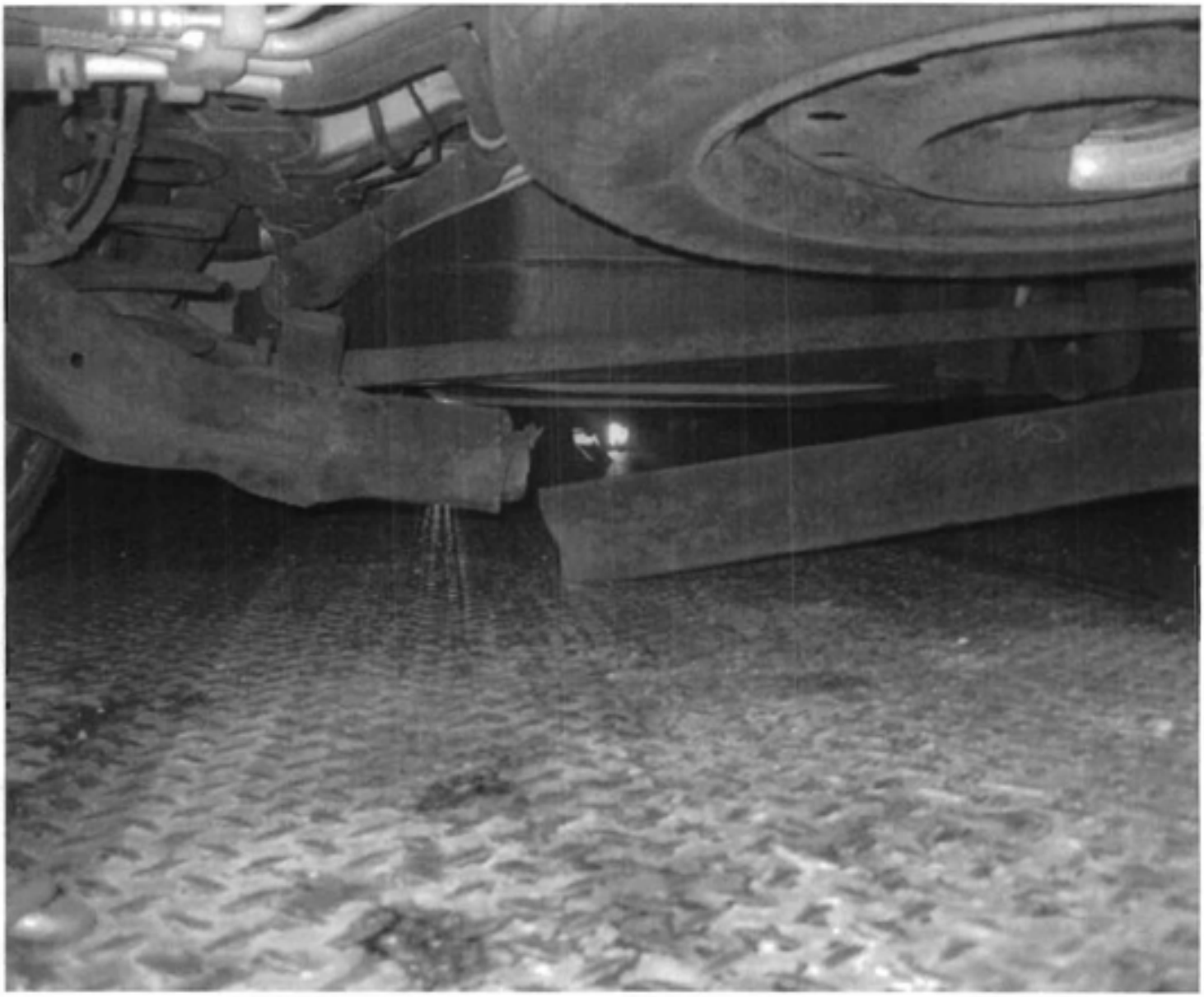




Sample photos from web of alleged cracks in the rear axle assembly

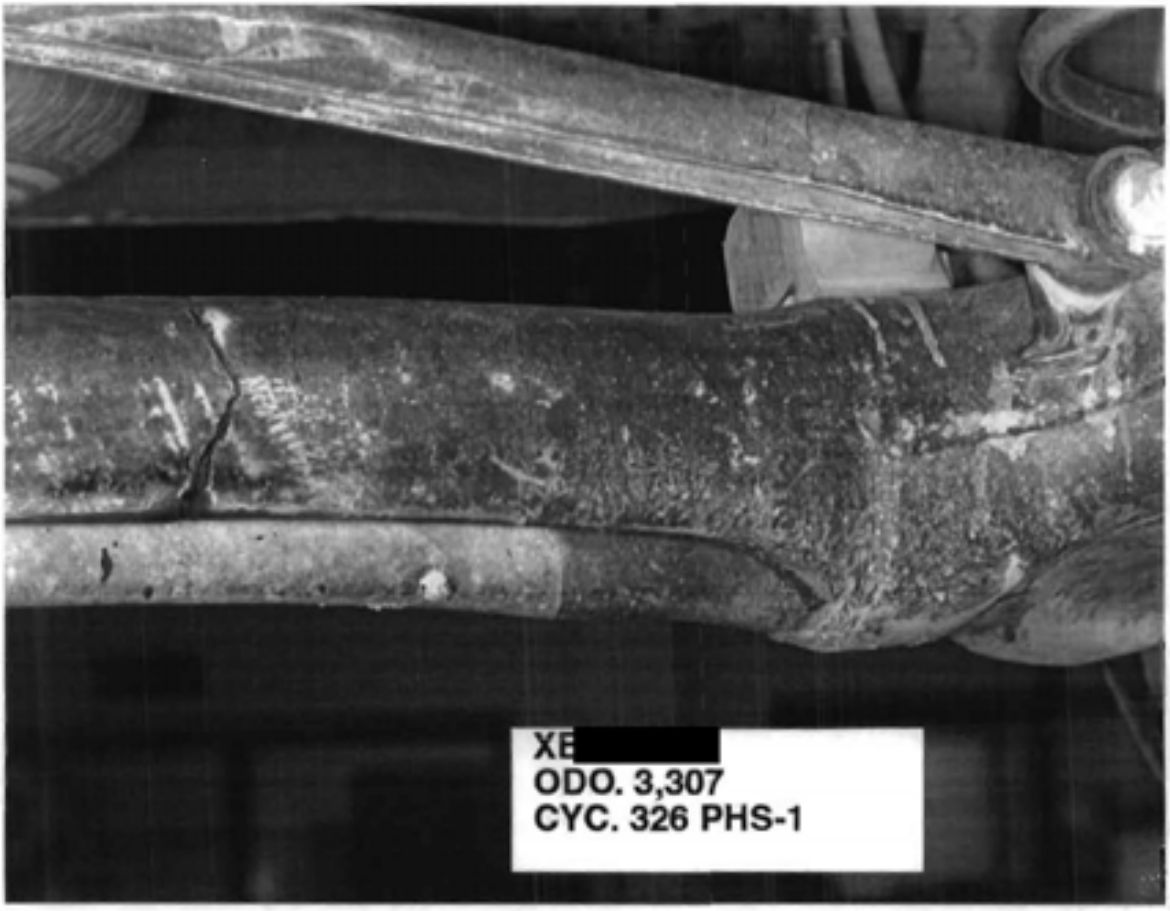




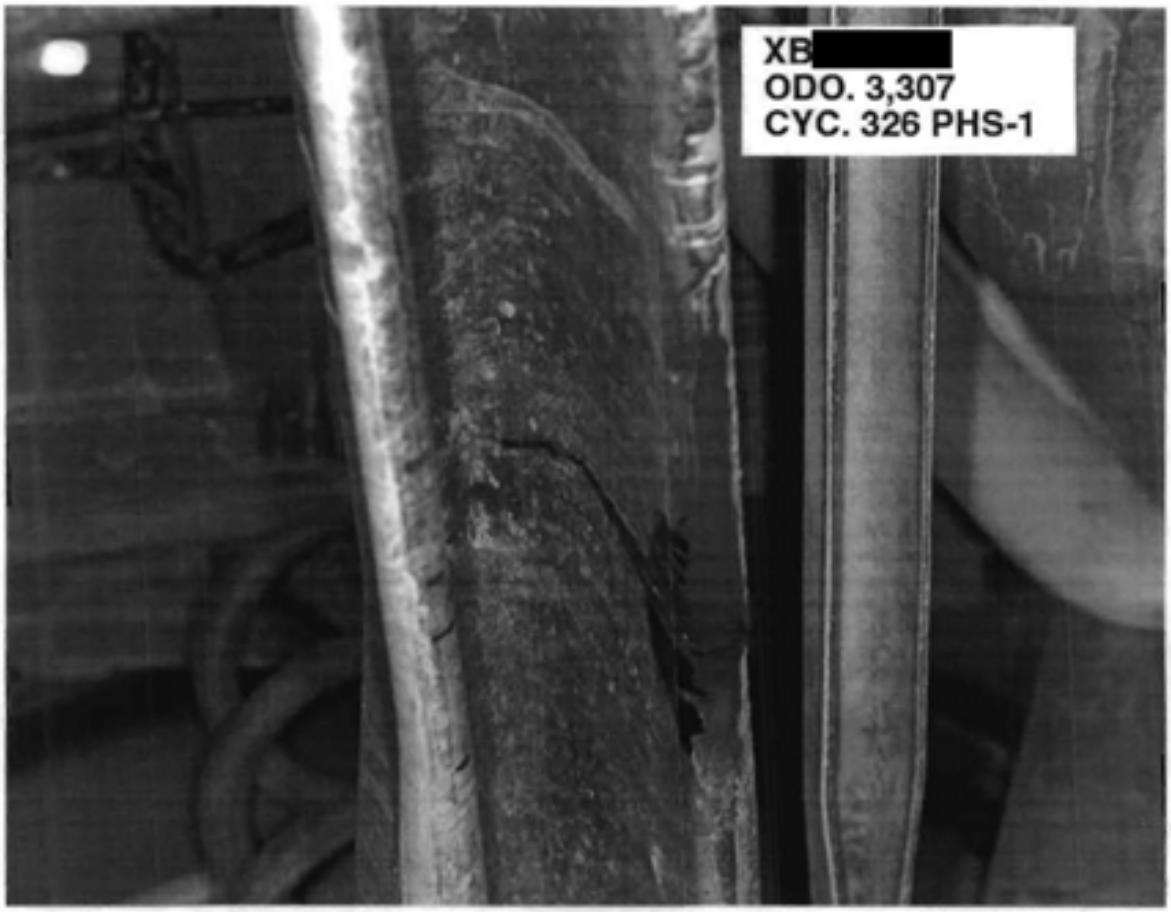


Generic off of web/internet

[redacted]



[redacted]



[redacted]

From: Taylor, Alma (A.) [ataylo29@ford.com]
Sent: Wednesday, May 12, 2010 8:03 AM
To: Matthews, Steve (S.D.); Jones, Rick (W.P.)
Subject: RE: Photos
Attachments: Document.pdf

Hello Steve and Rick,

Attached are the photos you requested from the following claims. The first 3 photos are from the [redacted] file, her receipts did not itemize repairs. The remaining photos and receipt are from the [redacted] file.

D010526[redacted]
D014909-[redacted]

<<...>>

[redacted]
Legal Analyst
Office of the General Counsel

Phone: 313 317-1862
Fax: 888 683-9898

PRIVILEGED AND CONFIDENTIAL

This email contains privileged and confidential communications.

If you received it in error, please delete it immediately and notify the sender.

[redacted]




2009/05/05 15

AMERICAN TIRE SERVICE INC

426 ROUTE 206 SOUTH
HILLSBOROUGH, NJ 08844-5026
(908)281-7500
FEDERAL TAX ID# 222974097



INVOICE [redacted]

08/21/09 08/28/09
05:52 PM 05:26 PM
TERR: 5169
NONSIG: 905169

PAGE: 01

BILL TO: [redacted]

PHONE 1
PHONE 2
DATE REQUESTED 08/21/09
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 005 / 005

VEH YEAR/MAKE. 02 FORD TRUCK
VEHICLE MODEL. WINDSTAR
VEHICLE COLOR. GREEN
LICENSE/STATE. [redacted] NJ
ODOMETR IN/OUT [redacted] / 081995
PRIOR INVOICE. 231227

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
[redacted]	V	01	[redacted]	0 NJ	[redacted] HOC	[redacted]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
005	057	046-154	R	1	TOW FEE#18757	.00	116.00	116.00
005	057	047-200	R	1	REAR AXLE ASSEMBLY	505.32	.00	505.32
005	057	047-100	R	1	INSTALL ASSEMBLY	.00	252.00	252.00

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LABOR TOTAL	368.00
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X.....
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[redacted]

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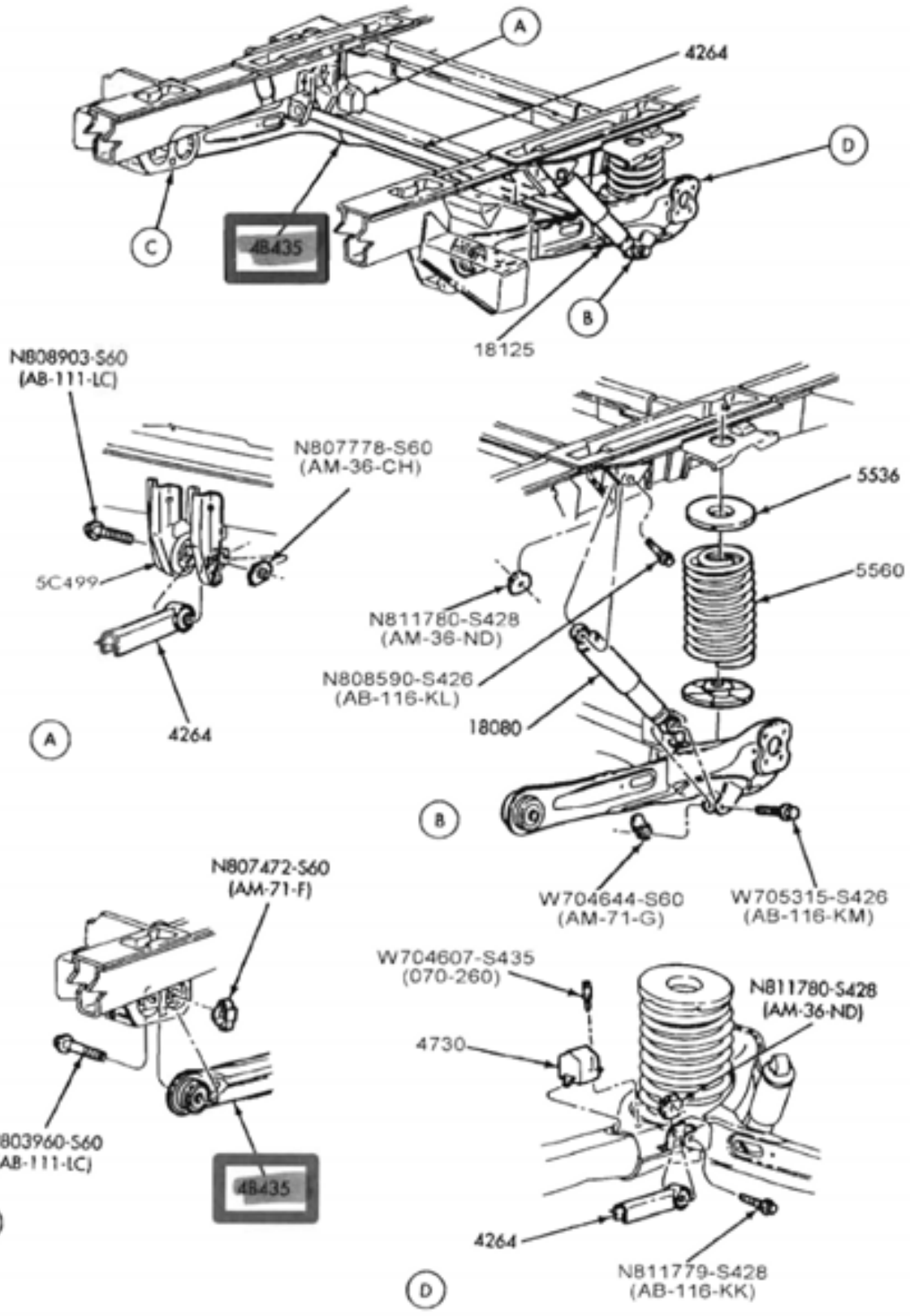











A
4264
D
C
4B435
B
18125
N808903-S60
(AB-111-LC)
N807778-S60
(AM-36-CH)
5C499
4264
A
5536
5560
N811780-S428
(AM-36-ND)
N808590-S426
(AB-116-KL)
18080
B
W704644-S60
(AM-71-G)
W705315-S426
(AB-116-KM)
N807472-S60
(AM-71-F)
N803960-S60
(AB-111-LC)
4B435
C
W704607-S435
(070-260)
N811780-S428
(AM-36-ND)
4730
4264
N811779-S428
(AB-116-KK)
D

From: Matthews, Steve (S.D.)
Sent: Thursday, May 06, 2010 1:47 PM
To: Patel, Bharat (B.J.)
Subject: FW: Report Summary for the CQIS Report#[redacted]
Attachments: 99 Windstar Alleged Rear Axle Crack Photo 6.jpg; 99 Windstar Alleged Rear Axle Crack Photo 1.jpg; 99 Windstar Alleged Rear Axle Crack Photo 2.jpg; 99 Windstar Alleged Rear Axle Crack Photo 3.jpg; 99 Windstar Alleged Rear Axle Crack Photo 4.jpg; 99 Windstar Alleged Rear Axle Crack Photo 5.jpg

Bharat
Attached are 6 photo files and the CQIS report is below.

Steve

From: SMATTHE2@ford.com [mailto:SMATTHE2@ford.com]
Sent: Thursday, May 06, 2010 1:03 PM
To: Matthews, Steve (S.D.)
Subject: Report Summary for the CQIS Report#[redacted]

Attachments : 7

Report# :	[redacted] NHL			**Received:**	09/15/2005
CCRG/EPRC:		**Reviewed Status:**		**Date:**	
Vehicle:	1999,WINDSTAR,4X2 ,WAGON ,2FMZA5146XB[redacted]			**Build Date:**	04/26/1999
Odometer :	73,262 M	**Engine:**	3.8L EFI F	**Calibration:**	9LMABEHA
Transmission:	AX4S	**Axle:**	FWD 3.56	**A/C:**	YES
Dealer:	USA 07350 Kenny Ross Ford			**Phone#:**	[redacted]
City:	Adamsburg	**State:**	Pennsylvania	**Country :**	USA
Originator:	[redacted]				
Symptom:	3 04 9 99 CHASS.,SUSPENSION,N/L SUSPENSION ,NOT LISTED				
Status:					
VFG:	V89 RIDE & HANDLING				
Additional Symptom:	REAR SUSPENSION AXLE CRACKED.				
Fix: Y	**Causal Component :**		AXLE ASSY (REAR) -- RPL		
Condition Code:					

Hotliner: CTHOLEN1 **Phone:** **Regn Cd:** G4 Pittsburgh
Engineering: **Phone:** **TAR:** CLD
Dlr Contact: **Phone:** **Title Cde:** FM

DTCs:
KOEO:
KOEC:

[redacted]

KOER:

Comments :

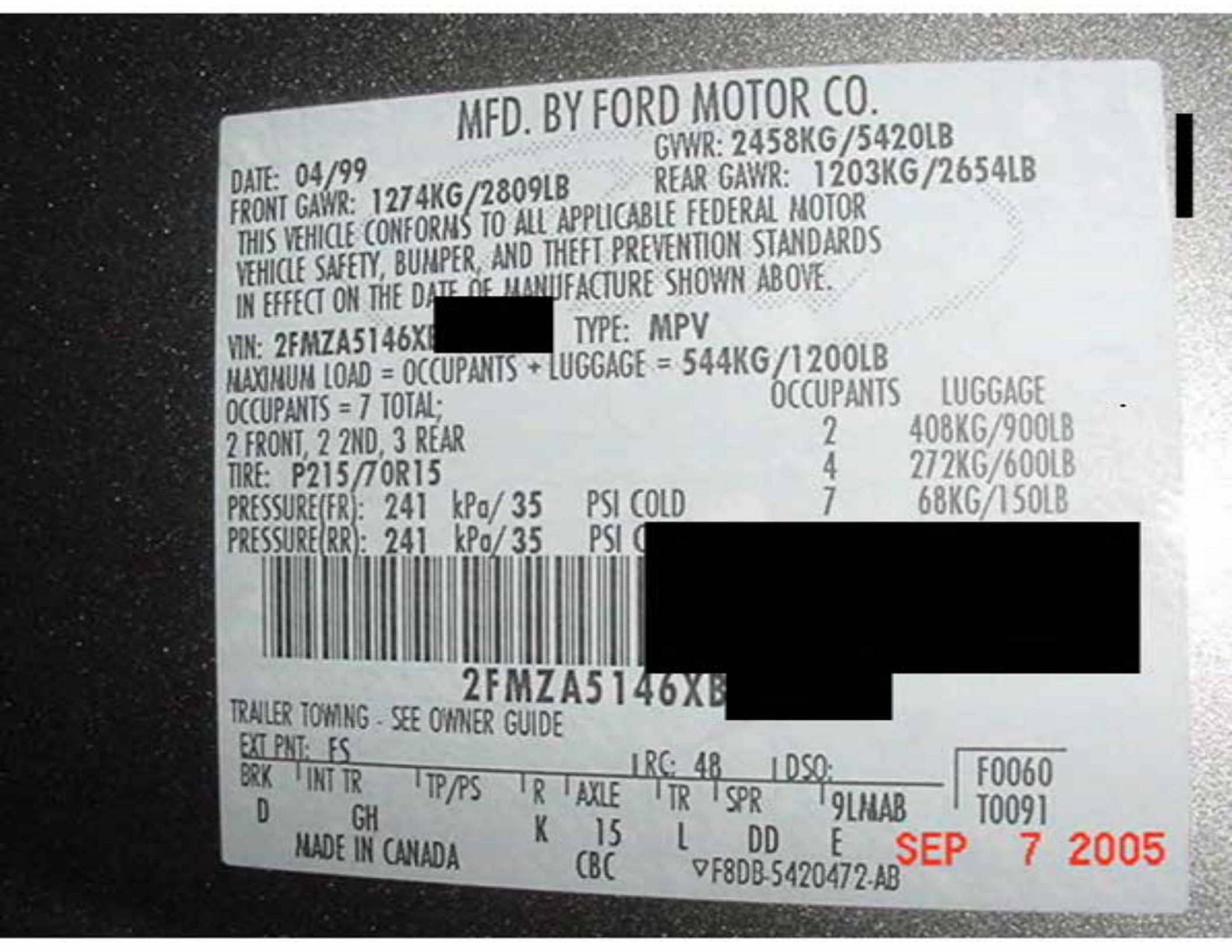
REPAIR	09/15/2005 09:48AM CTHOLEN1 REPORTS REAR SUSPENSION AXLE HAS CRACKED. APPEARS RUSTED AND STRESS FRACTURED. SEEKING INFO.
RECOMM	**09/15/2005 09:48AM CTHOLEN1** NO KNOWN CONCERNS. WILL DOCUMENT CONCERN.
ADD-ON	**09/15/2005 09:59A**[redacted] I WENT TO KENNY ROSS FORD ON 9/7/05 AND TOOK DIGITAL PHOTOS OF THIS CONCERN. THE REAR AXLE WAS FRACTURED ON THE DRIVER'S SIDE STARTING FROM THE BACK OF THE AXLE CROSS-SECTION A PROPAGATING OVER THE TOP (SEE PHOTOS).
AUDIT	**09/15/2005 09:59A**[redacted] TECH ASSIST REFERRAL HAS BEEN OPENED
ADD-ON	**09/16/2005 10:38A**[redacted] AXLE REPLACED FOR CUSTOMER UNDER AWA FOR CUSTOMER SATISFACTION. TAR CLOSED.
AUDIT	**09/16/2005 10:38A**[redacted] TECH ASSIST REFERRAL HAS BEEN CLOSED

Please click on the link below to view the attachments associated with this report
https://www.gcqis.dealerconnection.com/gcqis/asp/DIViewAttachment_Mainx.asp?ReportNumber=[redacted]

[redacted]


SEP 7 2005


SEP 7 2005


MFD. BY FORD MOTOR CO.
GVWR: 2458KG/5420LB
DATE: 04/99
REAR GAWR: 1203KG/2654LB
FRONT GAWR: 1274KG/2809LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DA
TYPE: MPV
VIN: 2FMZA5146XB
MAXIMUM LOAD = OCCUPANTS + LUGGAGE = 544KG/1200LB
OCCUPANTS = 7 TOTAL;
2 FRONT, 2 2ND, 3 REAR
TIRE: P215/70R15
PRESSURE(FR): 241 kPa/ 35 PSI COLD
PRESSURE(RR): 241 kPa/ 35 PSI
OCCUPANTS LUGGAGE
2 408KG/900LB
4 272KG/600LB
7 68KG/150LB
2FMZA5146XB
TRAILER TOWING - SEE OWNER GUIDE
EXT PNT: FS
LRC: 48
DSO:
F0060
T0091
BRK INT TR TP/PS R AXLE TR SPR 9LMAB
D GH K 15 L DD E
MADE IN CANADA
CBC
F8DB-5420472-AB
SEP 7 2005


SEP 7 2005



PE10-016 000538


SEP 7 2005

Sign-In

6/18/99

Windstar Rear Axle Heat Treat

Name	Co	Phone	E-mail
Judy Parla	Benteler	616 656 6118	[illegible]
Bob Williams	Benteler	(616) 665-6120	
Kevin Murphy	Benteler	(616) 665-6592	MURPHYK@BENTELERUS
Perry Parekh	Ford	313-322-0570	PPAREKH@FORD.COM
Ray Collette	Benteler	(616) 665-6527	
Fred Meiser	FCLW	313-337-3188	fmeiser@ford.com

From: Sankaranarayanan, Shankar (.)
Sent: Tuesday, June 17, 2003 10:21 AM
To: Hatsios, Beth (B.A.); Parekh, Prithvish (P.K.); Alanoly, Jim (J.); Narayanan, Shankar (.); Hoffman, Elaine (E.M.)
Cc: Narayanan, Shankar (.)
Subject: win126 axle DURIS data

Attachments: win126_axle.xls



win126_axle.xls (68 KB)

Here's an excel file

[redacted]

Summary Incidents Report

Dates: 01-JAN-1900 - 17-JUN-2003

CPSC: 04.02.04

Incident Typ DEFECT

Program: WIN126

Inc ID	Program	Model Yea	Vehicle	Engine	Trans	Drive Wh	Body Style	Type	Date	Odo	%Comp.	Incident	Pics/Docs	CPSC	Procedure	Inc ID
311494	WIN126	1998	[redacted]	3.8L	AX4S	FWD	CAR-DERIVED VAN	DEFECT	6-Mar-96	0 M		UPDATED REAR AXLE.		04.02.04	STRCT	311494
313383	WIN126	1999	[redacted]	3.8L	AX4S	FWD		DEFECT	9-Jan-97	3483 M		Performed rear axle CMM data measurements.		04.02.04	STRCT	313383
313379	WIN126	1999	[redacted]	3.8L	AX4S	FWD		DEFECT	10-Jan-97	3484 M		Removed and tagged rear axle. Installed new axle.		04.02.04	STRCT	313379
318732	WIN126	1999	[redacted]	3.8L	AX4S	FWD	CAR-DERIVED VAN	DEFECT	27-Sep-00	61968 M	76.9	Rear axle	Photos(2)	04.02.04	PWRTRN	318732
343761	WIN126	2001	[redacted]	3.8L	4F50N	FWD	CAR-DERIVED VAN	DEFECT	25-Jul-01	4568 M	73.9	Rear axle fracture	Photos(3)	04.02.04	R357	343761
346098	WIN126	2001	[redacted]	3.8L	4F50N	FWD	CAR-DERIVED VAN	DEFECT	17-Aug-01	7992 M		Rear axle bushings	Photos(3)	04.02.04	SRRC1	346098
244556	WIN126	2001	[redacted]	3.8L	AX4S	FWD	CAR-DERIVED VAN	DEFECT	27-Apr-00	5300 M	97.55	Rear Axle crack	Photos(3)	04.02.04	R357	244556
326506	WIN126	2001.5	[redacted]	3.8L	AX4N	FWD	CAR-DERIVED VAN	DEFECT	5-Jan-01	3989 M	73.7	Rear axle fracture	Photos(3)	04.02.04	STRCT	326506
327699	WIN126	2001.5	[redacted]	3.8L	AX4N	FWD	CAR-DERIVED VAN	DEFECT	16-Jan-01	5636 M	27.5	rear axle fracture	Photos(2)	04.02.04	SRRC1	327699
251961	WIN126	2001	[redacted]	3.8L	AX4N	FWD	CAR-DERIVED VAN	DEFECT	16-Aug-00	3019 M	66.5	Rear axle crack	Photos(3)	04.02.04	STRCT	251961
250685	WIN126	2001	[redacted]	3.8L	AX4N	FWD	CAR-DERIVED VAN	DEFECT	25-Jul-00	3420 M	80.3	CRACK IN REAR AXLE "C" SECTION FLANGE-LEFT SIDE		04.02.04	STRCT	250685
333962	WIN126	2002	[redacted]	3.8L	4F50N	FWD	CAR-DERIVED VAN	DEFECT	30-Mar-01	6630		Rear Axle crack	Photos(2)	04.02.04	SRRC1	333962
402386	WIN126	2003	[redacted]	3.8L	AX4N			DEFECT	8-Jan-03	5681	78.7	Rear axle broken	Photos(4) Documents(1)	04.02.04	R357	402386
362998	WIN126	2003	[redacted] BASELINE - 01					DEFECT	10-Jan-02	0	43	Stress cracks appearing RH Frt Inner Face of Axle		04.02.04	RPCCUS	362998
362999	WIN126	2003	[redacted] BASELINE - 01					DEFECT	10-Jan-02	0	52	Stress Cracks -- LH Frt & RR Inner Surface of Axle		04.02.04	RPCCUS	362999
363215	WIN126	2003	[redacted] BASELINE - 01					DEFECT	11-Jan-02	0	69	Stress Cracks -- RH RR, LH&RH Center of Axle		04.02.04	RPCCUS	363215
363216	WIN126	2003	[redacted] BASELINE - 01					DEFECT	11-Jan-02	0	82	1" crack -- RH Frt Inner Face of Axle	Photos(2)	04.02.04	RPCCUS	363216
363634	WIN126	2003	[redacted] BASELINE - 03					DEFECT	29-Jan-02	0	45	Stress cracks observed LH front inner face of axle		04.02.04	RPCCUS	363634
363635	WIN126	2003	[redacted] BASELINE - 03					DEFECT	29-Jan-02	0	54	Axle stress cracks- LH rear & RH front inner faces		04.02.04	RPCCUS	363635
363637	WIN126	2003	[redacted] BASELINE - 03					DEFECT	30-Jan-02	0	90	Crack greater than 1" observed LH front inner face	Photos(2)	04.02.04	RPCCUS	363637
363638	WIN126	2003	[redacted] BASELINE - 03					DEFECT	30-Jan-02	0	90	Crack greater than 1" observed LH rear inner face	Photos(2)	04.02.04	RPCCUS	363638
365400	WIN126	2003	[redacted] BASELINE - 05					DEFECT	14-Feb-02	0	35	Crack observed on LH rear inner face of axle		04.02.04	RPCCUS	365400
365425	WIN126	2003	[redacted] BASELINE - 05					DEFECT	14-Feb-02	0	45	Stress cracks on LH front inner face of axle		04.02.04	RPCCUS	365425
365434	WIN126	2003	[redacted] BASELINE - 05					DEFECT	15-Feb-02	0	62	Stress cracks on RH front inner face of axle.		04.02.04	RPCCUS	365434
365436	WIN126	2003	[redacted] BASELINE - 05					DEFECT	15-Feb-02	0	74	Stress cracks - LH&RH front inner surface of axle		04.02.04	RPCCUS	365436
365438	WIN126	2003	[redacted] BASELINE - 05					DEFECT	15-Feb-02	0	93	Stress cracks - LH&RH rear inner surface of axle		04.02.04	RPCCUS	365438
365440	WIN126	2003	[redacted] BASELINE - 05					DEFECT	16-Feb-02	0	106	Crack greater than 1" - RH front inner face	Photos(2)	04.02.04	RPCCUS	365440
366488	WIN126	2003	[redacted] BASELINE - 07					DEFECT	27-Feb-02	0	68	Stress cracks RH & LH front inner surface of axle.		04.02.04	RPCCUS	366488
363243	WIN126	2003	[redacted] HEATTR - 02					DEFECT	22-Jan-02	0	331	Stress Cracks on LH rear inner face of axle.		04.02.04	RPCCUS	363243
363378	WIN126	2003	[redacted] HEATTR - 02					DEFECT	22-Jan-02	0	343	1/2" stress crack - LH front inner face of axle.		[redacted]		363378
363379	WIN126	2003	[redacted] HEATTR - 02					DEFECT	22-Jan-02	0	364	1/2" crack RH FRT Inner, stress cracks LH/RH.		04.02.04	RPCCUS	363379

363451	WIN126	2003	[redacted]HEATTR - 02					DEFECT	22-Jan-02	0	364	The front stabilizer bar fractured.	Documents(1)	04.02.04	RPCCUS	363451
363454	WIN126	2003	[redacted]HEATTR - 02					DEFECT	22-Jan-02	0	391	1" crack -- RH Front Inner Face of Axle	Photos(2)	04.02.04	RPCCUS	363454
364537	WIN126	2003	[redacted]HEATTR - 04					DEFECT	6-Feb-02	0	279	Crack on RH front inner face of axle.		04.02.04	RPCCUS	364537
364541	WIN126	2003	[redacted] HEATTR - 04					DEFECT	6-Feb-02	0	279	Stress cracks on LH front & rear axle inner faces.		04.02.04	RPCCUS	364541
364834	WIN126	2003	[redacted]HEATTR - 04					DEFECT	8-Feb-02	0	316	Cracks on RH front inner face of axle.		04.02.04	RPCCUS	364834
364836	WIN126	2003	[redacted]HEATTR - 04					DEFECT	8-Feb-02	0	316	Stress cracks on RH front inner face of the axle.		04.02.04	RPCCUS	364836
364837	WIN126	2003	[redacted]HEATTR - 04					DEFECT	9-Feb-02	0	352	More cracks on RH front inner face of axle.		04.02.04	RPCCUS	364837
364839	WIN126	2003	[redacted]HEATTR - 04					DEFECT	9-Feb-02	0	352	Crack on LH front inner face of axle.		04.02.04	RPCCUS	364839
364843	WIN126	2003	[redacted]HEATTR - 04					DEFECT	12-Feb-02	0	404	1" crack -- LH front inner face of the axle	Photos(2)	04.02.04	RPCCUS	364843
365904	WIN126	2003	[redacted]HEATTR - 06					DEFECT	22-Feb-02	0	164	The front stabilizer bar was fractured.		04.02.04	RPCCUS	365904
366049	WIN126	2003	[redacted]HEATTR - 06					DEFECT	22-Feb-02	0	170	Stress cracks on LH rear inner surface of axle.		04.02.04	RPCCUS	366049
366052	WIN126	2003	[redacted]HEATTR - 06					DEFECT	24-Feb-02	0	259	Stress cracks on LH rear & RH front inner surfaces		04.02.04	RPCCUS	366052
366056	WIN126	2003	[redacted]HEATTR - 06					DEFECT	25-Feb-02	0	284	Stress cracks on LH front inner surface of axle.		04.02.04	RPCCUS	366056
366142	WIN126	2003	[redacted] HEATTR - 06					DEFECT	25-Feb-02	0	300	Stress crack on RH rear inner surface of axle.		04.02.04	RPCCUS	366142
366145	WIN126	2003	[redacted]HEATTR - 06					DEFECT	26-Feb-02	0	320	Crack greater than 1" - LH rear inner surface	Photos(2)	04.02.04	RPCCUS	366145
367957	WIN126	2003	[redacted] HEATTR - 08					DEFECT	7-Mar-02	0	276	Stress crack area - RH rear inner face.		04.02.04	RPCCUS	367957
367958	WIN126	2003	[redacted]HEATTR - 08					DEFECT	9-Mar-02	0	354	Stress crack area - LH front inner face.		04.02.04	RPCCUS	367958
367959	WIN126	2003	[redacted]HEATTR - 08					DEFECT	9-Mar-02	0	371	Defined crack - RH front inner face.		04.02.04	RPCCUS	367959
367961	WIN126	2003	[redacted]HEATTR - 08					DEFECT	10-Mar-02	0	407	Defined 1" crack - RH front inner face.	Photos(2)	04.02.04	RPCCUS	367961
373416	WIN126	2002	[redacted]HEATTR - 01					DEFECT	17-Apr-02	0	21	Rear Jounce Bumpers Contacted Bdy Side Rail	Photos(2)	04.02.04	310SD	373416
373487	WIN126	2002	[redacted]HEATTR - 01					DEFECT	23-Apr-02	0	96	Masticated Rubber - Rear Trailing Arm Bushings	Photos(4)	04.02.04	310SD	373487
375701	WIN126	2003	[redacted] BASELINE - 01					DEFECT	8-May-02	0	100	Two cracks observed on the frt inner face of axle	Photos(2)	04.02.04	RPCCUS	375701
375723	WIN126	2003	[redacted]BASELINE - 01					DEFECT	20-May-02	0	100	Baseline Sample 1 Completed		04.02.04	RPCCUS	375723
376804	WIN126	2003	[redacted]BASELINE - 01					DEFECT	20-May-02	0	100	Duplicate issue disregard		04.02.04	RPCCUS	376804
383007	WIN126	2003	[redacted] BASELINE - 08					DEFECT	11-Jul-02	0	80	1.5" Crack -- RH Rear Inner Face of Rear Axle	Photos(1)	04.02.04	RPCCUS	383007
381930	WIN126	2003	[redacted]HEATTR - 05					DEFECT	5-Jul-02	0	84	1 3/4 in. crack - Right Front Inner Face Rear Axle	Photos(2)	04.02.04	RPCCUS	381930
381934	WIN126	2003	[redacted] HEATTR - 06					DEFECT	6-Jul-02	0	54	2" crack LH front radius of the rear axle	Photos(2)	04.02.04	RPCCUS	381934
381940	WIN126	2003	[redacted]HEATTR - 07					DEFECT	9-Jul-02	0	71	1 in. crack - Right Front Inner Face Rear Axle	Photos(1)	04.02.04	RPCCUS	381940
383898	WIN126	2003	[redacted]HEATTR - 09					DEFECT	15-Jul-02	0	357	1.125" crack - Left side underneath rear face	Photos(1)	04.02.04	RPCCUS	383898
391571	WIN126	2003	[redacted]HEATTR - 01				CAR-DERIVED VAN	DEFECT	27-Sep-02	0	283	Three cracks on the rear axle (left & right sides)	Photos(2)	04.02.04	RPCCUS	391571
392602	WIN126	2003	[redacted]HEATTR - 01				CAR-DERIVED VAN	DEFECT	25-Sep-02	0	216	Front Sta-bar Fractured		04.02.04	RPCCUS	392602
392618	WIN126	2003	[redacted]HEATTR - 02				CAR-DERIVED VAN	DEFECT	7-Oct-02	0	272	1.125" crack -- RH Aft side of the front radius	Photos(2)	04.02.04	RPCCUS	392618
394617	WIN126	2002	[redacted]HEATTR - 03					DEFECT	18-Oct-02	0	406	Three cracks in the rear axle (left & right sides)	Photos(3)	04.02.04	RPCCUS	394617

****
* Note printed by GBLOMSTR on 7 Oct 1998 at 15:37:28 *
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From: GBLOMSTR--DRBN005 Date and time 10/05/98 13:42:23
To: O3ICF1UO--EXTERNAL James Pring @ Bent
cc: RWILLEMS--DRBN005 JHICKS --DRBN005

FROM: Greg Blomstrom USAET(UTC -04:00)
Subject: RE: Win126 Cross Tube Heat Treat Verification Plan.MPP

James, the present thinking here is that the abbreviated R310 will be used to confirm the best fix. We will use the lab testing to give us the best fix. By the looks of your timeline the Tramp test will be up and running by Wednesday. As far as correlating to the lab, that was not what I was implying. There are a number of variables to consider when running real world. Driver variability, vehicle downtime, weather, etc ... All of these, in my thinking, can cause dramatic changes in the results and increase testing time. I know this goes against what we discussed on Friday; however, we didn't consider all of the potential pitfalls.

Good Day,
Gregory A. Blomstrom (GBLOMSTR)
Win126 Chassis Engineering, LVC Bldg 1, Cube 11G112
Phone 313/24-85639 Fax 313/84-55622 Pager 313/851-1426
*** Forwarding note from O3ICF1UO--EXTERNAL 10/05/98 12:52 ***
To: GBLOMSTR--FORDMAIL 'Gregory Blomstrom

From: James Pring
Subject: RE: Win126 Cross Tube Heat Treat Verification Plan.MPP

From: "James Pring"<pring@benteler.com>

Greg,

The purpose of the abbreviated R310 test was to see if the new axle would hold up longer than the current axle. There is no need to correlate this test to what is controlled in the lab. Noting that there will be differences in the way the vehicle is driven, I believe that an A to B comparison could be drawn between current production and the Heat Treated, 2 stage tool, new material combinations. I believe this could be the quickest way to shake out any flaws in our plan. Let me know what the thinking is in Ford.

Tooling lead times:
I have some initial lead times based off of earlier quotes from suppliers. It looks like a 32 week lead time from Tocco for the heat treat machine and the 2 stage tool would be a 16 week lead time. Now this is just for the tool build. There would be additional time for the integration of these machines into the current production as well as whatever changes need to be made on our floor. Timing will be hammered out in more detail when we receive hard quotes from our suppliers.

James Pring
Benteler Automotive
(616) 665 6594

From: Gregory Blomstrom SMTP:gblomstr@ford.com
Sent: Monday, October 05, 1998 12:15 PM
To: James Pring @ Bent

Cc: jhicks@ford.com; rwillems@ford.com
Subject: Win126 Cross Tube Heat Treat Verification Plan.MPP

James, thanks for the quick turn around.

As far as the abbreviated R310 goes, it is not looking too good. After giving it some more thought and discussion we're thinking that this may not be a good route to follow. The main reason being control. Speed and approach angle will strongly influence the results. These are two parameters that we will not have good control over. I think it will be best if we concentrate our efforts on the three lab tests: torsional, tramp, and RPC. Let me know your thoughts.

We had a meeting with the RPC people this morning. We need two strain gaged axles so they can begin correlating the RPC test to the track.

I have meetings this afternoon with our department manager and cheif engineer. I'll let you know if things change.

Good Day,
Gregory A. Blomstrom (GBLOMSTR)
Win126 Chassis Engineering, LVC Bldg 1, Cube 11G112
Phone 313/24-85639 Fax 313/84-55622 Pager 313/851-1426
*** Forwarding note from O3ICF1UO--EXTERNAL 10/05/98 11:05 ***
To: GBLOMSTR--FORDMAIL 'Blomstrom, Greg'

From: James Pring
Subject: Win126 Cross Tube Heat Treat Verification Plan.MPP

From: "James Pring"<pring@benteler.com>

Greg,
Here is our preliminary test plan. There are a few details that still need to be worked put, but this is the footprint. I have not been able to obtain the lead time on either the heat treat or the two stage tool, but as soon as they are abaliable I will provide this to you. As I stated in our meeting, the longest lead time will be the Tocco machine.

Please let me know Ford's timing for the abreviated R310 and RPC testing as well as the quanity of axles needed from Benteler for these test.

Regards,

James Pring
Benteler Automotive
(616) 665 6594

Attachments sent separately:

Data Type	File Name
BINARY	WIN126CR.MPP_PC

From: Patel, Bharat (B.J.)
Sent: Friday, May 07, 2010 4:35 PM
To: Mehta, Sanjay (S.)
Cc: White, Brent (B.M.)
Subject: FW: Windstar Axle
Attachments: NY Times Windstar Axles.doc

Good afternoon Sanjay. I spoke with Mark Roberts about this issue and he directed me to you to provide the engineering discussion/support at this coming Tuesday's CCRG. We don't need to have all answers by Tuesday so don't feel as if you have to burn the midnight oil on this. I will set up some time with you to discuss further.

From: Wickenheiser, Francis (F.J.)
Sent: Wednesday, May 05, 2010 2:21 PM
To: Patel, Bharat (B.J.)
Subject: Windstar Axle

Lets review in CCRG...

The New York Times

Wheels

The Nuts and Bolts of Whatever Moves You

May 5, 2010, *12:01 pm*

Ford Windstar Rear Axles Bring Hundreds of Complaints but No Inquiry



The 1999 Ford Windstar.

By CHRISTOPHER JENSEN

At least 200 owners of 1999 through 2003 Ford Windstar minivans have filed complaints about rear axles breaking, but the National Highway Traffic Safety Administration has never opened a safety investigation.

"When driving my 2002 Ford Windstar minivan on the highway we noticed a loud slamming noise from the rear, causing the vehicle to lose control, swerving to the right shoulder and stalling with the tail still in the middle of the two-lane highway," wrote one consumer. "The tractor-trailer behind us, who was very alert, nearly missed a rear-end collision with our vehicle."

The owner of a 2001 model complained, "I was driving down the interstate going 55 m.p.h. in a construction zone. I was in front of a semi-truck. I had my three young kids in

the van. The van started feeling funny, and I was looking for a safe place to pull off when the rear axle snapped in two pieces. This caused my van to start to spin. We were almost hit by the semi and then we almost went off the road."

Most of the axle failures occurred after 100,000 to 150,000 miles, well beyond the factory warranty, said a Ford spokesman, Said Deep. He said there is no safety problem because "the operator retains control of the vehicle at all times" and "the few reports alleging loss of control are inconsistent with how Ford would expect these front-wheel-drive vehicles to respond."

David Champion, the director of the auto test center for Consumer Reports magazine, said his review of some owner complaints found no reports of crashes, but he considers the rear axle breaking to be "a dangerous event" and "Ford is running a fine line if they do not consider this to be a safety defect."

Under federal law, an automaker who knows of a safety defect must report it to the agency. But often the agency learns of problems through consumer complaints. These can be filed by telephone, mail or electronically through the N.H.T.S.A. Web site.

There are more than 100 mechanical categories into which consumer complaints can be sorted. The Windstar is a front-wheel-drive and arguably the logical category for a broken rear axle would probably be "suspension, rear axle: non-powered axle assembly." However, the Windstar complaints are scattered among about a dozen categories. The most frequent seems to be "rear suspension," but others include "front suspension" and "unknown."

Having those complaints in so many categories is "pretty alarming" because it would make it harder to spot a safety problem, said Michael Brownlee, who headed the safety agency's Office of Defect Investigations from 1987 to 1991 and retired in 1997 as associate administrator for enforcement. Mr. Brownlee said when he was at N.H.T.S.A. workers checked the complaints to make sure they were in the proper category.

An agency spokeswoman said that "each complaint is read as it is received and reviewed for a potential defect trend. As a result, we're more interested in the content of the complaints than categorization."

No matter how they are categorized Mr. Brownlee said 200 Windstar complaints is a substantial number and should have prompted an investigation.

John Arout of Staten Island also wonders why there wasn't an investigation. The rear axle on his 2001 Windstar broke earlier this year. Curious about such a major component failure, he searched the agency's Web site and found hundreds of reports of broken axles.

"I was shocked, I really was," he said.

Some consumers complained of having axles break around 80,000 or 100,000 miles. Mr. Arout said his Windstar had gone more than 140,000 miles, so he understands Ford not wanting to pay. But he wonders why Ford wouldn't warn owners to check the rear axle.

"The thing that is scary, that got me upset, is people driving on the Garden State Parkway, people driving on the Pennsylvania Turnpike, driving 55 or 60 m.p.h. and having absolutely no idea that there is a potential for this failure," he said.

He was worried enough that he contacted Representative Michael McMahon, a Democrat who represents Staten Island and parts of Brooklyn. Mr. McMahon wrote N.H.T.S.A. Administrator David Strickland urging an investigation because "this defect threatens the safety of parents and children."

But the agency's database shows no evidence it ever opened an investigation. In an e-mail message, the agency spokeswoman said, "We are aware of the complaints and continue to monitor the issue."

Meanwhile the agency itself is being monitored. The inspector general of the Transportation Department is investigating the adequacy of "the actions taken by N.H.T.S.A" involving Toyota and unintended acceleration as well as "the overall process for identifying and investigating safety defects."

And for Mr. Arout, there's one other thing that puzzles him. It is a statement from Ray LaHood, the secretary of transportation, the department under which the agency operates. During a March hearing before a Senate committee investigating Toyota and N.H.T.S.A.'s handling of unintended acceleration, Mr. LaHood praised the agency's system for reviewing consumer complaints.

"It receives more than 30,000 complaints from consumers every year and reviews every one of those complaints quickly," he said. "We don't ignore any of them. We examine them all. We look at all of them very carefully."

But Mr. Arout said that doesn't sound like the agency that handled the Windstar axles.

"I don't know what N.H.T.S.A. he is talking about," he said.

The New York Times

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ODI # [redacted] 10282589

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ODI # 10266712 →

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WINDSTAR REAR AXLE

1994 Program - A.O. Smith Axle
-Driveway event did not exist and production axles passed durability.
-Mid '90s driveway event added
Production axle passed durability with driveway event.
Run as drive up - back down resulting in 6 torsional inputs to the axle per event run.
Caused traffic jams and drivers complained of stiff necks from looking back.

1998-1-2 - Benteler Axle
-Running Change to Benteler Axle (About 6 months prior to WIN126 program Job #1)
-Production axle passed structure with original driveway event (drive up - back down)
-November 1998 revised driveway event
Event run as drive through (figure 8 pattern) resulting in 8 torsional inputs to the axle.
Axle failure started to occur.

MPG Durability 1999 Program
-Ran 5 vehicles with Benteler axles for the 1999 program
2 vehicles ran Phase I first then Phase II and passed (ran original driveway procedure).
3 vehicles ran Phase II first then Phase I and failed (ran revised driveway procedure).
Failures occurred between 94% and 100% of Structure.

MPG Durability 2001 Program
-Ran 5 vehicles with the Benteler axle (all ran revised driveway procedure).
2 vehicles experienced failures in the center section (95% and 100% of structure).
3 vehicles passed.
-Successfully tested a used (unknown history) A.O. Smith axle on structure with the revised driveway event.

MPG Driveway Event Evaluation
MPG straingaged an axle and verified axle yielding occurred on the revised driveway event (drive through), but did not occur on the original driveway event (drive in - back out)

RPC Road Simulator
-Most axle evaluations conducted using the driveway event only.
-Approx. 50 Benteler axles tested since '93 with various design changes.
-Toyota axle suspended without failure at 4 times the objective.
(See report cover page for brief summary).

Issue
-Benteler claim is that they signed a contract for the axle to meet durability with original driveway event
-Benteler wants money to improve the axle (fully annealed and heat treated?) to meet revised driveway event. Their position is that the requirements have changed so Ford should pick up the cost increase.

Bldg. 94 Observation
A.O. Smith axle did not perform as well as Benteler when looking at total axle performance.
A.O. Smith performed better if looking only at the center section.

Note:
Have been testing Benteler axles since '93 when they tried to become the production source.

From: Woytowich, Richard (R.A.)
Sent: Wednesday, May 26, 2010 4:45 PM
To: Kwiatkowski, Michael (M.P.)
Cc: Principato, David (D.A.); Woytowich, Richard (R.A.)
Subject: FW: Windstar Rear Axles - Pictures
Attachments: Windstar Axles 001.jpg; Windstar Axles 002.jpg; Windstar Axles 003.jpg; Windstar Axles 004.jpg; Windstar Axles 005.jpg; Windstar Axles 006.jpg; Windstar Axles 007.jpg; Windstar Axles 008.jpg; Windstar Axles 009.jpg; Windstar Axles 010.jpg; Windstar Axles 011.jpg; Windstar Axles 012.jpg; Windstar Axles 013.jpg

Enclosed are the pictures from the two Windstar vans I inspected earlier today.

Pictures 001, 002, 003, 004, 005, 006, 011, 012 & 013 are from a 2001 Windstar - VIN# 2FMZA53421B[redacted], odometer reading 113,773 miles

Pictures 007, 008, 009 & 010 are from a 2002 Windstar - VIN# 2FMZA51442B[redacted], odometer reading 152,976

Neither vehicle had any modifications, overall exterior and undercarriage were typical of a vehicle that's 9-10 year old.

The parts have arrive for both vehicle, once the repairs are completed we'll have the axles sent to you for further evaluation.

I looked at the trail of notes surrounding this subject. In one of them you indicated there was an attachment as to where we should send the components once their replaced but I didn't see an attachment in the email. Can you provide me an address and FedEx number for shipping?

Thanks!

Richard Woytowich
Parts & Service Operations Manager
FCSD - Philadelphia Region
Cell Phone (703) 498-1710

From: Woytowich, Richard (R.A.)
Sent: Tuesday, May 25, 2010 8:03 AM
To: Kwiatkowski, Michael (M.P.)
Cc: Woytowich, Richard (R.A.)
Subject: RE: Windstar Rear Axle Field Return Instructions - Update

Yesterday the service manager from Manderbach Ford called to inform me another Windstar customer came to their dealership yesterday (2001/150K miles) with the rear axle cracked. He asked if we would want this one replaced so you could inspect it.

Can you let me know if you want to see this customer's axle assembly in addition to the other two?

Richard Woytowich
Parts & Service Operations Manager
FCSD - Philadelphia Region
Cell Phone (703) 498-1710

From: Woytowich, Richard (R.A.)
Sent: Friday, May 21, 2010 2:58 PM
To: Kwiatkowski, Michael (M.P.)
Cc: Woytowich, Richard (R.A.)
Subject: RE: Windstar Rear Axle Field Return Instructions

Great, thanks!

Once the part comes off backorder (projected 6/6) the dealer is going to call me so I can be present during the axle exchange.

Richard Woytowich
Parts & Service Operations Manager
FCSD - Philadelphia Region
Cell Phone (703) 498-1710

From: Kwiatkowski, Michael (M.P.)
Sent: Friday, May 21, 2010 2:50 PM
To: Woytowich, Richard (R.A.)
Subject: Windstar Rear Axle Field Return Instructions

Richard,
Please use the information in the attached to document and return the two cracked rear axles from Mr. Jim Gray's two Windstars. You can email the photos to my email address.
The intent of the photos is to get a feel for the overall condition of the vehicle. It would be helpful to know if the vehicle was used for towing or hauling heavy cargo.
The requested photo of the axle cracks prior to axle removal is just in case the cracks propagate during removal and/or shipment.

Also - please send me the FedEx tracking number when you ship the axles. Thanks.

If you have any questions, please let me know.

Thanks again for your help.

Regards,
Michael P. Kwiatkowski
Automotive Safety Office - FPS 5012
Phone: (313) 32-24519







INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)


PE10-018


PE10-016

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)







