

**1993 – 2004 Explorer 4-Door
Fire or Liquid Fuel Leakage From Rear Impact**

OWNER REPORTS

As the agency is aware, within FCSD's North American Customer Service Operations, there is a Customer Relationship Center (CRC) that is responsible for facilitating communication between customers, dealerships and Ford Motor Company. Among other things, the CRC handles telephonic, electronic, and written inquiries, suggestions, informational requests, and concerns ("contacts") from Ford and Lincoln-Mercury vehicle owners about their vehicles or sales and service experience. The contacts are handled by CRC customer service representatives who enter a summary of the customer contact into a database known as CuDL (Customer Data Link). Certain contacts, such as letters from customers, are entered into the CuDL database. Those that were entered into the earlier MORS II system were also microfilmed. More recently, the records in MORS III/CuDL are imaged and stored electronically.

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

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

Model Year: 1993 - 2004

Subject Vehicle: Explorer 4-Door vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1992 – September 24, 2010, (the date of this inquiry)

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

MORS II Inquiry Code: 1420 - Alleged personal injury

MORS II Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Fuel System	4040	Other
	4041	Leaks
	4045	Attachment
	4046	Routing
	4049	N/L Fuel System
General Concern	4990	Other
	4992	Attach/Mounting
	4995	Mechanical Failure
	4999	Other
Fire Smoke	704	Other

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Fuel System	4040	Other
	4041	Leaks
	4045	Attachment
	4046	Routing
	4049	N/L Fuel System
General Concern	4990	Other
	4992	Attach/Mounting
	4995	Mechanical Failure
	4999	Other
Fire Smoke	704	Other

MORS III Reason Code(s):

Reason Code	Description
07	Legal

Word Searches:

The reports located using the search criteria described above were then searched using the Electronic Data Download System using a keyword process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

Accid	Gas
Burn	Hit
Burst	Impact
Collid	Leak
Collis	Petrol
Crash	Rear end
Explos	Rear-end
Fire	Rupt
Flam	Strike
Fuel	Struck

LEGAL CONTACTS

Beginning in early 2008, most consumer complaints and all legal claim processing has been centralized in OGC within the Consumer Litigation team. A transition has occurred such that all legal contacts (including those formerly handled by "Litigation Prevention") are coordinated through this team.

Prior to the transition, there was a Consumer Affairs Department within FCSD that managed customer concerns, which could not be resolved by the Customer Relationship Center (CRC). Among other things, the Consumer Affairs Department had a section, known as "Litigation Prevention," that handled a variety of informal (i.e., non-litigation) claims, such as property damage claims or attorney demand claims.

The Litigation Prevention section had been centralized in the Consumer Affairs Department since 1995, in Dearborn, Michigan. Prior to that time, Litigation Prevention personnel operated on a regional basis. For matters that the Litigation Prevention section handled, there were typically paper files that reflected the handling, investigation and resolution of property damage claims.

The claims, known as "Legal Contacts" are entered into the CuDL database that the CRC uses to enter other customer communications. When a customer contact is designated as a Legal Contact, it is so indicated near the top of the contact report.

FIELD REPORTS

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

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

Model Year: 1993 - 2004

Subject Vehicle: Explorer 4-Door vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1992 – September 24, 2010, (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Fuel System	4040	Other
	4041	Leaks
	4045	Attachment
	4046	Routing
	4049	N/L Fuel System
General Concern	4990	Other
	4992	Attach/Mounting
	4995	Mechanical Failure
	4999	Other
Fire Smoke	704	Other

Word Searches:

The reports located using the search criteria described above were then searched using the Electronic Data Download System using a keyword process. Those reports that were identified by the keyword search described here were manually reviewed for relevance. The following keyword searches were conducted:

- | | |
|--------|----------|
| Accid | Gas |
| Burn | Hit |
| Burst | Impact |
| Collid | Leak |
| Collis | Petrol |
| Crash | Rear end |
| Explos | Rear-end |
| Fire | Rupt |
| Flam | Strike |
| Fuel | Struck |