

**2008 - 2011 Model Year Ford Escape & Mercury Mariner Liftgate Window Glass Breakage**

**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: 2008 through 2011

Subject Vehicles: Ford Escape and Mercury Mariner 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, 2007 through May 4, 2011 (the date of this inquiry)

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

MORS III Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Window/Glass	102000	Other-Other
Window/Glass	1023xx	Backglass
Window/Glass	102400	Multiple Panels-Other
Window/Glass	102403	Multiple Panels-Breaks-Broken
Window/Glass	102900	N/L Glass-Other
Window/Glass	102999	N/L Glass-Not Listed
Panels/Unibody	111400	Crack-Other
Panels/Unibody	111433	Crack-Door-Hinged
Panels/Unibody	111434	Crack-Trunk/Hatch
Panels/Unibody	111440	Crack-Tailgate
Panels/Unibody	111499	Crack-Not Listed
Panels/Unibody	111900	N/L Body Panels-Other
Panels/Unibody	111933	N/L Body Panels-Door-Hinged
Panels/Unibody	111934	N/L Body Panels-Trunk/Hatch
Panels/Unibody	111940	N/L Body Panels-Tailgate
Locks/Security	112100	Pwr Locks/Latch-Other
Locks/Security	112133	Pwr Locks/Latch-Door-Hinged
Locks/Security	112134	Pwr Locks/Latch-Trunk/Hatch
Locks/Security	112140	Pwr Locks/Latch-Tailgate
Locks/Security	112200	Man Locks/Latch-Other
Locks/Security	112233	Man Locks/Latch-Door-Hinged
Locks/Security	112234	Man Locks/Latch-Trunk/Hatch
Locks/Security	112240	Man Locks/Latch-Tailgate
Pwr/Man Release	112334	Trunk/Hatch

MORS III Reason Code(s):

Reason Code	Description
07xx	Any contact of a legal nature

**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: 2008 through 2011

Subject Vehicles: Ford Escape and Mercury Mariner 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, 2007 through May 4, 2011 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Window/Glass	102000	Other-Other
Window/Glass	1023xx	Backglass
Window/Glass	102400	Multiple Panels-Other
Window/Glass	102403	Multiple Panels-Breaks-Broken
Window/Glass	102900	N/L Glass-Other
Window/Glass	102999	N/L Glass-Not Listed
Panels/Unibody	111400	Crack-Other
Panels/Unibody	111433	Crack-Door-Hinged
Panels/Unibody	111434	Crack-Trunk/Hatch
Panels/Unibody	111440	Crack-Tailgate
Panels/Unibody	111499	Crack-Not Listed
Panels/Unibody	111900	N/L Body Panels-Other
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Panels/Unibody	111934	N/L Body Panels-Trunk/Hatch
Panels/Unibody	111940	N/L Body Panels-Tailgate
Locks/Security	112100	Pwr Locks/Latch-Other
Locks/Security	112133	Pwr Locks/Latch-Door-Hinged

Locks/Security	112134	Pwr Locks/Latch-Trunk/Hatch
Locks/Security	112140	Pwr Locks/Latch-Tailgate
Locks/Security	112200	Man Locks/Latch-Other
Locks/Security	112233	Man Locks/Latch-Door-Hinged
Locks/Security	112234	Man Locks/Latch-Trunk/Hatch
Locks/Security	112240	Man Locks/Latch-Tailgate
Pwr/Man Release	112334	Trunk/Hatch

**Base Part Numbers:**

7842006	Liftgate Window Glass Assembly
9946410	Window Motor Cover
7842104	Strut
7842104	Strut
17C414	Wiper Motor Seal
7840860	Latch

**OASIS MESSAGES**

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln-Mercury dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries.

SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes.

In 1998, the OASIS system was upgraded from the "OASIS 2" system to the new "Global OASIS." At that time, OASIS 2 was removed from service and is no longer used to communicate with dealers. During the upgrade, inactive information (such as inactive SSMs or superseded TSB titles) was not transferred to Global OASIS.

In responding to this information request, Ford searched Global OASIS for active, inactive, and superseded TSB titles and SSMs using the following search criteria:

**Model Year:**           2008 through 2011

Subject Vehicles: Ford Escape and Mercury Mariner 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, 2007 through May 4, 2011 (the date of this inquiry)

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
Window/Glass	102000	

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

### **INTERNAL SERVICE MESSAGES**

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles.

In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Model Year: 2008 through 2011

Subject Vehicles: Ford Escape and Mercury Mariner 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, 2007 through May 4, 2011 (the date of this inquiry)

CQIS Symptom Code(s):

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

Symptom Category	Symptom Code	Symptom Description
Window/Glass	102000	Window

### **FIELD REVIEW COMMITTEE**

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.

### **WARRANTY**

Ford's Analytical Warranty System (AWS) contains warranty claims and vehicle information for model years 1991 and forward for North America, and model years 1992 and forward for Europe.

Ford performed a search of AWS for potentially responsive reports using the following search criteria:

Model Year: 2008 through 2011

Subject Vehicles: Ford Escape and Mercury Mariner 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, 2007 through May 4, 2011 (the date of this inquiry)

Base Part Numbers:

7842006	Liftgate Window Glass Assembly
9946410	Window Motor Cover
7842104	Strut
7842104	Strut
17C414	Wiper Motor Seal
7840860	Latch

Customer Concern Codes:

CCC	Description
G02	Glass Broken/Chipped/Cracked/Distorted

The reports located using the search criteria described above were manually reviewed for relevance.

## Warranty Codes:

<b>Transaction Code</b>	<b>Description</b>
<b>Extended Service Plan - Specific accounts for Contract</b>	
0701D	Claim
0712D	Claim
0712S	Maintenance
0720S	Maintenance
0733S	Maintenance
0764D	Claim
0798D	Claim
0799D	Claim
0862S	Maintenance
0969S	Maintenance
0996S	Maintenance
0999S	Maintenance
<b>Warranty</b>	
1	First 12/12 – Non-Visiting Owner
2	First 12/12 - Visiting Owner
E70	Warranty – Powertrain (Luxury Vehicle)
E72	Warranty – Powertrain (Non-Luxury Vehicle)
E81	Warranty - Safety Restraint
E83	Warranty (Electrical) During 36/36,000
E84	Warranty (Non-Electrical) During 36/36,000
E82	Warranty - Battery
E87	Service Part (Luxury)/Original Powertrain
E88	Service Part (Non-Luxury)/Original Powertrain
E89	Service Part (Electrical)/Original 36/36,000
E90	Service Part (Non-Electrical)/Original 36/36,000
E92	Service Part/Original Battery
E93	Service Part/Original 12/12,000
S36	Warranty - Corrosion
<b>Warranty Emissions</b>	
S07	Emissions Defect - Non Service Part
S10	Emissions Performance - Non Service Part
E91	Emissions Defect - Service Part
EPP	Special/Rebillable - Environmental Protection Plan Claim
<b>True Service Part</b>	
ACC	Accessory
SPW	12/12,000 coverage
LSG	Lifetime Service Guaranteed
OTC	Over The Counter Service Part Repair
SSP	36/36,000 coverage
<b>Rebillable (Dealer Cost/Ford Accepts Responsibility)</b>	
G02	WDMO Extended Warranty for Government Vehicles

L06	Special/Rebillable - Dealer Participation in Field Impact Study
L22	Special/Rebillable - Field Engineering Investigation
L26	Contract Claim - Super Seal Corrosion
L80	Special/Rebillable - PCV Valve Replacement
L04	Engineering Field Study
L07	High Mileage Field Study
L63	Fuel Shortage from AP
L91	Concern Definition & Analysis
R3E	Special/Rebillable - Lost Documentation for Aftermarket Battery
R7C	Special/Rebillable - Child Seat Tether Anchor Kit Installation
R7J	Special/Rebillable - SVT Premium Service Program
R7U	Special/Rebillable - Diesel Engine Road Test
R81	Special/Rebillable - R&R Part from Dealer Stock Inventory
SLN	Transportation Assistance - Lincoln Customer Given Non-Lincoln from Dealer Rental Fleet
SLP	Transportation Assistance - Ford/Mercury Given from Dealer Rental Fleet
SLT	Transportation Assistance - Lincoln Customer Given Lincoln from Dealer Rental Fleet
SLX	Transportation Assistance - Ford/Mercury Shuttle
SRC	Transportations Assistance - Lincoln Warranty From Outside Rental Agency
QCL	Contract Claim - Maintenance (Luxury Vehicle)
QDM	Contract Claim - Maintenance (Non-Luxury Vehicle)
QFC	Contract Claim - Quality Fleet Care

<b>AWA</b>	<b>After Warranty Assistance</b>
P01	Field AWA
P05	Dealer AWA
P07	AWA - Dealer - Powrtrain (Customer Participation Required)
P08	Service Part/Original AWA (P05)
P09	Service Part/Original AWA (P01)
P53	Consumer Relations AWA
P86	RAV AWA
P91	AWA - Extended Service Plan
P98	Consumer Relations AWA
<b>PAF</b>	<b>Fleet AWA</b>
PDM	Market Office AWA
PFM	Market Office AWA
PRM	Market Office AWA
W01	Commercial Vehicle Operations AWA
W02	Commercial Vehicle Operations AWA
W06	Commercial Vehicle Operations AWA
W08	Commercial Vehicle Operations AWA
W92	Commercial Vehicle Operations AWA
Z92	Commercial Vehicle Operations AWA

**In Transit Damage**



TD0	Detroit Empowerment Zone
TD5	Flat Rock AAI
TD6	Korea
TD8	Australia
TDA	Atlanta
TDB	Oakville
TDC	Ontario Trk
TDD	Avon Ohio
TDE	Kentucky Truck
TDF	Dearborn
TDG	Chicago
TDH	Lorain
TDJ	Immsa
TDK	Kansas City
TDL	Michigan Truck
TDM	Cuautitlan
TDN	Norfolk
TDP	Twin City
TDR	Hermosillo
TDT	Edison
TDU	Louisville
TDV	Kentucky Trk
TDW	Wayne
TDX	St Thomas
TDY	Wixom
TDZ	St Louis

**OTHER**

ESC	Contract Claim - Competitive Make
ESP	Contract Claim - Extended Service Plan
ESQ	Contract Claim - Competitive Make Maintenance
FAD	Service Part Warranty - FAD (Also FADA, FADB & FADR)
HTC	Service Part Warranty - Heavy Truck Special/Rebillable - Service Fee to North Carolina Dealers
NCW	for Extended Warranty
NYL	Warranty - New York State 24/18,000
OTC	Service Part Warranty - Over the Counter
TWC	Warranty - Tire Defect
911	Paid - Unable to Book Cost
FADA	Ford Authorized Distributor-Accessory Claim
R23	Environmental Fallout
RAV	Reacquired Vehicle Warranty
RCR	Marketing Coupon Program
MVC	Mis build Vehicle Claim
MVV	Mis build Vehicle