

**2011 and 2012 Model Year Ford Explorer
Alleged Loss of Power Steering Assist**

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: 2011 and 2012

Subject Vehicle: Ford Explorer 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, 2010 through July 12, 2012 (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
Steering/Handling	3031xx	Steering/Handling Function
Steering/Handling	3032xx	Steering/Handling Pull/Drift
Steering/Handling	3035xx	Steering/Handling Steering Column
Steering/Handling	303999	Steering/Handling Not Listed
Steering/Handling	303A00	Steering/Handling Steering Wheel

MORS III Reason Code(s):

Reason Code	Description
07xx	All legal reason codes

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: 2011 and 2012

Subject Vehicle: Ford Explorer 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, 2010 through July 12, 2012 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	6620xx	Steering/Steering Wheel - Other
Stop/Steer/Ride	6623xx	Steering/Steering Wheel - Feel/Wander/Pull
Stop/Steer/Ride	6624xx	Steering/Steering Wheel - Performance
Stop/Steer/Ride	662Zxx	Steering/Steering Wheel - Not Listed

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 responding to this information request, Ford searched Global OASIS for active, inactive, and superceded TSB titles and SSMs using the following search criteria:

Model Year: 2011 and 2012

Subject Vehicle: Ford Explorer 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, 2010 through July 12, 2012 (the date of this inquiry)

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	6620xx	Steering/Steering Wheel – Other
Stop/Steer/Ride	6623xx	Steering/Steering Wheel - Feel/Wander/Pull
Stop/Steer/Ride	6624xx	Steering/Steering Wheel – Performance
Stop/Steer/Ride	662Zxx	Steering/Steering Wheel - Not Listed

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: 2011 and 2012

Subject Vehicle: Ford Explorer 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, 2010 through July 12, 2012 (the date of this inquiry)

CQIS Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	6620xx	Steering/Steering Wheel - Other
Stop/Steer/Ride	6623xx	Steering/Steering Wheel - Feel/Wander/Pull
Stop/Steer/Ride	6624xx	Steering/Steering Wheel - Performance
Stop/Steer/Ride	662Zxx	Steering/Steering Wheel - Not Listed

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.

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: 2011 and 2012

Subject Vehicle: Ford Explorer 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.

Base Part Number(s):

3504 Gear Asy – Steering

Ford's review of warranty claims identified some steering gear related warranty claims incorrectly showing the part description on the claim as Motorcraft Battery instead of Gear Asy – Steering. For this reason, the following part numbers were also included in the search for responsive reports.

26 Motorcraft Battery
65 Motorcraft Battery
66 Motorcraft Battery

Warranty Code Lists:

Customer Concern Codes:

Customer Concern Code	Customer Concern Code Description
A02	STEREO/RADIO RECEPTION
A04	STEREO/RADIO SOUND QUALITY
A06	SPEAKERS
A07	OTHER AUDIO TROUBLES
A16	CD PLAYER
A17	CASSETTE PLAYER
A18	FAMILY ENTERTAINMENT SYSTEM TROUBLES
A25	SPEED CONTROL ENGAGEMENT TROUBLES
A26	SPEED CONTROL DISENGAGEMENT TROUBLES
A27	SPEED CONTROL DOESN'T MAINTAIN A CONSISTENT SPEED
A34	HORN TROUBLES
A35	COMPASS/THERMOMETER TROUBLES
A37	SPEEDOMETER TROUBLES
A40	TIRE PRESSURE MONITORING TROUBLES
A59	TRIP COMP./NAVIGATION SYSTEMS TROUBLES
A60	SATELLITE DIGITAL AUDIO REC SYSTEM TROUBLES
A86	CELLULAR PHONE TROUBLES
A87	CIGARETTE LIGHTER/POWERPOINT TROUBLES
A88	WIRING TROUBLES
A96	CCC RE-MAP - MAINTENANCE
A97	CCC RE-MAP - DAMAGE
A98	CCC RE-MAP - OTHER
A99	ADMINISTRATIVE (PARTS RETURN/ETC.)
B01	BODY PANEL DENTS, DINGS
B02	BODY PANEL FITS POORLY
B05	BODY PANEL HARD TO OPEN
B06	BUMPER DENTS/DINGS
B07	BUMPER FITS POORLY
B09	BODY PANEL/HINGE SQUEAK/RATTLE
B15	BODY PANEL HARD TO CLOSE
B19	OTHER BODY PANEL TROUBLES (NOT INCLUDING TRIM)
B43	LOOSE, POOR FIT, WARPED, WRINKLED
B44	TEARS, SNAGS, CRACKS - DOOR PANEL
B45	FADED, DISCOLORED - DOOR PANEL
B47	BLISTERED/BUBBLED/PEELED - DOOR PANEL
B50	SPLIT SEAMS - DOOR PANEL
B53	LOOSE, POOR FIT, WARPED, WRINKLED IP/DASHBOARD
B54	LOOSE, POOR FIT, WARPED, WRINKLED-CENTER FLR CONSOLE
B62	MOLDINGS, EXTERIOR TRIM CORRODED
B63	MLDGS/EXT. TRIM LOOSE/MISSING
B64	MLDGS/EXT. TRIM POORLY ALIGNED OR FIT
B65	WHEEL/HUBCAP TROUBLES
B66	OTHER EXTERIOR TRIM TROUBLES
B69	OTHER BUMPER TROUBLES
B73	LOOSE, POOR FIT, WARPED, WRINKLED

B74	LOOSE, POOR FIT, WARPED, WRINKLED-CARPET/FLOOR MAT
B75	LOOSE, POOR FIT, WARPED, WRINKLED-TRNK&CARGO INTERIOR
B78	INTERIOR ODOR
B81	TEARS, SNAGS, CRACKS - IP/DASHBOARD
B82	FADED, DISCOLORED - IP/DASHBOARD
B84	BLISTERED/BUBBLED/PEELED - IP/DASHBOARD
B85	GLOVEBOX DOOR GAPS, FIT POOR, DIFFICULT TO OPN/CLOSE
B91	TEARS, SNAGS, CRACKS - CENTER FLOOR CONSOLE
B92	FADED, DISCOLORED - CENTER FLOOR CONSOLE
B94	BLISTERED/BUBBLED/PEEDED - CENTER FLOOR CONSOLE
B95	OTHER INSTRUMENT PANEL/CONSOLE TROUBLES
C01	A/C SLOW TO COOL
C02	A/C NOT COLD ENOUGH
C03	HEATER-SLOW TO HEAT
C04	HEATER-NOT HOT ENOUGH
C05	A/C DOES NOT WORK
C07	HEATER-DOES NOT WORK
C09	HEATER, DEFROSTER OR A/C NOISE
C12	W`SHIELD DEFROST/DEFOGGING DOES NOT WORK
C15	SIDE WINDOW DEFROST/DEFOGGING DOES NOT WORK
C19	REGISTER/VENT ADJUSTMENT TROUBLES
C20	OTHER TEMPERATURE CONTROL TROUBLES
C21	WINDSHIELD DEF SLOW TO CLEAR/UNEVEN CLEARING
C22	SIDE WINDOW DEF SLOW TO CLEAR/UNEVEN CLEARING
C23	BACK WINDOW DEF SLOW TO CLEAR/UNEVEN CLEARING
C24	A/C WATER LEAK/CONDENSATION TROUBLES
C25	DEAD BATTERY
C26	WEAK OR LOW ELECTRICAL POWER
C27	POWER SUPPLY TROUBLES
C30	A/C HEATER/DEFROSTER ODOR
C50	OTHER STEERING/HANDLING AND RIDE TROUBLES
D02	ENGINE WOULD NOT START
D03	ENGINE DIFFICULT OR SLOW TO START
D10	ENGINE IDLES TOO SLOW
D11	ENGINE IDLES TOO FAST
D13	ENGINE IDLES ROUGH
D21	ENGINE STALLS
D35	EXCESSIVE FUEL CONSUMPTION
D36	ENGINE HESITATES/SURGES WHEN ACCELERATING
D41	ENGINE HESITATES/SURGES AT STEADY SPEED
D42	POOR PERFORMANCE/LACKS POWER
D50	OTHER ENGINE TROUBLES
E19	ENGINE BELT SLIPPING/SQUEALING
E20	ENGINE BELT OFF/FRAYED/COMING APART/BROKEN
E23	ENGINE OVERHEATS/RADIATOR TROUBLES
E26	EXCESSIVE OIL CONSUMPTION
E29	'CHECK ENGINE' LIGHT TROUBLE
E40	ELECTRONIC MODULE TROUBLES
E41	UNUSUAL EXHAUST SYSTEM ODOR
E42	UNUSUAL EXHAUST SYSTEM NOISE
E43	EXHAUST SYSTEM RUST/CORROSION/APPEARANCE

E65	SLOW FUEL TANK FILL/SPITBACK
E68	FUEL TANK LEAK/ODOR
E69	LOW OIL PRESSURE
F04	THIN/NO PAINT (EXCLUDES TRIM/BUMPER)
F05	SAGS/RUNS IN PAINT (EXCLUDES TRIM/BUMPER)
F06	PEELED PAINT (EXCLUDES TRIM/BUMPER)
F07	BUBBLES/BLISTERS IN PAINT
F10	PAINT SPRAY OVER BODY FINISH
F11	BODY RUST/CORROSION (NOT PERFORATION,EXCL BUMPER)
F12	STAINED/SPOTTED PAINT (EXCLUDES TRIM/BUMPER)
F13	FADED/DULL PAINT (EXCLUDES TRIM/BUMPER)
F15	DETAIL PAINT OR TAPE STRIPE COMING OFF (EXCL BMPR)
F19	CHIPPED/SCRATCHED PAINT
F20	DIRT IN PAINT (EXCLUDES TRIM/BUMPER)
F25	RUST PERFORATION
F30	UNEVEN COLOR/COLOR DIFFERENT BETWEEN BODY PANELS
F33	BUMPER FADED/DULL PAINT
F34	BMPR-SAGS/RUNS
F35	BMPR-THIN/NO PAINT
F36	BMPR-STAINED/SPOTTED
F37	BMPR-DIRT IN PAINT
F38	BMPR-UNEVEN COLOR/COLOR DIFF.
F39	BUMPER RUST/CORROSION
F41	BUMPER PEELED PAINT
F99	INSUFFICIENT FLUID
G02	GLASS BROKEN/CHIPPED/CRACKED/DISTORTED
G05	WINDOW OPENING, CLOSING TROUBLES-MANUAL
G07	WINDOW OPENING, CLOSING TROUBLES-POWER
G09	WINDOW SQUEAK/RATTLE/SCRAPE
G30	ODOMETER TROUBLES
G31	ENGINE TEMP GAGE TROUBLES
G32	INST CLUST/MESSAGE CENTER TROUBLES
H02	BRAKES GRAB OR LOCK-UP
H04	PARKING BRAKE TROUBLES
H05	EXCESSIVE BRAKE PEDAL EFFORT REQUIRED
H06	VEHICLE PULLS LEFT WHILE BRAKING
H07	VEHICLE PULLS RIGHT WHILE BRAKING
H15	BRAKE PEDAL SPONGY
H16	BRAKES TOO SENSITIVE
H19	BRAKE-ABS WARNING LIGHT TROUBLES
H20	OTHER BRAKE TROUBLES (INCLUDING AIR BRAKES)
H21	STEERING HAS EXCESSIVE FREE PLAY/WANDER
H22	STEERING REQUIRES EXTRA OR UNEVEN EFFORT
H24	STRG WHL SPOKES NOT CORRECTLY POSITIONED WHEN FRNT
H25	CONSTANT PULL TO LEFT
H26	CONSTANT PULL TO RIGHT
H39	TRACTION CONTROL/ADVANCE TRAC WARNING LIGHT TROUBLES
H44	HARSH RIDE
H45	MUSHY RIDE
H50	STEERING GEAR/PUMP TROUBLES
H62	IMPROPER TIRE WEAR
J03	SUN/MOON/T-TOP/CONVERTIBLE ROOF FITS POORLY
J04	SUN/MOON/T-TOP/CONVERTIBLE DIFFICULT TO OPN/CLS

K01	TRANSFER CASE TROUBLES
K02	AXLE WHINE/HOWL/GROAN
K03	AXLE VIBRATION/SHAKE
L06	EXT. DOOR LOCK CONTROLS-MANUAL
L07	EXT. DOOR LOCK CONTROLS-POWER
L08	EXTERIOR DOOR HANDLE TROUBLES
L10	FUEL-FILLER DOOR TROUBLES
L13	IGNITION SWITCH TROUBLES
L14	ANTI-THEFT/ALARM SYSTEM TROUBLES
L15	OTHER LOCK/MECHANISM TROUBLES
L16	INT. DOOR LOCK CONTROLS - MANUAL
L17	INT. DOOR LOCK CONTROLS - POWER
L18	INTERIOR DOOR HANDLE TROUBLES
L19	DOOR AJAR WARNING LIGHT TROUBLES
L20	REMOTE/KEYLESS ENTRY TROUBLES
L22	HEADLAMP AIM/ALIGNMENT
L23	KEY TROUBLES
L25	LIGHTS NOT WORKING-INTERIOR
L26	LIGHTS NOT WORKING-EXTERIOR
L29	OTHER LIGHTING TROUBLES (INCL. LEAKS/CONDENSATION)
L30	TURN SIGNAL TROUBLES
L63	BRAKE FLUID LEAK
L65	ENGINE LEAKS OIL
L68	POWER STEERING FLUID LEAK
L69	FUEL GAUGE TROUBLES
L72	TRANSMISSION/CLUTCH FLUID LEAKS
L85	UNDETERMINED ENGINE LEAK
L87	COOLANT LEAK
L88	FRONT/REAR AXLE OR DRIVESHAFT LEAKS
M05	EXTERIOR MIRROR TROUBLES
M06	INTERIOR MIRROR TROUBLES
M10	OTHER MIRROR TROUBLES
N11	UNUSUAL ENGINE NOISE AT IDLE
N12	UNUSUAL ENGINE NOISE WHILE DRIVING
N17	BRAKES NOISY
N18	UNUSUAL TRANSMISSION NOISE
N22	VEHICLE VIBRATES WHEN DRIVING BELOW 45 MPH
N23	STEERING WHEEL VIBRATION/SHIMMY BELOW 45 MPH
N24	STEERING WHEEL VIBRATION/SHIMMY ABOVE 45 MPH
N25	VEHICLE VIBRATES WHEN DRIVING ABOVE 45 MPH
N27	VIBRATION OR SHUDDER WHILE BRAKING
N30	OVERHEAD CONSOLE SQUEAK/RATTLE
N31	CENTER FLOOR CONSOLE SQUEAK/RATTLE
N32	GLOVE BOX DOOR SQUEAK/RATTLE
N33	INSTRUMENT PANEL/DASHBOARD SQUEAK/RATTLE
N40	FRONT SIDE DOOR SQUEAK/RATTLE
N41	REAR SIDE DOOR SQUEAK/RATTLE
N42	TRUNK,H'BACK,T'GATE,REAR CARGO DOOR SQUEAK/RATTLE
N43	SUN/MOON,T-TOP, CONVERTIBLE ROOF SQUEAK/RATTLE
N50	SQUEAK/RATTLE VEHICLE EXTERIOR-FRONT
N51	SQUEAK/RATTLE VEHICLE EXTERIOR-REAR
N57	STEERING COLUMN/WHEEL SQUEAK/RATTLE
N58	STEERING NOISY

N59	OTHER SQUEAK/RATTLE (EXCLUDING WIND NOISE)
P01	DIFFICULT TO OPERATE SHIFT LEVER,CHANGE GEARS
P09	OTHER MANUAL TRANSMISSION TROUBLES
P22	CLUTCH CHATTERS/GRABS/SLIPS/JERKS
P23	CLUTCH REQUIRES TOO MUCH OR UNEVEN EFFORT
P24	OTHER CLUTCH TROUBLES
P31	MANUAL-4-WHEEL/ALL WHEEL DRIVE TROUBLES
P51	DIFFICULT TO OPERATE SHIFT LEVER
P59	OTHER AUTOMATIC TRANSMISSION TROUBLES
P66	SHIFTS ROUGH OR JERKY WHILE DRIVING
P67	SHIFTS OCCUR TOO EARLY, TOO LATE, TOO OFTEN
P68	TRANSMISSION SHIFTS ROUGH OR JERKY FROM PARK
P69	GEAR CHANGES TAKE TOO LONG TO COMPLETE
P82	AUTOMATIC - 4-WHEEL/ALL -WHEEL DRIVE TROUBLES
P83	NO FORWARD/REVERSE MOVEMENT IN GEAR
R01	WATER LEAK AROUND WINDSHIELD
R02	WATER LEAK AROUND FRONT SIDE DOOR/WINDOW
R03	WATER LEAK AROUND REAR SIDE DOOR/WINDOW
R04	WATER LEAK AROUND BACK WINDOW
R05	WATER LEAK AROUND SLIDING REAR WINDOW
R06	WATER LEAK AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR
R08	WATER LEAK AROUND NON-SLIDING REAR WINDOW
R09	WATER LEAK AROUND SUN/MOON/CONVERTIBLE/T-TOP ROOF
R10	OTHER WATER LEAKS (SEALING ISSUES ONLY)
R21	WIND NOISE AROUND WINDSHIELD
R22	WIND NOISE AROUND FRONT SIDE DOOR/WINDOW
R23	WIND NOISE AROUND REAR SIDE DOOR/WINDOW
R24	WIND NOISE AROUND BACK WINDOW
R25	WIND NOISE AROUND SLIDING REAR WINDOW
R26	WIND NOISE AROUND TRUNK/HATCHBK/LIFTGT/RR CARGO DR
R29	WIND NOISE AROUND SUN/MOON/CONVERTIBLE/T-TOP ROOF
R30	OTHER WIND NOISE TROUBLES (TURBULENCE)
R31	OTHER GASKET/SEALING TROUBLES
S03	FRONT SEAT LOOSE
S04	REAR SEAT LOOSE
S06	SEAT ADJUSTMENT OPERATION - FRONT MANUAL CNTRL
S07	SEAT ADJUSTMENT OPERATION - REAR SEAT
S08	SEAT LOOSE THIRD ROW
S09	FRONT SEAT SQUEAK/RATTLE
S15	SEAT ADJUSTMENT OPERATION TROUBLE-FRONT POWER CNTL
S17	REAR SEAT SQUEAK/RATTLE
S21	SEAT BELT SOILED/DIRTY
S25	SEAT BELT COIL/UNCOIL TROUBLES
S26	SEAT BLT BUC LATCHING TROUBLES
S27	STEERING WHEEL TRIM APPEARANCE
S38	AIR BAG (SRS) TROUBLES
S39	AIR BAG WARNING LIGHT TROUBLES
S40	OTHER RESTRAINT TROUBLES
S50	LOOSE, POOR FIT, WARPED, WRINKLED-SEAT UPHOLSTERY
S52	TEARS, SNAGS, CRACKS - SEAT UPHOLSTERY
S53	FADED, DISCOLORED - SEAT UPHOLSTERY
S55	SPLIT SEAMS - SEAT UPHOLSTERY
S56	HEATED/COOLED SEAT TROUBLES

T02	TEARS, SNAGS, CRACKS - ROOF LINING MATERIAL
T03	FADED, DISCOLORED - ROOF LINING MATERIAL
T12	TEARS, SNAGS, CRACKS - CARPET/FLOOR COVERING
T13	FADED DISCOLORED - CARPET/FLOOR COVERING
T15	SPLITTING SEAMS - CARPET/FLOOR COVERING
T22	TEARS, SNAGS, CRACKS - TRUNK/CARGO INTERIOR
T50	CUPHOLDER TROUBLES
T51	SUN VISOR TROUBLES
T52	ASHTRAY TROUBLES
T53	INTERIOR MOLDINGS FIT POORLY
T54	MISSING - INTERIOR MOLDINGS
T55	INT FASTENERS - LOOSE, MISSING, POOR FIT, WARPED
TA1	ENTIRE OR PARTIAL TREAD SEPARATION FROM TIRE
TA3	BUBBLE/BULGE(S) IN SIDEWALL
TA4	SPLITS/CRACKS IN SIDEWALL/TREAD
TA5	TIRE TREAD CHUNKS MISSING
TB2	FLAT TIRE (SELF-SEALING TIRES ONLY)
TB3	VEHICLE VIBRATION (OUT OF ROUND WILL NOT BALANCE)
TB6	SLOW LEAKS / VALVE STEM TROUBLES
TB7	PREMATURE TREAD WEAR
TB8	PULLS/DRIFTS
TC8	OTHER TIRE COSMETIC
W03	FRONT WINDSHIELD WASHER TROUBLES
W04	REAR WINDOW WASHER TROUBLES
W05	FRONT WIPER TROUBLE
W06	REAR WINDOW WIPERS TROUBLES
W10	OTHER WIPER/WASHER TROUBLES (INCLUDING LEAKS)

Condition Codes:

53	Air in System	33	Loose Part
B5	Battery Acid / Fluid Damage	25	Missing Fastener
02	Bent / Buckled / Kinked	39*	Missing Part
01	Broken / Cracked	28	Open Circuit
46	Burned Out	D9	Out of Balance
91	Burrs, Sharp Edges	13	Out of Round
30	Chafed, Excessive Wear, Frayed	B4	Pinched / Damaged Wire
70	Chipped / Scratched	55	Plugged / Restricted
X2	Connection Poor / Not Made	P1	Polish Repair (Paint)
49	Contaminated / Foreign	X1	Poor Ground
D7	Corrosion (Perforation)	05	Poor Metal Finishing
X7	Crossed Wire (Wire Harness)	D1	Porosity
X4	Damaged Terminal	68	Sealer Missing / Skipped
06	Dents / Dings	31	Sewing failure / Split Seams
34	Distorted / Wrinkled / Wavy	79	Special Code: Use Only as Instructed
42	Does Not Operate Properly	P2	Spot Repair (Paint)
D8	Failed Gasket / Seal	P3	Spray Panel Repair (Paint)
D4	Flaw in Material	04	Software Revision / Flash Module
82	Freight / Postage / Maintenance	41	Sticks / Binds / Grabs
69	Frozen / Seized / Binding	A8	Stone Pecking
17	Hole Incomplete, Out of Position or Omitted	C2	Stripped / Cross-threaded Fastener
12	Improper Assembly	14	Surface Rough / Uneven
07	Improperly Adjusted / Fits Poorly	81	Tarnished / Faded
43	Improperly Routed	87	Teeth Damage
16	Incorrect Size	P4	Thick / Cracked (Paint)
C8	Industrial / Environmental Fallout	63	Weak / Soft / Sagged (Insufficient Pressure)
51	Insufficient Fluid (Pre-delivery only)	61	Weld Defective / Broken
95	Insulation Damage	W6	Wheel Alignment Out of Specification
V3	Kinked / Cut / Mis-routed Vacuum Line	38*	Wrong Part
24	Loose Fastener		

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*Program code MVC requires these codes

Revised and effective July 30, 2004