

**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 FMC360, or prior to September 2012, a database known as CuDL (Customer Data Link). Records that were entered into the earlier MORS II system were microfilmed. The records in MORS III/CuDL are imaged and stored electronically. Records that were originated in the MORS III/CuDL database have been migrated to the new FMC360 database, as well as MORS II records that were contained within the MORS III/CuDL database.

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 owner 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 FMC360 system. To the extent that those documents exist, they are characterized in the comments of MORS III and FMC360 contact reports. Upon request, Ford will attempt to locate any specific items that are of interest to the agency.

In September 2012, a new symptom coding system for owner reporting was launched concurrent with the transition to the FMC360 database. This is the same coding system that was launched in July 2011 for the CQIS database that contains field reports. All reports migrated from the MORS III/CuDL database in to the FMC360 database have been re-coded using the new coding system.

In responding to this information request, Ford electronically searched the FMC360 database 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: July 13, 2012 through May 21, 2013 (the date of this inquiry)

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

MORS III Reason Codes: 07xx – Legal

FMC360 Case Classifications:

Level 1	Level 2	Level 3	Level 4
Dealer – Vehicle Concern	Legal		
Vehicle Concern	Legal		
Feedback	Product	Negative	Vehicle Safety/Quality

FMC360 Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Stop/Steer/Ride	6620xx	Steering/Steering Wheel - Other
Stop/Steer/Ride	6621xx	Steering/Steering Wheel - Tilt/Telescope
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

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 FMC360 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 FMC360 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: July 13, 2012 through May 21, 2013 (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	6621xx	Steering/Steering Wheel - Tilt/Telescope
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

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 with a part description on the claim shown as Motorcraft Battery instead of Gear Asy – Steering. Therefore, the following part numbers were also included in the search for responsive reports.

- 20 Motorcraft Battery
- 21 Motorcraft Battery
- 26 Motorcraft Battery
- 51 Motorcraft Battery
- 59 Motorcraft Battery
- 60 Motorcraft Battery
- 61 Motorcraft Battery

- 65 Motorcraft Battery
- 66 Motorcraft Battery
- 103 Motorcraft Battery
- 104 Motorcraft Battery

Customer Concern Code(s):

CCC	Description
H22	Steering Requires Extra or Uneven Effort
H50	Steering Gear/Pump Troubles

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