

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



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January 11, 2013

Mr. Frank S. Borris, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-302
Washington, DC 20590

Dear Mr. Borris:

Subject: EA12-003:NVS-212mjl

OFFICE OF DEFECTS &
INVESTIGATIONS
2013 JAN 16 P 5:39

The Ford Motor Company (Ford) response to the agency's November 14, 2012 letter concerning reports of alleged structural failure or degradation of the third row seat side anchor mechanism, or any corrosion of the rear wheel well in the area of the side anchor mechanism in 2004 through 2007 model year Ford Freestar/Mercury Monterey vehicles is attached. In a December 12, 2012 email exchange, Ford requested and the agency granted an extension of the due date for this request from January 2, 2013, to January 11, 2013.

Consistent with Ford's previous communications with the agency on this subject, the rate of reports remains low (0.4 R/1000 adjusted for the population of vehicles located in "salt belt" states) and, based upon a review of the information and data included in this response, Ford does not believe that the "alleged defect" presents an unreasonable risk of accident or injury. Further, in each instance, owners became aware through some sort of overt indication, such as difficulty in latching the seat or observation of looseness when the seat was latched, and in all situations the third row seat remains attached to the vehicle by the permanent floor mounting and the occupant restraints are unaffected. In addition, there are no reports of seat movement in an accident and no reports of injuries related to the subject condition.

Ford will continue to work with the agency in evaluating this condition.

If you have any questions concerning this response, please feel free to contact me.

Sincerely,

Steven M. Kenner
Attachment

FORD MOTOR COMPANY (FORD) RESPONSE TO EA12-003

Ford's response to this Engineering Analysis information request was prepared pursuant to a diligent search for the information requested. While we have employed our best efforts to provide responsive information, the breadth of the agency's request and the requirement that information be provided on an expedited basis make this a difficult task. We nevertheless have made substantial effort to provide thorough and accurate information, and we would be pleased to meet with agency personnel to discuss any aspect of this Engineering Analysis.

The scope of Ford's investigation conducted to locate responsive information focused on Ford employees most likely to be knowledgeable about the subject matter of this inquiry and on review of Ford files in which responsive information ordinarily would be expected to be found and to which Ford ordinarily would refer. Ford notes that although electronic information was included within the scope of its search, Ford has not attempted to retrieve from computer storage electronic files that were overwritten or deleted. As the agency is aware, such files generally are unavailable to the computer user even if they still exist and are retrievable through expert means. To the extent that the agency's definition of Ford includes suppliers, contractors, and affiliated enterprises for which Ford does not exercise day-to-day operational control, we note that information belonging to such entities ordinarily is not in Ford's possession, custody or control.

Ford has construed this request as pertaining to vehicles manufactured for sale in the United States, its protectorates, and territories.

Ford notes that some of the information being produced pursuant to this inquiry may contain personal information such as customer names, addresses, telephone numbers, and complete Vehicle Identification Numbers (VINs). Ford is producing such personal information in an unredacted form to facilitate the agency's investigation with the understanding that the agency will not make such personal information available to the public under FOIA Exemption 6, 5 U.S.C. 552(b)(6).

In a December 12, 2012 email exchange Ford requested and the agency granted an extension of the due date for this request from January 2, 2013, to January 11, 2013.

Answers to your specific questions are set forth below. As requested, after each numeric designation, we have set forth verbatim the request for information, followed by our response. Unless otherwise stated, Ford has undertaken to provide responsive documents dated up to and including November 14, 2013, the date of your inquiry. Ford has searched within the following offices for responsive documents: Sustainability, Environment and Safety Engineering, Ford Customer Service Division, Research, Global Core Engineering, Office of the General Counsel, Vehicle Operations, and North American Product Development.

Request 1

State, by model and model year, the number of subject vehicles Ford has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Ford, state the following:

- a. Vehicle identification number (VIN);
- b. Make;

- c. Model;
- d. Model Year;
- e. Date of manufacture;
- f. Date warranty coverage commenced; and
- g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2007, or a compatible format, entitled "PRODUCTION DATA." See Enclosure I, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Answer

No additional subject vehicles have been produced since Ford's February 23, 2012 response to PE11-039. Please see Ford's response to Request 1 of that inquiry.

Request 2

State the number of each of the following, received by Ford, or of which Ford are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims;
- e. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Ford is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Answer

For purposes of identifying reports of incidents that may be related to the alleged defect and any related documents, Ford has gathered "owner reports" and "field reports" maintained by

Ford Customer Service Division (FCSD), and claim and lawsuit information maintained by Ford's Office of the General Counsel (OGC).

Descriptions of the FCSD owner and field report systems and the criteria used to search each of these are provided in Appendix B.

The following categorizations were used in the review of reports located in each of these searches:

Category	Allegation
A1	Alleged separation of striker due to wheel well corrosion
A2	Alleged rear wheel well corrosion/rust at striker

Owner Reports: Records identified in a search of the Master Owner Relations Systems (MORS) database, as described in Appendix B, were reviewed for relevance and sorted in accordance with the categories described above. The number and copies of relevant owner reports identified in this search that allege any structural failure or degradation of the third row seat side anchor mechanism, or any corrosion of the rear wheel well in the area of the side anchor mechanism in a subject vehicle are provided in the MORS III portion of the database contained in Appendix C. The categorization of each report is identified in the "Category" field.

When we were able to identify that responsive (i.e., not ambiguous) duplicate owner reports for an alleged incident were received, each of these duplicate reports was marked accordingly, and the group counted as one report. In other cases, certain vehicles may have experienced more than one incident and have more than one report associated with their VINs. These reports have been counted separately.

Legal Contacts: Ford is providing, in Appendix B, a description of Legal Contacts and the activity that is responsible for this information. To the extent that responsive (i.e., not ambiguous) owner reports indicate that they are Legal Contacts, Ford has gathered the related files from the Office of General Counsel (OGC). No reports of this nature were identified.

Field Reports: Records identified in a search of the Common Quality Indicator System (CQIS) database, as described in Appendix B, were reviewed for relevance and sorted in accordance with the categories described above. The number and copies of relevant field reports identified in this search that allege any structural failure or degradation of the third row seat side anchor mechanism, or any corrosion of the rear wheel well in the area of the side anchor mechanism in a subject vehicle are provided in the CQIS portion of the database contained in Appendix C. The categorization of each report is identified in the "Category" field.

When we were able to identify that responsive duplicate field reports for an alleged incident were received, each of these duplicate reports was marked accordingly, and the group counted as one report. In other cases, certain vehicles may have experienced more than one incident and have more than one report associated with their VINs. These reports have been counted separately. In addition, field reports that are duplicative of owner reports are provided in Appendix C but are not included in the field report count.

VOQ Data: This information request had an attachment that included 52 Vehicle Owner Questionnaires (VOQs). Ford made inquiries of its MORS database for customer contacts, and its CQIS database for field reports regarding the vehicles identified on the VOQs.

Ford identified 23 Owner Reports that are duplicative of VOQs. Four VOQs did not contain a VIN and Ford was unable to locate any information related to the vehicles listed in those VOQs. The VOQ with reference number 10457423 does not appear to relate to the alleged defect, but rather to corrosion on the painted surfaces of body panels.

Copies of customer contacts located as a result of this search, and not contained in Appendix C, are provided in Appendix C1. These reports were located by searching the VINs contained in the VOQs rather than the searches described in Appendix B because the nature of the requests were for financial assistance and the reports were coded as such in the data system.

Crash/Injury Incident Claims: For purposes of identifying allegations of accidents or injuries that may have resulted from the alleged defect, Ford has reviewed responsive owner and field reports, and lawsuits and claims. No allegations of crash or injury were identified.

Claims, Lawsuits, and Arbitrations: For purposes of identifying incidents that may relate to the alleged defect in a subject vehicle, Ford has gathered claim and lawsuit information maintained by Ford's OGC. Ford's OGC is responsible for handling product liability lawsuits, claims, and consumer breach of warranty lawsuits and arbitrations against the Company.

Lawsuits and claims gathered in this manner were reviewed for relevance and sorted in accordance with the categories described above. No lawsuit or claim responsive to this information request was identified.

Request 3

Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Ford's file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether the left, right or both subject components were degraded or corroded;
- j. Whether the left, right or both subject components were separated;
- k. Whether a crash is alleged;
- l. Whether property damage is alleged;
- m. Number of alleged injuries, if any; and
- n. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2007, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

Answer

Ford is providing owner and field reports in the database contained in Appendix C in response to Request 2. To the extent information sought in Request 3 is available for owner and field reports, it is provided in the database.

Request 4

Produce electronic copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Ford used for organizing the documents.

Answer

Ford is providing owner and field reports in the database contained in Appendix C in response to Request 2.

Request 5

State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Ford to date that relate to, or may relate to, the alleged defect in the subject vehicles including all claims for repairs of the subject components: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin (TSB) or customer satisfaction campaign. Also, state by model and model year, a total count for all claims that relate to repairs related to any TSBs involving the subject components.

Separately, for each such claim, state the following information:

- a. Ford's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. Vehicle's VIN;
- d. Vehicle's make, model and model year;
- e. Repair date;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city, state and ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Whether or not the repair is related to a TSB (and if so, identify the TSB number);
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer; and
- m. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2007, or a compatible format, entitled "WARRANTY DATA."

Answer

Records identified in a search of the AWS database, as described in Appendix B, were reviewed for relevance and sorted in accordance with the categories described in the response to Request 2. The number and copies of relevant warranty claims identified in this search that allege any structural failure or degradation of the third row seat side anchor mechanism, or any corrosion of the rear wheel well in the area of the side anchor mechanism in a subject vehicle are provided in the AWS portion of the database contained in Appendix C. The categorization of each report is identified in the "Category" field.

Warranty claims that are duplicative of owner and field reports are provided in Appendix C but are not included in the report count above.

Requests for "goodwill, field, or zone adjustments" received by Ford to date that relate to the alleged defect that were not honored, if any, would be included in the MORS reports identified above in response to Request 2. Such requests that were honored are included in the warranty data provided.

Ford assumes that providing the warranty claims in the electronic database format meets the requirements of this request because the agency can review or order the claims as desired.

Request 6

Describe in detail the search criteria used by Ford to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide lists of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by model and model year, the number of vehicles that are covered under each such extended warranty.

Answer

Detailed descriptions of the search criteria, including all pertinent parameters, used to identify the claims provided in response to Request 5 are described in Appendix B.

Since no changes to the warranty programs for the subject vehicles have occurred, for warranty programs and optional coverage, including a more detailed description of Ford's Corrosion Coverage, please refer to Ford's February 23, 2012 response to PE11-039.

Request 7

Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles that Ford has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, service repairs, informational documents, training documents, or other documents or communications, with the exception of

standard shop manuals. Also include the latest draft copy of any communication that Ford is planning to issue within the next 120 days.

Summarize and provide a brief chronology of all actions taken by Ford leading to each of the technical service bulletins and service repairs that have been issued, or that are being developed for release, relating to, or that may relate to, the alleged defect in the subject vehicles. Provide copies of all documents, organized in chronological order, related to the development of these bulletins and repairs.

Answer

For purposes of identifying communications to dealers, zone offices, or field offices pertaining, at least in part, to any structural failure or degradation of the third row seat side anchor mechanism, or any corrosion of the rear wheel well in the area of the side anchor mechanism, Ford has reviewed the following FCSD databases and files: The On-Line Automotive Service Information System (OASIS) containing Technical Service Bulletins (TSBs) and Special Service Messages (SSMs); Internal Service Messages (ISMs) contained in CQIS; and Field Review Committee (FRC) files. We assume this request does not seek information related to electronic communications between Ford and its dealers regarding the order, delivery, or payment for replacement parts, so we have not included these kinds of information in our answer.

A description of Ford's OASIS messages, ISMs, and the Field Review Committee files and the search criteria used are provided in Appendix B.

OASIS Messages: Ford identified no SSMs and no TSBs that may relate to the agency's request.

Internal Service Messages: Ford identified no ISMs that may relate to the agency's request.

Field Review Committee: Ford identified no field service action communications that may relate to the agency's request.

Request 8

Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Ford. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the

documents chronologically by action. If an action is not complete, provide a detailed schedule for the work to be done, tentative findings and/or conclusions, and provide an update within 10 days of completion of the action.

Answer

Ford is construing this request broadly and is providing not only studies, surveys, and investigations related to the alleged defect, but also notes, correspondence, and other communications that were located pursuant to a diligent search for the requested information. Ford is providing the responsive non-confidential Ford documentation in Appendix D.

To the extent that the information requested is available, it is included in the documents provided. If the agency should have questions concerning any of the documents, please advise.

Because the agency requested information specifically related to the repair kit in Request 13, information regarding the repair kit is provided separately in response to that request in Appendices E and D.

Ford is submitting additional responsive documentation in Appendix E with a request for confidentiality under separate cover to the agency's Office of the Chief Counsel pursuant to 49 CFR Part 512. Redacted copies of the confidential documents will be provided under separate cover, on separate media, to the agency's Office of Chief Counsel as Appendix E – Redacted.

In the interest of ensuring a timely and meaningful submission, Ford is not producing materials or items containing little or no substantive information. Examples of the types of materials not being produced are meeting notices, raw data lists (such as part numbers or VINs) without any analytical content, duplicate copies, non-responsive elements of responsive materials, and draft electronic files for which later versions of the materials are being submitted. Through this method, Ford is seeking to provide the agency with substantive responsive materials in our possession in the timing set forth for our response. We believe our response meets this goal. If the agency would like additional materials, please advise.

Request 9

Describe all modifications or changes made by, or on behalf of Ford (e.g., by a supplier) in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to the end of production of the subject vehicles, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part numbers (service and engineering) of the original component;
- e. The part number (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and

- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Ford is aware of which may be incorporated into vehicle production within the next 120 days.

Answer

A review conducted by Ford identified no changes or modifications during production of these vehicles that appear to relate to this subject.

Request 10

In the February 23, 2012 response to ODI's PE11-039 information request, Ford referred to 56 complaints and reports associated with Ford's "2004 Freestar Rust Concern" review. Only a summary of each of the reports was provided in Appendix D of the Ford response. For each of the 56 reports, provide the information/details in the format specified in Request No. 3 of this letter. Provide this information in Microsoft Access 2007, or a compatible format, entitled "REQUEST NUMBER TEN DATA." In addition, provide copies of all documents related to the 56 reports as described in Request No. 4.

In addition, provide Ford's assessment of each of the 56 reports, including whether or not each report relates to, or may relate to, the alleged defect. If Ford believes a report does not, or may not, relate to the alleged defect, provide a detailed explanation for its reason.

Answer

As explained during a March 15, 2012 telephone conversation with agency personnel, Ford became aware of a field report alleging corrosion in the area of the third row seat striker in August 2011. Ford reviewed that vehicle and undertook a review of other available field data to better understand the scope of the condition. Ford often performs data reviews of this type while monitoring for trends and early indicators of potential quality issues and customer concerns in the field. That preliminary review was draft and incomplete when the agency opened PE11-039 and Ford undertook a broader data review in order to respond to the agency's inquiry. Since Ford believes the preliminary data review was responsive to Request 8 of the PE seeking "studies, surveys, or analysis" performed by Ford, it was provided in response to that request. Ford did not provide this information in its response to Requests 2-5 of the PE because a broader search, using the search criteria provided in Appendix B, was performed in order to develop a comprehensive analysis and subsequent formal response to the agency's information request.

Ford believes that the reports provided in Appendix C are the total reports identified in response to this inquiry and the responsive reports identified in the referenced Appendix D are therefore a subset of those reports contained Appendix C.

Request 11

Produce copies of all requirements, standards, plans, strategies and guidelines related to the performance of seat assemblies (e.g., seat strength and integrity) in static and dynamic test

conditions including during vehicle crash tests and real-world crash conditions that Ford used in any way during the design, development, production, testing or analysis of the subject vehicles.

Answer

Ford assumes that this request relates to documents other than Federal Motor Vehicle Safety Standards (FMVSS), copies of which are not being provided. Ford documents provided in response to this request are contained in Appendix E in the Engineering Specifications folder.

Request 12

Produce copies of all documents related to testing of the third-row seats in the subject vehicles for Federal Motor Vehicle Safety Standard Nos. 202 Head restraints, 207 Seating systems, 210 Seat belt assembly anchorages, and 225 Child restraint anchorage systems. Also, provide copies of all documents related to any other testing, analysis or simulation that relate to, or may relate to the alleged defect, third-row seat performance or third-row seat occupant injury or both, for the subject vehicles, including any that involve a rear-impact mode.

Answer

Testing completed to demonstrate compliance to the referenced applicable FMVSS requirements is provided in Appendix F. Other information located in response to this request is provided in Appendix E in the Test Procedures folder.

When these vehicles were manufactured FMVSS 202 applied only to front outboard seating positions. Thusly, Ford identified no testing for the subject vehicle third row seats related to that standard.

Request 13

Produce copies of engineering drawings and photographs of the following:

- a. Each design version of the subject components; and
- b. Any kits that have been released or developed, or that are to be released or developed, by Ford for use in service repairs to the subject component in the subject vehicles.

Answer

Information in response to this request is provided in Appendix E in the Engineering Drawings folder. Additional photographs of the subject components can also be found in Appendix D in the Engineering Analysis folder.

Request 14

State, by model year, all part numbers of the subject components that have been installed on subject vehicles as assembled by Ford. State, by model year, the service part numbers of the subject components Ford designates for installation on the subject vehicles. State, by month, year and part number, the total number of subject

components sold as service parts by Ford. Identify any kits that Ford has released or developed for use in service repairs to the subject components or assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also, identify by make, model and model year, any other vehicles of which Ford is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

Answer

As the agency is aware, Ford service parts are sold in the U.S. to authorized Ford and Lincoln dealers. Ford has no means to determine how many of the parts were actually installed on vehicles, the vehicle model or model year on which a particular part was installed, the reason for any given installation, or the purchaser's intended use of the components sold.

Ford is providing the total number of Ford service replacement wheel well inner panels by part number (both service and engineering) and year of sale, where available, in Appendix F. Information pertaining to production and service usage for each part number, and supplier point of contact information, is included in Appendix G.

Request 15

Furnish Ford's assessment of the alleged defect in the subject vehicles, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses; and
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect as occurring or subject component was malfunctioning; and
- f. The VOQ reports referenced in this inquiry.

Answer

Consistent with Ford's previous communications with the agency on this subject, the rate of reports remains low (0.4 R/1000 adjusted for the population of vehicles located in "salt belt" states) and Ford does not believe that the "alleged defect" presents an unreasonable risk of accident or injury. Owners continue to become aware of this condition through some sort of indication, such as unusual noise, difficulty in latching the seat, or observation of looseness when the seat is latched.

For example in the Owner Report identified as case number 501623631 the owner reported:

"... Back seat will no longer latch to the bracket, the seat will no longer click in place."

In the Owner Report identified as case number 404922271 the owner reported:

"... folded seat back up and it was a little loose. . ."

These overt characteristics provided clear indication to the vehicle owners that diagnosis and repair was required.

In all situations the third row seat remains attached to the vehicle by the permanent floor mounting and the occupant restraints are unaffected. There have been no reports of seat movement in an accident.

All of the reports identified by Ford are associated with vehicles that are either currently registered in, or have been operated in, "salt belt" states.

Ford is aware that parts are no longer available to repair vehicles in the event that the reinforcement plate/striker is compromised. In some circumstances vehicle repairs have involved fabrication of parts by collision shops. This condition may be contributing to the VOQs that have been reported.

Ford will continue to work with the agency in evaluating this condition.

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**2004 through 2007 Model Year Freestar/Monterrey Vehicles
Corrosion Affecting the Third Row Seat Latch Striker**

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: 2004 - 2007

Subject Vehicle: Ford Freestar/Mercury Monterey 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, 2003 through November 14, 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
Corrosion	111300	PANELS/UNIBODY RUST/CORROSION
Corrosion	111346	PANELS/UNIBODY RUST/CORROSION FENDER
Seating	101258	SEATING APPEARANCE/FIT CUSHION-BOTTOM
Seating	1014XX	SEATING MANUAL FUNCTION
Seating	1015XX	SEATING NOISE
Seating	1012XX	SEATING APPEARANCE/FIT

MORS III Reason Code(s):

Reason Code	Description
07	Legal contact

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:

In July 2011, FCSD launched a new coding system for the CQIS database. All reports maintained in the CQIS database prior to the coding change have been re-coded using the new CQIS coding system.

Model Year: 2004 - 2007

Subject Vehicle: Ford Freestar/Mercury Monterey 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, 2003 through November 14, 2012 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Comfort and Entertainment	1104XX	Comfort & Entertainment, Seats, 3rd/4th/5th Row, All
Comfort and Entertainment	110ZXX	Comfort & Entertainment, Seats, Not Listed, Unknown
Fit/Finish/Body	330XXX	Fit/Finish/Body, Paint/Finish, All
Fit/Finish/Body	331AXX	Fit/Finish/Body, Body Panels, Quarter Panel, All
Fit/Finish/Body	3312XX	Fit/Finish/Body, Body Panels, Fender, Unknown

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 July 2011, FCSD launched a new coding system for OASIS. All active SSMs and TSB titles have been re-coded using the new OASIS coding system. All inactive and superceded SSMs and TSB titles are still maintained under the old coding system.

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

Model Year: 2004 - 2007

Subject Vehicle: Ford Freestar/Mercury Monterey 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, 2003 through November 14, 2012 (the date of this inquiry)

OASIS Service Code(s):

Symptom Category	Symptom Code	Symptom Description
Comfort and Entertainment	1104XX	Comfort & Entertainment, Seats, 3rd/4th/5th Row, All
Comfort and Entertainment	110ZXX	Comfort & Entertainment, Seats, Not Listed, Unknown
Fit/Finish/Body	330XXX	Fit/Finish/Body, Paint/Finish, All
Fit/Finish/Body	331AXX	Fit/Finish/Body, Body Panels, Quarter Panel, All
Fit/Finish/Body	3312XX	Fit/Finish/Body, Body Panels, Fender, Unknown

Code	Description	Description	Description
101XXX	Seating	Manual Function	Bed seat
110Z00	Seating	Not listed	Other/Not listed
110333	Sealing	Appearance	Body panel
1104XX	Sealing	Dust leaks	All
111XXX	Panels/Unibody	All	All

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: 2004 - 2007

Subject Vehicle: Ford Freestar/Mercury Monterey 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, 2003 through November 14, 2012 (the date of this inquiry)

CQIS Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Comfort and Entertainment	1104XX	Comfort & Entertainment, Seats, 3rd/4th/5th Row, All
Comfort and Entertainment	110ZXX	Comfort & Entertainment, Seats, Not Listed, Unknown
Fit/Finish/Body	330XXX	Fit/Finish/Body, Paint/Finish, All
Fit/Finish/Body	331AXX	Fit/Finish/Body, Body Panels, Quarter Panel, All
Fit/Finish/Body	3312XX	Fit/Finish/Body, Body Panels, Fender, Unknown

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: 2004 – 2007

Subject Vehicle: Ford Freestar/Mercury Monterey 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.

Customer Concern Code(s):

CCC	Description
B19,V31	Other body panel troubles
F11,V33	Body rust/corrosion (not perforation)
F25,V01	Rust perforation
F26,V01	Rust perforation - Canada
R50,V01	Underbody rust/corrosion

EA12-003

FORD

1-11-2013

APPENDIX C1

All Action Details for Issue

[Print](#)

VIN: 2FMDA58234E [REDACTED] **Year:** 2004 **Model:** FREESTAR **Case:** 1554851200
Name: [REDACTED] **Owner Status:** Original **WSD:** 2004-11-15
Symptom Desc: INTERIOR TRIM CARPET/MATS **Primary Phone:** [REDACTED]
Reason Desc: CLP - OUT - DIAGNOSIS UNKNOWN **Secondary Phone:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: TIER ONE CLOSE ISSUE **Origin Desc:** TIER ONE - MELBOURNE
Dealer: 08950 LIBERTY FORD BRUNSWICK
Odometer: 104000 MI **Comm Type:** PHONE
Analyst Name: CHAPPLE, NETALYA **Analyst:** NCHAPPL1
Action Date: 03/05/2012 **Action Time:** 13.18.13.592 **Action Data:** No

Comments -CUSTOMER CALLING IN BECAUSE HE HAS AN 04 FORD FREESTAR-CUSTOMER STATED THAT THE CARPET IN THE BACK IS DAMP -CUSTOMER STATED THAT THE LATCH FROM THE 3RD ROW SEAT HAS ROTTED AWAY.-CUSTOMER STATED THAT THE VEH HAS NOT BEEN TO THE DLRSH FOR THIS CONCERN.-CUSTOMER SEEKING ASSITANCE BECAUSE HE STATED THAT THIS PROBLEM IS WELL KNOWN ABOUT ONLINE.-CUSTOMER STATED THAT HE CALLED THE DLRSH LISTED BELOW AND SPOKE WITH BILL IN SERVICE AND BILL IS SUPPOSE TO BE GIVING HIM A CALL BACK REGARDING HIS CONCERN.-DEALER NAME: LIBERTY FORD BRUNSWICK DEALER ADDRESS: 3101 CENTER ROAD BRUNSWICK OH 44212 DEALER MAIN PHONE: 330-225-9141 -CRC ADVISED CUSTOMER OF TORQUE CONVERTER RECALL 11S25-CRC ADVISED-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. YOUR LOCAL FORD/LINCOLN DEALERSHIP HAS FACTORY-TRAINED TECHNICIANS, THE MOST CURRENT ENGINEERING SERVICE INFORMATION, AND THE SPECIALIZED EQUIPMENT REQUIRED TO RESOLVE YOUR VEHICLE CONCERNS. IF THERE IS NO COVERAGE UNDER APPLICABLE WARRANTIES, RECALLS, OR ESPS, REPAIRS AND SERVICES WOULD BE YOUR RESPONSIBILITY. YOUR NEXT STEP IS TO MAKE AN APPOINTMENT WITH YOUR SERVICING DEALERSHIP TO HAVE YOUR VEHICLE DIAGNOSED. (REFER TO NEAREST LOCAL DEALER OR SERVICING DEALER OF CHOICE)

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All Action Details for Issue

[Print](#)

VIN: 2FMDA58264B [REDACTED] **Year:** 2004 **Model:** FREESTAR **Case:** 1635231372
Name: [REDACTED] **Owner Status:** Subsequent **WSD:** 2003-10-27
Symptom Desc: PAINT/FINISH APPEARANCE FALLOUT DAMAGE **Primary Phone:** [REDACTED]
Reason Desc: CLP - OUT - FIN ASSIST - DEALER CRITERIA **Secondary Phone:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: TIER ONE CLOSE ISSUE **Origin Desc:** CRC TIER ONE - FLEET
Dealer: 03334 CHARLES GABUS FORD
Odometer: 91000 MI **Comm Type:** PHONE
Analyst Name: CONSALO, DEBRA **Analyst:** DCONSALO
Action Date: 05/16/2012 **Action Time:** 17.38.43.242 **Action Data:** No

Comments 2FMDA58264B [REDACTED] 91000 MILES 2004- LOUD NOISE AT CRUISE...- THE 3RD ROW SEATS...THE U BOLT....RUSTED OUT...THE PANEL...HAS FALLEN DOWN ON THE WHEEL ITSELF...-HIS VEH HAS SEVERE CORRISION. -VEH HAS NOT BEEN DIAGNOSED AT THE DLR...= CUSTOMER WANTS TO KNOW WHAT TO DO...CHARLES GABUS FORD, INC. 4545 MERLE HAY ROADDES MOINES, IA 50310 TEL:(515) 270-0707AFTER REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS. WE APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF THIS ISSUE AND THANK YOU FOR CONTACTING FORD MOTOR COMPANY. = ADVISED OF ADVANCE RECALL NOTICE 11S25= ADVISED OF NO OTHER RECALLS OR CSP OR WARRANTY ON THE VEH -ADVISED OF INSPECTION AT THE DLR- CUSTOMER BECAME VERY ANGRYAND HUNG UP....

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All Action Details for Issue

[Print](#)

VIN: 2FMZA51644B [REDACTED] **Year:** 2004 **Model:** FREESTAR **Case:** 563301082
Name: [REDACTED] **Owner Status:** Original **WSD:** 2004-09-15
Symptom Desc: SEATING POWER FUNCTION **Primary Phone:** [REDACTED]
Reason Desc: CLP - OUT - FIN ASSIST - DEALER CRITERIA **Secondary Phone:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: TIER ONE CLOSE ISSUE **Origin Desc:** TIER ONE - MELBOURNE
Dealer: 01248 WINNER FORD
Odometer: 92865 MI **Comm Type:** PHONE
Analyst Name: CONTE, AARON **Analyst:** ACONTE2
Action Date: 04/17/2012 **Action Time:** 15.38.49.849 **Action Data:** No

Comments **CUST. SAYS**-ANCHOR BRACKETS FELL OF 3RD ROW SEATS TO CAUSE THESE SEATS TO BE INOPERATIVE-KNOWS THERE IS AN INVESTIGATION ON THIS ISSUE THROUGH FORD AND NHTSA-SEEKS COVERAGE ON THIS; VEH ONLY BEEN DIAGNOSED @ INDEPENDENT**DLR INFO**WINNER FORD250 HADDONFIELD-BERLIN ROADCHERRY HILL, NJ 08034TEL:(856) 428-4000FAX:(856) 428-4265 **CRC ADV**AFTER REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS. WE APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF THIS ISSUE AND THANK YOU FOR CONTACTING FORD MOTOR COMPANY. -ONLY RECALL ON VEH IS FOR 11S25; FOR HIS ISSUE NOW THERE IS NO RECALL OUT FOR IT TO PROVIDE ANY COVERAGE-IF A RECALL COMES OUT IN THE FUTURE YOU WILL BE NOTIFIED-IF HE CHOOSES TO REPAIR 3RD ROW SEATS NOW, THEN HE CAN SEEK POSSIBLE REIMBURSEMENT IF A RECALL WERE TO COME OUT ON THAT ISSUE

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All Action Details for Issue

[Print](#)

VIN: 2FMZA52294B [REDACTED] **Year:** 2004 **Model:** FREESTAR **Case:** 728700362
Name: [REDACTED] **Owner Status:** Subsequent **WSD:** 2003-12-22
Symptom Desc: TIRES/WHEELS WHEEL COVERS **Primary Phone:** [REDACTED]
Reason Desc: CLP - OUT - FIN ASSIST - DEALER CRITERIA **Secondary Phone:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: OUTSIDE DEALER CRITERIA - NO ASSISTANCE**Dealer:** 07657 LEXINGTON PARK FORD LINCOLN**Origin Desc:** US CONCERN CASE
BASE**Odometer:** 169000 MI**Comm Type:** INBOUND CUSTOMER
EMAIL**Analyst Name:** REYES, CHARLES
ALLAN**Analyst:** CREYES31**Action Date:** 02/05/2012**Action Time:** 20.14.28.616**Action Data:** Yes

Comments CUSTOMER SAID: 1-65WJ3L--REAR WHEEL WELLS ARE RUSTING AND THE MOUNT POINT FOR THE ANCHOR IS SO RUSTED THAT IT PROVIDES NO ANCHORING OF THE SEAT--YOU CAN LOOK OUTSIDE THE RUST-HOLE AND SEE THE TIRE--TOOK VEH TO DLR AND WAS TOLD THAT FORD WOULD NOT FIX IT--REPORTED THIS PROBLEM TO NHTSA AND THEY HAVE COME OUT TO INVESTIGATE AND DOCUMENT THE PROBLEM--WATER HAS GOTTEN BETWEEN THE INTERIOR WHEEL WELL AND THE OUTSIDE PANELS***LEXINGTON PARK FORD LINCOLN 21575 GREAT MILLS ROAD LEXINGTON PARK MD 20653(301) 863-8111CRC ADVISED: AFTER REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS. WE APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF THIS ISSUE AND THANK YOU FOR CONTACTING FORD MOTOR COMPANY.--ATTACHED EMAIL--UPDATED PROFILE

Data Element Name**Data Value**-----
ESTIMATED COST OF REPAIR:-----
1984.85

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All Action Details for Issue

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VIN: 2FMZA58214B [REDACTED] **Year:** 2004 **Model:** FREESTAR **Case:** 687602972
Name: [REDACTED] **Owner Status:** Original **WSD:** 2004-09-30
Symptom Desc: **Primary Phone:** [REDACTED]
Reason Desc: CORRESPONDENCE - CORRESPONDENCE **Secondary:** [REDACTED]
Issue Type: 02 INFORMATION **Issue Status:** CLOSED

Action: EMAIL - NO CONTACT REQUIRED/DECISION ALREADY RENDERED

Dealer:

Origin Desc: MANUAL - EMAIL

Odometer: 1 MI

Comm Type: INBOUND CUSTOMER EMAIL

Analyst Name: SAMODIO, CHERMAINE

Analyst: CSAMODIO

Action Date: 10/25/2012

Action Time: 14.20.35.025

Action Data: No

Comments CUSTOMER SAID: THREAD ID: 1-6E1SHC--VEH NO LONGER HAS USE OF THE THIRD SEAT DUE TO CORROSION AROUND THE PLATE OF THE SEAT ATTACHEMENT IN THE WHEEL WELL ON THE LEFT SIDE-- HAVE TALKED TO TWO FORD DEALERS AND NEITHER HAD ANY WAY TO PROPERLY FIX THIS SINCE NOTHING HAD COME FROM FORD ABOUT IT.--CUST ASKS THE FOLLOWING QUESTIONS:**1. WHAT IF I HAVE REPAIRS MADE TO STABILIZE THIS AND LATER FORD ANNOUNCES A RECALL?**2. DO MY REPAIRS VOID MY BEING ABLE TO PARTICIPATE IN THE RECALL?-- BARILE FORD LOOKED AT IT AND THEY ALSO WERE NOT AWARE OF THE PROBLEM BEFORE MY VEHICLE ARRIVED-- WHAT THEY COULD DO WAS TAKE IT ALL APART AND SEE IF IT COULD BE FIXED BUT DID NOT KNOW HOW THEY WERE GOING TO DO IT-- SAID THIS TYPE OF OPEN REPAIR CAN GET VERY EXPENSIVE-- HAVE A CONTACT THAT WILL TAKE THE PANELS OFF FOR HER AND TOGETHER THEY CAN LOOK AT IT AND SEE WHAT CAN BE DONE PRIOR TO INCURRING ANY COST.***BARILE FORD INC.2052 US HWY 30VALPARAISO, IN 46385(219) 464-3523CRC ADVISED: ***OBC TO DLR--SPOKE WITH S/M BOB PULLINS-- NO RECORD/HISTORY ON THEIR DATABASE FOR THE VEHICLE --RECOMMENDS THAT CUST BRINGS THE VEH IN FOR ISNPECTION--SUPPORTED DOC MADE ON 10/23/2012 07:48:50 PM BY DSANDIKO--ADV CUST THAT IF PRIOR TO RECEIVING AN OWNER NOTIFICATION LETTER, CUST PAID TO CORRECT THE CONCERN ADDRESSED BY A RECALL OR CUSTOMER SATISFACTION PROGRAM, HE MAY BE ELIGIBLE FOR A REFUND.**EMAIL ALREADY ATTACHED

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All Action Details for Issue

[Print](#)

VIN: 2MRDA20224B [REDACTED]	Year: 2004	Model: MONTEREY	Case: 142402978
Name: [REDACTED]	Owner Status: Original	WSD: 2004-07-30	
Symptom Desc:		Primary Phone: [REDACTED]	
Reason Desc: CLP - OUT - FIN ASSIST - DEALER CRITERIA		Secondary Phone: [REDACTED]	
Issue Type: 01 INQUIRY	Issue Status: CLOSED		

Action: TIER ONE CLOSE ISSUE		
Dealer: 10736 GANLEY LINCOLN OF MIDDLEBURG HEIGHTS, INC.	Origin Desc: TIER ONE - MELBOURNE	
Odometer: 74900 MI	Comm Type: PHONE	
Analyst Name: SPERLING, DIANA	Analyst: DSPERLI2	
Action Date: 06/07/2012	Action Time: 12.24.47.934	Action Data: No

Comments ISSUE WITH MONTEREY**2MRDA20224B [REDACTED] ---74900---A/Z****WHEEL WELL ROTTING OUT***ANCHOR THAT SEAT ATTACHES TO-FELL OUT INTO WHEEL WELL ***TOOK TO TWO DIFFERENT BODY SHOPS***ROTTED FROM THE INSIDE OUT***EST. FOR REPAIR---\$5000***CHECKED THE OTHER SIDE STARTING TO GO OUT AS WELL ****GANLEY LINCOLN OF MIDDLEBURG HEIGHTS, INC. 6930 PEARL ROADMIDDLEBURG HEIGHTS OH 44130(440) 845-6000 ***HAS THE RECALL 11 S 25***AFTER REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS. WE APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF THIS ISSUE AND THANK YOU FOR CONTACTING FORD MOTOR COMPANY.

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All Action Details for Issue

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VIN: 2MRDA20274B [REDACTED] **Year:** 2004 **Model:** MONTEREY **Case:** 595922262
Name: [REDACTED] **Owner Status:** Subsequent **WSD:** 2004-01-13
Symptom Desc: FRAME CONCERNS CRACKED **Primary Phone:** [REDACTED]
Reason Desc: CLP - OUT - FIN ASSIST - DEALER CRITERIA **Secondary Phone:** [REDACTED]
Issue Type: 01 INQUIRY **Issue Status:** CLOSED

Action: OUTSIDE DEALER CRITERIA - NO ASSISTANCE **Origin Desc:** US CONCERN CASE BASE
Dealer: 01307 L. B. SMITH FORD-LINCOLN, INC.
Odometer: 115000 MI **Comm Type:** PHONE
Analyst Name: GELIN, JAMES **Analyst:** JGELIN
Action Date: 08/13/2012 **Action Time:** 16.33.08.252 **Action Data:** Yes

Caller Information If Different From Vehicle Owner:

First Name	Middle Initial	Last Name	Day Phone	Relationship
CHAN		BRYSON	7177122254	

Comments CUSTOMER SAID: - THE VEH HAD CORRISON IN THE LEFT REAR WHEEL WELL- A PLATE OF METAL FELL OUT INCLUDING THE ANCHOR FOR THE REAR FOLDING SEATS-CUST SAW ONLINE THAT THIS IS A COMMON PROBLM- CUST WANTS TO KNOW IF FMC WILL PROVIDE ASSISTANCE TOWARDS THE REPAIR- THE VEH HAS BEEN DIAGNOSISED.CRC ADVISED: AFTER REVIEWING MY RESOURCES, I SEE THAT THERE ARE NO FACTORY WARRANTIES OR PROGRAMS IN EFFECT ON YOUR VEHICLE THAT WOULD PROVIDE FINANCIAL ASSISTANCE FOR YOUR CURRENT CONCERN. I RECOMMEND THAT IF YOU KEEP YOUR REPAIR RECEIPTS IN CASE FORD INITIATES A RECALL OR CUSTOMER SATISFACTION PROGRAM IN THE FUTURE BASED ON CUSTOMER FEEDBACK OR FURTHER ENGINEERING REVIEW OF SIMILAR COMPLAINTS. WE APPRECIATE YOU TAKING THE TIME TO MAKE US AWARE OF THIS ISSUE AND THANK YOU FOR CONTACTING FORD MOTOR COMPANY. - 11S25 TORQUE CONVERTER REPLACEMENT

Data Element Name	Data Value
ESTIMATED COST OF REPAIR:	1

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All Action Details for Issue

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VIN: 2MRDA202X4B [REDACTED] **Year:** 2004 **Model:** MONTEREY **Case:** 431742982
Name: [REDACTED] **Owner Status:** Subsequent **WSD:** 2004-04-29
Symptom Desc: **Primary Phone:** [REDACTED]
Reason Desc: INELIGIBLE WARRANTY REPAIR **Secondary Phone:** [REDACTED]
Issue Type: 02 INFORMATION **Issue Status:** CLOSED

Action: INELIGIBLE WARRANTY REPAIR **Origin Desc:** DEALER
Dealer: 10011 VARSITY LINCOLN, INC.
Odometer: 179000 MI **Comm Type:** VISIT
Analyst Name: RICHARD CASTANOS **Analyst:** R-CASTA7
Action Date: 10/24/2012 **Action Time:** 11.59.34.163 **Action Data:** No

Comments VEHICLE HAS 179,000 MILES ON IT AND IS 9 YEARS OLD. THE CUSTOMER WANTS THE RUST ON THE VEHICLE TO BE REPAIRED UNDER WARRANTY FOR CORROSION TO THE FENDERS..CUSTOMER WAS TOLD THERE IS NO WARRANTY ON THEIR VEHICLE.

Action: CLOSING PENDING 02 ISSUES **Origin Desc:** SYSTEMS TEAM
Dealer: 10011 VARSITY LINCOLN, INC.
Odometer: **Comm Type:** OTHER
Analyst Name: **Analyst:** SYSTEM
Action Date: 10/24/2012 **Action Time:** 23.02.00.578 **Action Data:** No

Comments CLOSED BY SYSTEM

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