

FEB 21 2013



Steve M. Kenner, Global Director
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)
February 18, 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

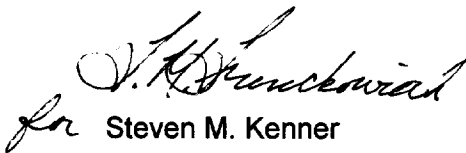
Dear Mr. Borris:

Subject: EA12-005: NVS-212-pco

The Ford Motor Company (Ford) response to the agency's December 20, 2012 letter requesting certain information concerning 1993 through 2010 model year Ford Explorer and Mercury Mountaineer vehicles is attached. Ford understands that there is no alleged defect with respect to any of its vehicles and is providing this information as part of the agency's investigation of another manufacturer's vehicles.

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

Sincerely,


for Steven M. Kenner

Attachment

FORD MOTOR COMPANY (FORD) RESPONSE TO EA12-005

Ford's response to this Engineering Analysis peer vehicle 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 peer vehicle information request.

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.

In an email sent on January 11, 2013, Scott Yon of the agency informed Ford personnel that the scope of the investigation would be revised to all MY 1993 – 2010 Ford Explorer and Mercury Mountaineer vehicles for sale or lease in the United States (excluding Explorer Sport Trac models).

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).

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 December 20, 2012, the date of your inquiry. Ford has searched within the following offices for responsive documents: Sustainability, Environment and Safety Engineering, Ford Customer Service Division, Global Core Engineering, Office of the General Counsel and North American Product Development.

Request 1

State within the body of the response letter a summary table, by make, model and model year, the number of subject peer vehicles Ford has manufactured for sale or lease in the United States. Separately, for each model subject peer vehicle manufactured to date by Ford, state the following:

- a. Vehicle identification number (VIN);
- b. Model;
- c. Model year;
- d. Date of manufacture (in "dd/mm/yyyy" date format);
- e. Date warranty coverage commenced (in "dd/mm/yyyy" date format);
- f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease);
- g. The stowed location (e.g., in the rear cargo area, below the cargo area floor, or mounted on the exterior of the rear door, or other location) of the OE supplied spare tire;
- h. Whether the vehicle was manufactured with a brush guard, skid guard/plate, or other covering for the underside of the fuel tank (i.e., a protective guard);
- i. Whether the vehicle was manufactured with a tow hitch or tow receiver, and if so the duty/class of the hitch or receiver, and
- j. Whether the vehicle was manufactured with an electrical harness/connector for trailer lighting purposes.

Provide the table in Microsoft Access 2007, or a compatible format, entitled "SUBJECT PEER VEHICLE PRODUCTION DATA."

Answer

Ford records indicate that the approximate total number of subject peer vehicles sold in the United States (the 50 states and the District of Columbia) and its protectorates and territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and Virgin Islands) is 5,562,896.

The number of subject peer vehicles sold in the United States by model and model year is shown below:

Model Year	Ford Explorer	Ford Explorer Sport	Mercury Mountaineer	Total
1993	306442	-	-	306442
1994	362099	-	-	362099
1995	259749	-	-	259749
1996	421664	-	-	421664
1997	402129	-	65292	467421
1998	451448	-	51011	502459
1999	392362	-	43725	436087
2000	387735	-	50169	437904
2001	101848	136868	14462	253178
2002	491702	45155	77992	614849
2003	300617	31637	45948	378202
2004	294885	-	50561	345446
2005	196811	-	32406	229217
2006	176748	-	30700	207448
2007	106602	-	22528	129130
2008	88314	-	16424	104738
2009	25578	-	2567	28145
2010	71640	-	7078	78718
Total	4838373	213660	510863	5562896

Subpart g – Spare Tire Location

For the subject peer vehicles, the stowed location of the OE supplied spare tire is located on the exterior of the vehicle, cable and winch mounted to the underside of the frame or body, behind the rear axle.

Subpart h – Fuel Tank Skid Plates

Fuel tank skid plates were standard on all 1993 and 1994 model year vehicles and 1995 through 1998 model year 4x4 and AWD vehicles. A summary of fuel tank skid plate availability is provided below:

Model Year(s)	Model	Fuel Tank Skid Plate Availability
1993-1994	All	Standard on all vehicles.
1995-1998	All	Standard on 4x4 and AWD vehicles.
1999	Mountaineer	Standard on 4x4 and AWD vehicles.
1999-2001	Explorer/ Explorer Sport	Optional Skid Plate Package on 4x4 and AWD vehicles.
2000-2001	Mountaineer	Optional Skid Plate Package on 4x4 and AWD vehicles.
2002	Explorer/ Mountaineer	Aftermarket accessory only - P/N 1L2Z-9C082-AA.
2002-2003	Explorer Sport	Skid Plate Package option or Fuel Tank Guard Package on AWD vehicles.
2003-2005	Explorer	Optional Off-Road Package on 4x4 and AWD vehicles.
2003-2010	Mountaineer	No skid plate production option available.
2006-2010	Explorer	Optional Skid Plate Package on 4x4 and AWD vehicles – Fleet Only.

For those vehicles that were originally equipped (manufactured) with a fuel tank skid plate, the requested information for each subject peer vehicle is provided in Appendix A.

Although not specifically requested by the agency, Ford notes that fuel tank shielding (i.e., heat shields, driveline shields, etc., of various forms and materials) was also installed on these vehicles.

Subpart i and j – Trailer Tow Hitches/Wiring Harnesses

Ford is providing the requested data on subject peer vehicles manufactured or provided with a (non-bumper mounted) tow hitch, tow receiver or wiring harness.

Unless otherwise noted in the above paragraphs, the requested data for each subject peer vehicle is provided electronically in Appendix A.

Request 2

State the number of each of the following, received by Ford, or of which Ford is otherwise aware, which relate to, or may relate to, the subject condition in the subject peer vehicles:

- a. Consumer complaints;

- b. Field reports, including dealer field reports;
- c. Reports involving a crash, or fire, based on claims against the manufacturer involving a death or injury, and notices received by the manufacturer alleging that a death or injury was caused by a possible defect in a subject peer vehicle;
- 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 "f" 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 including any and all photographic evidence, third-party post-crash/inspection reports, deposition materials, etc. For items "c" through "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, and details of the resolution of the matter.

Include reports in which the subject peer vehicle was struck in the rear by another vehicle, or the subject peer vehicle itself, through its own momentum or movement, struck another vehicle or object, such as a tree, pole, or bridge abutment. As used here, the term rear includes crashes in which the subject peer vehicle is struck by another vehicle, or strikes an object, at an angle that included the rear of the vehicle (i.e., clock points 5, 6, or 7), and is not limited to direct crashes to the rear of the subject peer vehicle. Fire reports where the ignition source was from other than the crash are responsive and are to be included in your response. Reports of fuel leaks or fires where no crash occurred, such as fuel leaks that occur in garages or from punctures from running over objects in the road (but unrelated to a crash), are not within the scope of this request. Also, reports in which the fuel leak or fire originated in the engine compartment area, or where the fire was caused by an electrical issue (e.g., dash wiring or seat heater) or from a non-vehicle related source (e.g., a lit cigarette, or a lit match), as opposed to a crash related fuel leak and fire, are also outside the scope of this request.

Answer

For purposes of identifying reports of incidents that may be related to a fire or liquid fuel leakage occurring during or after the subject peer vehicle experienced an impact to the rear of the vehicle 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.

Owner Reports: Records identified in a search of the Master Owner Relations Systems (MORS) and FMC360 databases, as described in Appendix B, were reviewed for relevance. No responsive owner reports alleging a fire or liquid fuel leakage occurring during or after the subject peer vehicle experienced an impact to the rear of the vehicle were located.

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 responsive Legal Contacts alleging a fire or liquid fuel leakage occurring during or after the subject peer vehicle experienced an impact to the rear of the vehicle were located.

Field Reports: Records identified in a search of the Common Quality Indicator System (CQIS) database, as described in Appendix B, were reviewed for relevance. No responsive field reports alleging fire or liquid leakage occurring during or after the subject peer vehicle experienced an impact to the rear of the vehicle were located.

Crash/Injury Incident Claims: For purposes of identifying allegations of accidents or injuries that may have resulted from a fire or liquid fuel leakage occurring during or after the subject peer vehicle experienced an impact to the rear of the vehicle, Ford has reviewed responsive owner and field reports, and lawsuits and claims. Two allegations, both lawsuits, were identified (one of the lawsuits was previously provided in Ford's peer review response to PE10-031). Information pertaining to these two lawsuits are provided in Appendix C1.

Claims, Lawsuits, and Arbitrations: For purposes of identifying incidents that may relate to a fire or liquid fuel leakage occurring during or after the subject peer vehicle experienced an impact to the rear of the 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. Ford has identified two lawsuits, as noted above, that relate to the agency's request.

We are providing the requested detailed information, where available, on the two responsive lawsuits in our Log of Lawsuits and Claims, as Appendix C1. Ford located and is providing electronic copies of the lawsuits in Appendix C2. With regard to these lawsuits and claims, Ford has not undertaken to contact outside law firms to obtain additional documentation.

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. Cause: 1) Whether the subject condition occurred due to the failure of or damage to a subject component or 2) Ford's assessment of the cause of the fire or fuel leak, or 3) whether the subject condition occurred due to an unknown, undetermined, or ambiguous causation.
- d. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- e. Vehicle's VIN;

- f. Vehicle's model;
- g. Vehicle's model year;
- h. Vehicle's mileage at time of incident;
- i. Ford's estimate of the impact speed of the striking vehicle or object that contacted the rear of the subject peer vehicle;
- j. The basis and/or analysis that substantiates the estimate provided in item i;
- k. Incident date;
- l. Report or claim date;
- m. Whether a fire is alleged;
- n. Whether property damage is alleged;
- o. Number of alleged injuries, if any; and
- p. Number of alleged fatalities, if any.

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

Answer

Ford has not identified any responsive owner or field reports alleging a fire or liquid fuel leakage occurring during or after the subject peer vehicle experienced an impact to the rear of the vehicle. To the extent information sought in Request 3 is available for the lawsuits identified, it is provided in the Log of Lawsuits and Claims in Appendix C1.

Request 4

Produce copies of all documents related to each item within the scope of Request No. 2. The documents requested specifically include, but are not limited to, the following:

- a. Any police reports relating to, or that may relate to, the crash, fuel leak or fire;
- b. Any and all accident reconstruction reports and documents prepared by or for [Ford] or by or for any other party;
- c. Any and all reports and exhibits related to the subject condition prepared by expert witnesses in support of a claim against [Ford] or in anticipation of testimony in any state or federal proceeding in which [Ford] was a party;
- d. Transcripts and/or video recordings and exhibits of any and all depositions of persons designated as experts in any state or Federal proceeding related the subject condition in which [Ford] was a party;
- e. Transcripts and/or video recordings of any and all depositions of [Ford] employees in any state or Federal proceeding relating to the subject condition in which [Ford] was a party; and
- f. Any and all documents consulted, created, or relied upon by [Ford] supporting its characterization or conclusions related to the causation of any fuel related leak and/or fire related to the subject condition.

Answer

Ford is providing copies of complaints, first notices, FMC360, or MORS reports related to the matters shown on the Log of Lawsuits and Claims, (Appendix C1) in Appendix C2. To the extent information sought in Request 4 is available for the lawsuits identified, it is provided in the referenced appendix.

Note: Request 4 was amended to be applicable to Ford instead of Toyota.

Request 5

For each subject peer vehicle model and model year, provide the following:

- a. Model, model year, and platform designation;
- b. Type of material the fuel tank is composed of (e.g., HDPE plastic);
- c. Side, rear, and top view drawings showing the placement of the subject components and related components that secure them in the vehicle;
- d. A bottom view drawing or photograph showing the full vehicle undercarriage in the fully built configuration including the locations of the subject components.
- e. Overall length of vehicle (in/cm);
- f. Wheel base (in/cm);
- g. Track width (in/cm);
- h. Curb weight (lb/kg);
- i. Gross vehicle weight rating (lb/kg);
- j. Front gross axle weight rating (lb/kg);
- k. Rear gross axle weight rating (lb/kg);
- l. Interior volume (passenger and storage area);
- m. For any subject peer vehicles manufactured with a fuel tank located behind the rearmost axle, state the horizontal distance (in/cm) from aft most point of the rear axle to forward most point of the fuel tank;
- n. For any subject peer vehicles manufactured with a fuel tank located behind the rearmost axle, state the horizontal distance (in/cm) from aft most point of the fuel tank to the aft most point of the vehicle's rear bumper;
- o. For any subject peer vehicles manufactured with a fuel tank located behind the rearmost axle, state the vertical distance (in/cm) from bottom/lower most surface of the fuel tank to bottom/lower most surface of vehicle's rear bumper at center line position (positive value indicates the tank surface is above bumper, negative value below the bumper);
- p. For any subject peer vehicles manufactured with a fuel tank located behind the rearmost axle, state the vertical distance (in/cm) from the ground/road surface to the bottom/lower surface of i) the vehicle's rear bumper at center line position, and ii) the vehicle's tow hitch at center line position (when equipped with a tow hitch);
- q. If not originally equipped with, whether or not a protective guard for the fuel tank was optionally available, and if so, the part number of the optionally available protective guard; and
- r. Whether the vehicle was equipped with an ORVR/Onboard Refueling Vapor Recovery system.

Answer

To the extent that the information is available, Ford is providing a table summarizing the requested vehicle specifications and fuel tank material in Appendix D. When the response to the request involves multiple or varying values, minimum and maximum values are provided where appropriate. For the requested interior volumes (passenger and storage area) for the subject peer vehicles per Subpart I, Ford was unable to locate the total interior volume and is instead providing the storage area volume with the rear seats down.

Subpart c – Fuel System Drawings

Ford is submitting chassis layout drawings and installation manuals showing the placement of the subject components and the related components that secure them in the vehicle 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.

Subpart d – Vehicle Bottom View

Ford is providing bottom view photographs showing the full vehicle undercarriage of the subject peer vehicles in the fully built configuration in Appendix F. Additional photographs showing the vehicle bottom views are provided within the Federal Motor Vehicle Safety Standard (FMVSS) No. 301 still photographs in response to Request 6.

Request 6

Describe all assessments, analyses, tests, test results, design studies, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the subject condition in the subject peer vehicles, and including all testing to Federal Motor Vehicle Safety Standard (FMVSS) No. 301 or any other contemplated or applicable corporate or internal fuel system integrity standards 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. Results and related documents for FMVSS 301 testing including video and photos;
- f. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- g. 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.

Provide copies of any and all internal or corporate fuel system integrity standards used by Ford in the design and development of the subject vehicles that relate to the subject condition or to fuel system crash integrity in general, including those that exceed the requirements of federal standards or FMVSS 301.

Answer

In an email sent on January 11, 2013, Scott Yon of the agency informed Ford personnel that an acceptable response to this request would be for Ford to provide data and results from all related FMVSS 301 and internal standards testing, as well as copies of any relevant internal standards, as a response to this request. This agreement was subject to the agency's review of the documents provided herein.

Ford is providing FMVSS 301 tests that were conducted as part of a subject vehicle rear impact evaluation in Appendix G with a request for confidentiality under separate cover to the agency's Office of the Chief Counsel pursuant to 49 CFR, Part 512.

Ford is also providing copies of internal or corporate fuel system integrity standards used by Ford in the design and development of the subject peer vehicles that may relate to this request, including those that exceed the requirements of federal standards or FMVSS 301. These corporate and fuel system standards are provided in Appendix H with a request for confidentiality under separate cover to the agency's Office of the Chief Counsel pursuant to 49 CFR, Part 512.

Appendix H is separated into three folders: Safety Design Guidelines (SDGs) and Public Domain Guidelines (PDGs), Fuel System Design Standards, and Test Procedures. The SDGs contain Ford internal requirements, in addition to regulatory requirements, that are intended to enhance the already extensive Company efforts to provide vehicles that exhibit a high level of safety. The PDGs are Ford internal requirements, in addition to regulatory requirements and SDGs, that specify levels of performance for significant Public Domain Tests.

The Fuel System Design Standards and Test Procedures provided in Appendix H contain all applicable revisions to the standards that relate or may relate to the subject peer vehicles. The Fuel System Design Standards subfolder containing the fuel system Worldwide Customer Requirements (WCR) contains fuel system design standards for the subject peer vehicles designed prior to 2000.

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FORD

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APPENDIX B

**MY 1993 – 2010 Ford Explorer and Mercury Mountaineer
Fire or Liquid Fuel Leakage Occurring During or After the Subject Peer Vehicle
Experienced an Impact to the Rear of the Vehicle**

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 has been re-coded using the new coding system.

In responding to this information request, Ford electronically searched both MORS II and the FMC360 database using the following criteria:

Model Year: 1993 through 2010

Subject Vehicle: Ford Explorer and Mercury Mountaineer (excluding Explorer Sport Trac models) manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1992 through December 20, 2012 (the date of this inquiry)

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

MORS II Inquiry Code: 1420 - Alleged personal injury

MORS II Symptom Code(s):

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

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
Start/Run/Move	446587	Fluids, Fuel, Visible Leak
Start/Run/Move	446500	Fluids, Fuel, Other
Safe & Secure	887XXX	Burnt/Melted
Safe & Secure	888XXX	Visible Flame
Safe & Secure	889XXX	Smoke/Odor

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: 1993 through 2010

Subject Vehicle: Ford Explorer and Mercury Mountaineer (excluding Explorer Sport Trac models) manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: January 1, 1992 through December 20, 2012 (the date of this inquiry)

Symptom Code(s):

Symptom Category	Symptom Code	Symptom Description
Start/Run/Move	446587	Fluids, Fuel, Visible Leak
Start/Run/Move	446500	Fluids, Fuel, Other
Safe & Secure	887XXX	Burnt/Melted
Safe & Secure	888XXX	Visible Flame
Safe & Secure	889XXX	Smoke/Odor

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APPENDIX C1

EA12-005 Log of Lawsuits and Claims

Type	Practice Area	Case No	Vehicle ID	Claimant Name	Claimant Address	Claimant Phone	Rep Name	Rep Phone	Owner Name
Suit/Litigation	Product	495786	██████	██████████	██████████ ██████████		KLIEMAN & LYONS PC	(617)443-1000	██████████
Suit/Litigation	Product	518536	██████	██████████	██████████ ██████████	602-231-0524	YOUNGLOVE, DOUGLAS	602-434-2623	██████████

EA12-005 Log of Lawsuits and Claims

Owner Address	Owner Phone	Incident State	Litigation	Jurisdiction	Docket No	Incident Date	Notice Date	Make	Model	MY	VIN
██████████ ██████████ ██████████		MA	Y	State	052344F	6/29/2003	6/15/2005	Ford	Explorer - 4 Door	1998	1FMZU34E3WZ██████████
██████████ ██████████	██████████	AZ	Y	State:Superior Court	2005017559	5/28/2005	10/12/2006	Ford	Explorer - 2 Door	1998	1FMYU22X5WU██████████

Mileage	Allegations	Disposition	Alleged Crash	Alleged Rollover	Alleged Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
30,978		CLSD	Y	N	N	Y	2	0
		CLSD	Y	N	N	Y	7	3

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FORD

2/18/2013

APPENDIX D

EA12-005 - Request 5 - Vehicle and Fuel Specifications

a.			b.	c. Subject Components			d. Full Vehicle	e.	f.	g.	h.	i.	j.	k.	l.	m., n., o., p.	q.	r.
Model	Model Year	Platform	Fuel Tank Material	Side View	Rear View	Top View	Bottom View	Overall Vehicle Length (in.)	Wheel Base (in)	Track Width (in)	Base Curb Weight (lb)	Maximum GVWR (Range - lb)	Front GAWR (Max - Range - lb)	Rear GAWR (Max - lb.)	Cargo Volume (rear seat(s) down - cu. ft.)	Fuel Tank Location	Optional Protective Guard Part Number	ORVR (Y/N)
4 DOOR																		
1993	Explorer	UN46	HDPE Plastic	See Appendix E			See Appendix F	184.3	111.9	58.3	3858/3997	5020/5420	2540/2720	3000	81.6	n/a - tank forward of rear axle		N
1994	Explorer	UN46	HDPE Plastic	See Appendix E			See Appendix F	184.3	111.9	58.3	3844/4053	5020/5420	2540/2720	3000	81.6	n/a - tank forward of rear axle		N
1995	Explorer	UN105	Steel	See Appendix E			See Appendix F	188.5	111.5	58.8 (Front)/58.5 (Rear)	3846/4077	5120/5560	2560/2750	3000	81.6	n/a - tank forward of rear axle		N
1996	Explorer	UN105	Steel	See Appendix E			See Appendix F	188.5	111.5	58.8 (Front)/58.5 (Rear)	3918/4383	5100/5600	2620/2850	3000	81.6	n/a - tank forward of rear axle		N
1997	Explorer/Mountaineer	UN105, UN182	Steel	See Appendix E			See Appendix F	184.3	111.5	58.8 (Front)/58.5 (Rear)	3931/4396	5100/5640	2620/2850	3000	81.6	n/a - tank forward of rear axle		N
1998	Explorer/Mountaineer	UN150	Steel	See Appendix E			See Appendix F	189.5	111.6	58.5	3911/4374	5100/5640	2620/2850	3000	81.6	n/a - tank forward of rear axle		N
1999	Explorer/Mountaineer	UN150	Steel	See Appendix E			See Appendix F	191.2	111.6	58.5	3876/4113	5380/5640	2710/2850	3000	81.6	n/a - tank forward of rear axle		N
2000	Explorer/Mountaineer	UN150	Steel	See Appendix E			See Appendix F	190.7	111.6	58.5	3876/4113	5380/5640	2710/2850	3000	79.8	n/a - tank forward of rear axle		N
2001	Explorer/Mountaineer	UN150	Steel	See Appendix E			See Appendix F	190.7	111.6	58.5	3876/4113	5380/5640	2710/2850	3000	79.8	n/a - tank forward of rear axle		N
2002	Explorer/Mountaineer	UN152	HDPE Plastic	See Appendix E			See Appendix F	189.5	113.7	60.9 (Front)/61.2 (Rear)	4268/4572	5260/5860	2635/2800	3325	79.8	n/a - tank forward of rear axle	1L2Z-9C082-AA (Skid Plate Kit - Fuel/Transfer Case), 1L2Z-9A147-AD Fuel Skid Plate PN	Y
2003	Explorer/Mountaineer	UN152	HDPE Plastic	See Appendix E			See Appendix F	189.5	113.7	60.9 (Front)/61.2 (Rear)	4286/4449	5420/5880	2735/2800	3325	79.8	n/a - tank forward of rear axle	1L2Z-9C082-AA (Skid Plate Kit - Fuel/Transfer Case), 1L2Z-9A147-AD Fuel Skid Plate PN	Y
2004	Explorer/Mountaineer	UN152	HDPE Plastic	See Appendix E			See Appendix F	189.6	113.7	60.9 (Front)/61.3 (Rear)	4306/4577	5740/5984	2735/2800	3325	79.8	n/a - tank forward of rear axle	1L2Z-9C082-AA (Skid Plate Kit - Fuel/Transfer Case), 1L2Z-9A147-AD Fuel Skid Plate PN	Y
2005	Explorer/Mountaineer	UN152	HDPE Plastic	See Appendix E			See Appendix F	189.6	113.7	60.9 (Front)/61.3 (Rear)	4301/4566	5740/5984	2735/2800	3325	86.2	n/a - tank forward of rear axle	1L2Z-9C082-AA (Skid Plate Kit - Fuel/Transfer Case), 1L2Z-9A147-AD Fuel Skid Plate PN	Y
2006	Explorer/Mountaineer	U251	HDPE Plastic	See Appendix E			See Appendix F	193.4	113.7	60.9 (Front)/62.0 (Rear)	4397/4813	6010/6280	2860/3020	3400	85.8	n/a - tank forward of rear axle		Y
2007	Explorer/Mountaineer	U251	HDPE Plastic	See Appendix E			See Appendix F	193.4	113.7	60.9 (Front)/61.8 (Rear)	4457/4872	6010/6280	2860/3020	3400	85.8	n/a - tank forward of rear axle		Y
2008	Explorer/Mountaineer	U251	HDPE Plastic	See Appendix E			See Appendix F	193.4	113.7	60.9 (Front)/61.8 (Rear)	4436/4863	6010/6280	2860/3020	3400	85.8	n/a - tank forward of rear axle		Y
2009	Explorer/Mountaineer	U251	HDPE Plastic	See Appendix E			See Appendix F	193.4	113.7	60.9 (Front)/61.8 (Rear)	4455/4878	6010/6280	2860/3020	3400	85.8	n/a - tank forward of rear axle		Y
2010	Explorer/Mountaineer	U251	HDPE Plastic	See Appendix E			See Appendix F	193.4	113.7	60.9 (Front)/61.8 (Rear)	4455/4878	6010/6280	2860/3020	3400	85.8	n/a - tank forward of rear axle		Y
2 DOOR																		
1993	Explorer	UN46	HDPE Plastic	See Appendix E			See Appendix F	174.4	102.1	58.3	3679/3890	4780/4940	2400/2540	3000	69.4	n/a - tank forward of rear axle		N
1994	Explorer	UN46	HDPE Plastic	See Appendix E			See Appendix F	174.4	102.1	58.3	3646/3863	4780/4940	2400/2540	3000	69.4	n/a - tank forward of rear axle		N
1995	Explorer	UN105	Steel	See Appendix E			See Appendix F	178.6	101.7	58.8 (Front)/58.5 (Rear)	3636/3886	4860/5120	2400/2540	2650	69.4	n/a - tank forward of rear axle		N
1996	Explorer	UN105	Steel	See Appendix E			See Appendix F	178.6	101.7	58.8 (Front)/58.5 (Rear)	3698/3930	4700/5040	2290/2510	2650	69.4	n/a - tank forward of rear axle		N
1997	Explorer	UN105	Steel	See Appendix E			See Appendix F	178.6	101.7	58.8 (Front)/58.6 (Rear)	3707/3939	4700/5060	2400/2620	2650	69.4	n/a - tank forward of rear axle		N
1998	Explorer	UN150	Steel	See Appendix E			See Appendix F	179.6	101.7	58.5	3692/3919	4700/5060	2400/2620	2650	69.4	n/a - tank forward of rear axle		N
1999	Explorer	UN150	Steel	See Appendix E			See Appendix F	181.4	101.8	58.5	3680/3903	4800/5020	2710/2850	2650	70.2	n/a - tank forward of rear axle		N
2000	Explorer	UN150	Steel	See Appendix E			See Appendix F	180.8	101.7	58.5	3680/3903	4800/5020	2710/2850	2650	70.2	n/a - tank forward of rear axle		N
2 DOOR - SPORT																		
2001	Explorer - Sport	U207	Steel	See Appendix E			See Appendix F	180.4	101.8	58.5	3761/3962	4760/4900	2400/2620	2650	71.4	n/a - tank forward of rear axle		N
2002	Explorer - Sport	U207	Steel - Until 3/3/2002	See Appendix E			See Appendix F	180.4	101.8	58.5	3761/3962	4760/4900	2400/2620	2650	71.4	n/a - tank forward of rear axle		N
2002	Explorer - Sport	U207	HDPE Plastic >= 3/4/2002	See Appendix E			See Appendix F	180.4	101.8	58.5	3828/4027	4820/5060	2400/2620	2650	71.4	n/a - tank forward of rear axle		Y
2003	Explorer - Sport	U207	HDPE Plastic	See Appendix E			See Appendix F	180.4	101.8	58.5	3828/4023	4940/5100	2400/2620	2650	71.4	n/a - tank forward of rear axle		Y