

PE14-030

FORD

12/19/2014

APPENDIX I

ILLUSTRATION AND

Warranty Analysis PAGE 3

PE14-030

FORD

12/19/2014

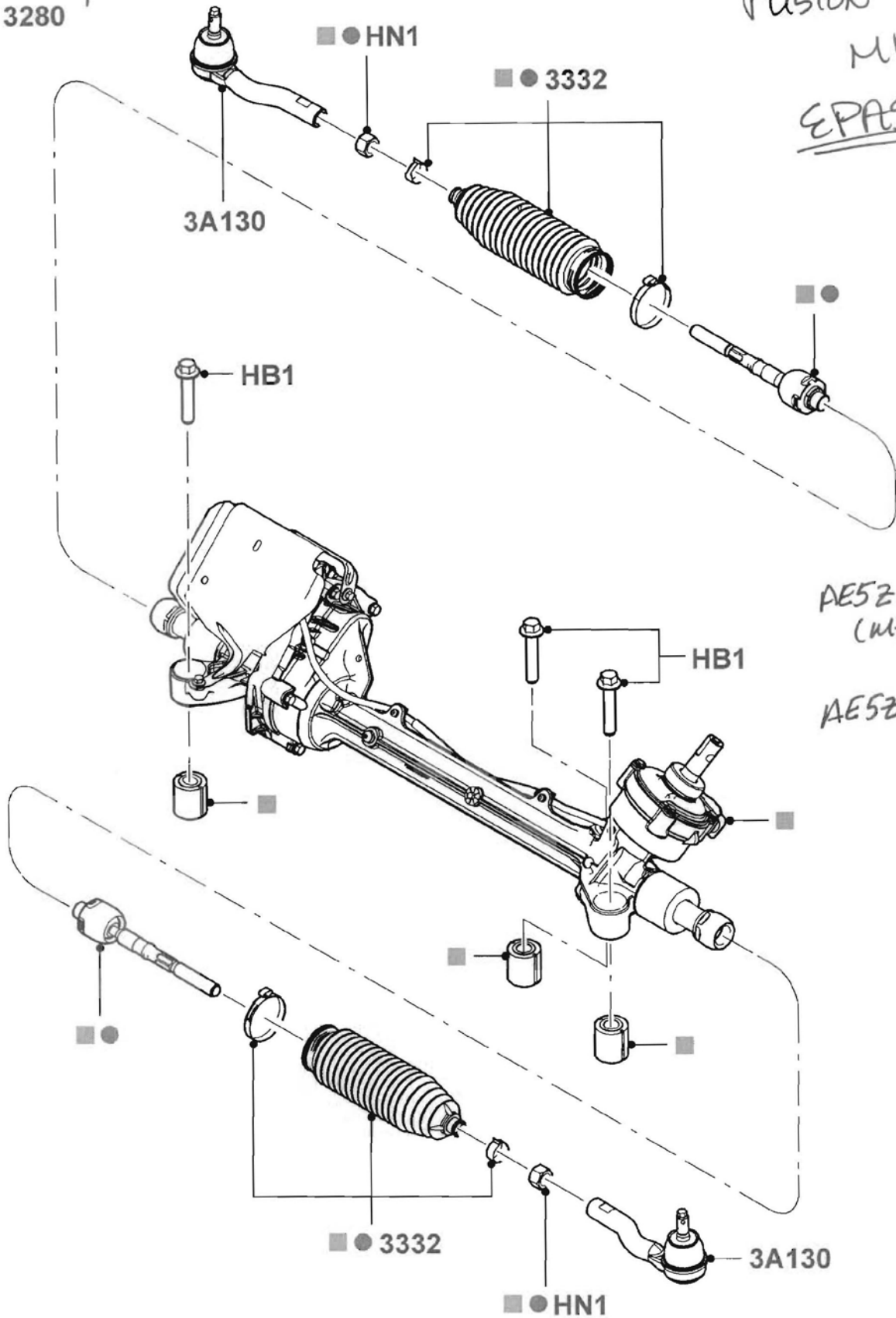
APPENDIX I

ILLUSTRATIONS

Non Conf Bus Info -
Illustrations

■ = 3504
● = 3280

FUSION MILAN
MKZ
EPAS



AE5Z-3504-A
(nutruff sty 385)
499.16
AE5Z 3504-BE
\$1253.07
≈ \$850.

PE14-030

FORD

12/19/2014

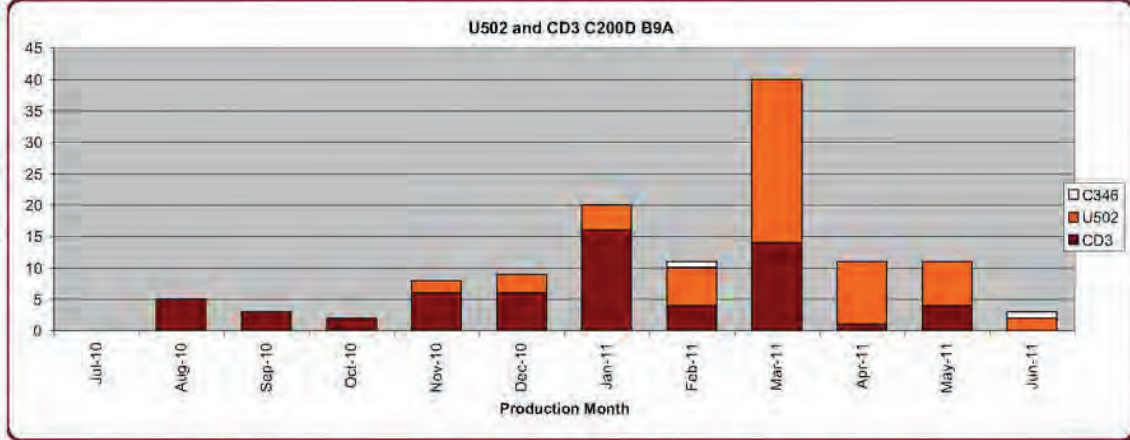
APPENDIX I

Warranty Analysis

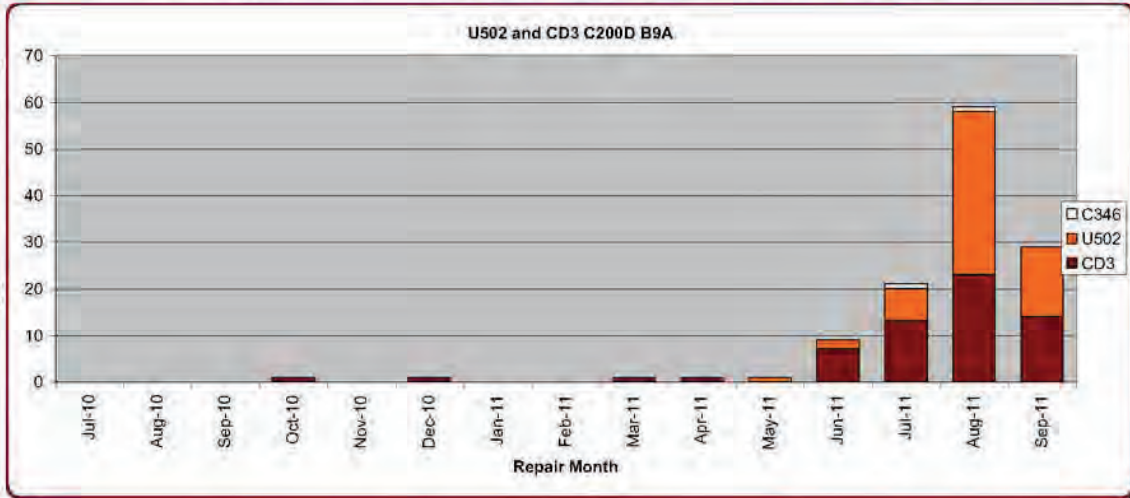
Non Conf Bus Info - Warranty
Analysis

Excludes double startup if known
Based on C200D mention in the dealer verbatims

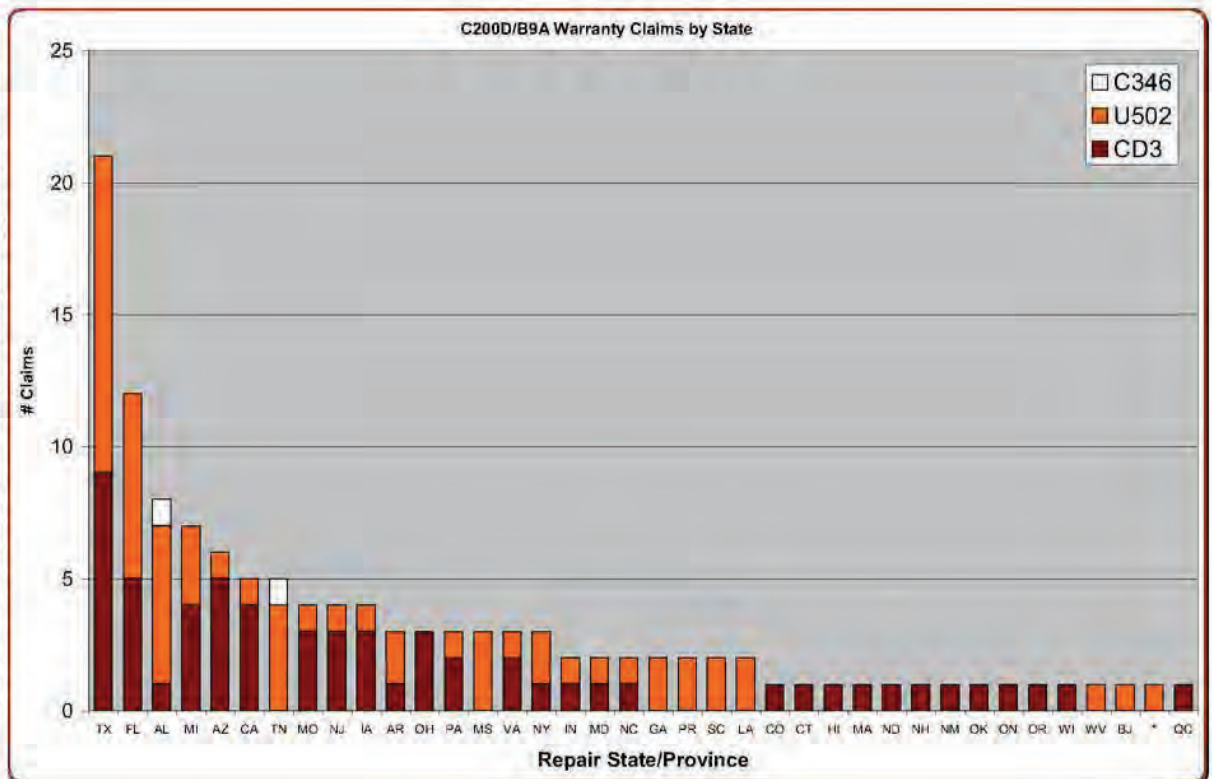
Prod Mo	CD3	U502	C346
Jul-10			
Aug-10	5		
Sep-10	3		
Oct-10	2		
Nov-10	6	2	
Dec-10	6	3	
Jan-11	16	4	
Feb-11	4	6	1
Mar-11	14	26	
Apr-11	1	10	
May-11	4	7	
Jun-11		2	1



Rep Mo	CD3	U502	C346
Jul-10			
Aug-10			
Sep-10			
Oct-10	1		
Nov-10			
Dec-10	1		
Jan-11			
Feb-11			
Mar-11	1		
Apr-11	1		
May-11		1	
Jun-11	7	2	
Jul-11	13	7	1
Aug-11	23	35	1
Sep-11	14	15	



	CD3	U502	C346	Total
TX	9	12		21
FL	5	7		12
AL	1	6	1	8
MI	4	3		7
AZ	5	1		6
CA	4	1		5
TN	4	1	1	6
MO	3	1		4
NJ	3	1		4
IA	3	1		4
AR	1	2		3
OH	3			3
PA	2	1		3
MS		3		3
VA	2	1		3
NY	1	2		3
IN	1	1		2
MD	1	1		2
NC	1	1		2
GA		2		2
PR		2		2
SC		2		2
LA		2		2
CO	1			1
CT	1			1
HI	1			1
MA	1			1
ND	1			1
NH	1			1
NM	1			1
OK	1			1
ON	1			1
OR	1			1
WI	1			1
WV		1		1
BJ		1		1
*		1		1
QC	1			1

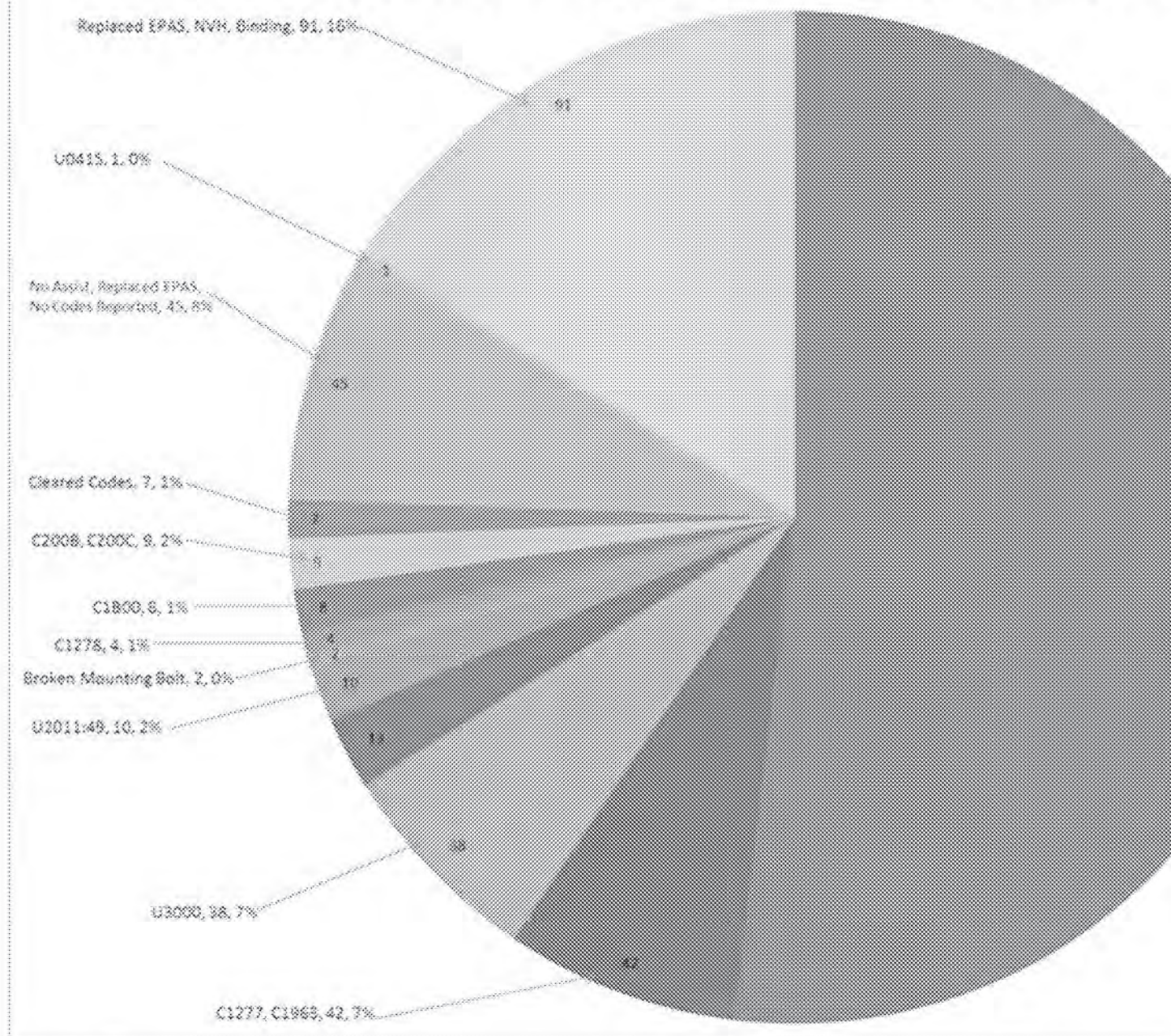


From: Flanagan, Thomas (T.P.)
Sent: Thursday, September 27, 2012 1:47 PM
To: 'Anthony Fleenor'
Cc: Surella, Matthew (M.M.)
Subject: CD3, Warranty Claims, August Data Load, 2010-2012 MY

Hi Tony,

See below chart. I will be in Rogersville on Monday afternoon, 10/1 and would like to discuss this with you. I also want to talk to you about U502, C200D warranty claims data to understand where we are at and where it is trending.

V87, 2010-2012 CD3, EPAS Warranty Claims, August 2012 Data



Tom Flanagan
 Ford Motor Company
 CD3, D3 EPAS Steering Engineering
 PDC 2B-K24
 (313) 845-4062
 Cell (313) 815-6885

From: Frey, Martin (M.F.)
Sent: Friday, August 20, 2010 7:23 PM
To: Jammoul, Ali (A.)
Cc: Frey, Martin (M.F.); Bahena, Miguel (Mike.); Snider, Tim (T.O.); Mrozek, Robert (R.M.)
Subject: CD3 EPAS Quality Status

Ali Here is a CD3 wrap up on our quality effort.

We included the analysis involved in resolving just one of the 50 issues we have addressed to give a feel for the level of technical analysis and resources and effort required to drive one of these to root cause and fix (bottom of page 5).



CD3 Warranty
Summary 100820,...

Martin Frey
Manager Electric Steering/Advanced Features/R&P Gear
Chassis Engineering
Cell # 313 805 6301



CD3 EPAS Warranty Process and Status

T. Snider
M. Bahena
R. Mrozek
M. Frey

August 18, 2010



CD3 EPAS Warranty Status

High Level Perspective:

- Since SOP 269 CD3 EPAS warranty claims have been investigated and grouped into 105 unique symptom categories.
- Of applicable claims, ICA/PCA countermeasures are in place for 53 % of the warranty claims. See detailed Paynter on slide 4.
- R/1000 and TGW Status overachieving to stretch objective (2010 MY June 2010 Cutoff):

		Car
V87	Customer Concern Code	Fusion / Milan
AWS WARRANTY SAMPLE SIZE		72,627
R/1000	V87 - STEERING STATUS	0.88
	V87 - STEERING OBJECTIVE	2.6
	V87 - STEERING OBJECTIVE - STRETC	2.2

* Average HPAS 1.53R/1000

		Car
V87	Customer Concern Code	Fusion / Milan
GQRS SAMPLE SIZE		1,885
POPULATION		50,614
TGW	V87 - STEERING STATUS	6
	V87 - STEERING OBJECTIVE	9
	V87 - STEERING OBJECTIVE - STRETC	8

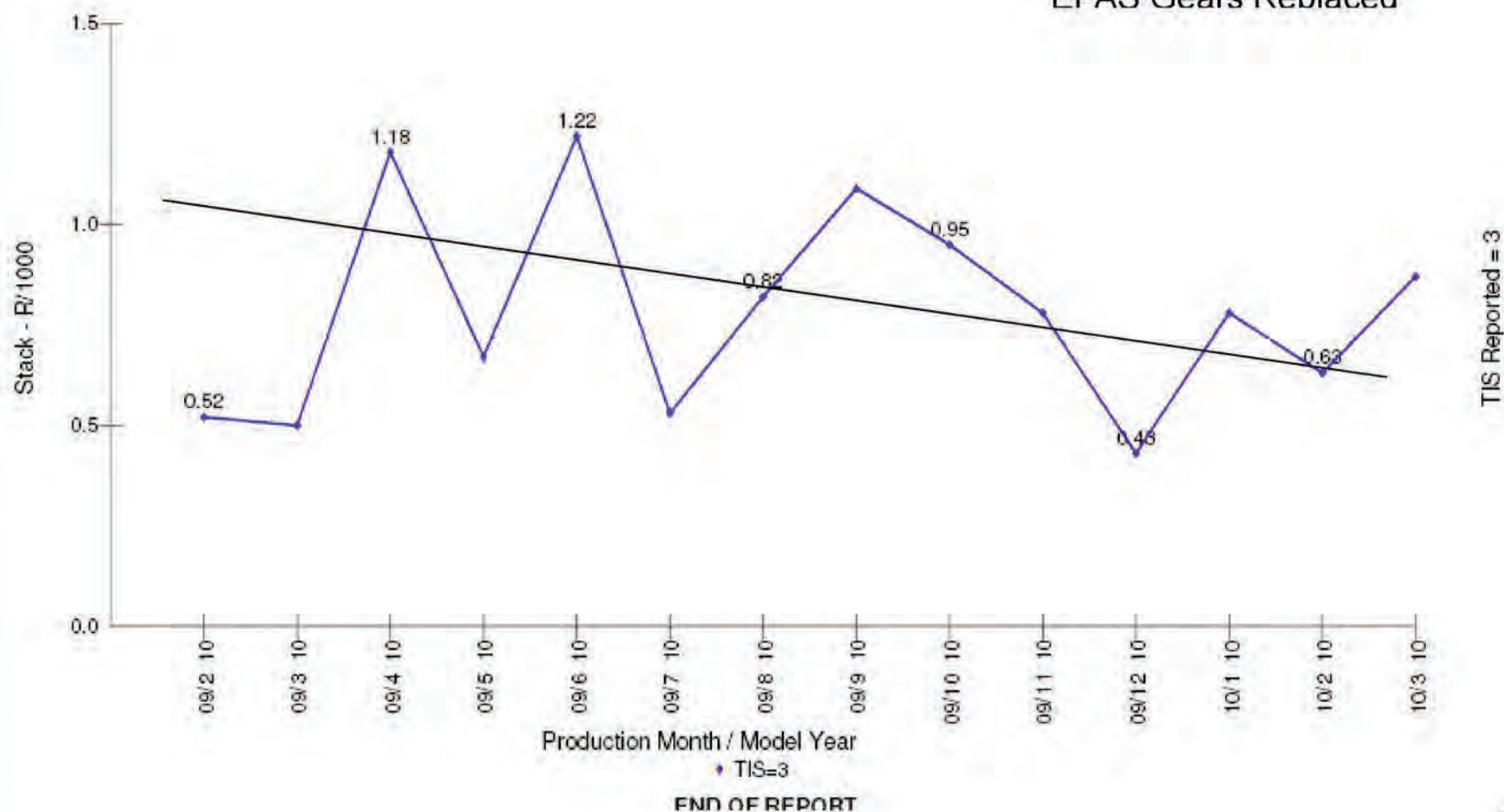
* Average HPAS 10.6TGW



CD3 EPAS Warranty Stack Chart

60-day logic

EPAS Gears Replaced





CD3 EPAS Paynter Chart

- Open embedded document.



Microsoft Excel
Worksheet



CD3 EPAS General Warranty Process

- A Global Ford/TRW Team meets 2-3 times weekly to review and analyze TRW EPAS warranty claims.
- A dedicated TRW Warranty resource supports the Field Hotline and continuously monitors all claims for potential emerging issues. Interactive Diagnostics is used to obtain real time data from the dealership and assist with trouble-shooting. An additional TRW resource is being added when U502 launches.
- The team uses the standard 8D approach to identify root cause and implement interim and permanent corrective actions.
- Challenging high priority issues are systematically attacked with cross-functional deep dive investigations. Attached is an example of a recent issue Voltage Regular issue that was resolved using the deep dive investigation process.



Adobe Acrobat 7.0
Document

From: Rogero, Antonio (A.)
Sent: Monday, October 04, 2010 7:52 PM
To: Estes, Eric (E.E.); Snider, Tim (T.O.); Mrozek, Robert (R.M.); Bahena, Miguel (Mike.); 'Guillermo Aguilar'
Cc: Ulloa, Fernando (F.F.)
Subject: CD3 EPAS-Steering gears from warranty returns.

Every day, the chassis PVT engineers are receiving an excel file (from Mike Morton) which contains a list of parts which can be requested from dealerships for analysis.
Attached is the list of parts for today. You will see 2 EPAS-steering gears replaced due to lost assistance. I can do the request of those EPAS-steering gears immediately. The replaced parts will be shipped to WPAC (to your attention) or to other location that you prefer.
The request is immediately approved and will arrive at final destination in 3 or 5 days via UPS.
Please let me know if want these gears for analysis.

Thanks.



Parts from WPAC
Oct 4th 2010.x...

Antonio Rogero
Hermosillo Assembly Plant
Fusion / Milan / MKZ - PVT Chassis Engineer
+52 662 259 8317

	A	B	C	D	E	F	G	H
1	Model Year	Part Num Prefix (Reported)	Part Num Suffix (Reported)	Part Num Suffix (Reported)	VIN	Repair Dealer Code	Vehicle Type	Vehicle Line WERS [VL]
2	2010	AH6Z	5464417	BA	3LNHL2GC5AR	1325	C	C/DE
3	2010	*	OSP	*	3LNHL2GC5AR	1325	C	C/DE
4	2011	MM	1009	*	3FAHP0HA3BR	H1501	C	C/DE
5	2011	BE5Z	17683	AA	3FAHP0HA7BR	8029	C	C/DE
6	2010	8U5Z	17700	G	3FAHP0HA3AR	3654	C	C/DE
7	2010	9E5Z	17K707	D	3FAHP0JG0AR	6864	C	C/DE
8	2010	WW	1928	*	3FAHP0HA8AR	6724	C	C/DE
9	2010	WW	2425	*	3FAHP0HA8AR	6724	C	C/DE
10	2010	6E5Z	17528	AB	3FAHP0HA3AR	3654	C	C/DE
11	2010	6E5Z	17528	AB	3FAHP0HA2AR	2995	C	C/DE
12	2010	6E5Z	17528	AA	3FAHP0HA2AR	2995	C	C/DE
13	2011	9E5Z	15604	F	3FAHP0HA1BR	2405	C	C/DE
14	2010	AE5Z	14B321	A	3FAHP0KCXAR	2246	C	C/DE
15	2011	AE5Z	9002	C	3FAHP0CG9BR	1977	C	C/DE
16	2011	4L3Z	9276	AA	3FAHP0CG9BR	1977	C	C/DE
17	2011	AE5Z	9A228	C	3FAHP0CG9BR	1977	C	C/DE
18	2010	AE5Z	12A650	GED	3FADP0L33AR	7183	C	C/DE
19	2011	AE5Z	9A228	B	3FAHP0GA2BR	3050	C	C/DE
20	2010	7T4Z	9E926	FA	3LNHL2GC6AR	9834	C	C/DE
21	2010	6H6Z	5429904	B	3LNHL2JC6AR	13106	C	C/DE
22	2011	5C3Z	14N089	A	3FAHP0HA9BR	4634	C	C/DE
23	2011	VC	10	A2	3FAHP0JG8BR	7997	C	C/DE
24	2011	AE5Z	8005	F	3FAHP0JG8BR	7997	C	C/DE
25	2010	AE5Z	7000	D	3FAHP0DC3AR	6715	C	C/DE
26	2010	7E5Z	7086	A	3FAHP0DC3AR	6715	C	C/DE
27	2010	7T4Z	9450	AA	3FAHP0DC3AR	6715	C	C/DE
28	2010	6E5Z	9450	BA	3FAHP0DC3AR	6715	C	C/DE
29	2010	6E5Z	3B477	AA	3FAHP0DC3AR	6715	C	C/DE
30	2010	7T4Z	5F263	AA	3FAHP0DC3AR	6715	C	C/DE
31	2010	*	W711960	S439	3FAHP0DC3AR	6715	C	C/DE
32	2011	XT	10	QLVC	3FAHP0JG7BR	7869	C	C/DE
33	2011	VC	10	A2	3FAHP0JG7BR	7869	C	C/DE
34	2011	AL8Z	6006	A	3FAHP0JG7BR	7869	C	C/DE
35	2011	BL8Z	9424	A	3FAHP0JG7BR	7869	C	C/DE
36	2010	AE5Z	10E893	B	3FAHP0HA4AR	5917	C	C/DE
37	2011	BXT	96R		500 3FAHP0HA1BR	4963	C	C/DE
38	2010	BXT	96R		500 3FAHP0HA4AR	5917	C	C/DE
39	2010	6E5Z	17618	A	3FAHP0JA8AR	B4025	C	C/DE
40	2010	9E5Z	13E701	AB	3FAHP0JA4AR	4805	C	C/DE
41	2010	9E5Z	14A318	A	3FAHP0JA4AR	4805	C	C/DE
42	2010	9E5Z	5403599	BA	3FAHP0HA8AR	4513	C	C/DE
43	2010	AE5Z	5421597	A	3FADP0L30AR	4196	C	C/DE
44	2011	AE5Z	17E810	CA	3FAHP0HA8BR	2208	C	C/DE
45	2011	*	OSP	*	3FAHP0JA1BR	9757	C	C/DE
46	2010	*	W712985	S300	3FAHP0HA6AR	5466	C	C/DE
47	2010	AE5Z	13A613	A	3FAHP0KC7AR	11920	C	C/DE
48	2010	9E5Z	14D189	A	3FAHP0DC1AR	B8275	C	C/DE

	I	J	K	L	M	N	O
1	Plant Description	Repair Dealer Name	Repair Dealer Area Code	Repair Dealer Phone Num	Country Repaired	ECB Flag	Claim Key
2	HERMOSILLO PLANT BUILD	HOLMAN FORD LINCOLN MERCURY	856	8660111	USA	Y	1170802
3	HERMOSILLO PLANT BUILD	HOLMAN FORD LINCOLN MERCURY	856	8660111	USA	Y	1170802
4	HERMOSILLO PLANT BUILD	NATIONAL TILDEN OPS. INC.	*	*	CAN	Y	49923
5	HERMOSILLO PLANT BUILD	FORD GROVES	573	3355572	USA	Y	50702
6	HERMOSILLO PLANT BUILD	TOWER FORD, INC.	516	4666400	USA	Y	1171763
7	HERMOSILLO PLANT BUILD	STEVENS FORD LINCOLN MERCURY	580	2373040	USA	Y	1172931
8	HERMOSILLO PLANT BUILD	BILL TALLEY FORD, INC.	804	2262000	USA	Y	1172911
9	HERMOSILLO PLANT BUILD	BILL TALLEY FORD, INC.	804	2262000	USA	Y	1172911
10	HERMOSILLO PLANT BUILD	TOWER FORD, INC.	516	4666400	USA	Y	1171764
11	HERMOSILLO PLANT BUILD	WHITMAN FORD COMPANY	734	8473673	USA	N	1171575
12	HERMOSILLO PLANT BUILD	WHITMAN FORD COMPANY	734	8473673	USA	N	1171575
13	HERMOSILLO PLANT BUILD	PARK CITIES FORD LINCOLN MERCURY	214	3588800	USA	Y	50184
14	HERMOSILLO PLANT BUILD	BOB CHAPMAN FORD, INC.	937	6420015	USA	Y	1171198
15	HERMOSILLO PLANT BUILD	KERRY FORD INC	513	6716400	USA	Y	50140
16	HERMOSILLO PLANT BUILD	KERRY FORD INC	513	6716400	USA	Y	50140
17	HERMOSILLO PLANT BUILD	KERRY FORD INC	513	6716400	USA	Y	50140
18	HERMOSILLO PLANT BUILD	HAWK FORD OF OAK LAWN	708	5996000	USA	Y	1173004
19	HERMOSILLO PLANT BUILD	FAIRLANE FORD SALES, INC.	313	8465000	USA	Y	50254
20	HERMOSILLO PLANT BUILD	BOB MAXEY FORD, INC.	313	3929200	USA	N	1173972
21	HERMOSILLO PLANT BUILD	SULLIVAN BROS. NISSAN LINCOLN MERCURY, INC.	781	5857500	USA	N	1174361
22	HERMOSILLO PLANT BUILD	MIKE RAISOR FORD	765	4479444	USA	Y	50391
23	HERMOSILLO PLANT BUILD	MALL OF GEORGIA FORD	770	9324060	USA	Y	50697
24	HERMOSILLO PLANT BUILD	MALL OF GEORGIA FORD	770	9324060	USA	Y	50697
25	HERMOSILLO PLANT BUILD	ADVANTAGE FORD LINCOLN MERCURY	252	4925011	USA	Y	1172904
26	HERMOSILLO PLANT BUILD	ADVANTAGE FORD LINCOLN MERCURY	252	4925011	USA	Y	1172904
27	HERMOSILLO PLANT BUILD	ADVANTAGE FORD LINCOLN MERCURY	252	4925011	USA	Y	1172904
28	HERMOSILLO PLANT BUILD	ADVANTAGE FORD LINCOLN MERCURY	252	4925011	USA	Y	1172904
29	HERMOSILLO PLANT BUILD	ADVANTAGE FORD LINCOLN MERCURY	252	4925011	USA	Y	1172904
30	HERMOSILLO PLANT BUILD	ADVANTAGE FORD LINCOLN MERCURY	252	4925011	USA	Y	1172904
31	HERMOSILLO PLANT BUILD	ADVANTAGE FORD LINCOLN MERCURY	252	4925011	USA	Y	1172904
32	HERMOSILLO PLANT BUILD	GAUDIN FORD	702	7312121	USA	Y	50686
33	HERMOSILLO PLANT BUILD	GAUDIN FORD	702	7312121	USA	Y	50686
34	HERMOSILLO PLANT BUILD	GAUDIN FORD	702	7312121	USA	Y	50686
35	HERMOSILLO PLANT BUILD	GAUDIN FORD	702	7312121	USA	Y	50686
36	HERMOSILLO PLANT BUILD	FREMONT FORD	510	6515600	USA	N	1172664
37	HERMOSILLO PLANT BUILD	BRANDON FORD	813	2463673	USA	Y	50441
38	HERMOSILLO PLANT BUILD	FREMONT FORD	510	6515600	USA	N	1172664
39	HERMOSILLO PLANT BUILD	MOOSE JAW FORD SALES LTD.	306	6930651	CAN	N	1169898
40	HERMOSILLO PLANT BUILD	FORD OF KIRKLAND	425	8216611	USA	N	1172164
41	HERMOSILLO PLANT BUILD	FORD OF KIRKLAND	425	8216611	USA	N	1172164
42	HERMOSILLO PLANT BUILD	SPIKES MOTOR COMPANY, INC.	956	5851601	USA	N	1172063
43	HERMOSILLO PLANT BUILD	APPLE FORD OF SHAKOPEE	952	4452420	USA	N	1171934
44	HERMOSILLO PLANT BUILD	MONTROSE FORD INC	330	6660711	USA	Y	50170
45	HERMOSILLO PLANT BUILD	LUTHER FAMILY FORD	701	2822350	USA	Y	50815
46	HERMOSILLO PLANT BUILD	DREW FORD	619	4647777	USA	Y	1172455
47	HERMOSILLO PLANT BUILD	NORTHGATE FORD LINCOLN MERCURY	513	3851818	USA	Y	1174340
48	HERMOSILLO PLANT BUILD	PARKWAY FORD SALES (1996) LTD	519	8845110	CAN	N	1170200

	P	Q	R	S	T
1	Part Num Base (Reported)	Part Num Base Desc (Reported)	Vehicle Line WERS [VL] Desc	Part Quantity	Material Cost
2	5464417	COVER FRT ST BACK L	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	347.11
3	OSP	OUTSIDE PART	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	347.11
4	1009	WHEEL & HUB ASY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	147,429.44
5	17683	MIRROR ASSY RR O/S	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	70
6	17700	MIRROR ASY-RR VIEW I	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	204.61
7	17K707	KIT-RRVW O/S MIR GLS	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	42.1
8	1928		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	30.78
9	2425	BRAKE CYLINDER ASY HYDRAULIC BRA	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	30.78
10	17528	BLADE ASY W/SHIELD W	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	18.58
11	17528	BLADE ASY W/SHIELD W	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	30.78
12	17528	BLADE ASY W/SHIELD W	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	30.78
13	15604	BODY MODULE KIT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	142.41
14	14B321	SENS & BRKT ASY-AIR BAG FRT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	260.74
15	9002	FUEL TANK	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	948.65
16	9276	GASKET FUEL GAUGE	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	948.65
17	9A228	TUBE-FUEL TANK VENT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	948.65
18	12A650	PROCESSOR ASSY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	548.55
19	9A228	TUBE-FUEL TANK VENT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	127.4
20	9E926	BODY ASY-AIR CHARGE	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	163.09
21	5429904	W/STRIP QTR WINDOW R	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	56.06
22	14N089	RELAY ASSY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	25.19
23	10		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1.5	475.31
24	8005	RADIATOR ASY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	475.31
25	7000	TRANSMISSION ASY-AUT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	3313.13
26	7086	GASKET-TRNS HOUSING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	3313.13
27	9450	GSKT-EXH MANIF/MFLR	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	3313.13
28	9450	GSKT-EXH MANIF/MFLR	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	3313.13
29	3B477	RET ASSY FT BEARING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	3313.13
30	5F263	GASKET EXH MAN OUT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	3313.13
31	W711960		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	4	3313.13
32	10		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	4	3260.77
33	10		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	3260.77
34	6006	ENGINE ASSY/BARE	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	3260.77
35	9424	INTAKE MANIFOLD	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	3260.77
36	10E893	ANTENNA - NAVIGATION SYS	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	210.14
37	96R	MOTORCRAFT BATTERY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	160.36
38	96R	MOTORCRAFT BATTERY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	210.14
39	17618	JAR OR RESERVOIR W/S	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	54,222.009
40	13E701	LP ASY CNSL	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	118.07
41	14A318	WIRE ACC FEED	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	118.07
42	5403599	MLDG,W/S GARN L	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	16.95
43	5421597	RUN F DR GLASS TOP	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	52.67
44	17E810	COVER FRT BMPR OPNG R	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	14.99
45	OSP	OUTSIDE PART	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	67.13
46	W712985		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	1.05
47	13A613	LAMP ASY RR HI MOUNT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	75.47
48	14D189	BRKT SNS BLND SPT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	81,084.6955

	U
1	Customer Comments
2	CHK SEAT COVER INSATLL SOP SEAT COVER
3	CHK SEAT COVER INSATLL SOP SEAT COVER
4	SUNROOF WILL NOT OPEN OR CLOSE.
5	BODY TRIM DRIVER SIDE MIRROR TRIM LOOSE. PULLED OUT
6	C S WHEN VEHICLE IS IN DRIVE THERE IS A VIBRATION FELT THROUGH BODY AND REAR VIEW MIRROR IS SHAKING
7	CS DRIVERS MIRRO, WHEN LIGHT HITS IT HAS LINE IN GLASS ...REPORT
8	WIPER BLADES ARE MAKING NOISE LIKE THEY ARE DRY ROTTED
9	WIPER BLADES ARE MAKING NOISE LIKE THEY ARE DRY ROTTED
10	C S RIGHT SIDE WIPER CHATTERS ON WINDOW UNLESS TOTALLY SOAKED
11	PASS SIDE WINDSHIELD WIPER SKIPS ACROSS GLASS
12	PASS SIDE WINDSHIELD WIPER SKIPS ACROSS GLASS
13	CUST NOTES CAR IS ELECT DEAD AFTER IS SITS FOR A FEW HOURS, ALSO NOTES, WHEN CAR IS OFF DASH LIGHTS STAY ILLUMINATED FOR EXTENDED PERIODS OF TIME, GAUGE N
14	CUSTOMER STATES ADVANCE TRAC LIGHT IS ON AND VIBRATES IN EVERY GEAR
15	CUST STATES TO CHECK FOR GAS LEAK NEAR GAS TANK, DIAG AND ADVISE
16	CUST STATES TO CHECK FOR GAS LEAK NEAR GAS TANK, DIAG AND ADVISE
17	CUST STATES TO CHECK FOR GAS LEAK NEAR GAS TANK, DIAG AND ADVISE
18	CHECK ENG LIGHT
19	E29 1.5 141.04 EMISSION LIGHT IS ON
20	CUSTOMER STATES THAT WRENCH LIGHT HAS COME ON CC E29
21	RIGHT REAR DOOR WING WINDOW IS LEAKING WATER
22	ENGINE CONTINUES TO RUN AFTER IGNITION KEY IS REMOVED
23	SERVICE MANAGER STATES VEHICLE LEAKING COOLANT
24	SERVICE MANAGER STATES VEHICLE LEAKING COOLANT
25	CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND HE SAW SOME TRANSMISSION FLUID UNDERNEATH CAR CHECK ENGINE LIGHT CAME ON
26	CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND HE SAW SOME TRANSMISSION FLUID UNDERNEATH CAR CHECK ENGINE LIGHT CAME ON
27	CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND HE SAW SOME TRANSMISSION FLUID UNDERNEATH CAR CHECK ENGINE LIGHT CAME ON
28	CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND HE SAW SOME TRANSMISSION FLUID UNDERNEATH CAR CHECK ENGINE LIGHT CAME ON
29	CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND HE SAW SOME TRANSMISSION FLUID UNDERNEATH CAR CHECK ENGINE LIGHT CAME ON
30	CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND HE SAW SOME TRANSMISSION FLUID UNDERNEATH CAR CHECK ENGINE LIGHT CAME ON
31	CUSTOMER STATES CAR CUT OFF WHILE DRIVING AND HE SAW SOME TRANSMISSION FLUID UNDERNEATH CAR CHECK ENGINE LIGHT CAME ON
32	TOW IN CUSTOMER STATES THAT THE VEHICLE WILL NOT START
33	TOW IN CUSTOMER STATES THAT THE VEHICLE WILL NOT START
34	TOW IN CUSTOMER STATES THAT THE VEHICLE WILL NOT START
35	TOW IN CUSTOMER STATES THAT THE VEHICLE WILL NOT START
36	REFER TO RO # 110731 CUST STATES THE VEHICLE WILL NOT CRANK OR START CHECK AND ADVISE NEEDS
37	TOWED IN CUSTOMER STATES THE CAR WILL NOT START
38	REFER TO RO # 110731 CUST STATES THE VEHICLE WILL NOT CRANK OR START CHECK AND ADVISE NEEDS
39	REPAIR FOR WASH CAP WILL NOT STAY ON.
40	RIGHT FRON INTERIOR LIGHT MISSING FORM CENTER CONSOLE. AMBIENT LIGHT..... S.O.P HERE
41	RIGHT FRON INTERIOR LIGHT MISSING FORM CENTER CONSOLE. AMBIENT LIGHT..... S.O.P HERE
42	C S CK FOR DRIVER SIDE PILLAR MOLDING WARPED. PARTS SOP
43	CUSTOMER STATES ON THE DRIVERS SIDE OUTSIDE OF THE DOOR THERE IS A SMALL PIECE OF WEATHERSTRIP AT THE TOP THAT WILL GET CAUGHT AND CREASE IN THE DOOR.
44	CUSTOMER STATES THE PASSENGER SIDE FOGLIGHT COVER IS MISSING FELL OFF (((PLEASE RETURN CAR TO ENTERPRISE WHEN DONE)))
45	PORTFOLIO SPLIT
46	CHECK LR RUBBER STOPPER FOR TRUNK FELL OFF
47	RIGHT SIDE OF 3RD BRAKE LIGHT IS INOP SOP
48	LIGHTS NOT WORKING EXTERIOR..REPAIR BLIND SPOT WARNING SYSTEM IS INOP

	V
1	Technician Comments
2	VERIFIED CONCERN* RAN OASIS NO INFO*63100AL .6 R R L F SEAT*63100A6 .6 R R SEAT BACK COVER*REINSTALL INTO VEHICLE
3	VERIFIED CONCERN* RAN OASIS NO INFO*63100AL .6 R R L F SEAT*63100A6 .6 R R SEAT BACK COVER*REINSTALL INTO VEHICLE
4	SUNROOF DOES NOT WORK. INSPECT ALL WIRES AND CONNECTION AND FOUND THAT THE SUNROOF MOTOR SHOWING LOW VOLTAGE. MOTOR SHORTED CAUSING FAILURE. REPL
5	CHECK OUT AND REPLACED MIRROR ASSY,COVER LOOSE
6	VERIFY CONCERN, FOUND MIRROR JOINT LOOSE, REPLACE AND RECHECK OK
7	REPLACED GLASS , GLASS DISTORTED
8	WIPERS NOISY, STREAKY 17528 30 R AND R WIPERS , TEST, OK AT TIME EE
9	WIPERS NOISY, STREAKY 17528 30 R AND R WIPERS , TEST, OK AT TIME EE
10	VERIFY WIPER WORN, REPLACE AND RECHECK OK
11	REPLACED FRONT WIPERBLADES
12	REPLACED FRONT WIPERBLADES
13	TIME TO ROAD TEST AND VERIFY CONCERN, BCE TEST, ELECT TEST B2A20, PINPOINT TEST, R&I RADIO, CENTER CONSOLE, R&I PCM LOAD TEST POWER AND GROUNDS AT SJB, CHE
14	RETRIEVED CONTINUOUS CODES: C1963 STABILITY CONTROL INHIBIT WARNING U0452 INVALID DATA RECIEVED FROM RESTRAINT CONTROL MODULE U3000 49 CONTROL MODULE I
15	CH FOR LEAKS IN FUEL SYSTEM,REPLACED FUEL TANK,TRANSFER FUEL PUMP AND SENDING UNIT,REPLACED EVAPORATIVE LINE ASSY,REFILL TANK
16	CH FOR LEAKS IN FUEL SYSTEM,REPLACED FUEL TANK,TRANSFER FUEL PUMP AND SENDING UNIT,REPLACED EVAPORATIVE LINE ASSY,REFILL TANK
17	CH FOR LEAKS IN FUEL SYSTEM,REPLACED FUEL TANK,TRANSFER FUEL PUMP AND SENDING UNIT,REPLACED EVAPORATIVE LINE ASSY,REFILL TANK
18	PERFORMED KOEO SELF TEST P0113 P0453 P0533 RAN OASIS NO TSB OR SSM STARTED PINPOINT TEST D1 D2 CHECK FOR 5V PIN 1 OKGO TO D3 OHM IAT SENSOR 32 OHMS OK D4
19	1003 SELF TEST CODES KOEO PASS KOER PASS CONT P0451 LIGHT ON. PINPOINT TESTS HX1. INSTALLED NGS ROADTEST MONITOR FTP PIDS. INT NO VOLTAGE. REPLACED FTP S8
20	9E926 CC 42 TEST EEC, INSTALL IDS REC.MON PIDS, PINPOINT TEST CODES, REPLACED THROTTLE BODY, CLEAR CODES, RETEST, OK.
21	PERFORM WATER TEST AND VERIFY WATER ENTRY AT R R DOOR QUARTER GLASS, DIAG AND DISASSEMBLE DOOR AND MODULE, REMOVE AND REPLACE GLASS WEATHERSTRIP,
22	ENG CONTINUES TO RUN AFTER KEY IS REMOVED. VERIFIED CONCERN. RAN OASIS AND FOUND NO APPLICABLE MESSAGES. SHUT CAR OFF BY REMOVING RELAYS. SENT IN HOTLI
23	DURING PDI INSPECTION HEARD NOISE COMMING FROM FAN NOTICE COOLANT LEAK FOUND A HOSE CLAMP SMASHED IN BETWEEN COOLANT FAN AND RADIATOR, RADIATOR HA
24	DURING PDI INSPECTION HEARD NOISE COMMING FROM FAN NOTICE COOLANT LEAK FOUND A HOSE CLAMP SMASHED IN BETWEEN COOLANT FAN AND RADIATOR, RADIATOR HA
25	VERIFIED CONCERN,RAN OASIS,FLUID LEAKING FROM FRONT SEAL AREA,CONTACT HOTLINE,REMOVED TRANSMISSION AND CHECKED FRONT SEAL,FRONT PUMP BUSHING SIEZED
26	VERIFIED CONCERN,RAN OASIS,FLUID LEAKING FROM FRONT SEAL AREA,CONTACT HOTLINE,REMOVED TRANSMISSION AND CHECKED FRONT SEAL,FRONT PUMP BUSHING SIEZED
27	VERIFIED CONCERN,RAN OASIS,FLUID LEAKING FROM FRONT SEAL AREA,CONTACT HOTLINE,REMOVED TRANSMISSION AND CHECKED FRONT SEAL,FRONT PUMP BUSHING SIEZED
28	VERIFIED CONCERN,RAN OASIS,FLUID LEAKING FROM FRONT SEAL AREA,CONTACT HOTLINE,REMOVED TRANSMISSION AND CHECKED FRONT SEAL,FRONT PUMP BUSHING SIEZED
29	VERIFIED CONCERN,RAN OASIS,FLUID LEAKING FROM FRONT SEAL AREA,CONTACT HOTLINE,REMOVED TRANSMISSION AND CHECKED FRONT SEAL,FRONT PUMP BUSHING SIEZED
30	VERIFIED CONCERN,RAN OASIS,FLUID LEAKING FROM FRONT SEAL AREA,CONTACT HOTLINE,REMOVED TRANSMISSION AND CHECKED FRONT SEAL,FRONT PUMP BUSHING SIEZED
31	VERIFIED CONCERN,RAN OASIS,FLUID LEAKING FROM FRONT SEAL AREA,CONTACT HOTLINE,REMOVED TRANSMISSION AND CHECKED FRONT SEAL,FRONT PUMP BUSHING SIEZED
32	DIAG VEHICLE NOT STARTING,HAS BROKEN INTAKE VALVE IN #3 CYLINDER CONTACTED HOT LINE AND ADVISED TO REPLACE ENGINE #104029098 AND UPPER INTAKE MANIFOLD DU
33	DIAG VEHICLE NOT STARTING,HAS BROKEN INTAKE VALVE IN #3 CYLINDER CONTACTED HOT LINE AND ADVISED TO REPLACE ENGINE #104029098 AND UPPER INTAKE MANIFOLD DU
34	DIAG VEHICLE NOT STARTING,HAS BROKEN INTAKE VALVE IN #3 CYLINDER CONTACTED HOT LINE AND ADVISED TO REPLACE ENGINE #104029098 AND UPPER INTAKE MANIFOLD DU
35	DIAG VEHICLE NOT STARTING,HAS BROKEN INTAKE VALVE IN #3 CYLINDER CONTACTED HOT LINE AND ADVISED TO REPLACE ENGINE #104029098 AND UPPER INTAKE MANIFOLD DU
36	PULLED CODES U016A:00 2B. U0184. PERFORMED PPT FOR U0164. PPT LEAD TIO REPLACEMENT OF GPSM. CONTACTED HOTLINE ID#104025814. PERFORMED PPT AS PER HOTLINE
37	WEAK BATTERY TEST, CHARGE, AND RE TEST
38	PULLED CODES U016A:00 2B. U0184. PERFORMED PPT FOR U0164. PPT LEAD TIO REPLACEMENT OF GPSM. CONTACTED HOTLINE ID#104025814. PERFORMED PPT AS PER HOTLINE
39	INSTALLED NEW WASHER FLUID CAP TO REPAIR.
40	AMBIENT LIGHTING INOP. PASSENGER FOOTWELL LIGHT MISSING R+R CENTER CONSOLE. REPLACED AMBIENT LIGHTING WIRING HARNESS RETEST, AMBIENT LIGHTING WORKING C
41	AMBIENT LIGHTING INOP. PASSENGER FOOTWELL LIGHT MISSING R+R CENTER CONSOLE. REPLACED AMBIENT LIGHTING WIRING HARNESS RETEST, AMBIENT LIGHTING WORKING C
42	VERIFY CONCERN REMOVED PILLAR, INSTALLED NEW PILLAR FOUND PILLAR DAMGED
43	INSTALLED NEW WINDOW RUN AND TESTED OK
44	ORDERED PART INSTALLED NEW FOG LIGHT TRIM PIECE
45	OWNERSGUIDE SPLIT ON ZIPPER
46	VERIFY CONCERN MT IS TO INSTALL MISSING TRUNK LID BUMPER,VERIFY REPAIR
47	REPLACE YHIRD BRAKE LIGHT ASSY
48	BCE DIAG NO CODES PINPOINT TEST PASS HOTLINE REQUEST 104045743 REMOVE REAR BUMPER COVER REPLACE BOTHBRACKETS MT TIME. RE INSTALL COVER RE TEST O.K. MT P

	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG
1	TIS	Production Date	Load Date	Mileage	Repair Date	Warranty Start Date	Transaction Code	VRT	VFTG	Customer Concern Code	Engine [EN]
2	2	2-Jul-10	1-Oct-10	868	28-Sep-10	21-Aug-10		1 F07	V03	S52	C/N5
3	2	2-Jul-10	1-Oct-10	868	28-Sep-10	21-Aug-10		1 F07	V03	S52	C/N5
4	1	16-Aug-10	1-Oct-10	2	1-Sep-10	31-Aug-10		2 F08	V09	J04	C/SB
5	1	5-Aug-10	1-Oct-10	570	24-Sep-10	18-Sep-10		2 F08	V13	M05	C/SB
6	3	16-Jun-10	1-Oct-10	3509	20-Sep-10	16-Jul-10		1 F08	V13	M06	C/SB
7	3	4-Jun-10	1-Oct-10	3659	27-Sep-10	9-Jul-10		2 F08	V13	M05	C/SG
8	1	21-Jul-10	1-Oct-10	891	30-Sep-10	15-Sep-10		2 F08	V15	W05	C/SB
9	1	21-Jul-10	1-Oct-10	891	30-Sep-10	15-Sep-10		2 F08	V15	W05	C/SB
10	3	16-Jun-10	1-Oct-10	3509	20-Sep-10	16-Jul-10		1 F08	V15	W05	C/SB
11	3	24-Apr-10	1-Oct-10	4013	29-Sep-10	12-Jul-10		2 F08	V15	W05	C/SB
12	3	24-Apr-10	1-Oct-10	4013	29-Sep-10	12-Jul-10		2 F08	V15	W05	C/SB
13	0	2-Sep-10	1-Oct-10	3	15-Sep-10	17-Sep-10		2 F03	V19	C27	C/SB
14	2	29-Jun-10	1-Oct-10	1886	29-Sep-10	27-Aug-10		2 F02	V21	H19	C/N5
15	1	26-Aug-10	1-Oct-10	717	22-Sep-10	10-Sep-10	S07	F04	V25	E68	C/SG
16	1	26-Aug-10	1-Oct-10	717	22-Sep-10	10-Sep-10	S07	F04	V25	E68	C/SG
17	1	26-Aug-10	1-Oct-10	717	22-Sep-10	10-Sep-10	S07	F04	V25	E68	C/SG
18	2	21-Jun-10	1-Oct-10	68	7-Sep-10	20-Jul-10	S07	F04	V29	E29	C/S3
19	1	4-Aug-10	1-Oct-10	848	24-Sep-10	4-Sep-10		2 F04	V29	E29	C/SB
20	2	27-May-10	1-Oct-10	2361	28-Sep-10	11-Aug-10	S07	F04	V29	E29	C/N5
21	2	7-May-10	1-Oct-10	1250	13-Sep-10	4-Aug-10		1 F08	V37	R02	C/N5
22	-1	2-Sep-10	1-Oct-10	10	21-Sep-10			1 F04	V44	D50	C/SB
23	-1	13-Sep-10	1-Oct-10	1	28-Sep-10			1 F04	V45	L87	C/SG
24	-1	13-Sep-10	1-Oct-10	1	28-Sep-10			1 F04	V45	L87	C/SG
25	2	11-Jun-10	1-Oct-10	2448	16-Sep-10	31-Jul-10		1 F04	V48	P59	C/N5
26	2	11-Jun-10	1-Oct-10	2448	16-Sep-10	31-Jul-10		1 F04	V48	P59	C/N5
27	2	11-Jun-10	1-Oct-10	2448	16-Sep-10	31-Jul-10		1 F04	V48	P59	C/N5
28	2	11-Jun-10	1-Oct-10	2448	16-Sep-10	31-Jul-10		1 F04	V48	P59	C/N5
29	2	11-Jun-10	1-Oct-10	2448	16-Sep-10	31-Jul-10		1 F04	V48	P59	C/N5
30	2	11-Jun-10	1-Oct-10	2448	16-Sep-10	31-Jul-10		1 F04	V48	P59	C/N5
31	2	11-Jun-10	1-Oct-10	2448	16-Sep-10	31-Jul-10		1 F04	V48	P59	C/N5
32	1	18-Aug-10	1-Oct-10	944	7-Sep-10	2-Sep-10		2 F04	V52	D02	C/SG
33	1	18-Aug-10	1-Oct-10	944	7-Sep-10	2-Sep-10		2 F04	V52	D02	C/SG
34	1	18-Aug-10	1-Oct-10	944	7-Sep-10	2-Sep-10		2 F04	V52	D02	C/SG
35	1	18-Aug-10	1-Oct-10	944	7-Sep-10	2-Sep-10		2 F04	V52	D02	C/SG
36	2	25-May-10	1-Oct-10	1263	7-Sep-10	5-Aug-10		1 F04	V52	D02	C/SB
37	1	27-Jul-10	1-Oct-10	36	24-Sep-10	10-Sep-10		2 F04	V52	D03	C/SB
38	2	25-May-10	1-Oct-10	1263	7-Sep-10	5-Aug-10		1 F04	V52	D02	C/SB
39	-1	16-Apr-10	1-Oct-10	13	16-Aug-10			1 F07	V71	B53	C/SB
40	2	3-May-10	1-Oct-10	507	21-Sep-10	1-Aug-10		1 F07	V74	L25	C/SB
41	2	3-May-10	1-Oct-10	507	21-Sep-10	1-Aug-10		1 F07	V74	L25	C/SB
42	1	13-Apr-10	1-Oct-10	1408	25-Sep-10	28-Aug-10		1 F08	V75	B66	C/SB
43	2	19-Apr-10	1-Oct-10	158	16-Sep-10	12-Aug-10		1 F08	V75	B62	C/S3
44	1	13-Aug-10	1-Oct-10	420	3-Sep-10	29-Aug-10		2 F08	V75	B66	C/SB
45	-1	3-Sep-10	1-Oct-10	6	29-Sep-10			1 F08	V75	B66	C/SB
46	3	29-Jun-10	1-Oct-10	2913	30-Sep-10	14-Jul-10		2 F08	V75	B66	C/SB
47	3	29-Jun-10	1-Oct-10	3440	29-Sep-10	31-Jul-10		2 F08	V77	L26	C/N5
48	1	14-May-10	1-Oct-10	211	16-Sep-10	9-Sep-10		1 F08	V77	L26	C/N5

	AH	AI	AJ
1	Engine Description	Engine Serial Number	Engine Calibration
2	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200958	ADE1FL0A
3	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200958	ADE1FL0A
4	2.5L DOHC PFI 170HP DURATEC HE	1.21E+11	ADE1F40A
5	2.5L DOHC PFI 170HP DURATEC HE	3.01E+11	ADE1F40A
6	2.5L DOHC PFI 170HP DURATEC HE	80610182604	ADE1F40A
7	3.0L 4V OHC V6 DURATEC 230HP	5.10E+11	ADE1F60A
8	2.5L DOHC PFI 170HP DURATEC HE	3.01E+11	ADE1F40A
9	2.5L DOHC PFI 170HP DURATEC HE	3.01E+11	ADE1F40A
10	2.5L DOHC PFI 170HP DURATEC HE	80610182604	ADE1F40A
11	2.5L DOHC PFI 170HP DURATEC HE	2.10E+11	ADE1F40A
12	2.5L DOHC PFI 170HP DURATEC HE	2.10E+11	ADE1F40A
13	2.5L DOHC PFI 170HP DURATEC HE	2.91E+11	ADE1F40A
14	3.5L 4V DOHC VCT SMPI V6 GAS	10L113201143	ADE1FL0A
15	3.0L 4V OHC V6 DURATEC 230HP	8.10E+11	ADE1A60A
16	3.0L 4V OHC V6 DURATEC 230HP	8.10E+11	ADE1A60A
17	3.0L 4V OHC V6 DURATEC 230HP	8.10E+11	ADE1A60A
18	ATK-CYC 2.5 4V PFI I4 GAS/ELEC	50610090016	ADE1HV0A
19	2.5L DOHC PFI 170HP DURATEC HE	3.01E+11	ADE1F40A
20	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200221	ADE1FL0A
21	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200279	ADE1AL0A
22	2.5L DOHC PFI 170HP DURATEC HE	2.91E+11	ADE1F40A
23	3.0L 4V OHC V6 DURATEC 230HP	9.10E+11	ADE1F60A
24	3.0L 4V OHC V6 DURATEC 230HP	9.10E+11	ADE1F60A
25	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200301	ADE1AL0A
26	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200301	ADE1AL0A
27	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200301	ADE1AL0A
28	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200301	ADE1AL0A
29	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200301	ADE1AL0A
30	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200301	ADE1AL0A
31	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200301	ADE1AL0A
32	3.0L 4V OHC V6 DURATEC 230HP	8.10E+11	ADE1F60A
33	3.0L 4V OHC V6 DURATEC 230HP	8.10E+11	ADE1F60A
34	3.0L 4V OHC V6 DURATEC 230HP	8.10E+11	ADE1F60A
35	3.0L 4V OHC V6 DURATEC 230HP	8.10E+11	ADE1F60A
36	2.5L DOHC PFI 170HP DURATEC HE	2.01E+11	ADE1F40A
37	2.5L DOHC PFI 170HP DURATEC HE	2.11E+11	ADE1F40A
38	2.5L DOHC PFI 170HP DURATEC HE	2.01E+11	ADE1F40A
39	2.5L DOHC PFI 170HP DURATEC HE	1.40E+11	ADE1F40A
40	2.5L DOHC PFI 170HP DURATEC HE	2.80E+11	ADE1F40A
41	2.5L DOHC PFI 170HP DURATEC HE	2.80E+11	ADE1F40A
42	2.5L DOHC PFI 170HP DURATEC HE	60410214348	ADE1F40A
43	ATK-CYC 2.5 4V PFI I4 GAS/ELEC	1.20E+11	ADE1HV0A
44	2.5L DOHC PFI 170HP DURATEC HE	1.01E+11	ADE1F40A
45	2.5L DOHC PFI 170HP DURATEC HE	2.71E+11	ADE1F40A
46	2.5L DOHC PFI 170HP DURATEC HE	2.31E+11	ADE1F40A
47	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200222	ADE1FL0A
48	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200904	ADE1AL0A

	A	B	C	D	E	F	G	H
49	2010	9E5Z	14D189	B	3FAHP0DC1AR	38275	C	C/DE
50	2010	*	FSU13	*	3FAHP0HA3AR	67803	C	C/DE
51	2010	*	FSU13	*	3FAHP0HA2AR	67803	C	C/DE
52	2010	*	FSU91	*	3FAHP0JA7AR	67803	C	C/DE
53	2010	AE5Z	3504	BE	3FADP0L3ZAR	3072	C	C/DE
54	2010	AE5Z	3504	BE	3FAHP0HA5AR	9357	C	C/DE
55	2010	AE5Z	1007	A	3FAHP0KC5AR	9432	C	C/DE
56	2010	AE5Z	1012	A	3FAHP0HA5AR	11186	C	C/DE
57	2010	6E5Z	1104	AB	3FAHP0HA5AR	11186	C	C/DE
58	2010	6E5Z	1104	BA	3FAHP0HA5AR	11186	C	C/DE
59	2010	AE5Z	1130	B	3FAHP0HA9AR	45731	C	C/DE
60	2010	AE5Z	1130	C	3FAHP0HA5AR	7186	C	C/DE
61	2010	3M8Z	1215	A	3FAHP0HA5AR	11186	C	C/DE
62	2011	9L3Z	1700	A	3FAHP0HA7BR	602	C	C/DE
63	2010	9L3Z	1700	A	3FAHP0KC5AR	9432	C	C/DE
64	2010	AE5Z	1N135	A	3FAHP0HA5AR	11186	C	C/DE
65	2010	6E5Z	3B477	BA	3FAHP0HA5AR	11186	C	C/DE
66	2010	6E5Z	3B477	AA	3FAHP0HA5AR	11186	C	C/DE
67	2011	*	W714996	S300	3FAHP0HAXBR	192	C	C/DE

	I	J	K	L	M	N	O
49	HERMOSILLO PLANT BUILD	PARKWAY FORD SALES (1996) LTD.	519	8845110	CAN	N	1170200
50	HERMOSILLO PLANT BUILD	FORD COMPONENT SALES, LLC	*		USA	N	1174977
51	HERMOSILLO PLANT BUILD	FORD COMPONENT SALES, LLC	*	*	USA	N	1174976
52	HERMOSILLO PLANT BUILD	FORD COMPONENT SALES, LLC	*	*	USA	N	1174981
53	HERMOSILLO PLANT BUILD	YUCCA VALLEY FORD CENTER	760	3652353	USA	Y	1171610
54	HERMOSILLO PLANT BUILD	JERSEY CITY FORD LINCOLN MERCURY	201	4327272	USA	Y	1173800
55	HERMOSILLO PLANT BUILD	LIMA FORD	419	2233673	USA	N	1173831
56	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
57	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
58	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
59	HERMOSILLO PLANT BUILD	EAN HOLDINGS - NORFOLK	*	*	USA	Y	1174733
60	HERMOSILLO PLANT BUILD	TAYLOR FORD, INC.	405	2581082	USA	N	1173005
61	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
62	HERMOSILLO PLANT BUILD	CROWN FORD	530	2414321	USA	Y	50015
63	HERMOSILLO PLANT BUILD	LIMA FORD	419	2233673	USA	N	1173831
64	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
65	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
66	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
67	HERMOSILLO PLANT BUILD	HARDY FAMILY FORD	770	4458891	USA	Y	49978

	P	Q	R	S	T
49	14D189	BRKT SNS BLND SPT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	81.0846955
50	FSU13		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	170.22
51	FSU13		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	170.22
52	FSU91		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	179.2
53	3504	GEAR ASY-STEERING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	928.16
54	3504	GEAR ASY-STEERING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	1080.64
55	1007	WHEEL ASSY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	239.56
56	1012	WHEEL LUG NUT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	15	421.22
57	1104	HUB ASSY-FRONT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	421.22
58	1104	HUB ASSY-FRONT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	421.22
59	1130	HUB CAP	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	44.35
60	1130	HUB CAP	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	52.09
61	1215	BEARING-FT WHEEL	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	421.22
62	1700	VALVE & CAP ASY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	8.13
63	1700	VALVE & CAP ASY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	239.56
64	1N135	SEAL FRT WHL HUP CAP	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	421.22
65	3B477	RET ASSY FT BEARING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	421.22
66	3B477	RET ASSY FT BEARING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	421.22
67	W714996		FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	0.95

	U
49	LIGHTS NOT WORKING EXTERIOR..REPAIR BLIND SPOT WARNING SYSTEM IS INOP
50	
51	
52	
53	CUSTOMER STATES HAD VEHICLE TOWED IN, NO POWER STEERING
54	CUSTOMER STATES WHILE DRIVING FOUND HER SELF STRUGGLEING TO TURN VEHICLE LEFT OR RIGHT THEN A WARNING LIGHT CAME ON
55	CUSTOMER STATES WHEEL IS PEELING.
56	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
57	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
58	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
59	LF WHEEL COVER MISSING
60	CUSTOMER REPORTS WHEEL COVER IS MISSING
61	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
62	TIRES / WHEELS SALES MANAGER STATES LT FRONT TIRE GOES FLAT OVER NIGHT
63	CUSTOMER STATES WHEEL IS PEELING.
64	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
65	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
66	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
67	CUST STATES ON PDI NOTICED ONE TAG RUBBER BUMPER MISSING

	V
49	BCE DIAG NO CODES PINPOINT TEST PASS HOTLINE REQUEST 104045743 REMOVE REAR BUMPER COVER REPLACE BOTH BRACKETS MT TIME. RE INSTALL COVER RE TEST O.K. MT P
50	Dealer RO# 01326 1878# A0520228
51	Dealer RO# 409597 1878# A0520094
52	Dealer RO# 415956 1878# A0520139
53	DIAG EPAS SYSTEM, POWER STEERING INOP, HARD TO TURN, CODE V300 96 C00B 2F48 C200 2F48 PINPOINT TEST C1 REPLACED EPAS GEAR REPROGRAMMED, PERFORMED ALIGNM
54	CHECK POWER STEERING INOP VRF IDS TEST DCL PASS KOEO U3000 PINPOINT TEST C1 YES. FOUND INTERNAL FAULT IN POWER STERING. REPLACE POWER STEERING. REPROG M
55	REMOVE AND REPLACE WHEEL ASSY. WITH NEW ONE.
56	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
57	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
58	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
59	POOR LF WHEEL COVER RETENTION
60	WHEEL COVER IS BROKEN AND CAME OFF WHILE CUSTOMER WAS DRIVING. REPLACED MISSING WHEEL COVER
61	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
62	TIRE GOES FLAT CHECKED FOR LEAKS FOUND VALVE STEM LEAKING R/R VALVE STEM REPLACE AND RETEST FOR LEAKS ALL OK
63	REMOVE AND REPLACE WHEEL ASSY. WITH NEW ONE.
64	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
65	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
66	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
67	INSTALLED BUMPER

	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	
49	1	14-May-10	1-Oct-10	211	16-Sep-10	9-Sep-10		1	F08	V77	L26	C/N5
50	1	9-Jun-10	1-Oct-10	1148	30-Sep-10	11-Sep-10		2	F03	V81	A07	C/SB
51	3	18-May-10	1-Oct-10	2274	30-Sep-10	20-Jul-10		2	F03	V81	A07	C/SB
52	2	10-Apr-10	1-Oct-10	2040	30-Sep-10	4-Aug-10		2	F03	V81	A07	C/SB
53	3	26-Jun-10	1-Oct-10	4111	27-Sep-10	13-Jul-10		2	F02	V87	N58	C/S3
54	3	3-Jun-10	1-Oct-10	2570	20-Sep-10	20-Jul-10		1	F02	V87	H22	C/SB
55	1	14-Jun-10	1-Oct-10	750	8-Sep-10	23-Aug-10		2	F02	V88	B65	C/N5
56	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
57	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
58	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
59	3	20-May-10	1-Oct-10	5486	30-Aug-10	7-Jun-10		2	F02	V88	B65	C/SB
60	1	28-Apr-10	1-Oct-10	2083	30-Sep-10	9-Sep-10		2	F02	V88	B65	C/SB
61	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
62	-1	11-Sep-10	1-Oct-10	29	30-Sep-10			1	F02	V88	B65	C/SB
63	1	14-Jun-10	1-Oct-10	750	8-Sep-10	23-Aug-10		2	F02	V88	B65	C/N5
64	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
65	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
66	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
67	-1	17-Aug-10	1-Oct-10	12	30-Aug-10		MVC	F09	V99	A99		C/SB

	AH	AI	AJ
49	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200904	ADE1AL0A
50	2.5L DOHC PFI 170HP DURATEC HE	20610081728	ADE1F40A
51	2.5L DOHC PFI 170HP DURATEC HE	1.21E+11	ADE1F40A
52	2.5L DOHC PFI 170HP DURATEC HE	3.00E+11	ADE1F40A
53	ATK-CYC 2.5 4V PFI I4 GAS/ELEC	1.71E+11	ADE1HV0A
54	2.5L DOHC PFI 170HP DURATEC HE	2.31E+11	ADE1F40A
55	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200538	ADE1FL0A
56	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
57	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
58	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
59	2.5L DOHC PFI 170HP DURATEC HE	1.01E+11	ADE1F40A
60	2.5L DOHC PFI 170HP DURATEC HE	2.40E+11	ADE1F40A
61	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
62	2.5L DOHC PFI 170HP DURATEC HE	70910143746	ADE1F40A
63	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200538	ADE1FL0A
64	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
65	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
66	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
67	2.5L DOHC PFI 170HP DURATEC HE	50810223810	ADE1F40A

	A	B	C	D	E	F	G	H
1	Model Year	Part Num Prefix (Reported)	Part Num Base (Reported)	Part Num Suffix (Reported)	VIN	Repair Dealer Code	Vehicle Type	Vehicle Line WERS [VL]
2	2010	AE5Z	14B321	A	3FAHP0KCXAR	2246	C	C/DE
3	2010	AE5Z	3504	BE	3FADP0L32AR	3072	C	C/DE
4	2010	AE5Z	3504	BE	3FAHP0HA5AR	9357	C	C/DE
5	2010	AE5Z		1007 A	3FAHP0KC5AR	9432	C	C/DE
6	2010	AE5Z		1012 A	3FAHP0HA5AR	11186	C	C/DE
7	2010	6E5Z		1104 AB	3FAHP0HA5AR	11186	C	C/DE
8	2010	6E5Z		1104 BA	3FAHP0HA5AR	11186	C	C/DE
9	2010	AE5Z		1130 B	3FAHP0HA9AR	45731	C	C/DE
10	2010	AE5Z		1130 C	3FAHP0HA5AR	7186	C	C/DE
11	2010	3M8Z		1215 A	3FAHP0HA5AR	11186	C	C/DE
12	2011	9L3Z		1700 A	3FAHP0HA7BR	602	C	C/DE
13	2010	9L3Z		1700 A	3FAHP0KC5AR	9432	C	C/DE
14	2010	AE5Z	1N135	A	3FAHP0HA5AR	11186	C	C/DE
15	2010	6E5Z	3B477	BA	3FAHP0HA5AR	11186	C	C/DE
16	2010	6E5Z	3B477	AA	3FAHP0HA5AR	11186	C	C/DE

	I	J	K	L	M	N	O
1	Plant Description	Repair Dealer Name	Repair Dealer Area Code	Repair Dealer Phone Num	Country Repaired	ECB Flag	Claim Key
2	HERMOSILLO PLANT BUILD	BOB CHAPMAN FORD, INC.	937	6420015	USA	Y	1171198
3	HERMOSILLO PLANT BUILD	YUCCA VALLEY FORD CENTER	780	3652353	USA	Y	1171610
4	HERMOSILLO PLANT BUILD	JERSEY CITY FORD LINCOLN MERCURY	201	4327272	USA	Y	1173800
5	HERMOSILLO PLANT BUILD	LIMA FORD	419	2233673	USA	N	1173831
6	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
7	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
8	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
9	HERMOSILLO PLANT BUILD	EAN HOLDINGS - NORFOLK	*	*	USA	Y	1174733
10	HERMOSILLO PLANT BUILD	TAYLOR FORD, INC.	405	2581082	USA	N	1173005
11	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
12	HERMOSILLO PLANT BUILD	CROWN FORD	530	2414321	USA	Y	50015
13	HERMOSILLO PLANT BUILD	LIMA FORD	419	2233673	USA	N	1173831
14	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
15	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203
16	HERMOSILLO PLANT BUILD	TEMPE LINCOLN MERCURY	480	7631000	USA	Y	1174203

	P	Q	R	S	T
1	Part Num Base (Reported)	Part Num Base Desc (Reported)	Vehicle Line WERS [VL] Desc	Part Quantity	Material Cost
2	14B321	SENS & BRKT ASY-AIR BAG FRT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	260.74
3	3504	GEAR ASY-STEERING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	928.16
4	3504	GEAR ASY-STEERING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	1080.64
5	1007	WHEEL ASSY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	239.56
6	1012	WHEEL LUG NUT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	15	421.22
7	1104	HUB ASSY-FRONT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	421.22
8	1104	HUB ASSY-FRONT	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	421.22
9	1130	HUB CAP	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	44.35
10	1130	HUB CAP	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	52.09
11	1215	BEARING-FT WHEEL	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	421.22
12	1700	VALVE & CAP ASY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	8.13
13	1700	VALVE & CAP ASY	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	239.56
14	1N135	SEAL FRT WHL HUP CAP	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	421.22
15	3B477	RET ASSY FT BEARING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	1	421.22
16	3B477	RET ASSY FT BEARING	FUSION/MILAN/MKZ (ZEPHYR) [06-11]	2	421.22

	U
1	Customer Comments
2	CUSTOMER STATES ADVANCETRAC LIGHT IS ON AND VIBRATES IN EVERY GEAR
3	CUSTOMER STATES HAD VEHICLE TOWED IN, NO POWER STEERING
4	CUSTOMER STATES WHILE DRIVING FOUND HERSELF STRUGGLEING TO TURN VEHICLE LEFT OR RIGHT THEN A WARNING LIGHT CAME ON
5	CUSTOMER STATES WHEEL IS PEELING.
6	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
7	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
8	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
9	LF WHEEL COVER MISSING
10	CUSTOMER REPORTS WHEEL COVER IS MISSING
11	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
12	TIRES / WHEELS SALES MANAGER STATES LT FRONT TIRE GOES FLAT OVER NIGHT
13	CUSTOMER STATES WHEEL IS PEELING.
14	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
15	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF
16	CUSTOMER STATES THAT L REAR LUGNUTS 3 OUT OF 5 SNAPPED OFF

	V
1	Technician Comments
2	RETRIEVED CONTINUOUS CODES: C1963 STABILITY CONTROL INHIBIT WARNING U0452 INVALID DATA RECIEVED FROM RESTRAINT CONTROL MODULE U3000:49 CONTROL MODULE I
3	DIAG EPAS SYSTEM, POWER STEERING INOP,HARD TO TURN, CODE V300 96 C00B 2F48 C200 2F48 PINPOINT TEST C1 REPLACED EPAS GEAR REPROGRAMMED, PERFORMED ALIGNM
4	CHECK POWER STEERING INOP VRF.IDS TEST DCL PASS KOEO U3000 PINPOINT TEST C1 YES.FOUND INTERNAL FAULT IN POWER STERING.REPLACE POWER STEERING.REPROG.M
5	REMOVE AND REPLACE WHEEL ASSY. WITH NEW ONE.
6	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
7	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
8	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
9	POOR LF WHEEL COVER RETENTION
10	WHEEL COVER IS BROKEN AND CAME OFF WHILE CUSTOMER WAS DRIVING. REPLACED MISSING WHEEL COVER
11	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
12	TIRE GOES FLAT CHECKED FOR LEAKS FOUND VALVE STEM LEAKING R/R VALVE STEM REPLACE AND RETEST FOR LEAKS ALL OK
13	REMOVE AND REPLACE WHEEL ASSY. WITH NEW ONE.
14	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
15	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND
16	FOUND 3 OUT OF 5 LEFT REAR LUGNUTS SNAPPED OFF CONTACTED ZONE OFFICE AS PER MITCH REPLACE ALL 3 REMAINING HUBS. R R REAR BRAKE CALIPER. R R REAR HUB AND

	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	
1	TIS	Production Date	Load Date	Mileage	Repair Date	Warranty Start Date	Transaction Code	VRT	VFG	Customer Concern Code	Engine [EN]	
2	2	29-Jun-10	1-Oct-10	1886	29-Sep-10	27-Aug-10		2	F02	V21	H19	C/N5
3	3	26-Jun-10	1-Oct-10	4111	27-Sep-10	13-Jul-10		2	F02	V87	N58	C/S3
4	3	3-Jun-10	1-Oct-10	2570	20-Sep-10	20-Jul-10		1	F02	V87	H22	C/SB
5	1	14-Jun-10	1-Oct-10	750	8-Sep-10	23-Aug-10		2	F02	V88	B65	C/N5
6	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
7	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
8	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
9	3	20-May-10	1-Oct-10	5486	30-Aug-10	7-Jun-10		2	F02	V88	B65	C/SB
10	1	28-Apr-10	1-Oct-10	2083	30-Sep-10	9-Sep-10		2	F02	V88	B65	C/SB
11	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
12	-1	11-Sep-10	1-Oct-10	29	30-Sep-10			1	F02	V88	B65	C/SB
13	1	14-Jun-10	1-Oct-10	750	8-Sep-10	23-Aug-10		2	F02	V88	B65	C/N5
14	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
15	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB
16	3	25-Jun-10	1-Oct-10	4509	9-Sep-10	11-Jul-10		2	F02	V88	B65	C/SB

	AH	AI	AJ
1	Engine Description	Engine Serial Number	Engine Calibration
2	3.5L 4V DOHC VCT SMPI V6 GAS	10L113201143	ADE1FL0A
3	ATK-CYC 2.5 4V PFI I4 GAS/ELEC	1.71E+11	ADE1HV0A
4	2.5L DOHC PFI 170HP DURATEC HE	2.31E+11	ADE1F40A
5	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200538	ADE1FL0A
6	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
7	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
8	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
9	2.5L DOHC PFI 170HP DURATEC HE	1.01E+11	ADE1F40A
10	2.5L DOHC PFI 170HP DURATEC HE	2.40E+11	ADE1F40A
11	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
12	2.5L DOHC PFI 170HP DURATEC HE	70910143746	ADE1F40A
13	3.5L 4V DOHC VCT SMPI V6 GAS	10L113200538	ADE1FL0A
14	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
15	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A
16	2.5L DOHC PFI 170HP DURATEC HE	1.91E+11	ADE1F40A

Microsoft PowerPoint - [CD3 V87 SAQ2011161617 ICA yellow.ppt]

Roadmap Concern - Windows Internet Explorer

$Y=f(x)$

Roadmap

Process: SAQ

Concern Fundamentals Team Fix Dates / Roadmap VRT Workplan Status

Roadmap Step 10 of 27 Enter Roadmapping Values - LTIS [Help for Roadmapping Values](#)

DE - FUSION (NA-HSAP)
H21 - STEERING HAS EXCESSIVE FREE PLAY/WANDER
GLOBAL - 100% Take Rate

	3MIS R/1000	3MIS CPU	3MIS TGW	3MIS Cust Sat
<u>LTIS Actuals</u>				
	2011	2011	2010	2010
Average Vehicle Data	.15	.03	6	.06
<u>LTIS Projected Improvement</u>				
% Addressed	0	0	0	
Average Vehicle Improvement	0	0	0	
<u>1 MIS Projected Improvement</u>				
Average Vehicle Improvement	0	0		

Do You Want to Specify HTIS Percentage Addressed Values?
☐ Yes ☒ No

[Return to Overview](#) [Reset](#) [Save / Next Step](#)

Slide 4 of 4 Default Design English (U.S.)

start 2 Internet Exp... Microsoft Excel C:\Documents a... 2 Microsoft Of... Microsoft Power... EN 01:32 p.m.

Add the % for R/1000 CPU and TGW
If % is unknown, put zero at least.
Later We can add the actual values



Roadmap Process Overview - Windows Internet Explorer

View	
All Actions Steps Completed	N
1. GLOBAL	Y

Enter Find and Fix Roadmapping Values	
Warning: Copy will overwrite all percentages of a previously complete roadmap step.	
	Copy ? Completed?
2. U2 - EXPLORER (NA-CAP) - H21	N
3. U2 - EXPLORER (NA-CAP) - H22	Y
4. U2 - EXPLORER (NA-CAP) - H50	N
5. U2 - EXPLORER (NA-CAP) - N58	N
6. CI - FOCUS (NA-MP) - H21	N
7. CI - FOCUS (NA-MP) - H22	Y
8. CI - FOCUS (NA-MP) - H50	Y
9. CI - FOCUS (NA-MP) - N58	N
10. DE - FUSION (NA-HSAP) - H21	Y
11. DE - FUSION (NA-HSAP) - H22	Y
12. DE - FUSION (NA-HSAP) - H50	Y
13. DE - FUSION (NA-HSAP) - N58	Y
14. DH - FUSION HYBRID (NA-HSAP) - H21	Y
15. DH - FUSION HYBRID (NA-HSAP) - H22	Y
16. DH - FUSION HYBRID (NA-HSAP) - H50	Y
17. DH - FUSION HYBRID (NA-HSAP) - N58	Y
18. LE - LINCOLN MKS (NA-CAP) - H21	N
19. LE - LINCOLN MKS (NA-CAP) - H22	Y
20. LE - LINCOLN MKS (NA-CAP) - H50	Y
21. LE - LINCOLN MKS (NA-CAP) - N58	N
22. ZH - MKZ HYBRID (NA-HSAP) - H21	Y
23. ZH - MKZ HYBRID (NA-HSAP) - N58	Y
24. PG - TAURUS/FIVE HUNDRED (NA-CAP) - H21	N
25. PG - TAURUS/FIVE HUNDRED (NA-CAP) - H22	N

Should be "Y" in this screen by entering the roadmapping values.
I have completed it for Fusion and MKZ.

Vehicle Line	(from Future Out Product)
U2 - EXPLORER (NA-CAP)	N 2011 2011
CI - FOCUS (NA-MP)	N 2012 2012

I recommend to complet this information in this screen.

VEHICLE POPULATION(S) RECEIVING THE FIX ACTION(S) (Determines Roadmap/Glidepath Credit)

Vehicle Line	Fix Incorporation Date	Fix End Date	Fix Incorp MY	Fix End MY	Option Take Rate (%)
U2 - EXPLORER (NA-CAP)	April 2011		2011		100
CI - FOCUS (NA-MP)	April 2011		2012		100
DE - FUSION (NA-HSAP)	April 2011	July 2015	2011	2015	100
DH - FUSION HYBRID (NA-HSAP)	April 2011	July 2015	2011	2015	100
LE - LINCOLN MKS (NA-CAP)	September 2010	September 2010	2011	2011	100
ZH - MKZ HYBRID (NA-HSAP)	April 2011	July 2012	2011	2012	100
PG - TAURUS/FIVE HUNDRED (NA-CAP)	April 2011		2011		100

☐ Check here to "freeze" roadmap math and block future recalculations. This feature comes with restrictions.

Freeze Help

Return to Overview

Reset

Save / Next step

Calculate and Save

[Print Concern Detail Report](#)

<http://www.bsaq.ford.com/bsaq/bsaqNavigator.do?targetScreen=Concern¤tConcernVO.concernId=SAQ2011161617>

Common Metrics
CDR Home

start

Concern Se...

Roadmap C...

Form4_Top...

C:\Docume...

2 Microso...

Microsoft P...

EN

01:11 p.m.

From: Bahena, Miguel (Mike.)
Sent: Wednesday, August 18, 2010 10:17 PM
To: Frey, Martin (M.F.)
Cc: Mrozek, Robert (R.M.); Snider, Tim (T.O.)
Subject: CD3 Warranty Presentation Draft

Marty,

Attached is the updated Draft of the warranty presentation with your recommendations. We will update tomorrow when we get the warranty stack chart. Another option would be to delete that slide and go as is.



CD3 Warranty
Summary 100818,,,

Sincerely,

Mike Bahena
D3 Electric Power Steering Systems
Ford Motor Co.
Ph: (313) 805-3680
mbahena1@ford.com



CD3 EPAS Warranty Process and Status

T. Snider
M. Bahena
R. Mrozek
M. Frey

August 18, 2010



CD3 EPAS Warranty Status

High Level Perspective:

- Since SOP 269 CD3 EPAS warranty claims have been investigated and grouped into 105 unique symptom categories.
- Of applicable claims, ICA/PCA countermeasures are in place for 53 % of the warranty claims. See detailed Paynter on slide 4.
- R/1000 and TGW Status (2010 MY June 2010 Cutoff Status):

		Car
V87	Customer Concern Code	Fusion / Milan
AWS WARRANTY SAMPLE SIZE		72,627
R/1000	H21 - STEERING HAS EXCESSIVE FREE PLAY	0.10
	H22 - STEERING REQUIRES EXTRA OR UNEV	0.31
	H50 - STEERING GEAR/PUMP TROUBLES	0.05
	L68 - POWER STEERING FLUID LEAK	0.11
	N58 - STEERING NOISY	0.30
	V87 - STEERING STATUS	0.88
	V87 - STEERING OBJECTIVE	2.6
	V87 - STEERING OBJECTIVE - STRETC	2.2

		Car
V87	Customer Concern Code	Fusion / Milan
GQRS SAMPLE SIZE		1,885
POPULATION		50,814
TGW	H21 - STEERING HAS EXCESSIVE FREE PLAY	3
	H22 - STEERING REQUIRES EXTRA OR UNEV	1
	H50 - STEERING GEAR/PUMP TROUBLES	
	L68 - POWER STEERING FLUID LEAK	0
	N58 - STEERING NOISY	1
	V87 - STEERING STATUS	6
	V87 - STEERING OBJECTIVE	9
	V87 - STEERING OBJECTIVE - STRETC	8



CD3 EPAS Warranty Stack Chart



CD3 EPAS Paynter Chart

- Open embedded document.



Microsoft Excel
Worksheet



CD3 EPAS General Warranty Process

- A Global Ford/TRW Team meets 2-3 times weekly to review and analyze TRW EPAS warranty claims.
- A dedicated TRW Warranty resource supports the Field Hotline and continuously monitors all claims for potential emerging issues. Interactive Diagnostics is used to obtain real time data from the dealership and assist with trouble-shooting. An additional TRW resource is being added when U502 launches.
- The team uses the standard 8D approach to identify root cause and implement interim and permanent corrective actions.
- Challenging high priority issues are systematically attacked with cross-functional deep dive investigations. Attached is an example of a recent issue Voltage Regular issue that was resolved using the deep dive investigation process.

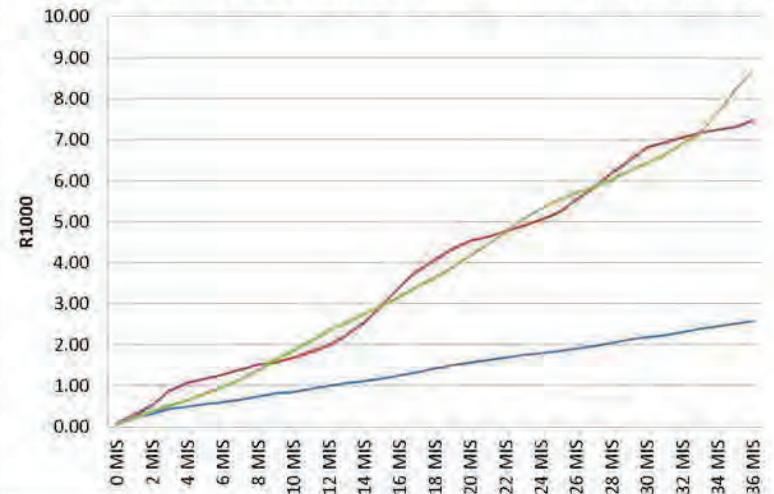


Adobe Acrobat 7.0
Document

From: Hefner, Rachel (R.) <rhefner@ford.com>
Sent: Friday, September 26, 2014 4:04 PM
To: Smith, Stephen (S.G.)
Subject: CUM_R_FUSION_10_11_12_ALL_PAID_CLAIMS_3504_H22(1).xlsx
Attachments: CUM_R_FUSION_10_11_12_ALL_PAID_CLAIMS_3504_H22(1).xlsx

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	☒ All Paid Claims												
2													
3	☒ 3504-GEAR ASY-STEERING												
4													
5	☒ H22-STEERING REQUIRES EXTRA OR UNEVEN EFFORT												
6													
7	☒ (DE-FUSION (LESS HYBRID) (NA-HSAP), DH-FUSION HYBRID (NA-HSAP))												
8													
9	☒ Suppress Items - Total is Null or Zero (Rows and columns)												
10													
11	R/1000	2010	2011	2012									
12	0 MIS	0.06	0.09	0.06									
13	1 MIS	0.23	0.30	0.23									
14	2 MIS	0.32	0.53	0.40									
15	3 MIS	0.45	0.89	0.53									
16	4 MIS	0.51	1.08	0.66									
17	5 MIS	0.56	1.19	0.83									
18	6 MIS	0.61	1.28	0.98									
19	7 MIS	0.68	1.41	1.15									
20	8 MIS	0.75	1.53	1.38									
21	9 MIS	0.82	1.58	1.64									
22	10 MIS	0.86	1.70	1.85									
23	11 MIS	0.93	1.84	2.11									
24	12 MIS	1.01	1.99	2.36									
25	13 MIS	1.07	2.25	2.56									
26	14 MIS	1.13	2.55	2.76									
27	15 MIS	1.18	2.94	2.96									
28	16 MIS	1.26	3.41	3.18									
29	17 MIS	1.34	3.80	3.42									
30	18 MIS	1.44	4.07	3.65									
31	19 MIS	1.50	4.34	3.90									
32	20 MIS	1.57	4.54	4.18									
33	21 MIS	1.63	4.64	4.45									
34	22 MIS	1.70	4.77	4.76									
35	23 MIS	1.76	4.90	5.08									
36	24 MIS	1.81	5.07	5.32									
37	25 MIS	1.85	5.23	5.55									
38	26 MIS	1.91	5.54	5.72									
39	27 MIS	1.98	5.85	5.84									
40	28 MIS	2.06	6.19	6.04									
41	29 MIS	2.13	6.50	6.27									
42	30 MIS	2.19	6.81	6.44									
43	31 MIS	2.24	6.94	6.63									
44	32 MIS	2.32	7.07	6.91									
45	33 MIS	2.40	7.18	7.16									
46	34 MIS	2.46	7.26	7.64									
47	35 MIS	2.52	7.32	8.23									
48	36 MIS	2.59	7.48	8.71									
49	All MISs	0.07	0.20	0.21									
50	Sep 26, 2014		- 1 -										

FUSION & FUSION H 3504 GEAR H22 26SEP14



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From: Surella, Matthew (M.M.)
Sent: Thursday, July 11, 2013 1:09 PM
To: Perri, Ron (R.J.)
Cc: Napoli, Laura (L.)
Subject: FW: C200D Claims for U502 and CD3 from Ford AWS
Attachments: C200D CD3 Claims thru June 2013.xlsx; C200D U502 Claims thru June 2013.xlsx

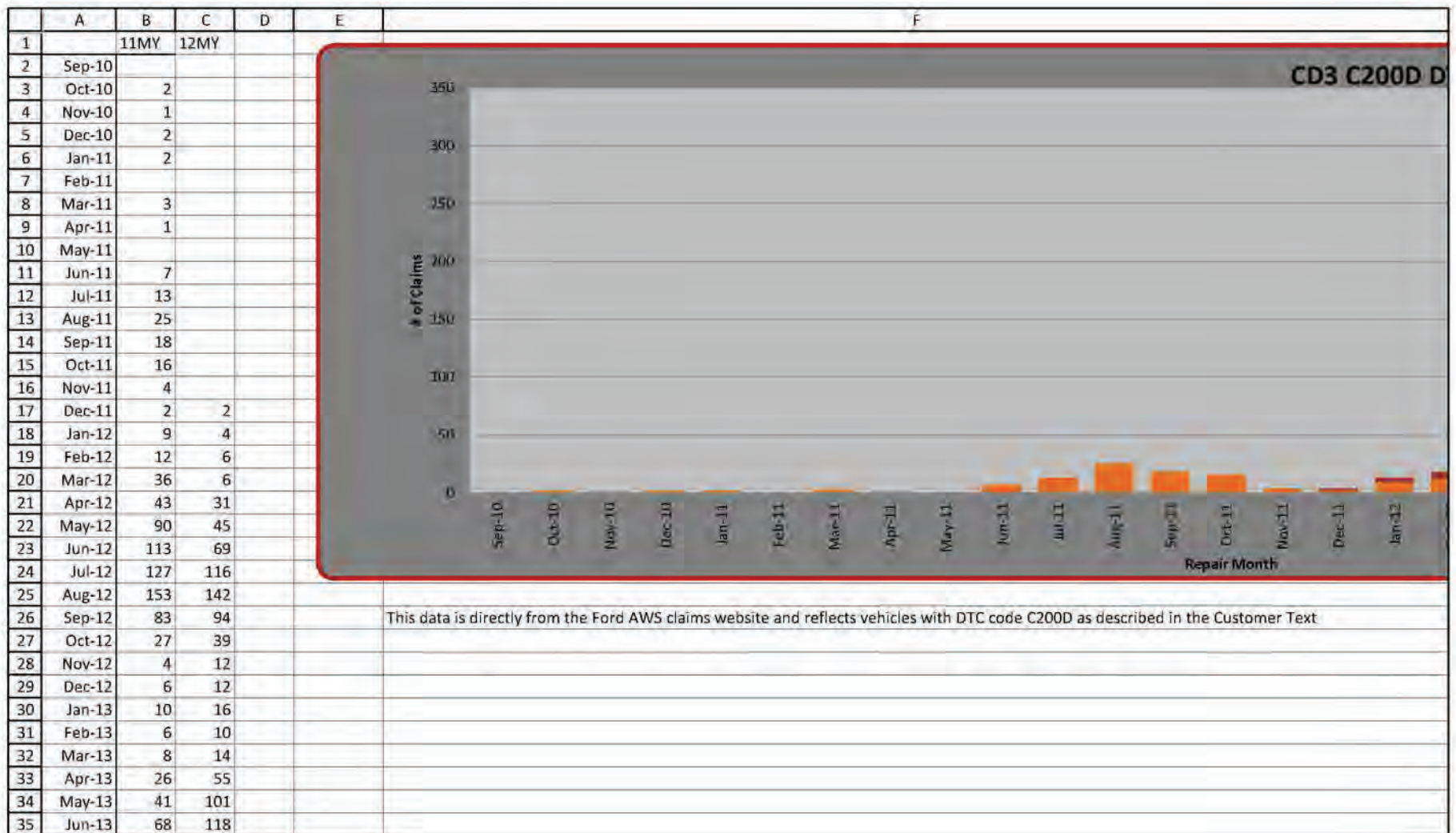
Ron,
Here's the Fusion charts for B9A in addition to the same chart I sent you yesterday for U502. Our plan is still to submit the D-car CPF next.

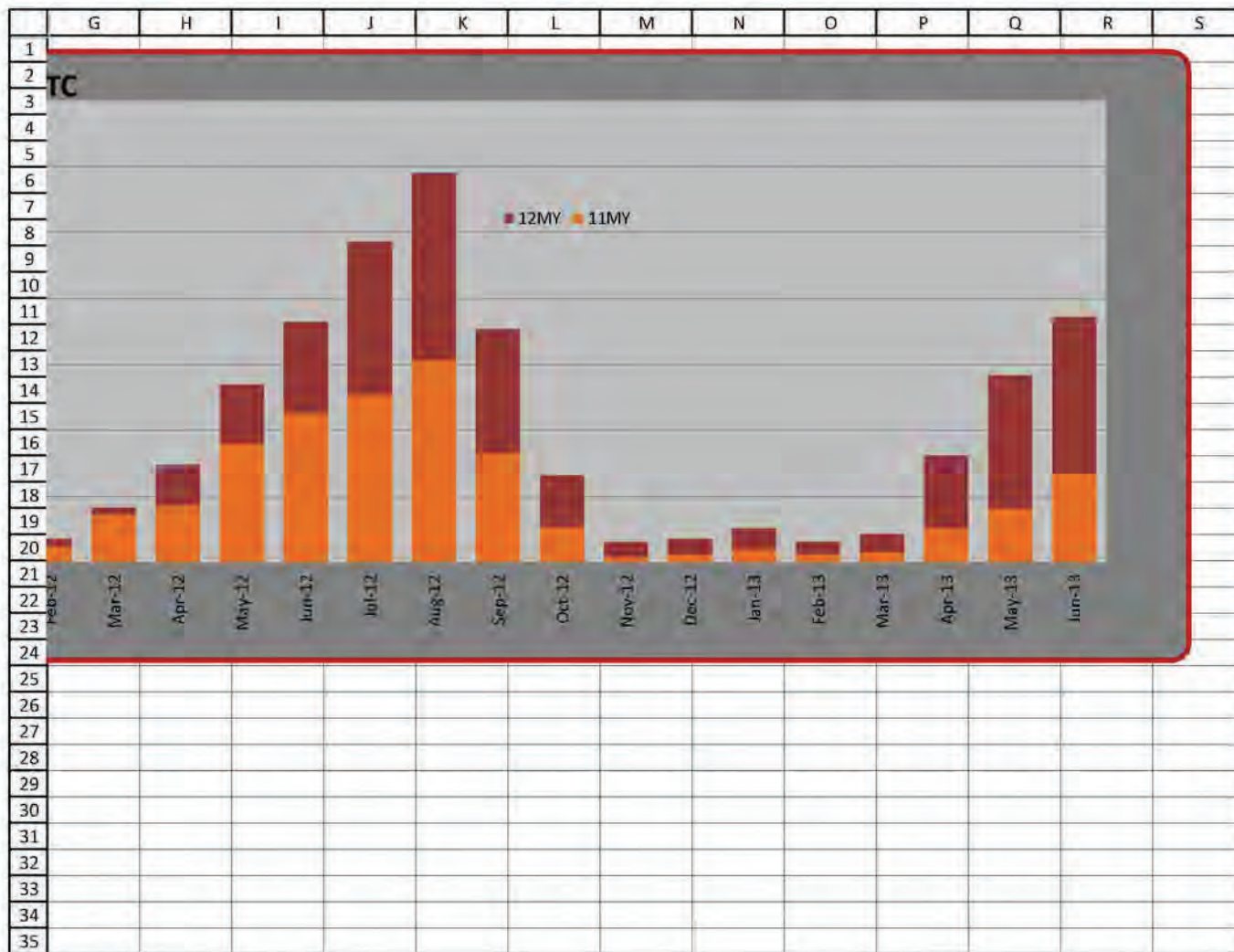
Matthew (Matt) Surella
Steering EPAS Supervisor / MBB
313-805-3997

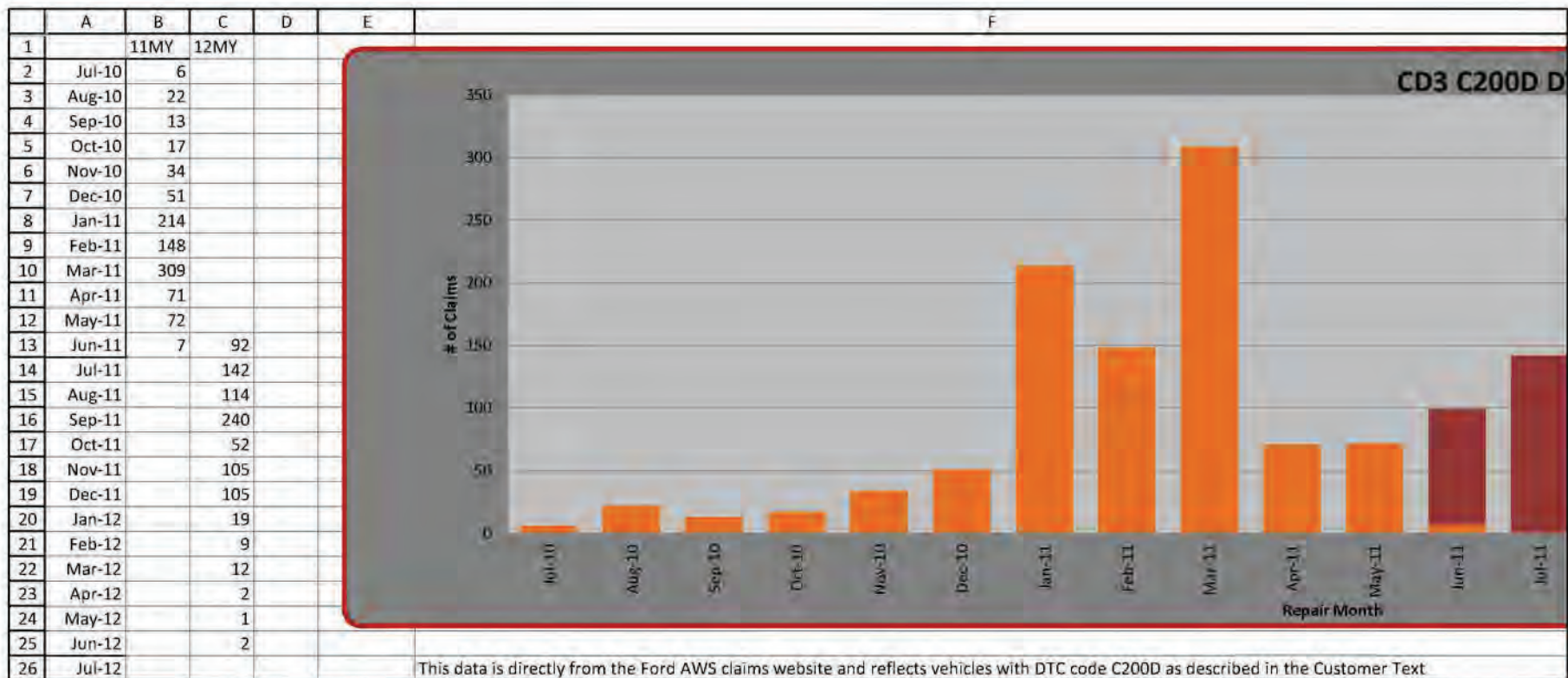
From: Anthony Fleenor [<mailto:Anthony.Fleenor@trw.com>]
Sent: Wednesday, July 10, 2013 3:25 PM
To: Surella, Matthew (M.M.)
Cc: Jim Duehring; Alex Panasiuk
Subject: C200D Claims for U502 and CD3 from Ford AWS

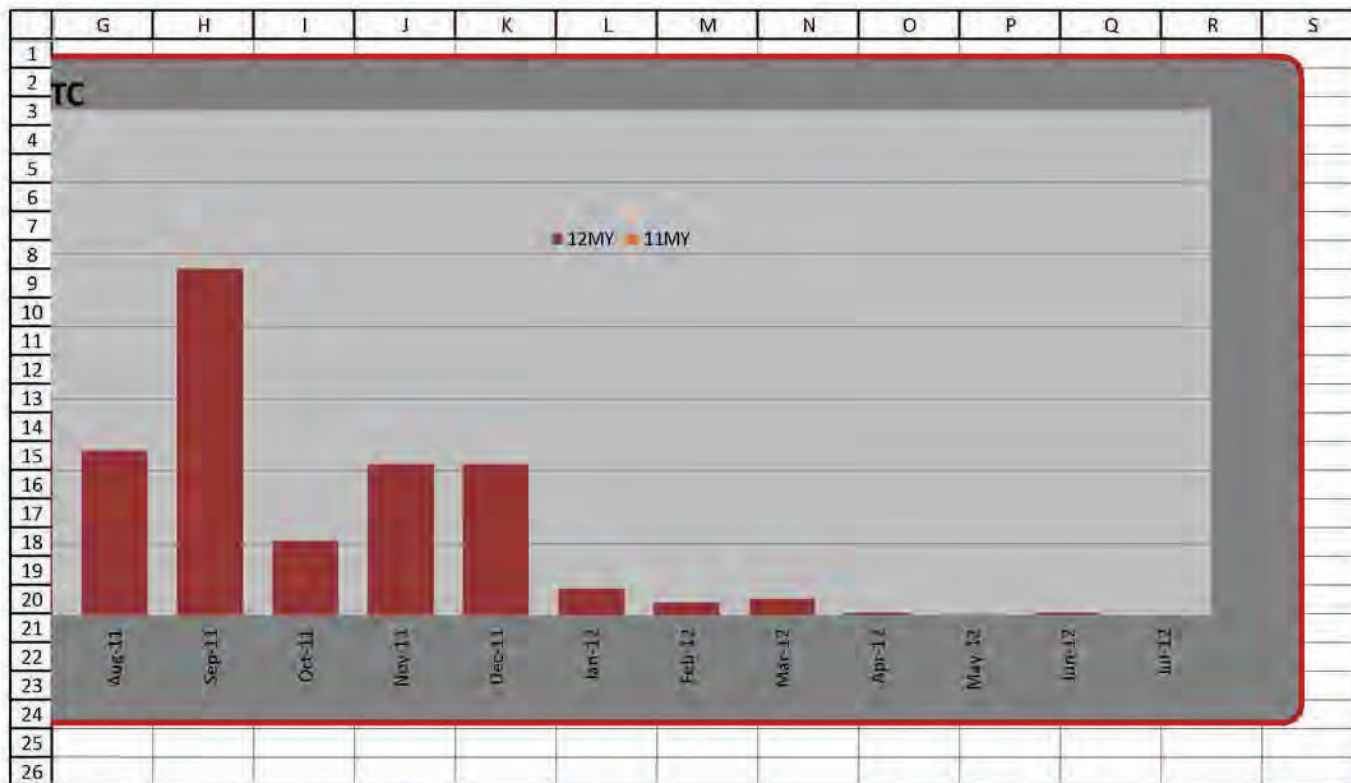
Data requested directly from the Ford AWS Warranty Website for C200D claims by repair date and build date

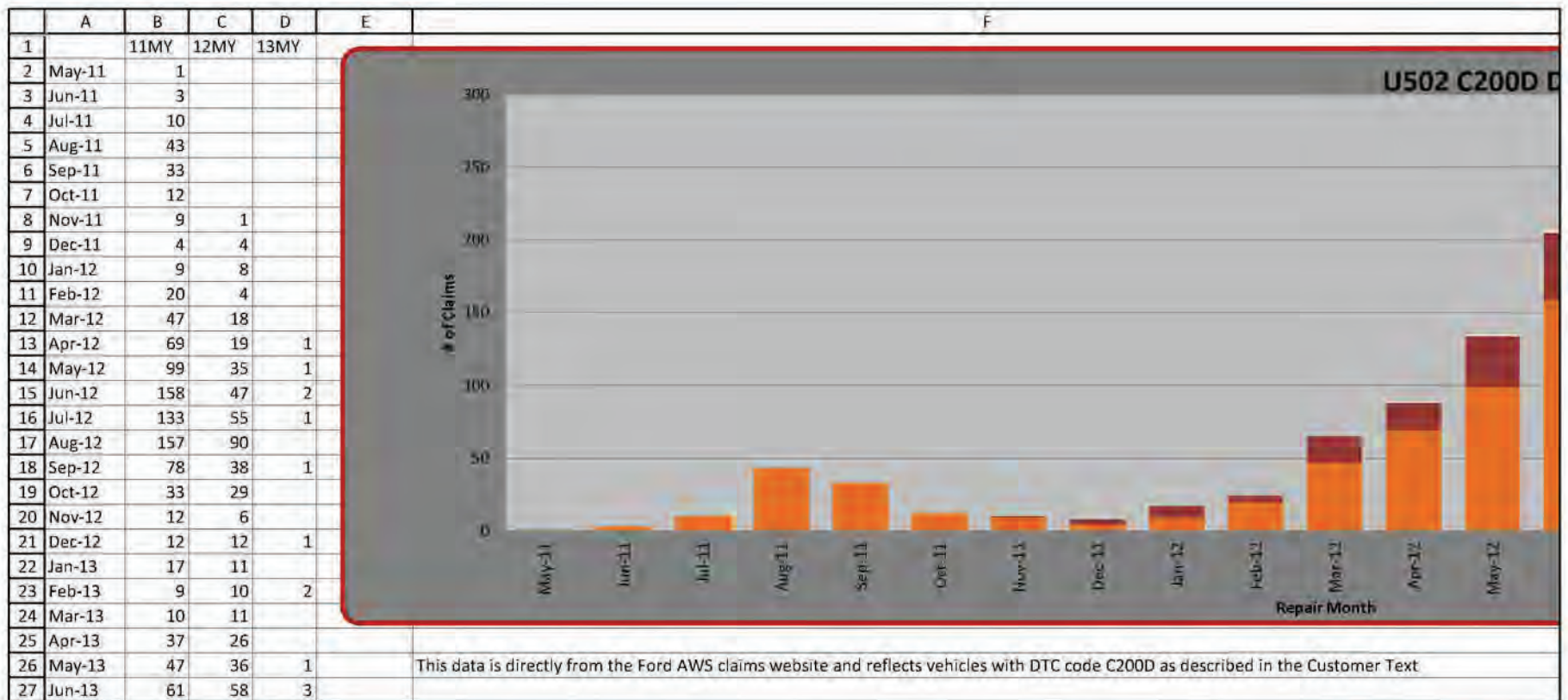
Tony Fleenor
TRW Steering Warranty

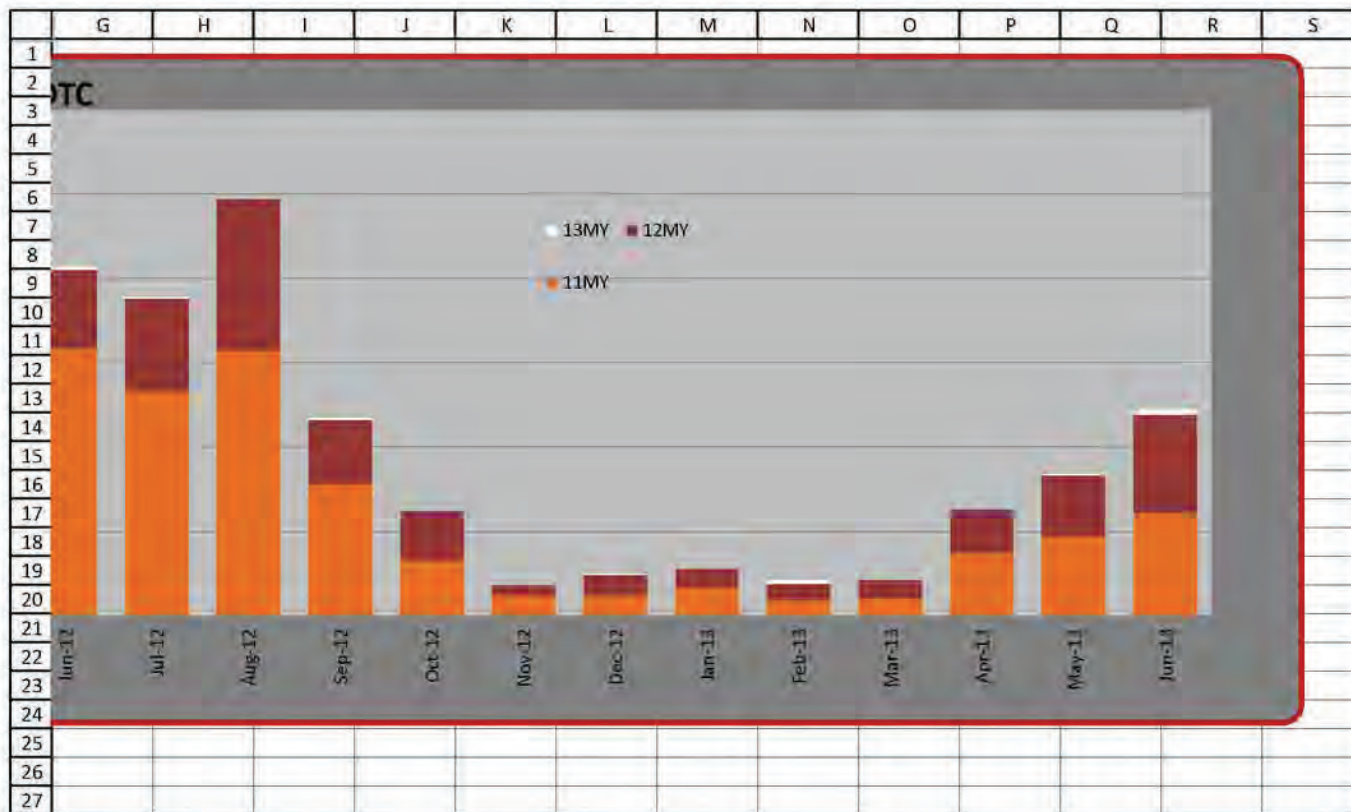




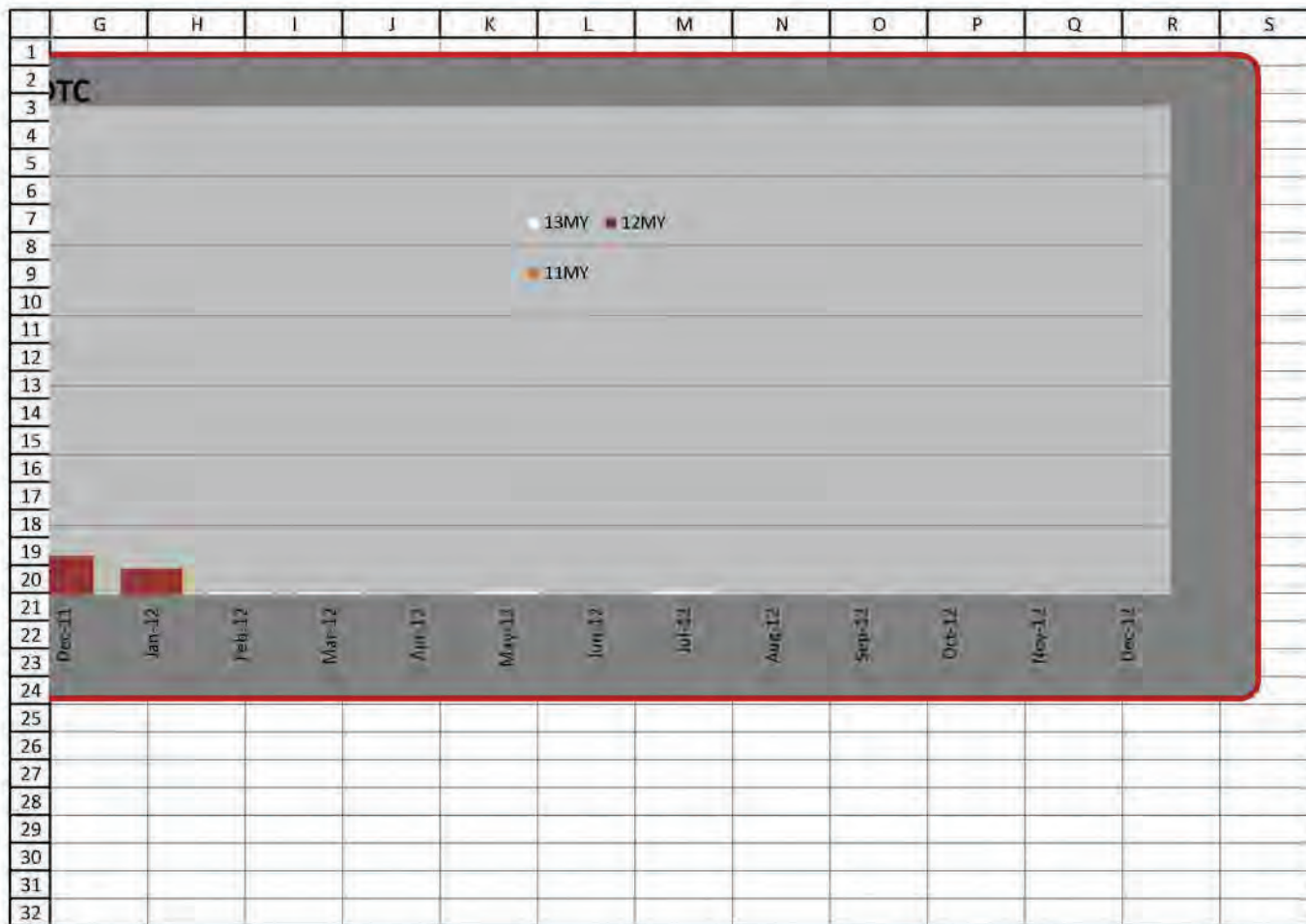












From: Flanagan, Thomas (T.P.)
Sent: Monday, September 24, 2012 11:27 AM
To: Surella, Matthew (M.M.)
Subject: RE: CD3, Aug Load, 2010-2012 Warranty Claims

Matt,

Early C200D's,

Model Year=2010, Build Date=7/20/09, Report Date=7/19/12, Mileage=36K

Model Year=2010, Build Date=2/13/10, Report Date=7/30/12, Mileage=32K

Tom Flanagan
Ford Motor Company
CD3, D3 EPAS Steering Engineering
PDC 2B-K24
(313) 845-4062
Cell (313) 815-6885

From: Surella, Matthew (M.M.)
Sent: Saturday, September 22, 2012 8:42 AM
To: Flanagan, Thomas (T.P.)
Subject: RE: CD3, Aug Load, 2010-2012 Warranty Claims

Wow! In terms of build date, how far back does C200D go?

Matthew (Matt) Surella
Steering EPAS Supervisor / MBB
313-805-3997

From: Flanagan, Thomas (T.P.)
Sent: Friday, September 21, 2012 9:41 AM
To: Surella, Matthew (M.M.)
Subject: CD3, Aug Load, 2010-2012 Warranty Claims
Importance: High

Matt,

I have gone through 378 CD3 claims, see below. As you can see the C200D accounts for majority of claims. I will put into the pie charts as soon as I can but not by noon today.

Claim	DTC Code
Trac Control Light On	C1278
No assist	C200D
No assist	C1277
No assist	C200D
No assist	C200D
Trac Control Light On	No code reported

Dead battery	PSCM draw
No assist	U2011:49
ABS Light on	C1277
No assist	C1277 U3000
No assist	U2011:49
No assist	Replace EPAS
French Verbatim	No code reported
	Broken EPAS Mount
Trac Control Light On	Bolt
Oil Leak	HPAS Replaced
No assist	C200D
No assist	P07AE
No assist	C200D
No assist	U3000
No assist	No code reported
No assist	U3000
French Verbatim	No code reported
No assist	Replace EPAS
No assist	Replace EPAS
Trac Control Light On	C1B00
No assist	P07AE
No assist	P07AE
No assist	C200B, C200C
No assist	No code reported
Trac Control Light On	U3000
No assist	C200C
No assist	C200D
No assist	No code reported
No assist	C1277
No assist	No code reported
No assist	U3000
No assist	No code reported
No assist	C200D
No assist	No code reported
No assist	C200D
No assist	No code reported
No assist	No code reported
No assist	C200D
No assist	U3000
No assist	C200B
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C1277
No assist	C200D
No assist	C1277
No assist	C200D
No assist	C200D

No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
Trac Control Light On	No code reported
No assist	C200D
Rattle Noise in Rack	Replace EPAS
No assist	C200D
Trac Control Light On	No code reported
No assist	C200D
No assist	C200D
No assist	No code reported
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C1277
No assist	U3000
No assist	C200D
No assist	C1277
No assist	No code reported
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	No code reported
No assist	C200B
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	Replace EPAS
French Verbatim	No code reported
No assist	C1277
No assist	C1277, C200D
No assist	Replace EPAS
French Verbatim	Replace EPAS
French Verbatim	Replace EPAS
No assist	Replace EPAS
No assist	C200D
No assist	U3000
No assist	C200D
Rattle Noise in Rack	Replace LCA
No assist	Replace EPAS
No assist	C200D
No assist	Replace EPAS
No assist	U3000
No assist	C200D
No assist	C200D
No assist	C200D
No assist	No code reported
No assist	C200D

No assist	No code reported
No assist	P07AE
No assist	C1277
No assist	C1277, C200D
No assist	C1277, C200D
No assist	C200D
No assist	C1277
No assist	C200D
Knocking Noise	Replace EPAS
No assist	C200D
No assist	C200D
No assist	C200B, C200C
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	C200D
No assist	C200D
No assist	U3000
No assist	C200D
No assist	Replace EPAS
No assist	C200D
Trac Control Light On	Replace EPAS
No assist	C1277
No assist	C1B00, C1277
No assist	C200D
No assist	C200D
No assist	C200D
Trac Control Light On	Replace EPAS
No assist	Replace EPAS
No assist	C200D
No assist	No code reported
No assist	C200D
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	C200C
No assist	C200D
Trac Control Light On	C1277
Trac Control Light On	C1277
No assist	C200D
No assist	C200D
No assist	C200D
French Verbatim	No code reported
Grinding Noise	Repair suspension
	Replace EPAS and
Loose Steering	OTR's
No assist	No code reported
No assist	C200D
No assist	C200D
No assist	C200D
ABS Light on	C200B
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D

No assist	Replace EPAS
No assist	Cleared codes
No assist	P07AE
No assist	C200D
No assist	C200D
No assist	U3000
No assist	C1277
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	Replaced EPAS
No assist	C200D
No assist	C200D
No assist	C200D
No assist	U3000
No assist	U3000
No assist	C1277
No assist	C200D
No assist	C200D
No assist	C200D
No assist	P07AE
No assist	Replace EPAS
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	Replace EPAS
No assist	C200D
No assist	C200D
No assist	U3000
No assist	Replace EPAS
No assist	Cleared codes
No assist	C200D
No assist	C1277
Trac Control Light On	Replace EPAS
No assist	Replace EPAS
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	U3000
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
Trac Control Light On	C1277
No assist	No code reported
No assist	C200D
No assist	C200D
No assist	U3000

No assist	U3000
No assist	Replace EPAS
No assist	C200D
No assist	C200D
Trac Control Light On	Replace EPAS
No assist	No code reported
No assist	C200D
Trac Control Light On	C200D
No assist	C1277
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	C1277
No assist	Replace EPAS
Knocking Noise	Replace EPAS
No assist	C1277
No assist	C200D
No assist	C1277
No assist	C200D
No assist	P07AE
No assist	C200D
No assist	C200D
No assist	C200D
No assist	P07AE
No assist	C200D
No assist	P07AE
No assist	C200D
No assist	U2011:49
No assist	U3000
No assist	Replace EPAS
No assist	No code reported
No assist	C1277
No assist	C200D
No assist	C200D
No assist	C1277
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	U3000
No assist	C200D
French Verbatim	No code reported
No assist	C1277
No assist	C200D
No assist	C200D
No assist	C200B
Clunk Noise	Replace EPAS
No assist	C200D
No assist	No code reported
No assist	No code reported
Trac Control Light On	C1277
No assist	Replace EPAS

No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	Replace EPAS
No assist	C200D
No assist	No code reported
No assist	C200D
No assist	U3000
Trac Control Light On	No code reported
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C1B00, U3000
No assist	C200D
No assist	Replace EPAS
No assist	C200D
No assist	C200D
No assist	C200D
Excessive freeplay	Replace EPAS
No assist	U3000, C200B, C200C
No assist	C200D
French Verbatim	No code reported
No assist	C200D
No assist	Replace EPAS
No assist	U3000
No assist	U3000
French Verbatim	U3000
No assist	C200D
No assist	C200D
No assist	Replace EPAS
Trac Control Light On	C1277
No assist	C200D
Trac Control Light On	C1277
No assist	Replace EPAS
No assist	C200D
No assist	Replace EPAS
No assist	U2011:49
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	C200D
Binding Steering	Replace EPAS
	Broken EPAS Mount
Trac Control Light On	Bolt
No assist	C200D
No assist	C200D
No assist	Replace EPAS
No assist	C1277
No assist	C200D
No assist	C200D
No assist	No code reported
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D

No assist	C200D
No assist	C200D
No assist	P07AE
No assist	C200D
No assist	U3000
No assist	U3000
No assist	C1277
No assist	C200D
No assist	U2011:49
No assist	C1B00
Clunk Noise	Replace EPAS
Trac Control Light On	C1278
No assist	C1277
No assist	Replace EPAS
No assist	C200D
No assist	C200D
No assist	U3000
No assist	C200D
No assist	C200D
No assist	U2011:49
No assist	U3000
No assist	C200D
No assist	U3000
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C200D
No assist	C1277
No assist	C200D
No assist	C200D
No assist	No code reported
No assist	C1278
No assist	No code reported
No assist	C200D
No assist	U2011:49
No assist	C200D
No assist	C200D
No assist	C200D
No assist	U3000

Tom Flanagan
 Ford Motor Company
 CD3, D3 EPAS Steering Engineering
 PDC 2B-K24
 (313) 845-4062
 Cell (313) 815-6885

From: Snider, Tim (T.O.)
Sent: Friday, January 29, 2010 9:37 PM
To: Mrozek, Robert (R.M.)
Cc: Bahena, Miguel (Mike.)
Subject: RE: Chassis FQR agenda updated

Rob,

Here are all CD3 Steering ECB claims. I filtered on H21, H22, and N58, and hid months of production before Sept 2009. MOP, VIN, and verbatims are shown.

Second file is the ECB summary PDF.

I think the next step is to update the EPAS Paynter chart using TRW's latest tracker sheet, and then show which TRW case reports are assigned to which last 4 MOP claims (using VINs).



Claims Report List summarywReport...
CD3 Steerin...

Regards,
Tim Snider (tsnider1@ford.com)
CD3 Steering Engineering
Ford Motor Company
Cell 313-805-3201
2B-L18 Product Development Center
Dearborn, MI 48124 USA

From: Mrozek, Robert (R.M.)
Sent: Friday, January 29, 2010 10:55 AM
To: Bahena, Miguel (Mike.); Snider, Tim (T.O.)
Cc: Mrozek, Robert (R.M.)
Subject: RE: Chassis FQR agenda updated
Importance: High

Tim -

Can you please get today us the latest ECB reports? Like the attached? In prep for FQR.

<< File: 2010 MY Chassis ECB summary 10 30 09.xls >> << File: V87 ECB claims 12 3 - 12 15.xls >> << File: Fusion Milan 2010MY V87 ECB summary 10 27 09.pdf >>

Rob Mrozek

Electric Power Steering Supervisor
C346N/CD3/D3/D4/U502/Police/Limo Programs
Ford Motor Company
Phone: (313) 805-5947
e-mail: rmrozek@ford.com

From: Bahena, Miguel (Mike.)
Sent: Friday, January 29, 2010 10:24 AM
To: Mrozek, Robert (R.M.)
Cc: Snider, Tim (T.O.)
Subject: RE: Chassis FQR agenda updated

Ok.

From: Mrozek, Robert (R.M.)
Sent: Friday, January 29, 2010 8:18 AM
To: Bahena, Miguel (Mike.)
Cc: Snider, Tim (T.O.)
Subject: FW: Chassis FQR agenda updated

Mike -

Will need you to support Tim and I at the meeting.

Rob Mrozek

Electric Power Steering Supervisor
C346N/CD3/D3/D4/U502/Police/Limo Programs
Ford Motor Company
Phone: (313) 805-5947
e-mail: rmrozek@ford.com

From: Annadi, Hari (H.)
Sent: Thursday, January 28, 2010 1:59 PM
To: Hearn, Chet (C.); Ahmad, Ronnie (R.); Allard, Chris (C.E.); Allen, David (D.R.); Allen, Mike (M.C.); Amma, Ellen (E.); Annadi, Hari (H.); Arnold, Bruce (B.C.); Azar, Nail (N.M.); Bagley, Matt (M.R.); Bagoon, Kim (K.A.); Bona, Sal (.); Boullin, Stephanie (S.); Branik, David (D.P.); Brown, Todd (T.A.); Caris, John (J.C.); Castellano, Jim (J.C.); Cupka, Dick (R.D.); Demers, Barry (B.P.); Dimovski, Bill (Z.); Doorlag, Chad (C.A.); Folta, Greg (G.); Freeman, Paul (P.W.); Frey, Martin (M.F.); Garrett, Scott (S.A.); Green, Ann (A.D.); Gregorchik, Chris (C.); Grobbel, Phil (P.J.); Haenggi, Miles (M.); Hale, Curt (B.C.); Hamernik, Dave (D.); Hodge, Wesley (W.D.); Hsu, Albert (C.); Jackson, Bradley (B.G.); Jackson, Diane (D.M.); Jakubik, Paul (P.C.); Jammoul, Ali (A.); Jansen, Michael (M.R.); Kane, Michael (M.D.); Klekamp, David (D.W.); Koenig, Neal (N.D.); Kwasniewicz, Chris (C.L.); Lambert, Sheri (S.A.); Limbach, Sigurd (S.); Linde, Peter (P.A.); Lloyd, Dave (D.B.); Magolan, Allen (A.M.); McIntyre, Kathryn (K.L.); Menz, Kenneth (K.C.); Messervey, Brandon (B.C.); Miller, Todd (T.R.); Montano, Javier (J.); Moody, Sandy (S.L.); Mrozek, Robert (R.M.); Nimmagadda, Kishore (K.); Norton, Russ (R.L.); Patel, Bharat (B.J.); Patel, Harendra (H.M.); Perri, Ron (R.J.); Pierce, Bruce (B.F.); Poe, Tammy (T.A.); Porter, Wesley (W.); Quijada, Jorge (J.); Rendi, Anthony (A.J.); Richardson, Brian (B.D.); Roberts, Mark (M.A.); Robinson, Mark (.); Rogero, Antonio (A.); Rohweder, David (D.S.); Schafran, Sonja (S.); Serina, Flaminia (F.); Steele, Kimberly (K.A.); Stewart, Greg (J.); Surella, Matthew (M.M.); Syed, Nasir (N.S.); Syed, Shaheen (Q.); Szalay, Michael (M.A.); Torolski, Michael (M.A.); Tracy, Steven (S.A.); Welch, Darnell (D.); White, Dale (D.A.); White, Isiah (I.C.); Williams, Dan (DW.); Witczak, Rich (R.A.); Wroblewski, Mike (M.J.); Yim, K. Sunny (K.S.); Zaidi, Shahzad (S.)
Subject: Chassis FQR agenda updated

Part I 1:00 - 1:30

QSF/Emerging Issues

New/RED Stop ships

Quality Status

Part II 1:30 - 3:00

U502 systemmic launch issues assessment - Drift/Pull, Torque Steer -
B.Arnold/C.Hearn

2010MY Top ECB issues

CD3 Steering Rack Efforts - R.Mrozek

Escape/Mariner EPAS column defective - M.Surella
<< OLE Object: Microsoft Office Excel Worksheet >>

Hari Annadi

Chassis Quality Supervisor

Master Black Belt

Building # PDC 2B-A57

Work Cell: 313 805 4746

Ford Motor Company, Dearborn, Michigan

email: hannadi@ford.com <mailto:hannadi@ford.com>

Top Bins (4 MOP)																																
Rank	Bin Defined By : Part (Item), Concern, POSC, POSD, Concern Type						CCC		MYTD Rank	Avg Cost	First ECB Load Date	Claim Count														BSAs	Containment			PCA		Grade
	Part (Item)	Concern - Concern Type	Pos A L/R	Pos B F/R	Pos C Which	Pos D Where	Primary	Secondary				4MOP	LAST 12 MOP	2009-02	2009-03	2009-04	2009-05	2009-06	2009-07	2009-08	2009-09	2009-10	2009-11	2009-12	2010-01		Red	Yellow	Green	Red	Yellow	
1	STEERING RACK	EFFORT					H22	H21	1	1650.68	20-May-09	18	88	0	3	12	9	20	7	9	10	10	7	1	0	4	0	0	4	0	1	3
2	BRAKE ROTOR	CONTAMINATED					N27	N17	2	164.02	09-Apr-09	16	47	1	2	4	2	3	5	6	8	9	6	1	0	5	0	0	5	0	0	5
3	ANTI-LOCK BRAKING SYSTEM MODULE	DEFECTIVE					H19	H39	4	759.54	20-May-09	15	38	0	1	2	4	6	4	1	5	6	5	4	0	2	0	0	2	0	0	2
4	STEERING RACK	NOISY CHIRP					N58		12	1555	21-Nov-09	7	9	0	0	0	0	0	0	0	2	6	1	0	0	1	0	0	1	0	0	1
5	ANTI-LOCK BRAKING SYSTEM SENSOR	DEFECTIVE					H39	H19	13	165.5	06-May-09	7	9	0	1	1	0	0	0	0	4	2	1	0	2	0	0	2	0	0	2	
6	BRAKE	VIBRATES					N27		11	158.21	25-Mar-09	7	10	0	0	0	0	1	0	1	1	7	0	0	0	3	0	0	3	0	0	3
7	BRAKE BOOSTER	DEFECTIVE					H19	H15	19	530.31	16-Sep-09	3	5	0	0	0	0	0	0	2	0	1	2	0	0	1	0	0	1	0	0	1
8	STEERING WHEEL ANGLE SENSOR	DEFECTIVE					H39	H19	16	370.02	20-Jun-09	3	7	0	0	0	1	0	1	1	1	2	0	1	0	1	0	1	0	0	1	0
9	WHEEL	OUT OF BALANCE					N27	TB3	14	162.62	30-Apr-09	3	9	0	0	1	1	3	1	0	0	1	2	0	0	2	0	0	2	0	0	2
10	VALVE STEM	LEAK - AIR					B65	TB6	9	53.8	16-Apr-09	3	14	2	1	0	0	1	5	2	0	2	1	0	0	2	0	0	2	0	0	2
11	RESTRAINT CONTROL MODULE	DEFECTIVE					H39	H19	7	501.5	22-May-09	2	15	0	2	0	1	2	3	2	3	1	1	0	0	1	0	0	1	0	0	1
12	TIRE	HOLE					TC8	B65	58	239.79	19-Nov-09	2	2	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	1	0	0	1
13	BRAKE ROTOR	WARPED (SURFACE)					N17	N27	59	238.95	23-Jan-10	2	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0
14	TIRE	DAMAGED					TC8	TA2	37	179.7	11-Mar-09	2	3	0	0	0	0	0	1	0	0	1	1	0	0	1	0	0	1	0	0	1

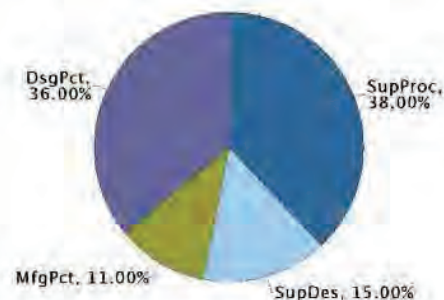
Top Repair Diagnosis (4 MOP)				
Rank	Repair Diagnosis	Claim Count 4MOP MYTD	MYTD	Avg Cost
1	STEERING RACK EFFORT	18 88	1	1650.68
2	BRAKE ROTOR CONTAMINATED	16 47	2	164.02
3	ANTI-LOCK BRAKING SYSTEM MODULE DEFECTIVE	15 38	4	759.54
4	STEERING RACK NOISY CHIRP	7 9	12	1555
5	BRAKE VIBRATES	7 10	10	158.21
6	ANTI-LOCK BRAKING SYSTEM SENSOR DEFECTIVE	4 5	19	149.39
7	BRAKE BOOSTER DEFECTIVE	3 5	18	530.31
8	STEERING WHEEL ANGLE SENSOR DEFECTIVE	3 7	15	370.02
9	VALVE STEM LEAK - AIR	3 14	9	53.8
10		2 15	7	501.5

Top Parts (4 MOP)				
Rank	AWS Causal Part	Claim Count 4MOP MYTD	MYTD	Avg Cost
1	GEAR ASY-STEERING	25 103	1	1520.82
2	MODULE-BRK ANTI/LK	11 43	4	516.16
3	DISC - FRONT WHEEL BRAKE	8 27	6	162.15
4	HUB & ROTOR ASY FRONT	8 16	9	142.42
5	HUB CAP	7 61	3	53.49
6	WHEEL ASSY	6 62	2	311.32
7	CONTROL ASY-PARK BRA	6 16	10	102.75
8	ROTOR-RR WHL DISC BK	5 12	14	145.29
9	NO PROBLEM FOUND (NRTH AMER)	5 24	7	54.39
10	TIRE DEFECT WARRANTY	4 31	5	210.39

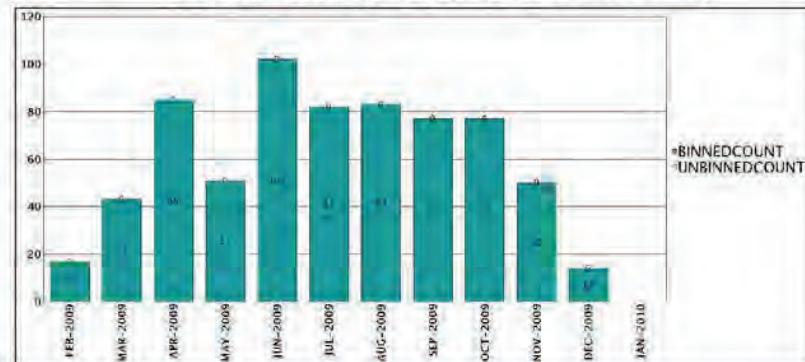
Top Part Description & Condition Code (4 MOP)				
Rank	AWS Causal Part & Condition Code	Claim Count 4MOP MYTD	MYTD	Avg Cost
1	GEAR ASY-STEERING DOES NOT OPERATE	23 91	1	1541.9
2	MODULE-BRK ANTI/LK DOES NOT OPERATE	8 29	3	547.73
3	NO PROBLEM FOUND (NRTH AMER)	5 19	6	80.84
4	DISC - FRONT WHEEL BRAKE OUT OF ROUND	4 9	9	167.03
5	HUB & ROTOR ASY FRONT SURFACE	4 5	28	159.39
6	HUB & ROTOR ASY FRONT OUT OF ROUND	4 6	20	143.77
7	CONTROL ASY-PARK BRA DOES NOT OPERATE	4 8	11	104.55
8	BRAKE ANTI LOCK ASSY DOES NOT OPERATE	3 7	14	1188.74
9	BOOSTER ASY-POWER BR DOES NOT OPERATE	3 3	47	333.11
10	SENSOR ASY DOES NOT OPERATE PROPERLY	3 7	17	209.26

Top CCC's (4 MOP)				
Rank	CCC	Claim Count 4MOP MYTD	MYTD	Avg Cost
1	N27 VIBRATION OR SHUDDER WHILE BRAKING	25 52	5	157.2
2	H19 BRAKE-ABS WARNING LIGHT TROUBLES	20 99	2	325.64
3	H39 TRACTION CONTROL/ADVANCE TRAC WAI	18 61	4	325.48
4	B65 WHEEL/HUBCAP TROUBLES	16 141	1	180.3
5	H22 STEERING REQUIRES EXTRA OR UNEVEN	9 77	3	1092.52
6	H21 STEERING HAS EXCESSIVE FREE PLAY/W	8 18	9	792.09
7	N58 STEERING NOISY	7 22	8	525.58
8	H20 OTHER BRAKE TROUBLES (INCLUDING AIF	6 34	7	187.92
9	L68 POWER STEERING FLUID LEAK	5 12	15	132.65
10	N17 BRAKES NOISY	5 35	6	125.16

P-D-S Breakdown (4 MOP)
Percentage Breakdown of P-D-S in Pie-Chart



Total Claim Count by MOP (Binned and Unbinned Claims)



ECB

WARRANTY Claims Summary Report (4 MOP Sort)

Generated: USER

Date: 29 JAN 2010

Time: 14:22

Data Selection Criteria:

Model Year <= 2010;
Assembly Plant [AAG] = HERMOSILLO PLANT BUILD (A3);
VRT = CHASSIS (F02);
Top N(Paynter) = 100;
Vehicle Line Global = FUSION (LESS HYBRID) (NA-HSAP) (DE);FUSION HYBRID (NA-HSAP) (DH);MILAN (LESS
HYBRID) (NA-HSAP) (ML);MILAN HYBRID (NA-HSAP) (MO);MKZ/ZEPHYR (NA-HSAP) (ZP);
Comparator TOP N = 200;

NOTE: All Currency is reported in US DOLLAR and All Distance is reported in Miles

From: Hefner, Rachel (R.)
Sent: Friday, May 02, 2014 9:25 PM
To: Perri, Ron (R.J.); Bahena, Miguel (Mike.)
Cc: Surella, Matthew (M.M.)
Subject: RE: some hot warranty analysis today/Monday

Sensitivity: Confidential

POWERPOINT UPDATED WITH C200D BAR CHARTS:

The individual excel files are too large to send together, so I pasted the relevant chart into the POWERPOINT instead.



TRW EPAS GEAR
STUDY_2MAY14....

From: Perri, Ron (R.J.)
Sent: Friday, May 02, 2014 12:13 PM
To: Hefner, Rachel (R.); Bahena, Miguel (Mike.)
Cc: Surella, Matthew (M.M.)
Subject: RE: some hot warranty analysis today/Monday
Importance: High
Sensitivity: Confidential

Mike, please get with Rachel to get this started.

For each D/U, CD3:

- Stack
- Run
- And these updated:

<< File: C200D BAR CHART 11 12 13 EXPLORER 24JAN14.xlsx >> << File: C200D CDW FUSION MILAN MKZ 11 12MY 3504 CLAIMS 24JAN14.xlsx >>

Thanks.

Ron Perri
Manager, Chassis – EPAS and Upper Steering, Features, Systems & Core
Fairlane North, Building 3, GT-004
cell 313-805-0680
rperri@ford.com

From: Hefner, Rachel (R.)
Sent: Friday, May 02, 2014 11:57 AM
To: Perri, Ron (R.J.); Bahena, Miguel (Mike.)
Cc: Surella, Matthew (M.M.)
Subject: RE: some hot warranty analysis today/Monday
Sensitivity: Confidential

YES

From: Perri, Ron (R.J.)
Sent: Friday, May 02, 2014 10:57 AM
To: Hefner, Rachel (R.); Bahena, Miguel (Mike.)
Cc: Surella, Matthew (M.M.)
Subject: some hot warranty analysis today/Monday
Importance: High
Sensitivity: Confidential

Rachel, may need you to do some hot warranty analysis today/Monday, are you around?

Ron Perri
Manager, Chassis – EPAS and Upper Steering, Features, Systems & Core
Fairlane North, Building 3, GT-004
cell 313-805-0680
rperri@ford.com

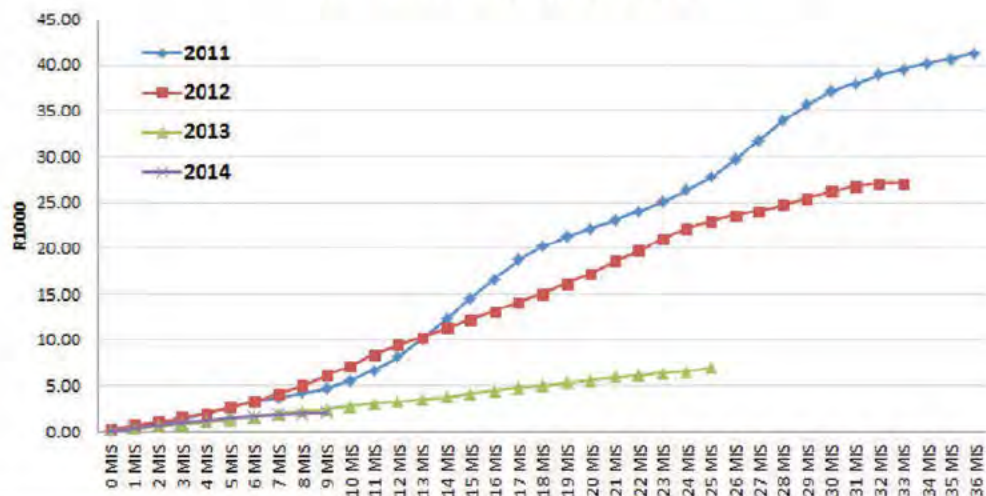
TRW EPAS GEAR STUDY

2MAY14

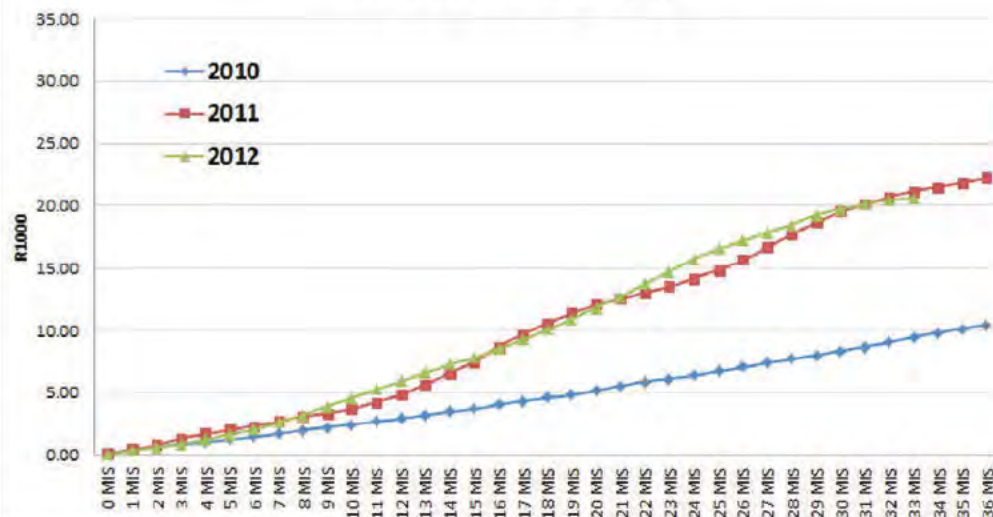
TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

**EXPLORER & EXPLORER POLICE 3504 GEAR
ALL PAID CLAIMS 2MAY14**



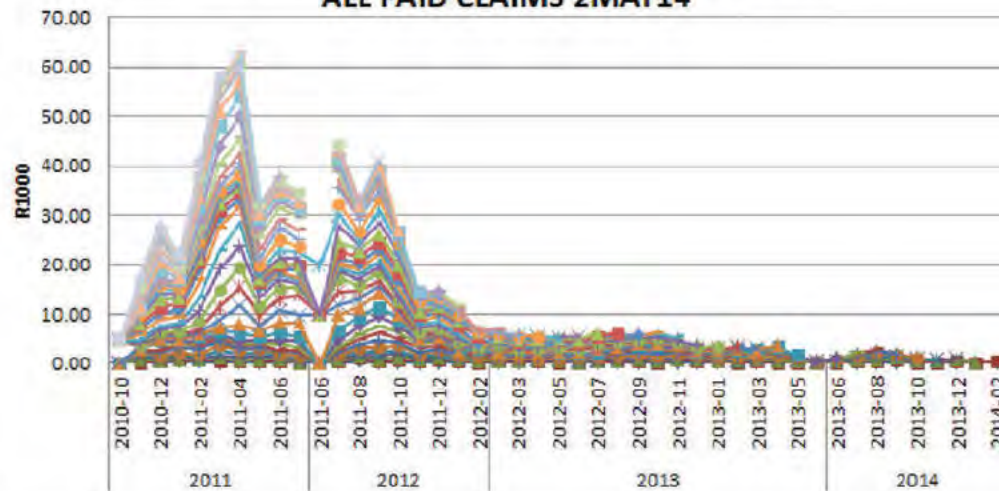
**FUSION LESS HYBRID, FUSION HYBRID 3504 GEAR
ALL PAID CLAIMS 2MAY14**



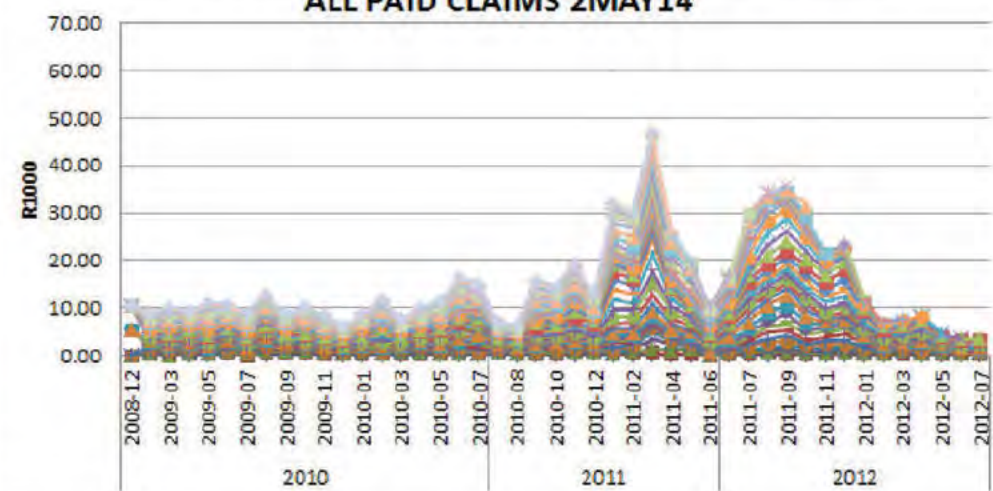
TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

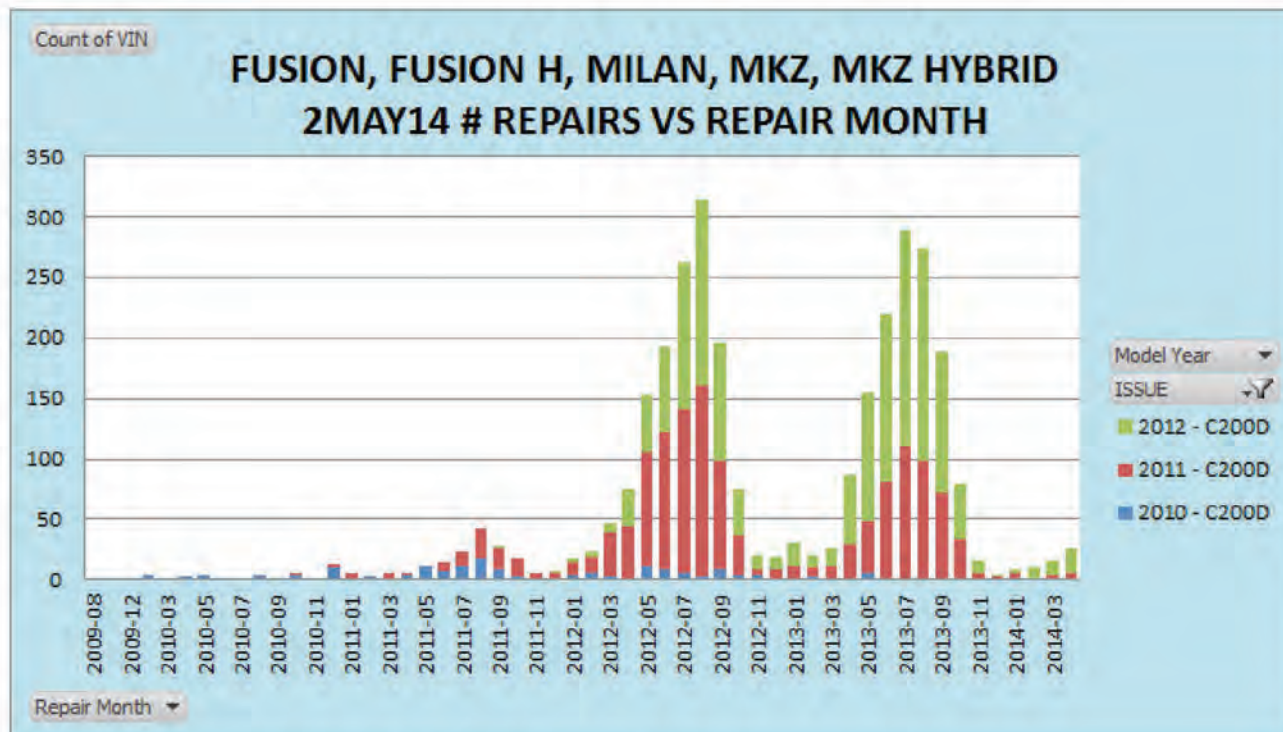
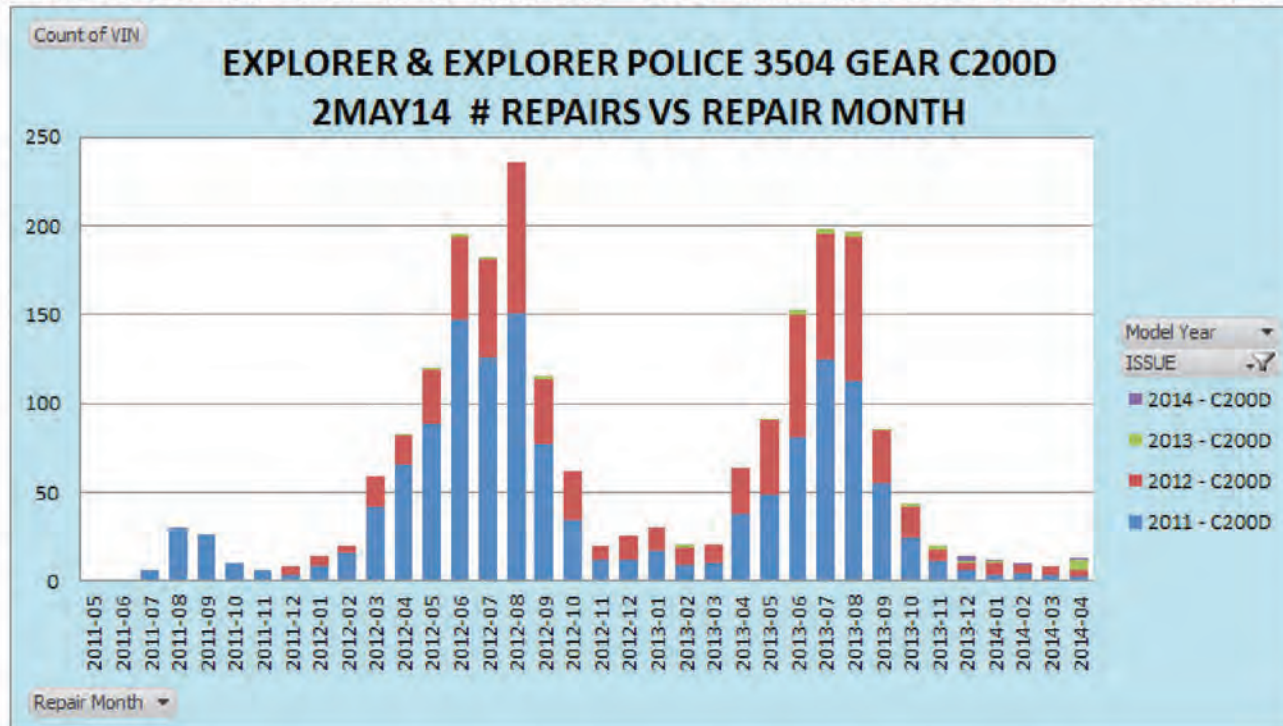
**EXPLORER & EXPLORER POLICE 3504 GEAR
ALL PAID CLAIMS 2MAY14**



**FUSION LESS HYBRID, FUSION HYBRID 3504 GEAR
ALL PAID CLAIMS 2MAY14**



C200D # REPAIRS vs REPAIR MONTH



APPENDIX

From: Hefner, Rachel (R.)
Sent: Monday, May 05, 2014 4:33 PM
To: Perri, Ron (R.J.); Bahena, Miguel (Mike.); Surella, Matthew (M.M.)
Subject: RE: TRW EPAS GEAR STUDY_2MAY14.pptx
Attachments: TRW EPAS GEAR STUDY_H22_5MAY14.pptx

ALL UPDATED WITH H22.

Redacted for Relevance

I can sort the claims to see what is in the claims and report back. (word search for keywords and then plot a painter chart)

From: Perri, Ron (R.J.)
Sent: Friday, May 02, 2014 10:47 PM
To: Hefner, Rachel (R.); Bahena, Miguel (Mike.); Surella, Matthew (M.M.)
Subject: FW: TRW EPAS GEAR STUDY_2MAY14.pptx

Is this H22?

Redacted for Relevance

Thanks.

Ron Perri
Manager, Chassis – EPAS and Upper Steering, Features, Systems & Core
Fairlane North, Building 3, GT-004
cell 313-805-0680
rperri@ford.com

From: Hefner, Rachel (R.)
Sent: Friday, May 02, 2014 4:10 PM
To: Perri, Ron (R.J.); Bahena, Miguel (Mike.)
Cc: Surella, Matthew (M.M.); Hefner, Rachel (R.)
Subject: TRW EPAS GEAR STUDY_2MAY14.pptx

HERE are the RUN & STACK CHARTS for the model years indicated by MBAHENA.
For some MYs, I filtered by the EPAS engine only. The legends indicate when that is occurring on the chart(s).
I will now turn the claims list for EXPLORER, FUSION C200D into bar charts very shortly.
Let me know if these charts so far, are working for you.

Please and Thank You!

Sincerely,

Rachel Hefner

Six Sigma Blackbelt
FORD MOTOR COMPANY
FN3 HL018
313 805 6947 (Cell)

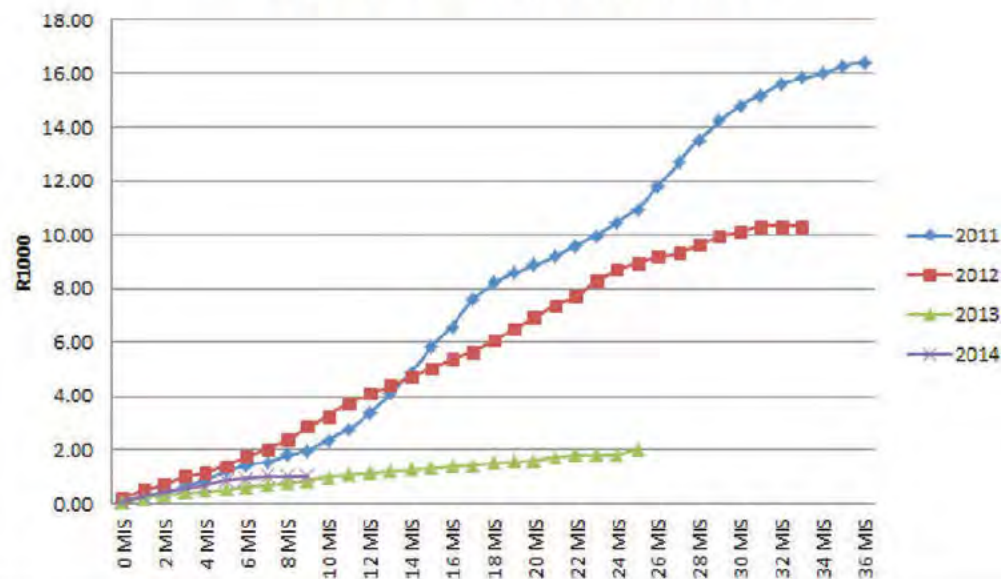
TRW EPAS GEAR STUDY

5MAY14

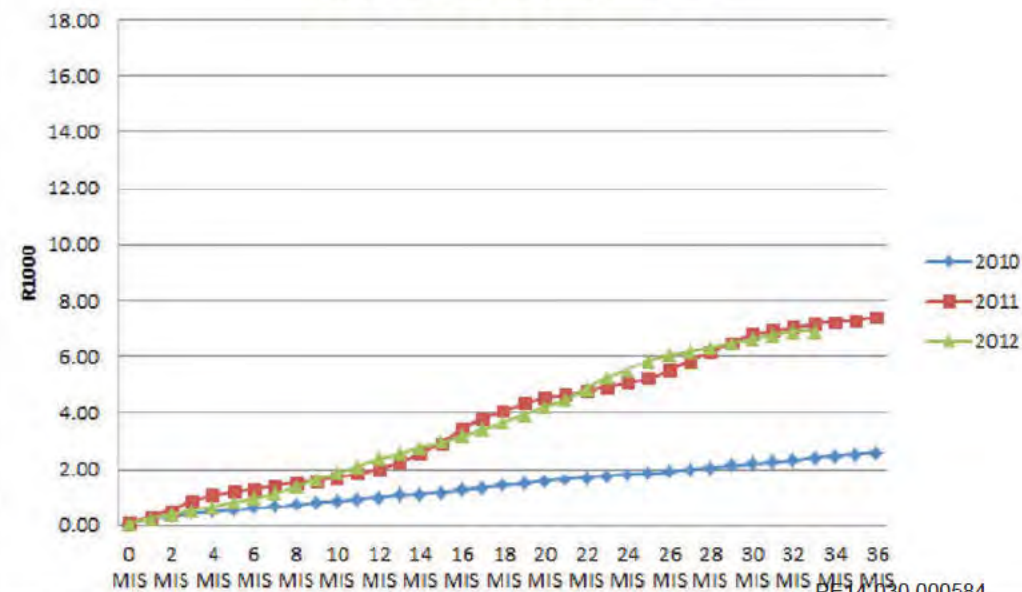
H22 - TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

**EXPLORER & EXPLORER POLICE 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



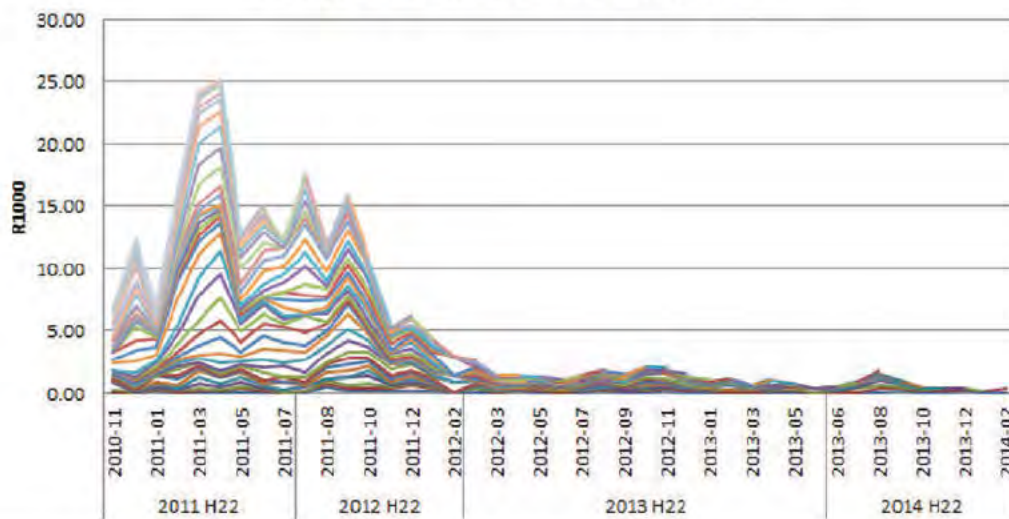
**FUSION LESS HYBRID, FUSION HYBRID 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



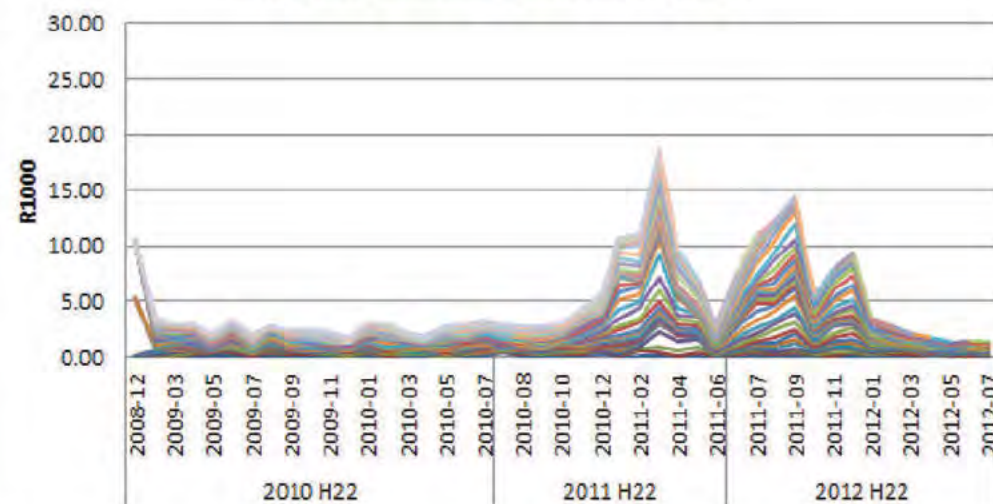
H22, TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

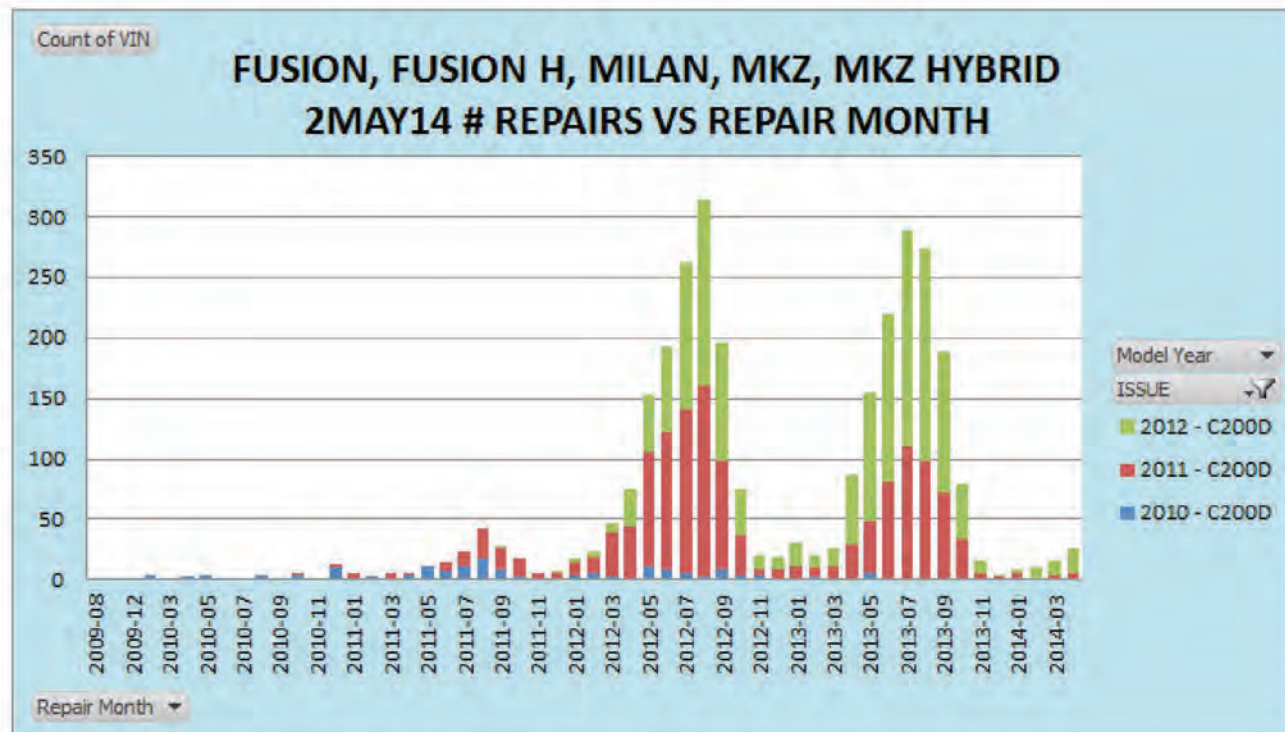
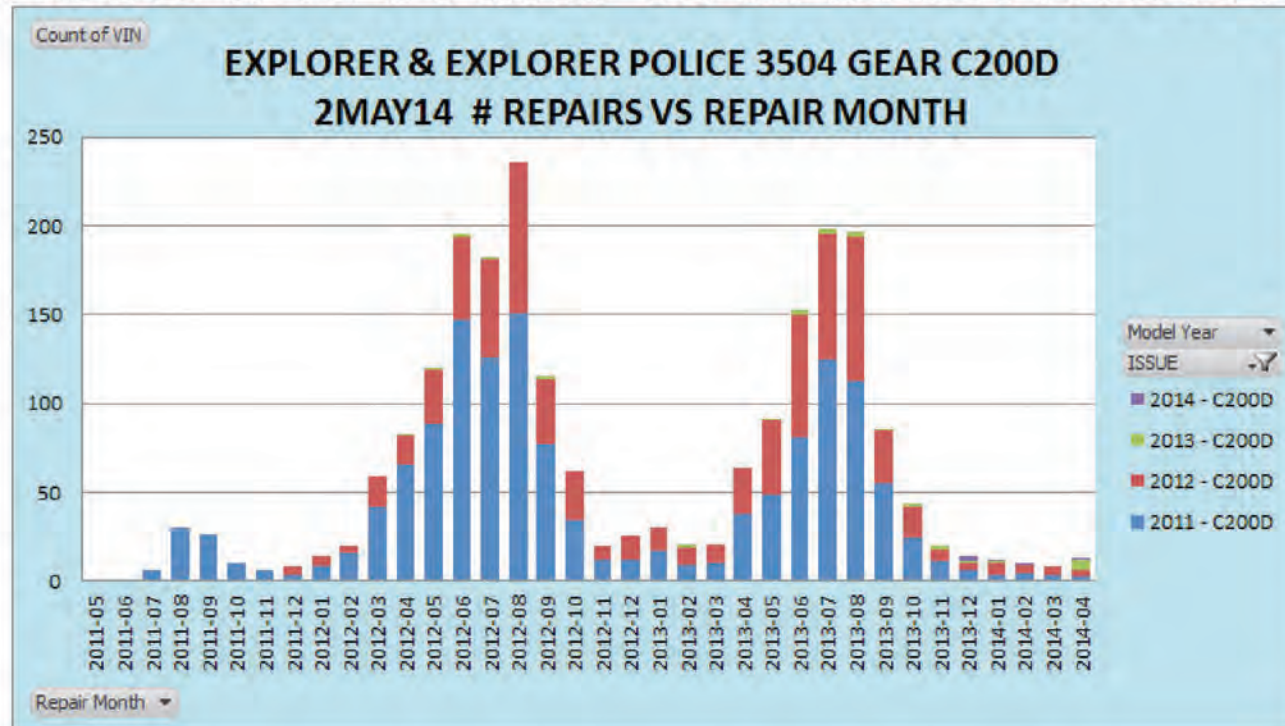
**EXPLORER & EXPLORER POLICE 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



**FUSION LHYBRID, FUSION H 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



C200D # REPAIRS vs REPAIR MONTH



From: Estes, Eric (E.E.)
Sent: Wednesday, April 29, 2009 9:21 PM
To: Bouse, William (W.J.); Costas Chrysochoidis; andrew.ellison@trw.com; Greg Bendzinski; anthony.fleenor@trw.com; Jason Johnson-contr; Bahena, Miguel (Mike.); Martha Abundis; Paul IRELAND; Jim Duehring; Geoff Jacks; Mark Karwowski; Frey, Martin (M.F.); Porter, Wesley (W.); Hochrein, Brad (B.G.); Harold Brock; Chacon, Jose (A.); Robert Kinnear; Puleri, Michael (M.J.); William Olsen; Salim Semssar; Andrew Williams; Diez, Timothy (T.P.); Sanjay Singh; Christiansen, Jens (J.F.); Glenn Bailey; Dean Flower; Abe Ghaphery; joel.rabideau@trw.com; 'Simon Malsbury'
Subject: TRW 2010 CD3 EPAS Gear Warranty Return Chart

I will be sending this warranty return chart out weekly to keep everyone informed of current EPAS warranty claims and returns. This does not include plant returns.

2010 CD3xx FUSION / MILAN WARRANTY EPAS GEAR RETURNS	Job1- Apr. 2009	May. 1- 8	Jun. 1-5
Non-Warranty(over-counter sales/body shop)	7		
Known Dealer Claims (in diagnosis)	0		
Known Dealer Claims (gears at dealer)	0		
In-Process Returns(gears shipped to WPAC)	0		
Returns- WPAC Part Review	0		
Returns- Under Analysis	1		
Returns- Closed	0		
Warranty Return Totals	1		

This Monday's warranty return meeting at 11:30-12pm we will only go over the one EPAS gear return with the updated EPP analysis.

Forward this information if I forgot someone. thanks

Eric J. Estes

Warranty Analyst - TRW Automotive
 6-Sigma Center 15010 S. Commerce Dr.
 Dearborn, Michigan 48120
 Ph.#(313) 390-3843 Cell#(734)560-3493

From: Hefner, Rachel (R.)
Sent: Friday, May 02, 2014 8:10 PM
To: Perri, Ron (R.J.); Bahena, Miguel (Mike.)
Cc: Surella, Matthew (M.M.); Hefner, Rachel (R.)
Subject: TRW EPAS GEAR STUDY_2MAY14.pptx
Attachments: DATA WE AGREED TO RUN; TRW EPAS GEAR STUDY_2MAY14.pptx

HERE are the RUN & STACK CHARTS for the model years indicated by MBAHENA.
For some MYs, I filtered by the EPAS engine only. The legends indicate when that is occurring on the chart(s).
I will now turn the claims list for EXPLORER, FUSION C200D into bar charts very shortly.
Let me know if these charts so far, are working for you.

Please and Thank You!

Sincerely,

Rachel Hefner

Six Sigma Blackbelt
FORD MOTOR COMPANY
FN3 HL018
313 805 6947 (Cell)

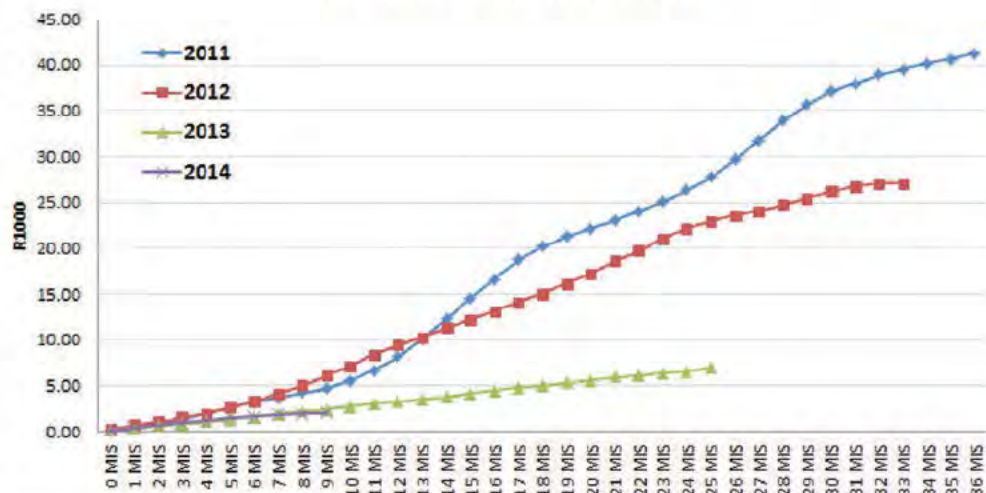
TRW EPAS GEAR STUDY

2MAY14

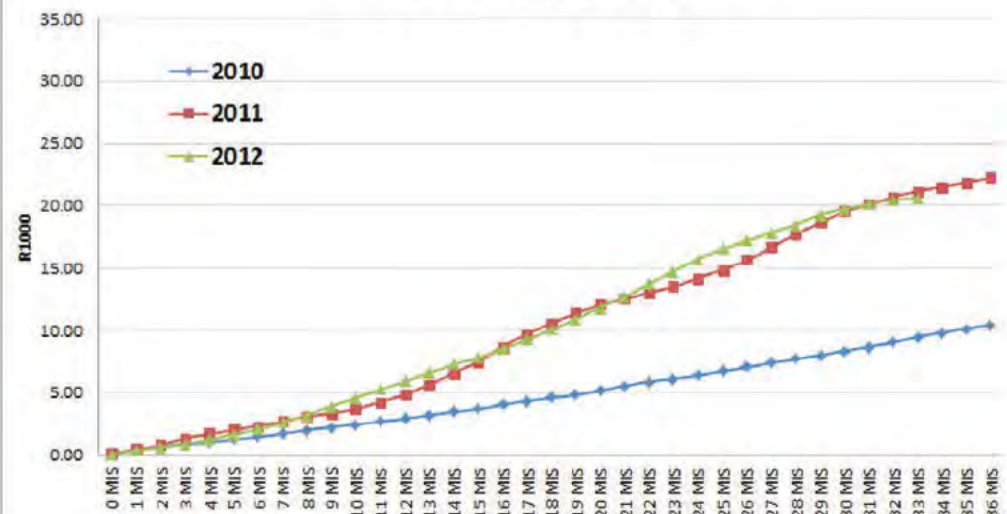
TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

**EXPLORER & EXPLORER POLICE 3504 GEAR
ALL PAID CLAIMS 2MAY14**



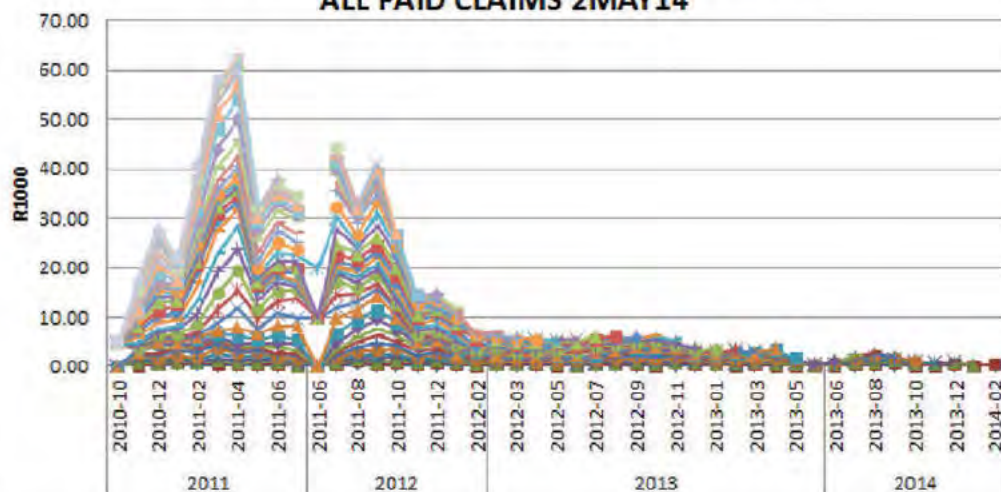
**FUSION LESS HYBRID, FUSION HYBRID 3504 GEAR
ALL PAID CLAIMS 2MAY14**



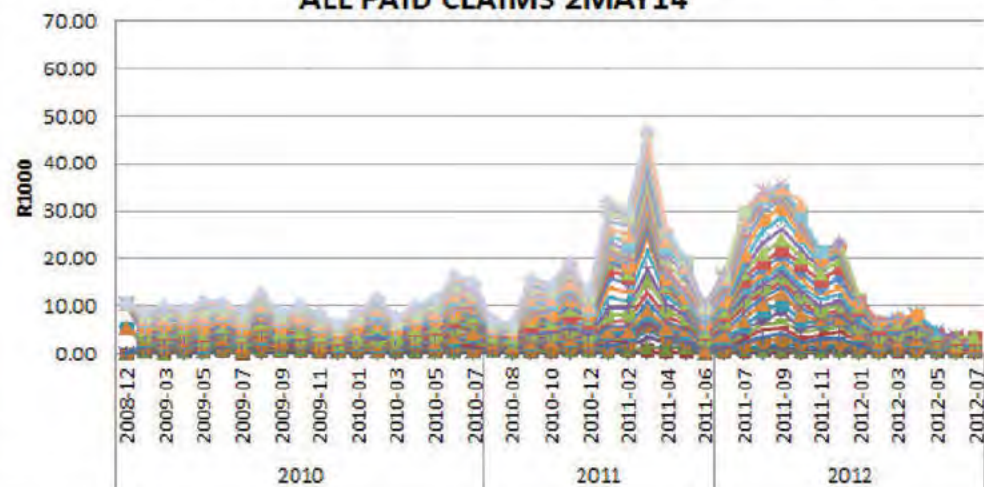
TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

**EXPLORER & EXPLORER POLICE 3504 GEAR
ALL PAID CLAIMS 2MAY14**



**FUSION LESS HYBRID, FUSION HYBRID 3504 GEAR
ALL PAID CLAIMS 2MAY14**



APPENDIX

From: Hefner, Rachel (R.)
Sent: Friday, May 02, 2014 4:26 PM
To: Hefner, Rachel (R.); Bahena, Miguel (Mike.)
Subject: DATA WE AGREED TO RUN

Redacted for Relevance

EXPLORER & POLICE 11, 12, 13, 14
FUSION 10, 11, 12

Please and Thank You!

Sincerely,

Rachel Hefner

Six Sigma Blackbelt
FORD MOTOR COMPANY
FN3 HL018
313 805 6947 (Cell)

From: Hefner, Rachel (R.)
Sent: Monday, May 05, 2014 10:46 PM
To: Surella, Matthew (M.M.); Perri, Ron (R.J.); Bahena, Miguel (Mike.)
Subject: TRW EPAS GEAR STUDY_H22_5MAY14.pptx
Attachments: TRW EPAS GEAR STUDY_H22_5MAY14.pptx

Additional slides per MBAHENA discussion today.

Please and Thank You!

Sincerely,

Rachel Hefner

Six Sigma Blackbelt
FORD MOTOR COMPANY
FN3 HL018
313 805 6947 (Cell)

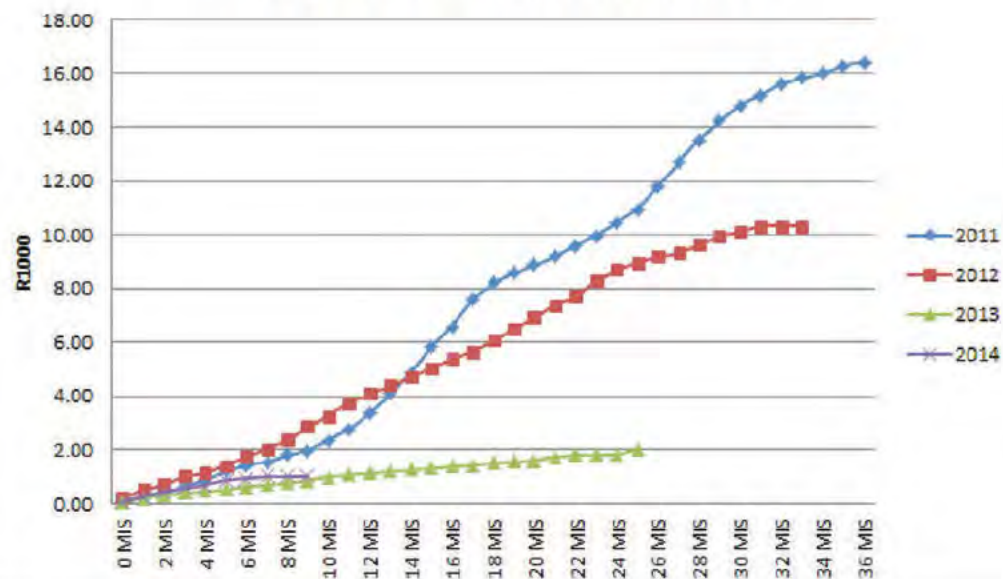
TRW EPAS GEAR STUDY

5MAY14 6:45PM

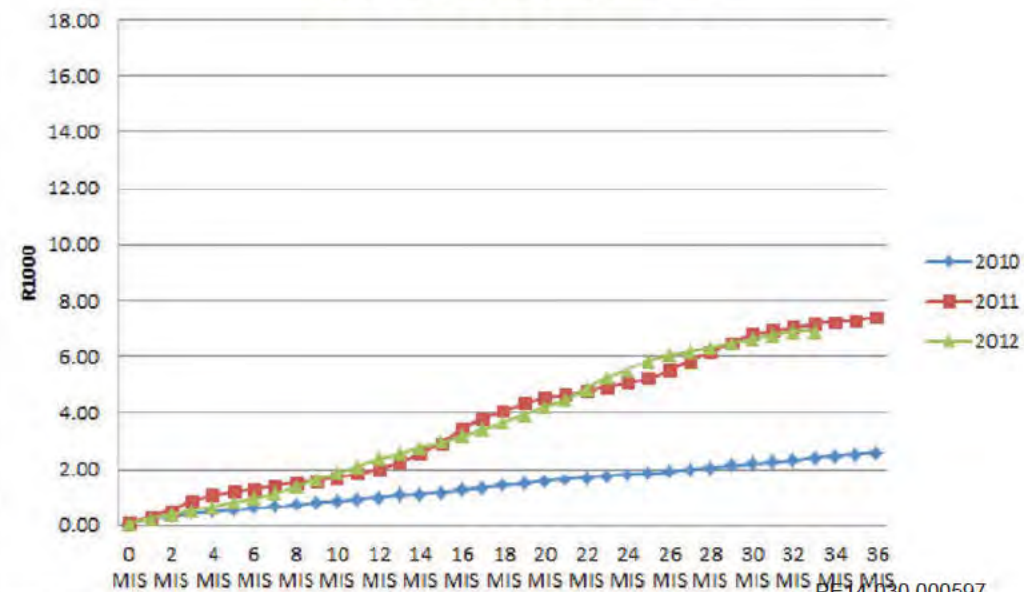
H22 - TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

**EXPLORER & EXPLORER POLICE 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



**FUSION LESS HYBRID, FUSION HYBRID 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



Redacted for Relevance

Redacted for Relevance

DIVISOR 12MY EXPLORER & EXPLORER POLICE

☐	All Paid Claims												
☐	(EXPLORER (NA-CAP),EXPLORER POLICE INTERCEPTOR - UTILITY (NA												
☐	3504-GEAR ASY-STEERING												
☐	Suppress Items - Total is Null or Zero (Rows and columns)												
Divisor		2012											
		2011-02	2011-03	2011-05	2011-06	2011-07	2011-08	2011-09	2011-10	2011-11	2011-12	2012-01	2012-02
0 MIS		15.00	12.00	44.00	100.00	5,932.00	17,551.00	16,472.00	17,276.00	15,898.00	13,266.00	15,049.00	2,007.00

DIVISOR IS SAME regardless of whether I include the H22 filter or not, see TAURUS and FLEX divisor pages in previous slides

DIVISOR 12MY FUSION LH & FUSION H

	<u>All Paid Claims</u>																		
	<u>3504-GEAR ASY-STEERING</u>																		
	<u>ION (LESS HYBRID) (NA-HSAP),FUSION HYBRID (NA-HSAP)</u>																		
	<u>ress Items - Total is Null or Zero (Rows and columns)</u>																		

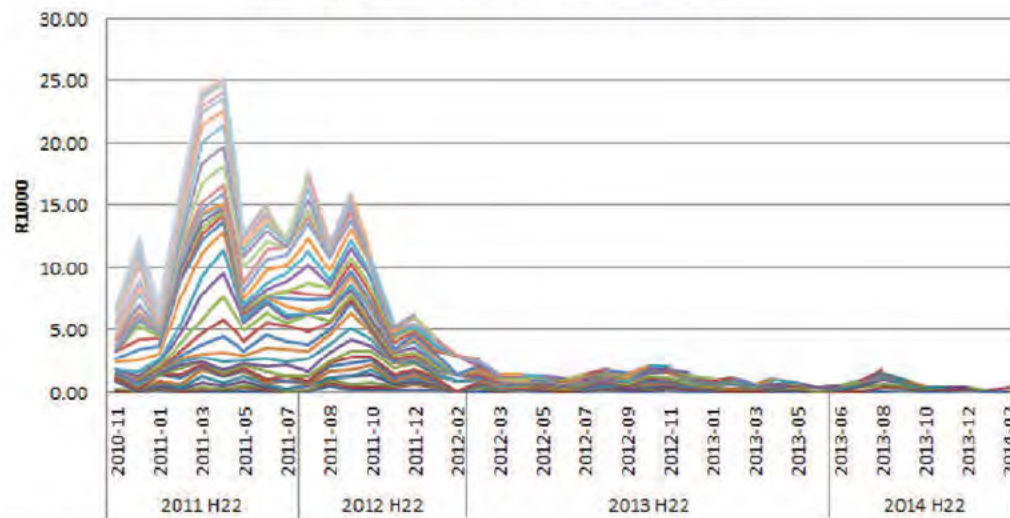
Divisor	2012																	
	2011-02	2011-03	2011-04	2011-05	2011-06	2011-07	2011-08	2011-09	2011-10	2011-11	2011-12	2012-01	2012-02	2012-03	2012-04	2012-05	2012-06	2012-07
0 MIS	1	2	7	22	23,995	28,560	14,504	27,073	27,271	26,243	22,703	15,941	25,139	30,076	23,854	28,649	27,912	26,705

DIVISOR IS SAME regardless of whether I include the H22 filter or not, see TAURUS and FLEX divisor pages in previous slides

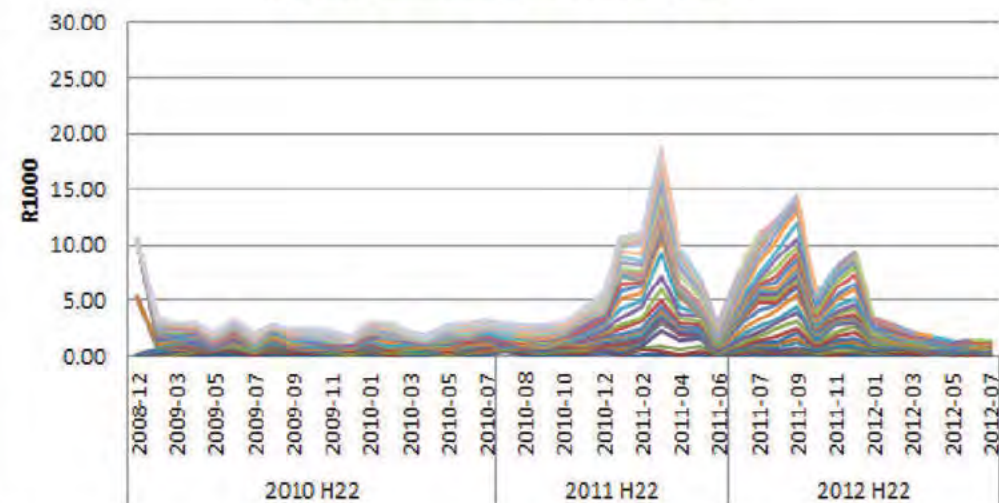
H22, TRW 3504 GEARS ALL PAID CLAIMS

Redacted for Relevance

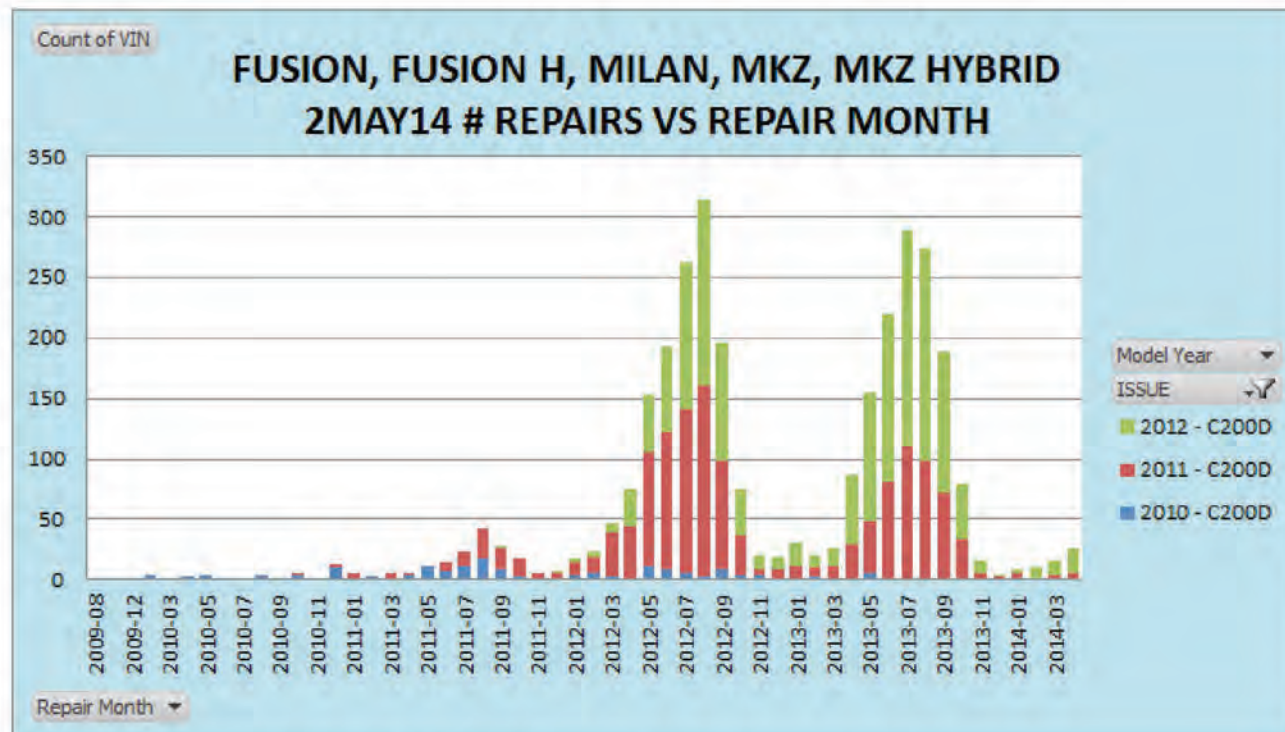
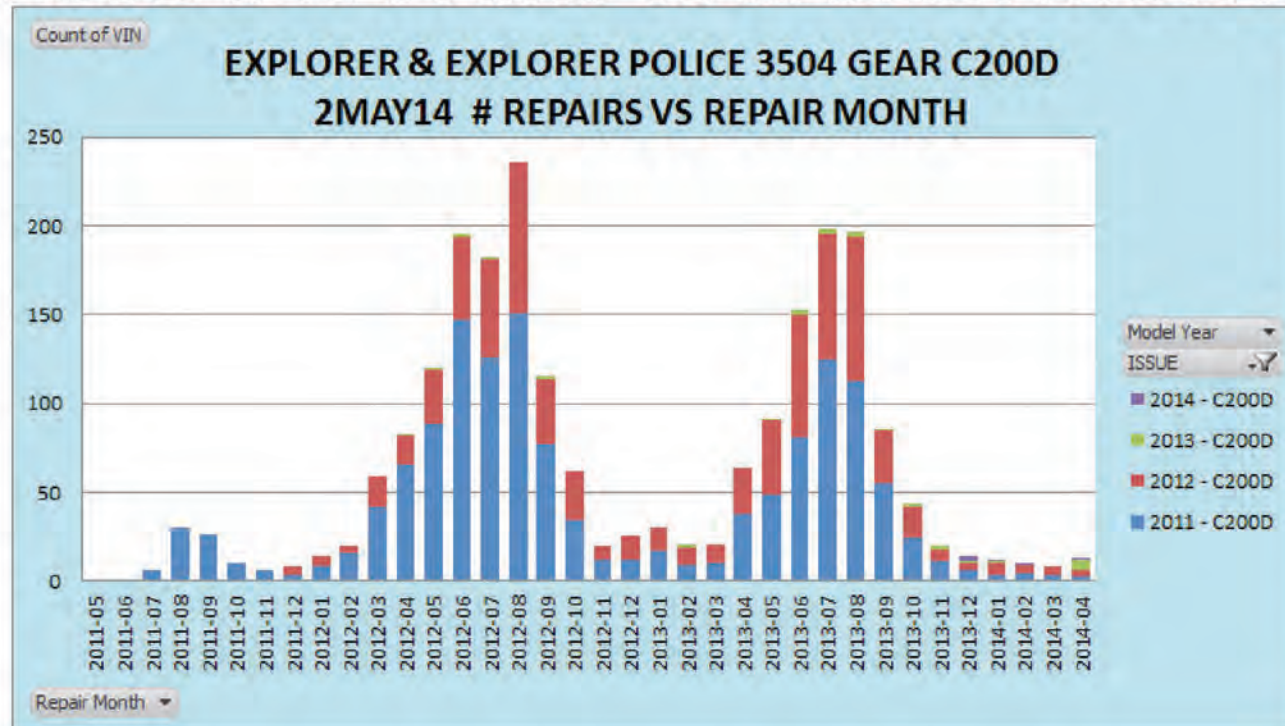
**EXPLORER & EXPLORER POLICE 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



**FUSION LHYBRID, FUSION H 3504 GEAR
H22, ALL PAID CLAIMS 5MAY14**



C200D # REPAIRS vs REPAIR MONTH



From: Bahena, Miguel (Mike.)
Sent: Friday, May 14, 2010 1:27 PM
To: Eric Estes; 'Guillermo Aguilar'
Cc: Mrozek, Robert (R.M.); Snider, Tim (T.O.); Geoff Jacks
Subject: Warranty Tracker

Eric, Guillermo,

Please add all the latest 0km failures, and make sure that the attached claims from Fernando are included in the warranty tracker. We need to expedite root cause analysis on these units. HSAP is very concerned with the fact that they have seen the following recently:

1. 7 0Km Failures in the last 6 weeks.
2. 16 warranty claims in the last 6 weeks of production.



RE: CD3 EPA5 -
PDQR Prep

Attached is a slightly updated warranty tracker where I added the latest two 0km failures (AR375533, AR378362) and added a little bit of information to the other 0KM failures.

Thanks for your help and continued support.

Sincerely,

Mike Bahena
D3 Electric Power Steering Systems
Ford Motor Co.
Ph: (313) 805-3680
mbahena1@ford.com
Pager: [Click Here <<<<mailto:3138053680@vtext.com>>>>](tel:3138053680)

From: Ulloa, Fernando (F.F.)
Sent: Thursday, May 13, 2010 10:44 PM
To: Galindo, Sergio (S.N.); Rogero, Antonio (A.); Mrozek, Robert (R.M.); Mrozek, Robert (R.M.); Brezee, Shane (S.B.); Annadi, Hari (H.); Moody, Sandra (S.L.); Rogero, Antonio (A.); Durand, Gerardo (G.D.); Bahena, Miguel (Mike.)
Subject: RE: CD3 EPAS - PDQR Prep

I am attaching two files, one has the last 16 EPAS replaced sorted by Production date, and other file with the last 16 EPAS replaced sorted by repair date.



last 16 sorted by
repair date....



last 16 sorted by
production d...

Thanks.

From: Galindo, Sergio (S.N.)
Sent: Thursday, May 13, 2010 2:13 PM
To: Ulloa, Fernando (F.F.); Rogero, Antonio (A.); Mrozek, Robert (R.M.); Mrozek, Robert (R.M.); Brezee, Shane (S.B.); Annadi, Hari (H.); Moody, Sandra (S.L.); Rogero, Antonio (A.); Durand, Gerardo (G.D.); Bahena, Miguel (Mike.)
Subject: RE: CD3 EPAS - PDQR Prep

Fernando/Antonio, can you send to the team the last 16 ECBs for EPAS replacements.
This is needed for the PDQR analysis/status,

Thanks in advance

Sergio Galindo
HSAP CD3 PVT Manager
sgalind1@ford.com
Cell 011 521 6621 420197
Office 011 52 6622 598308

From: Mrozek, Robert (R.M.)
Sent: Thursday, May 13, 2010 1:43 PM
To: Galindo, Sergio (S.N.)
Subject: FW: CD3 EPAS - PDQR Prep
When: Thursday, May 13, 2010 1:30 PM-2:30 PM (GMT-07:00) Arizona.
Where: WebEx and Conference Call

From: Mrozek, Robert (R.M.)
Sent: Thursday, May 13, 2010 1:44 PM
To: Mrozek, Robert (R.M.); Brezee, Shane (S.B.); Annadi, Hari (H.); Moody, Sandra (S.L.); Rogero, Antonio (A.); Durand, Gerardo (G.D.); Bahena, Miguel (Mike.)
Subject: CD3 EPAS - PDQR Prep
When: Thursday, May 13, 2010 4:30 PM-5:30 PM (GMT-05:00) Eastern Time (US & Canada).
Where: WebEx and Conference Call

Conference Call Details: 5 Digit Internal Ford Number: 13673; Ford Net: 62-13673; Toll (International):1-313-621-3673;
Toll Free Dial In: 1-888-621-3673; Participant Passcode: **20283607**

TOPIC: CD3 EPAS PDQR Prep
MEETING NUMBER: 714 769 181
PASSWORD: (This meeting does not require a password.)

To join this meeting

1. At the meeting's starting time, either click the following link or copy and paste it into your Web browser:

Participants with a Ford CDS ID: https://webexsso.ford.com/webex_join.aspx?MK=714769181

Participants that do not have a Ford CDS ID: <https://ford.webex.com/ford/j.php?ED=137958767&UID=0>

2. If prompted, enter your name, email address and the meeting password provided above.
3. Click "Join Now".
4. If the meeting includes a teleconference, follow the instructions that automatically appear on your screen.

Alternatively, you can go to <https://ford.webex.com/ford/mc>, enter the meeting number 714 769 181, click "Join Now" and follow steps 2 through 4 above.

WebEx will automatically setup Meeting Manager for Windows the first time you join a meeting, which may take up to 5 minutes. To save time, you can setup anytime prior to the meeting by clicking this link:
<https://ford.webex.com/ford/meetingcenter/mcsetup.php>

That's it! You're in the web meeting!

To join the teleconference

%TeleconferencingInfoAttendee%

For Help or Support:
Go to <https://ford.webex.com/ford/mc>, click Assistance, then Click Help or click Support.

	A	B	C	D	E	F	G	H	I
1	ECB VRT	ECB VFG	ECB CCC	Part (Item)	Concern	Concern Type	Position A	Position B	Position C
2	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
3	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
4	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
5	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
6	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
7	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
8	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
9	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
10	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
11	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
12	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
13	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
14	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
15	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
16	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				
17	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	STEERING RACK	EFFORT				

	J	K	L	M	N	O	P	Q	R	S
1	Position D	DESIGN	PROCESS	Supplier Process	Supplier Design	Claim Key	Model Year	Plant Code	Plant Description	Vehicle Line Code
2				X		402193	2010	A3	HERMOSILLO PLANT BUILD	DH
3				X		404643	2010	A3	HERMOSILLO PLANT BUILD	DE
4				X		370514	2010	A3	HERMOSILLO PLANT BUILD	DE
5				X		378669	2010	A3	HERMOSILLO PLANT BUILD	ML
6				X		340013	2010	A3	HERMOSILLO PLANT BUILD	DE
7				X		337902	2010	A3	HERMOSILLO PLANT BUILD	DE
8				X		375102	2010	A3	HERMOSILLO PLANT BUILD	DE
9				X		398523	2010	A3	HERMOSILLO PLANT BUILD	DE
10				X		353520	2010	A3	HERMOSILLO PLANT BUILD	ML
11				X		292386	2010	A3	HERMOSILLO PLANT BUILD	DE
12				X		330227	2010	A3	HERMOSILLO PLANT BUILD	DE
13				X		291234	2010	A3	HERMOSILLO PLANT BUILD	DE
14				X		288169	2010	A3	HERMOSILLO PLANT BUILD	DE
15				X		279808	2010	A3	HERMOSILLO PLANT BUILD	DE
16				X		269378	2010	A3	HERMOSILLO PLANT BUILD	DE
17				X		259255	2010	A3	HERMOSILLO PLANT BUILD	DE

	T	U	V	W	X	Y	Z	AA	AB	AC
1	Vehicle Line Description	VIN Code	Production Date	Warranty Start Date	Repair Date	TIS_WSD	Mileage	Material Cost	Labor Cost	Labor Hours
2	FUSION HYBRID (NA-HSAP)	3FADP0L30AR	2/26/2010	3/11/2010	4/28/2010	2	1599	1316	257	3.3
3	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JG2AR	2/13/2010	3/23/2010	4/26/2010	2	43	1316	302	3
4	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA9AR	1/8/2010	1/23/2010	4/20/2010	3	3910	1316	203	2.4
5	MILAN (LESS HYBRID) (NA-HSAP)	3MEHM0JG4AR	3/17/2010	4/5/2010	4/20/2010	1	650	1128	166	2.4
6	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JG8AR	1/23/2010	2/11/2010	4/17/2010	3	4406	1128	245	2.8
7	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA4AR	2/17/2010	3/5/2010	4/16/2010	2	604	1316	238	2.6
8	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA0AR	3/22/2010		4/14/2010	-1	2	1410	242	2.6
9	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HAXAR	1/11/2010	1/30/2010	4/13/2010	3	2541	1326	261	2.8
10	MILAN (LESS HYBRID) (NA-HSAP)	3MEHM0JA9AR	2/18/2010	3/5/2010	4/9/2010	2	2546	1128	252	2.7
11	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JA3AR	1/30/2010	3/17/2010	4/6/2010	1	986	1316	273	3.2
12	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HG6AR	3/9/2010	3/24/2010	4/6/2010	1	2219	1316	0	0
13	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JA5AR	12/12/2009	1/30/2010	4/9/2010	3	2413	1316	193	2.2
14	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA7AR	3/16/2010	3/31/2010	4/1/2010	1	10	1316	252	3
15	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HG9AR	12/4/2009	1/13/2010	3/30/2010	3	5455	1316	292	3
16	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JG2AR	2/25/2010	3/18/2010	3/26/2010	1	195	1316	241	3
17	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA1AR	2/4/2010	2/24/2010	3/22/2010	1	3748	1410	237	3

	AD	AE	AF	AG	AH
1	Total Cost Gross	Original VRT	Original VFG	Original CCC	MKT DER
2	1813	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
3	1618	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F
4	1519	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F
5	1293	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	M
6	1373	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
7	1553	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F
8	1652	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
9	1587	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
10	1480	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	M
11	1588	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F
12	1316	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
13	1509	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
14	1568	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
15	1608	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F
16	1557	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
17	1647	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F

	AI	AJ	AK	AL	AM
1	Body Cab Style	Version Series	Drive Code	Engine Code	Transmission Code
2	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/S3 - ATK-CYC 2.5 4V PFI I4 GAS/ELEC	C/AI - CVT AUTO TRANS*PWR SPLT ELECTR
3	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
4	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
5	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
6	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
7	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
8	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
9	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
10	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
11	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
12	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
13	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
14	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
15	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
16	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
17	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE

	AN	AO	AP	AQ	AR	AS	AT
1	CLR_TRIM_CD	Paint	Document Number	WCC	Prefix (Causal Part)	Base (Causal Part)	Suffix (Causal Part)
2	000DW - CHARCOAL BLACK	PN3KD - STERLING GRAY METALLIC	343629A	5001	AE5Z	3504	BE
3	000DW - CHARCOAL BLACK	PN3KC - BRILLIANT SILVER METALLIC	42463001	5001	AE5Z	3504	BE
4	000SV - MEDIUM LT STONE	PN3KD - STERLING GRAY METALLIC	9533051	5001	AE5Z	3504	BE
5	000SV - MEDIUM LT STONE	PN3FF - SMOKESTONE	337909B	5001	AE5Z	3504	BE
6	000SV - MEDIUM LT STONE	PN3KQ - TUXEDO BLACK METALLIC	310906A	5001	AE5Z	3504	BE
7	000DW - CHARCOAL BLACK	PN3KR - ATLANTIS GREEN METALLIC	283156B	5001	AE5Z	3504	BE
8	000DW - CHARCOAL BLACK	PN3KD - STERLING GRAY METALLIC	019507A	5001	AE5Z	3504	BE
9	000DW - CHARCOAL BLACK	PN3KT - SPORT BLUE METALLIC	331766A	5001	AE5Z	3504	BE
10	000DW - CHARCOAL BLACK	PN3KP - WHITE PLATINUM TRI-COAT	344783A	5001	AE5Z	3504	BE
11	000DW - CHARCOAL BLACK	PN3K7 - RED CANDY TINT CC	14507701	5001	AE5Z	3504	BE
12	000SV - MEDIUM LT STONE	PN3KD - STERLING GRAY METALLIC	4148351	5001	AE5Z	3504	BE
13	000DW - CHARCOAL BLACK	PN3KC - BRILLIANT SILVER METALLIC	81936801	5001	AE5Z	3504	BE
14	000SV - MEDIUM LT STONE	PN3JD - WHITE SUEDE	502335A	5001	AE5Z	3504	BE
15	000SV - MEDIUM LT STONE	PN3KC - BRILLIANT SILVER METALLIC	42402401	5001	AE5Z	3504	BE
16	000DW - CHARCOAL BLACK	PN3KC - BRILLIANT SILVER METALLIC	10157501	5001	AE5Z	3504	BE
17	000DW - CHARCOAL BLACK	PN3KR - ATLANTIS GREEN METALLIC	27249601	5001	AE5Z	3504	BE

	AU	AV
1	AWS PART DESCRIPTION	Condition Code
2	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
3	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
4	GEAR ASY-STEERING	30 - CHAFED,EXCESSIVE WEAR,FRAYED
5	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
6	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
7	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
8	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
9	GEAR ASY-STEERING	69 - FROZEN/SEIZED/BINDING
10	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
11	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
12	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
13	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
14	GEAR ASY-STEERING	69 - FROZEN/SEIZED/BINDING
15	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
16	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
17	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY

	AW
1	Customer Comment
2	CUSTOMER STATES TRACTION LIGHT CAME ON & WOULD NOT ACCELL & NOW WILL NOT TURN ON THE TRACTION
3	REPAIR FOR THE POWER STEERING IS INOP
4	CUST STATES VEH HARD TO STEER
5	NO POWER STEERING SYSTEM
6	COMPLAIN POWER STEERING PROBLEMS
7	CUSTOMER STATES THAT THE CAR HAS NO POWER STEERING
8	POWER STEERING INOP
9	C S THAT THE POWER STEERING BOUND AT VERY SLOW SPEED WHILE PERFORMING PARKING MANUVERS, POWER STEERING AND TRACTION CONTROL FAULT WAS IN THE MESSAGE
10	TOWED IN POWER STEERING INOP
11	GUEST STATES THE POWER STEERING STOPS WORKING OCCASIONALLY. HAPPENS WHEN BACKING UP THEN DRIVING FORWARD. READS POWER STEERING FAULT ON THE INSTRUMENT CLUSTER
12	CHECK STEERING IS EXTREMELY STIFF
13	AFTER STARTING, CHIMES WENT OFF AND DISPLAY WAS FLASHING POWER STEERING. HAS NO POWER STEERING NOW
14	CUSTOMER STATES STEERING IS HARD TO TURN H22
15	C S POWER STEERING ASSIST FAULT MESSAGE IS ON
16	CK FOR LOSS OF POWER STEERING
17	CUSTOMER STATES POWER STEERING STOPPED WORKING VERY HARD TO TURN WHEEL CK AND ADVISE

	AX
1	Technicians Comment
2	VERIFIED CUSTOMERS CONCERN. RAN CODES AND RECIEVED AND COMMUNITION CODE AND STEERING ASSIT CODE. HAD TO GET IN CONTACT WITH HOTLINE DUE TO THE FACT T
3	VERIFIED NO POWER ASSIST CHECKED FOR CODES V3000 96 PERFORM INTERIOR ACTIVE DIAGNOSTICS CHECKED FUSE 42 SJB OK CHECKED FUSES 1,2 AT BJB OK FOLLOWED FLOW
4	VEREFIT CONCERN STEERINGHARD TO TURN RE PLACE POWER STEERING RACK AND PINION AND ALIGNMENT CAMBER CASTRE TOE CHECK AND ADJUSTED UNDER ESPECTS CAME
5	PERFORM OASIS EVTM DIAGNOSTICS. TEST CKT SBB02 TO PSCM GOOD CKT. TEST GD CKT G0104 PASS, TEST CKT CBP42 GOOD. PERFORM WORKSHOP MANUAL DIAGNOSTICS. PERFO
6	CHECK CAR WITH SCAN TOOL DTC C1217 20,U0100 20 B1318 U0423 00 88,U3003, B00A0 63 08 U0154 ,CHECK BATTERY VOLTAGE,CLEAR DTC ROAD TEST OK,RECHECK,DTC U0131 LOST
7	CHECKD FOR NO POWER STEERING.PERFORMED KOEO PASSED.PULLED ABS CODE C1277 STEERING ANGLE FAULT.PSCM U2011 49 48 INTERNAL ELECTRONIC FAULT.CHECKED STE
8	JUSST OFF THE CARRIER, POWER STEERING INOP. PERFOR MED DIAGNOSIS, ORDER AND REPLACE DEFECTIVE STEERIN G GEAR, RE SET ALIGNMENT, ROAD TEST
9	2541 STEERING RACK DIAG WITH IDS, PERFORM INTERACTIVE VEHICLE DIAGNOSTIC, PMPORTTER B1 AND B2 ORDER STEERING RACK, INSTALLED STEERING RACK AND BLEED SYS
10	VERIFIED CONCERN. POWER STEERING FAULT LIGHT STAYS ON IN DASH. PERFORMED PRELIMINARY INSPECTION OK. HOOKED UP SCAN TOOL AND CKD FOR DTC IN PCSM MODULE
11	X TECH TESTED AND VERIFIED POWER STEERING FAILURE AT TIMES. PERFORMED INTERACTIVE DIAGNOSIS PER WSM. SCANNED FOR CODE V2011. DIRECTED TO REPLACE POWER
12	TEST DRIVE NO POWER STEERING PINPOINT TEST V300 V2011 INTERNAL FAULT REPLACED ELEC POWER STEERING RACK AND PINION PERFORM ALIGNMENT SET REAR TOE SET CA
13	TEST DRIVE & CONFIRMED NO POWER ASSIST. PULL CODES U2011 PUMP INTERNAL FAULT. CALLED HOTLINE ADVISED TO CHK HARNESS FOR CHAFFING. CHK HARNESS OK. CHK CC
14	15 VERIFY POWER STEERING WAS HARD TO TURN THE WHEEL, FOUND THE POWER STEERING HAD A FAULT, CODE U3000 49 48 STARTED INERACTIVE PINPOINT TEST B, TOLD TO RE
15	RAN OASIS, NO SSM OR TSB FOUND FOR THIS MESSAGE LIGHT ON AND STEERING INOP. FOLLOWED WORKSHOP MANUAL PROCEDURE AND PULLLE D CODES WITH IDS, FOUND COO
16	NO COMMUNICATION TO MODULE VERIFIED CONCERN PARKING LOT ROAD TEST DIAGNOSE EPAS SYSTEM NO COMMUNICATION TO POWER STEERING CONTROL MODULE PERFORM
17	SELF TEST EPAS STEERING CODES U3000 U2011 C1277 RACK BAD REPLACE STEERING RACK AND SET TOE

	AY	AZ	BA	BB	BC	BD	BE
1	CPSC_6_CAUSL_CD	TXN_CD	RPR_DLR_CD	RPR_DLR_SUB_CD	Repair Dealer Region	Repair Dealer Name	Repair Dealer Phone
2	110201	2	2635	*	NA	DOUG STANLEY FORD	972 2238050
3	110201	2	8619	*	NA	CAL WORTHINGTON FORD LINCOLN MERCURY	907 2765300
4	110201	2	4515	*	NA	BOGGUS FORD LINCOLN MERCURY	956 6867411
5	110201	2	45147	*	NA	AVIS RAC - DETROIT	**
6	110201	2	45098	*	NA	AVIS RAC - ATLANTA	**
7	110201	2	7416	*	NA	TASCA FORD LINCOLN MERCURY	**
8	110201	1	1545	*	NA	FOX VALLEY FORD, INC.	630 9073100
9	110201	1	9130	*	NA	JACK MADDEN FORD SALES INC	781 7624200
10	110201	2	45188	*	NA	AVIS RAC - S. SAN FRANCISCO	**
11	110201	2	6226	*	NA	BERGSTROM NEENAH-MENASHA FORD	920 7279000
12	110201	2	5729	*	NA	TWO RIVERS FORD, INC.	615 8899215
13	110201	2	1385	*	NA	SIOUX FALLS FORD LINCOLN MERCURY	605 3610361
14	110201	2	1057	*	NA	TOWN & COUNTRY FORD , INC.	704 5365600
15	110201	2	3294	*	NA	O'MEARA FORD CENTER, INC.	303 4511331
16	110201	2	4024	*	NA	BOB HURLEY FORD	918 4452700
17	110201	2	8007	*	NA	LANDMARK FORD, INC.	217 8625200

	BF	BG	BH	BI	BJ	BK	BL	BM	BN
1	Repair Dealer State	Repair Dealer Country	SLS_DLR_CD	Sell Dealer Country	SLS_DLR_SUB_CD	Sell Dealer Region	AWS Load Date	ECB Load Date	Bin Comments
2	TX	USA	152015	USA	*	NA	5/11/2010	5/12/2010	
3	AK	USA	174743	USA	*	NA	5/11/2010	5/12/2010	
4	TX	USA	172729	USA	*	NA	5/3/2010	5/5/2010	
5	MI	USA	354728	USA	*	NA	5/4/2010	5/7/2010	
6	GA	USA	171726	USA	*	NA	4/26/2010	4/27/2010	
7	MA	USA	127636	USA	*	NA	4/26/2010	4/27/2010	
8	IL	USA	153345	USA	*	NA	5/4/2010	5/7/2010	
9	MA	USA	111067	USA	*	NA	5/10/2010	5/12/2010	
10	CA	USA	354790	USA	*	NA	4/28/2010	4/29/2010	
11	WI	USA	141100	USA	*	NA	4/12/2010	4/13/2010	
12	TN	USA	172350	USA	*	NA	4/23/2010	4/24/2010	
13	SD	USA	158716	USA	*	NA	4/12/2010	4/13/2010	
14	NC	USA	141704	USA	*	NA	4/9/2010	4/10/2010	
15	CO	USA	171725	USA	*	NA	4/6/2010	4/9/2010	
16	OK	USA	152307	USA	*	NA	3/31/2010	4/1/2010	
17	IL	USA	141893	USA	*	NA	3/26/2010	3/27/2010	u3000 u2011 c1277

	BO	BP	BQ	BR	BS	BT	BU	BV	BW	BX	BY	BZ	CA	CB
1	Tire Brand	Tire Size												
2	AJ - MICHELIN	D3KGP - P225/50VR 17												
3	* - [N/A]	D3KGP - P225/50VR 17												
4	* - [N/A]	D3KGP - P225/50VR 17												
5	* - [N/A]	D3KGP - P225/50VR 17												
6	* - [N/A]	D3KGP - P225/50VR 17												
7	* - [N/A]	D3KGP - P225/50VR 17												
8	* - [N/A]	D3KGP - P225/50VR 17												
9	* - [N/A]	D3KGP - P225/50VR 17												
10	* - [N/A]	D3KGP - P225/50VR 17												
11	* - [N/A]	D3KGP - P225/50VR 17												
12	* - [N/A]	D3KGP - P225/50VR 17												
13	* - [N/A]	D3KGP - P225/50VR 17												
14	* - [N/A]	D3KGP - P225/50VR 17												
15	* - [N/A]	D3KGP - P225/50VR 17												
16	* - [N/A]	D3KGP - P225/50VR 17												
17	* - [N/A]	D3KGP - P225/50VR 17												

	A	B	C	D	E	F	G	H	I	J
1	ECB VRT	Part (Item)	Concern	Supplier Process	Supplier Design	Claim Key	Model Year	Plant Code	Plant Description	Vehicle Line Code
2	F02 - CHASSIS	STEERING RACK	EFFORT	X		323984	2010	A3	HERMOSILLO PLANT BUILD	DE
3	F02 - CHASSIS	STEERING RACK	EFFORT	X		375102	2010	A3	HERMOSILLO PLANT BUILD	DE
4	F02 - CHASSIS	STEERING RACK	EFFORT	X		378669	2010	A3	HERMOSILLO PLANT BUILD	ML
5	F02 - CHASSIS	STEERING RACK	EFFORT	X		288169	2010	A3	HERMOSILLO PLANT BUILD	DE
6	F02 - CHASSIS	STEERING RACK	EFFORT	X		330227	2010	A3	HERMOSILLO PLANT BUILD	DE
7	F02 - CHASSIS	STEERING RACK	EFFORT	X		402193	2010	A3	HERMOSILLO PLANT BUILD	DH
8	F02 - CHASSIS	STEERING RACK	EFFORT	X		269378	2010	A3	HERMOSILLO PLANT BUILD	DE
9	F02 - CHASSIS	STEERING RACK	EFFORT	X		353520	2010	A3	HERMOSILLO PLANT BUILD	ML
10	F02 - CHASSIS	STEERING RACK	EFFORT	X		337902	2010	A3	HERMOSILLO PLANT BUILD	DE
11	F02 - CHASSIS	STEERING RACK	EFFORT	X		404643	2010	A3	HERMOSILLO PLANT BUILD	DE
12	F02 - CHASSIS	STEERING RACK	EFFORT	X		235076	2010	A3	HERMOSILLO PLANT BUILD	DE
13	F02 - CHASSIS	STEERING RACK	EFFORT	X		273923	2010	A3	HERMOSILLO PLANT BUILD	ML
14	F02 - CHASSIS	STEERING RACK	EFFORT	X		348740	2010	A3	HERMOSILLO PLANT BUILD	DE
15	F02 - CHASSIS	STEERING RACK	EFFORT	X		259255	2010	A3	HERMOSILLO PLANT BUILD	DE
16	F02 - CHASSIS	STEERING RACK	EFFORT	X		253849	2010	A3	HERMOSILLO PLANT BUILD	DE
17	F02 - CHASSIS	STEERING RACK	EFFORT	X		292386	2010	A3	HERMOSILLO PLANT BUILD	DE

	K	L	M	N	O	P	Q	R	S	T
1	Vehicle Line Description	VIN Code	Production Date	Warranty Start Date	Repair Date	TIS_WSD	Mileage	Material Cost	Labor Cost	Labor Hours
2	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HG8AR	3/23/2010	4/7/2010	4/14/2010	1	711	1316	217	2.8
3	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA0AR	3/22/2010		4/14/2010	-1	2	1410	242	2.6
4	MILAN (LESS HYBRID) (NA-HSAP)	3MEHM0JG4AF	3/17/2010	4/5/2010	4/20/2010	1	650	1128	166	2.4
5	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA7AR	3/16/2010	3/31/2010	4/1/2010	1	10	1316	252	3
6	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HG6AR	3/9/2010	3/24/2010	4/6/2010	1	2219	1316	0	0
7	FUSION HYBRID (NA-HSAP)	3FADP0L30AR	2/26/2010	3/11/2010	4/28/2010	2	1599	1316	257	3.3
8	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JG2AR	2/25/2010	3/18/2010	3/26/2010	1	195	1316	241	3
9	MILAN (LESS HYBRID) (NA-HSAP)	3MEHM0JA9AF	2/18/2010	3/5/2010	4/9/2010	2	2546	1128	252	2.7
10	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA4AR	2/17/2010	3/5/2010	4/16/2010	2	604	1316	238	2.6
11	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JG2AR	2/13/2010	3/23/2010	4/26/2010	2	43	1316	302	3
12	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JG8AR	2/11/2010	2/26/2010	3/9/2010	1	1137	1415	290	3.1
13	MILAN (LESS HYBRID) (NA-HSAP)	3MEHM0JA1AF	2/7/2010	2/23/2010	3/12/2010	1	606	1128	154	2
14	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JA8AR	2/6/2010	3/31/2010	4/21/2010	1	3091	1334	242	2.7
15	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA1AR	2/4/2010	2/24/2010	3/22/2010	1	3748	1410	237	3
16	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0HA1AR	1/30/2010	3/9/2010	3/15/2010	1	298	1316	268	2.8
17	FUSION (LESS HYBRID) (NA-HSAP)	3FAHP0JA3AR	1/30/2010	3/17/2010	4/6/2010	1	986	1316	273	3.2

	U	V	W	X	Y
1	Total Cost Gross	Original VRT	Original VFG	Original CCC	MKT DER
2	1533	F02 - CHASSIS	V87 - STEERING	H50 - STEERING GEAR/PUMP TROUBLES	F
3	1652	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
4	1293	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	M
5	1568	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
6	1316	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
7	1813	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
8	1557	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
9	1480	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	M
10	1553	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F
11	1618	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F
12	1705	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
13	1382	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	M
14	1576	F02 - CHASSIS	V87 - STEERING	H50 - STEERING GEAR/PUMP TROUBLES	F
15	1647	F02 - CHASSIS	V87 - STEERING	H22 - STEERING REQUIRES EXTRA OR UNEVEN EFFORT	F
16	1584	F02 - CHASSIS	V87 - STEERING	H50 - STEERING GEAR/PUMP TROUBLES	F
17	1588	F05 - VEHICLE ENGINEERING	V89 - RIDE & HANDLING	C50 - OTHER STEERING/HANDLING AND RIDE TROUBLES	F

	Z	AA	AB	AC	AD
1	Body Cab Style	Version Series	Drive Code	Engine Code	Transmission Code
2	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
3	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
4	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
5	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
6	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
7	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/S3 - ATK-CYC 2.5 4V PFI I4 GAS/ELEC	C/A1 - CVT AUTO TRANS*PWR SPLT ELECTR
8	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
9	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
10	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
11	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
12	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SG - 3.0L 4V OHC V6 DURATEC 230HP	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
13	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
14	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
15	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
16	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE
17	C/FA - 4 DOOR SEDAN-4 LITE	* - [N/A]	C/A - 2 WHL L/H FRONT DRIVE	C/SB - 2.5L DOHC PFI 170HP DURATEC HE	C/W6 - 6 SPD AUTO TRANS 6F MID-RANGE

	AE	AF	AG	AH	AI	AJ	AK
1	CLR_TRIM_CD	Paint	Document Number	WCC	Prefix (Causal Part)	Base (Causal Part)	Suffix (Causal Part)
2	000SV - MEDIUM LT STONE	PN3KQ - TUXEDO BLACK METALLIC	5997051	5001	AE5Z	3504	BE
3	000DW - CHARCOAL BLACK	PN3KD - STERLING GRAY METALLIC	019507A	5001	AE5Z	3504	BE
4	000SV - MEDIUM LT STONE	PN3FF - SMOKESTONE	337909B	5001	AE5Z	3504	BE
5	000SV - MEDIUM LT STONE	PN3JD - WHITE SUEDE	502335A	5001	AE5Z	3504	BE
6	000SV - MEDIUM LT STONE	PN3KD - STERLING GRAY METALLIC	4148351	5001	AE5Z	3504	BE
7	000DW - CHARCOAL BLACK	PN3KD - STERLING GRAY METALLIC	343629A	5001	AE5Z	3504	BE
8	000DW - CHARCOAL BLACK	PN3KC - BRILLIANT SILVER METALLIC	10157501	5001	AE5Z	3504	BE
9	000DW - CHARCOAL BLACK	PN3KP - WHITE PLATINUM TRI-COAT	344783A	5001	AE5Z	3504	BE
10	000DW - CHARCOAL BLACK	PN3KR - ATLANTIS GREEN METALLIC	283156B	5001	AE5Z	3504	BE
11	000DW - CHARCOAL BLACK	PN3KC - BRILLIANT SILVER METALLIC	42463001	5001	AE5Z	3504	BE
12	000SV - MEDIUM LT STONE	PN3KD - STERLING GRAY METALLIC	16790501	5001	AE5Z	3504	BE
13	000DW - CHARCOAL BLACK	PN3KD - STERLING GRAY METALLIC	353041A	5001	AE5Z	3504	BE
14	000SV - MEDIUM LT STONE	PN3KP - WHITE PLATINUM TRI-COAT	7901626	5001	AE5Z	3504	BE
15	000DW - CHARCOAL BLACK	PN3KR - ATLANTIS GREEN METALLIC	27249601	5001	AE5Z	3504	BE
16	000DW - CHARCOAL BLACK	PN3KC - BRILLIANT SILVER METALLIC	240192B	5001	AE5Z	3504	BE
17	000DW - CHARCOAL BLACK	PN3K7 - RED CANDY TINT CC	14507701	5001	AE5Z	3504	BE

	AL	AM
1	AWS PART DESCRIPTION	Condition Code
2	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
3	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
4	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
5	GEAR ASY-STEERING	69 - FROZEN/SEIZED/BINDING
6	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
7	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
8	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
9	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
10	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
11	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
12	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
13	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
14	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
15	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
16	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY
17	GEAR ASY-STEERING	42 - DOES NOT OPERATE PROPERLY

	AN
1	Customer Comment
2	ADVISE NO POWER STEERING
3	POWER STEERING INOP
4	NO POWER STEERING SYSTEM
5	CUSTOMER STATES STEERING IS HARD TO TURN H22
6	CHECK STEERING IS EXTREMELY STIFF
7	CUSTOMER STATES TRACTION LIGHT CAME ON & WOULD NOT ACCELL & NOW WILL NOT TURN ON THE TRACTION
8	CK FOR LOSS OF POWER STEERING
9	TOWED IN POWER STEERING INOP
10	CUSTOMER STATES THAT THE CAR HAS NO POWER STEERING
11	REPAIR FOR THE POWER STEERING IS INOP.
12	SUSPENSION CUSTOMER REPORTS THE POWER STEERING IS HARD TO TURN REQUIRES EXCESSIVE EFFORT
13	AVIS TOW NO.7050 185.00 POWER STEERING INOP
14	CHECK POWER STEERING INOPERATIVE ERROR MESSAGE ON IP DISPLAY
15	CUSTOMER STATES POWER STEERING STOPPED WORKING VERY HARD TO TURN WHEEL CK AND ADVISE
16	C S THERE IS NO POWER STEERING
17	GUEST STATES THE POWER STEERING STOPS WORKING OCCASIONALLY. HAPPENS WHEN BACKING UP THEN DRIVING FORWARD. READS POWER STEERING FAULT ON THE INSTRU

	AO
1	Technicians Comment
2	INTERNAL MODULE FAULT TEST,PINPOINT TEST,PARK LOT TEST,REPLACE GEAR AND RETEST,OK
3	JUSST OFF THE CARRIER, POWER STEERING INOP, PERFOR MED DIAGNOSIS, ORDER AND REPLACE DEFECTIVE STEERIN G GEAR, RE SET ALIGNMENT, ROAD TEST
4	PERFORM OASIS EVTm DIAGNOSTICS.TEST CKT SBB02 TO PSCM GOOD CKT.TEST GD CKT G0104 PASS. TEST CKT CBP42 GOOD.PERFORM WORKSHOP MANUAL DIAGNOSTICS.PERF
5	15 VERIFY POWER STEERING WAS HARD TO TURN THE WHEEL, FOUND THE POWER STEERING HAD A FAULT,CODE U3000 49 48 STARTED INERACTIVE PINPOINT TEST B, TOLD TO RE
6	TEST DRIVE NO POWER STEERING PINPOINT TEST V300 V2011 INTERNAL FAULT REPLACED ELEC POWER STEERING RACK AND PINION PERFORM ALIGNMENT SET REAR TOE SET CA
7	VERIFIED CUSTOMERS CONCERN. RAN CODES AND RECIEVED AND COMMUNITION CODE AND STEERING ASSIT CODE. HAD TO GET IN CONTACT WITH HOTLINE DUE TO THE FACT T
8	NO COMMUNICATION TO MODULE VERIFIED CONCERN PARKING LOT ROAD TEST DIAGNOSE EPAS SYSTEM NO COMMUNICATION TO POWER STEERING CONTROL MODULE PERFORM
9	VERIFIED CONCERN. POWER STEERING FAULT LIGHT STAYS ON IN DASH. PERFORMED PRELIMINARY INSPECTION OK. HOOKED UP SCAN TOOL AND CKD FOR DTC IN PCSM MODULE
10	CHECKD FOR NO POWER STEERING.PERFORMED KOEO PASSED.PULLED ABS CODE C1277 STEERING ANGLE FAULT.PSCM U2011 49 48 INTERNAL ELECTRONIC FAULT.CHECKED STE
11	VERIFIED NO POWER ASSIST CHECKED FOR CODES V3000 96 PERFORM INTERIOR ACTIVE DIAGNOSTICS CHECKED FUSE 42 SJB OK CHECKED FUSES 1,2 AT BJB OK FOLLOWED FLOW
12	ROAD TESTED AND VERIFIED POWER STEERING HARD TO TURN, CHECKED CODES AND RETRIEVED CODES C300096, PERFORMED PINPOINT TEST C1 (EPAS STEERING GEAR) RAN C
13	CHECK POWER STEERING OPERATION. POWER STEERING DOES NOT WORK, CHECK FUSE FOR POWER STEERING. FUSE OK. CHECK VEHICLE FOR DTC. NO DTC FOUND. CHECK SI F
14	ISNPECT VEHICLE POWER STEERING FAILURE IN MESSAGE CENTER AND NO ASSIST HOOKED UP IDS PERFROM INTERACTIVE DIAG PERFROM PIN POINT TESTS CHECKED WIRING AT
15	SELF TEST EPAS STEERING CODES U3000 U2011 C1277 RACK BAD REPLACE STEERING RACK AND SET TOE
16	298 EPAS DIAG. U3000 96 C1277 20 EPAS ROAD TEST IN PARKING LOT VERIFY NO ASSIST, EPAS PINPOINT TEST FOUND INTERNAL SHORT IN STEERING GEAR. R AND R STEERING GE
17	X TECH TESTED AND VERIFIED POWER STEERING FAILURE AT TIMES, PERFORMED INTERACTIVE DIAGNOSIS PER WSM. SCANNED FOR CODE V2011. DIRECTED TO REPLACE POWER

	AP	AQ	AR	AS	AT	AU	AV
1	CPSC_6_CAUSL_CD	TXN_CD	RPR_DLR_CD	RPR_DLR_SUB_CD	Repair Dealer Region	Repair Dealer Name	Repair Dealer Phone
2	110201	2	5755	*	NA	TOWN AND COUNTRY FORD, LLC	502 9648131
3	110201	1	1545	*	NA	FOX VALLEY FORD, INC.	630 9073100
4	110201	2	45147	*	NA	AVIS RAC - DETROIT	**
5	110201	2	1057	*	NA	TOWN & COUNTRY FORD , INC.	704 5365600
6	110201	2	5729	*	NA	TWO RIVERS FORD, INC.	615 8899215
7	110201	2	2635	*	NA	DOUG STANLEY FORD	972 2238050
8	110201	2	4024	*	NA	BOB HURLEY FORD	918 4452700
9	110201	2	45188	*	NA	AVIS RAC - S. SAN FRANCISCO	**
10	110201	2	7416	*	NA	TASCA FORD LINCOLN MERCURY	**
11	110201	2	8619	*	NA	CAL WORTHINGTON FORD LINCOLN MERCURY	907 2765300
12	110201	2	509	*	NA	ALLAN VIGIL FORD LINCOLN MERCURY	678 3643673
13	110201	2	45013	*	NA	CCRG RAC - NEWARK	**
14	110201	2	1425	*	NA	HINES PARK FORD, INC.	248 4376700
15	110201	2	8007	*	NA	LANDMARK.FORD, INC.	217 8625200
16	110201	2	11293	*	NA	CAMELBACK FORD LINCOLN MERCURY	602 2641851
17	110201	2	6226	*	NA	BERGSTROM NEENAH-MENASHA FORD	920 7279000

	AW	AX	AY	AZ	BA	BB	BC	BD	BE
1	Repair Dealer State	Repair Dealer Country	SLS_DLR_CD	Sell Dealer Country	SLS_DLR_SUB_CD	Sell Dealer Region	AWS Load Date	ECB Load Date	Bin Comments
2	KY	USA	172350	USA	*	NA	4/22/2010	4/23/2010	
3	IL	USA	153345	USA	*	NA	5/4/2010	5/7/2010	
4	MI	USA	354728	USA	*	NA	5/4/2010	5/7/2010	
5	NC	USA	141704	USA	*	NA	4/9/2010	4/10/2010	
6	TN	USA	172350	USA	*	NA	4/23/2010	4/24/2010	
7	TX	USA	152015	USA	*	NA	5/11/2010	5/12/2010	
8	OK	USA	152307	USA	*	NA	3/31/2010	4/1/2010	
9	CA	USA	354790	USA	*	NA	4/28/2010	4/29/2010	
10	MA	USA	127636	USA	*	NA	4/26/2010	4/27/2010	
11	AK	USA	174743	USA	*	NA	5/11/2010	5/12/2010	
12	GA	USA	121411	USA	*	NA	3/16/2010	3/17/2010	C3000:96
13	NJ	USA	354728	USA	*	NA	4/1/2010	4/2/2010	
14	MI	USA	148411	USA	*	NA	4/28/2010	4/29/2010	
15	IL	USA	141893	USA	*	NA	3/26/2010	3/27/2010	u3000 u2011 c1277
16	AZ	USA	171465	USA	*	NA	3/24/2010	3/25/2010	
17	WI	USA	141100	USA	*	NA	4/12/2010	4/13/2010	

	BF	BG	BH	BI	BJ	BK	BL	BM	BN	BO	BP	BQ	BR	BS
1	Tire Brand	Tire Size												
2	* - [N/A]	D3KGP - P225/50VR 17												
3	* - [N/A]	D3KGP - P225/50VR 17												
4	* - [N/A]	D3KGP - P225/50VR 17												
5	* - [N/A]	D3KGP - P225/50VR 17												
6	* - [N/A]	D3KGP - P225/50VR 17												
7	AJ - MICHELIN	D3KGP - P225/50VR 17												
8	* - [N/A]	D3KGP - P225/50VR 17												
9	* - [N/A]	D3KGP - P225/50VR 17												
10	* - [N/A]	D3KGP - P225/50VR 17												
11	* - [N/A]	D3KGP - P225/50VR 17												
12	* - [N/A]	D3KGP - P225/50VR 17												
13	* - [N/A]	D3KGP - P225/50VR 17												
14	* - [N/A]	D3KGP - P225/50VR 17												
15	* - [N/A]	D3KGP - P225/50VR 17												
16	* - [N/A]	D3KGP - P225/50VR 17												
17	* - [N/A]	D3KGP - P225/50VR 17												