

Page: 01

CQIS DETAIL REPORT

09/22/25 13:00:32

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
 Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/05/2010

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX, FWD, WAGON VIN: [REDACTED]
 Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 1,720 MILES
 Operating Environ: WCC :
 Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
 BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Processed
 Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
 Causal Factor: Feature: Loc:
 Causal Condition: Photo: YES Atchmnts: 2
 Component Test Status: ---- Return Loc:
 Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
 CONCER 10/05/2010 11:26AM
 KEYLESS ENTRY PAD KEEPS COMING LOOSE REQUEST TO REPLACE THANKS [REDACTED]
 RECOMM 10/05/2010 11:26AM
 Please see OASIS history. No DI prior approval required for Service
 Part Warranty claims. Thank you, [REDACTED] Contact ID: [REDACTED]
 AUDIT 07/02/2011 10:59AM
 SYMPTOM 1 08 3 10 CHANGED TO 3 33 2 42 BY CS012093

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
 Comp. Timing: Base Timing : MIL light on? :
 Test Stand : Road Test : 8D Number:
 Prior Repair Attempts: Repair Prior to Call: NO
 Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 07/01/2010 Warranty Start Date: 08/24/2010
 Date of Sale: 08/24/2010 Selling Dlr(Geo/Mkt,Dlr,Sub):
 Dealer Special Order: Gross Vehicle Weight: 597 LBS
 LH/RH Drive:

- - - E N G I N E - - -
 Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 AA
 Bld Dt: Calb: BP31D60 A
 Serial #: 10L114501657

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/05/2010

----- T R A N S M I S S I O N -----
Trans: 6 SPD AUTO (6F50) Part #:

Bld Dt:
Serial #:
100153004404
Model:

Shft:

----- A X L E -----
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

----- A D D I T I O N A L -----
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC G-????????????????????
Paint : PN4-????????????????????----- INGOT SILVER METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 04728 - Ray Skillman Performance Ford Ph#:317-881-6100
City: Greenwood State : Indiana
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Report Number: [REDACTED]

Print Close

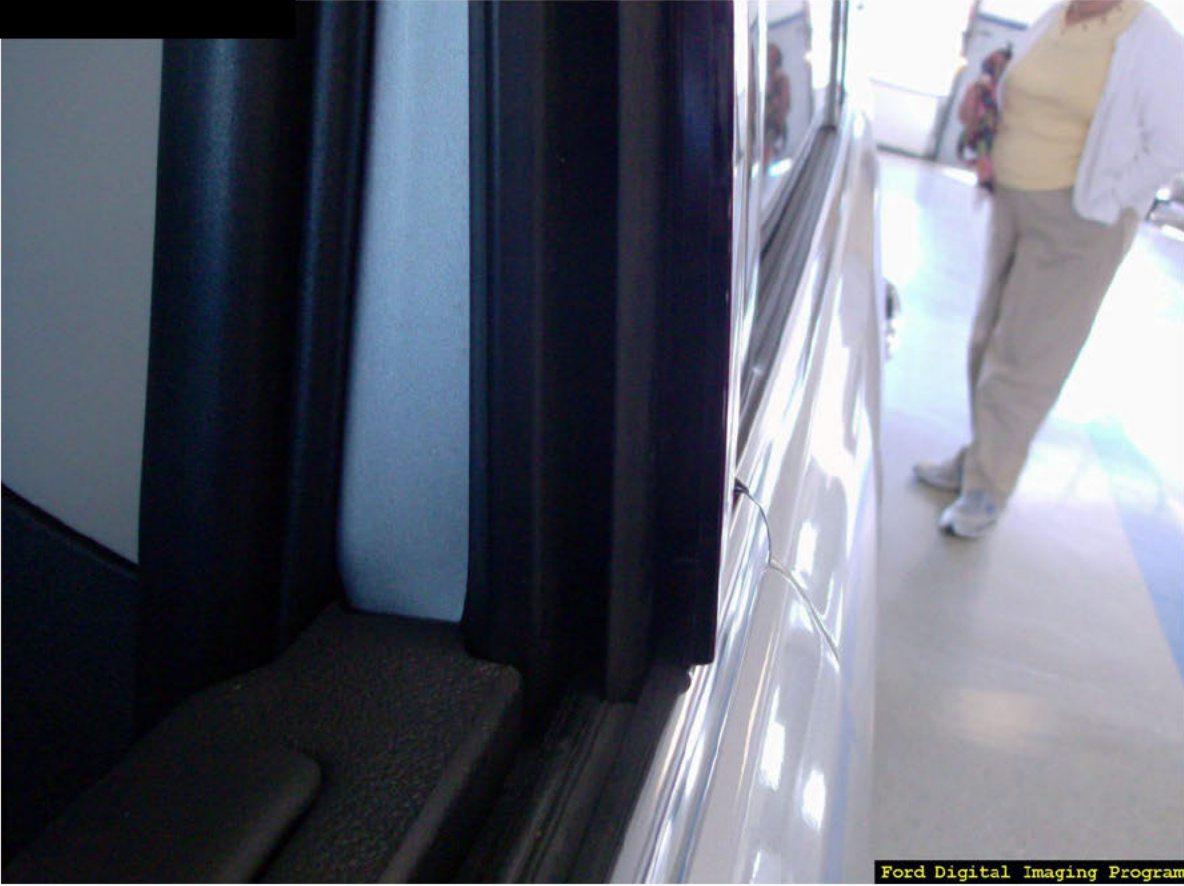


Ford Digital Imaging Program

Report Number [REDACTED]

[Print](#) [Close](#)

[REDACTED]



CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/19/2010

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,LIMITED,WAGON VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 18,936 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAA2W
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 10/19/2010 10:15AM
CUSTOMER STATES: DRIVERS REAR DOOR OUTSIDE TRIM COMING LOOSE AT TOP
FRT PIECE ON DRIVERS SIDE REAR DOOR INTENT REPAIR: REPLACE TRIM ON
DRIVER'S SIDE REAR DOOR FRT TRIM
RECOMM 10/19/2010 10:15AM
Approved to replace left rear door applique. Contact ID: [REDACTED]
AUDIT 07/02/2011 10:59AM
SYMPTOM 1 08 3 10 CHANGED TO 3 33 2 42 BY CS012093

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 09/28/2010 Warranty Start Date: 10/20/2010
Date of Sale: 10/20/2010 Selling Dlr(Geo/Mkt,Dlr,Sub):USA 05712
Dealer Special Order: Gross Vehicle Weight: 625 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: 0S 490 BA
Bld Dt: Calb: BP31GT0 A
Serial #: 10C114500270

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/19/2010

Trans: 6 SPD AUTO (6F55) Part #: [REDACTED]
Bld Dt: [REDACTED]

Serial #: 100264049809
Model: [REDACTED]

Shft: [REDACTED]

Axle: 3.16 FINAL DRIVE RATI Id Tag Code: [REDACTED] Bld Dt: [REDACTED]
Serial #: [REDACTED]

Tire : 255/45R20 V A/S Brand : GOODYEAR TIRE VENDOR
Radio : HD AM/FM DVD SDARS W/VA NAVGTN A/C : AC G-????????????????????
Paint : PN4-????????????????????----- INGOT SILVER METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : LORI BELANGER Title: [REDACTED]
Phone : [REDACTED]

Rpr Dlr:USA 05712 - Carriage Ford, Inc. Ph#:812-284-4444
City: Clarksville State : Indiana
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED]

----- C Q I S V I N H I S T O R Y -----						
Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/19/2010	AJSCH158	HLIEPA	FT/FN/BD			USA 05712
01/10/2011	BAJEE922	HLIEPA	FT/FN/BD			USA 05712
03/06/2012	CCFAU024	NHL	LT/GL/VI			USA 05712

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE



Report Number: [REDACTED]

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CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 04/12/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,LIMITED,WAGON VIN [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 12,004 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAAUN
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Atchmnts: 0
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 04/12/2011 05:44PM
trim on pass door came off when driving on hwy. recommend replace trim.
RECOMM 04/12/2011 05:44PM
[REDACTED] - Approved to replace rt front door b-pillar molding, adhesive failure.

 Thanks' Leon (Contact ID = [REDACTED])
AUDIT 07/02/2011 11:05AM
SYMPTOM 1 08 3 10 CHANGED TO 3 33 2 42 BY CS012093

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 09/01/2010 Warranty Start Date: 10/29/2010
Date of Sale: 10/29/2010 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 625 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: 0S 490 BA
Bld Dt: Calb: BP31GT0 A
Serial #: 10C114500195

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 04/12/2011

----- T R A N S M I S S I O N -----
Trans: 6 SPD AUTO (6F55) Part #:

Bld Dt:
Serial #:
100231150509
Model:

Shft:

----- A X L E -----
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

----- A D D I T I O N A L -----
Tire : 255/45R20 V A/S Brand : GOODYEAR TIRE VENDOR
Radio : HD AM/FM DVD SDARS W/VA NAVGTN A/C : AC G-????????????????????
Paint : PN3-????????????????????----- RED CANDY TINT CC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 04790 - Gary Yeomans Ford Lincoln Ph#:386-253-6771
City: Daytona Beach State : Florida
Country: United States Region : Orlando

Claim #/Date : [REDACTED]

Specialist's
Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 06/10/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,FWD,WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 2,433 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT
Additional Symptom: Approved - PAARM
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 06/08/2011 02:21PM
CUSTOMER STATES TOP MOULDING ON RIGHT FRONT DOOR HAS GAP.CUSTOMER
REQUESTS REPLACEMENT.
RECOMM 06/08/2011 02:21PM
James PLEASE ADD THE REQUIRED OVERALL VIEW OF THIS MOLDING CONTACT
ID ON THIS CLAIM IS: [REDACTED] THANK YOU, GEORGE
RECOMM 06/10/2011 02:21PM
THANK YOU, PLEASE BE ADVISED GAP TOOLS ARE ONLY NEEDED ON BODY PANEL
FIT CONCERNS, APPROVED TO REPLACE R/F DR EXTERIOR B PILLAR POST TRIM
PANEL ,GEORGE
AUDIT 07/02/2011 11:07AM
SYMPTOM 1 08 3 10 CHANGED TO 3 33 2 42 BY CS012093

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 04/15/2011 Warranty Start Date: 04/29/2011
Date of Sale: 04/29/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 06/10/2011

Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BX 368 BA
Bld Dt: Calb: BP31D60 A
Serial #: 11L113500111

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]
Bld Dt:
Serial #: 111102153633
Model:

Axle: 3.16 FINAL DRIVE RATI Id Tag Code: [REDACTED] Bld Dt:
Serial #:

Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????????
Paint : PN3-?? TUXEDO BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----

NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 02201 - Donley Ford of Galion, Inc. Ph#:419-468-4322
City: Galion State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -??

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
05/19/2011	BESD1035	HLIEPA	FT/FN/BD			USA 02201

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----

NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

Report Number: [REDACTED]

Print Close



Report Number [REDACTED]

[Print](#) [Close](#)



Report Number: [REDACTED]

[Print](#) [Close](#)



Report Number: [REDACTED]

Print Close



06/02/2011 04:05 PM

Ford Digital Imaging Program

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: 201100467714
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 06/22/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX, FWD, WAGON VIN [REDACTED]
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 3,205 MILES
Operating Environ: WCC
Vehicle Use: Rsp. Act:

SYMPTOM: 3 33 2 03 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING APPEARANCE
Additional Symptom: Approved - PAAQT
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 6
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 06/21/2011 04:45PM
CUSTOMER STATES MOULDING ON DRIVERS DOOR PEELING AT KEYPAD. NEEDS
REPLACED.
RECOMM 06/21/2011 04:45PM
[REDACTED] - Approved to replace left b-pillar molding, cracked at
keypad.

 Thanks' [REDACTED] (Contact ID = [REDACTED])
AUDIT 07/02/2011 11:08AM
SYMPTOM 1 08 3 01 CHANGED TO 3 33 2 03 BY CS012093

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/24/2010 Warranty Start Date: 02/04/2011
Date of Sale: 02/04/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 AA
Bld Dt: Calb: BP31D60 A
Serial #:
10L114500129

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 06/22/2011

Trans: 6 SPD AUTO (6F50) - - - T R A N S M I S S I O N - - - Part #:

Bld Dt:
Serial #:
100146066304
Model:

Shft:

Axle: 3.16 FINAL DRIVE RATI - - - A X L E - - - Id Tag Code: Bld Dt:
Serial #:

Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????????
Paint : PN4-?????????????????????----- CERULEAN BLUE METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 02201 - Donley Ford of Galion, Inc. Ph#:419-468-4322
City: Galion State : Ohio
Country: United States Region : Cincinnati

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 07/26/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX, FWD, WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 2,532 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 03 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING APPEARANCE

Additional Symptom: Approved - PAAFM
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 07/26/2011 04:34PM
CUSTOMER STATES THAT THE AREA AROUND THE KEYLESS ENTRY PAD IS PULLING UP.
REPLACEMET OF KEYLESS ENTRY PAD (SERVICE WITH MOULDING ASSEMBLY)
RECOMM 07/26/2011 04:34PM
Please state the intended repair. Contact ID: [REDACTED]
Approved to replace left front door b-pillar molding/keyless entry pad.

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 03/24/2011 Warranty Start Date: 06/06/2011
Date of Sale: 06/06/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

- - - E N G I N E - - -
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 CA
Bld Dt: Calb: BP31D60 A
Serial #: 11L113601643

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 07/26/2011

----- T R A N S M I S S I O N -----
Trans: 6 SPD AUTO (6F50) Part #:

Bld Dt:
Serial #:
111080172704
Model:

Shft:

----- A X L E -----
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

----- A D D I T I O N A L -----
Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????????
Paint : PN4-?????????????????????----- CERULEAN BLUE METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 05503 - Kieffe & Sons Ford Ph#:661-824-2477
City: Mojave State : California
Country: United States Region : Los Angeles

Claim #/Date : 82875

Specialist's
Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: 201100500317
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 08/31/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,AWD,WAGON VIN: [REDACTED]
Engine : 3.5L-4V DOHC T/C V6 GAS 350HP Odometer: 6,097 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAASR
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

CONCER 08/31/2011 11:07AM
CUSTOMER STATES DRIVERS SIDE NUMBER PADS KEEPS FALLING OFF HAVE
ATTEMPTED TO RETAPE AND CONTINUES TO FALL OFF INTEND TO REPLACE.
RECOMM 08/31/2011 11:07AM
Approved to replace the l/f door exerior b-pillar moulding. Thank
you, [REDACTED] Contact ID: [REDACTED]

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 08/16/2010 Warranty Start Date: 05/20/2011
Date of Sale: 05/20/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 625 LBS
LH/RH Drive:

----- E N G I N E -----

Engine: 3.5L-4V DOHC T/C V6 GAS 350HP Tag: 0S 490 BA
Bld Dt: Calb: BP31GT0 A
Serial #: [REDACTED]

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 08/31/2011

Trans: 6 SPD AUTO (6F55) - - - T R A N S M I S S I O N - - - Part #:

Bld Dt:
Serial #:
100218094509
Model:

Shft:

Axle: 3.16 FINAL DRIVE RATI - - - A X L E - - - Id Tag Code: Bld Dt:
Serial #:

Tire : 255/45R20 V A/S - - - A D D I T I O N A L - - - Brand : GOODYEAR TIRE VENDOR
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC G-????????????????????
Paint : PN3-?? KONA BLUE

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 01262 - Sharpnack Ford, Inc. Ph#:419-935-4571
City: Willard State : Ohio
Country: United States Region : Pittsburgh

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----

Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
12/07/2011	BLGEN965	HLIEPA	LT/GL/VI			USA 01262
12/07/2011	BLGEN966	HLIEPA	SAFE/SEC			USA 01262
01/06/2012	CAFED003	NHL	LT/GL/VI			USA 01262

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 09/09/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,AWD,WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 6,763 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAAPU
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 2
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 09/08/2011 10:34AM
CUSTOMER STATES THAT WHEN HE WENT TO PRESS HIS THE BUTTONS THE PANEL
FELL OFF. WE WILL NEED TO REPLACE THE TRIM PIECE
RECOMM 09/08/2011 10:34AM
you are approved to replace L/F DR EXTERIOR PILLART POST TRIM PANEL
contact id on this claim is:104758898 THANK YOU, GEORGE

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 08/10/2010 Warranty Start Date: 12/09/2010
Date of Sale: 12/09/2010 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 615 LBS
LH/RH Drive:

--- E N G I N E ---
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 AA
Bld Dt: Calb: BP31D60 A
Serial #: 10L114500040

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 09/09/2011

Trans: 6 SPD AUTO (6F50) Part #: [REDACTED]
Bld Dt: [REDACTED]

Serial #: 100210038807
Model: [REDACTED]

Shft: [REDACTED]

Axle: 3.39 FINAL DRIVE RATI Id Tag Code: [REDACTED] Bld Dt: [REDACTED]
Serial #: [REDACTED]

Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC G-????????????????????
Paint : PN3-?? KONA BLUE

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title: [REDACTED]
Phone : [REDACTED]

Rpr Dlr:USA 00070 - Sheehy Ford of Springfield, In Ph#:703-922-7900
City: Springfield State : Virginia
Country: United States Region : Washington

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/10/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,LIMITED,WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 6,332 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAAC1
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 10/10/2011 02:12PM
OUTSIDE DRIVERS DOOR PANEL HOLDING KEYLESS ENTRY PANEL LOOSE RECOMMEND
REPLACEMENT TO CORRECT CONCERN WITH APPROVAL PLEASE
RECOMM 10/10/2011 02:12PM
Mike - Approved to replace left b-pillar applique, loose.

Thanks' Leon (Contact ID = [REDACTED])

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 06/28/2010 Warranty Start Date: 12/15/2011
Date of Sale: 12/15/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

--- E N G I N E ---
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BX 368 AA
Bld Dt: Calb: BP31D60 A
Serial #:
E1600 220610L114600836BX 368 AA

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/10/2011

----- T R A N S M I S S I O N -----
Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:

Serial #:
A4921 1806100169065404AA8P 7000 FB 04
Model:

Shft:

----- A X L E -----
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

----- A D D I T I O N A L -----
Tire : 255/45R20 V A/S Brand : HANKOOK TIRE VENDOR
Radio : HD AM/FM DVD SDARS W/VA NAVGTN A/C : AC G-????????????????????
Paint : PN3-?????????????????????----- WHITE PLATINUM TRI-COAT

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 05246 - Bill Knight Ford Ph#:918-526-2400
City: Tulsa State : Oklahoma
Country: United States Region : Dallas

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: 201100521862
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/17/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,FWD,WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 15,735 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAAZV
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 4
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 10/17/2011 03:21PM
customer states that b pillar trim fell off, rec to replaced with new
b pillar trim piece
RECOMM 10/17/2011 03:21PM
Steve - Approved to replace rt b-pillar molding, fell off.

Thanks' [REDACTED] (Contact ID = [REDACTED])

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 09/14/2010 Warranty Start Date: 10/26/2010
Date of Sale: 10/26/2010 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

--- E N G I N E ---
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BX 368 AA
Bld Dt: Calb: BP31D60 A
Serial #:
10L114601078

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 10/17/2011

Trans: 6 SPD AUTO (6F50) - - - T R A N S M I S S I O N - - - Part #:

Bld Dt:
Serial #:
100246034904
Model:

Shft:

Axle: 3.16 FINAL DRIVE RATI - - - A X L E - - - Id Tag Code: Bld Dt:
Serial #:

Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????????
Paint : PN3-????????????????????----- TUXEDO BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- REPORT ORIGINATOR - REPAIR FACILITY - CUSTOMER INFORMATION -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 01636 - Sunset Ford of Waterloo Ph#:618-221-1996
City: Waterloo State : Illinois
Country: United States Region : Kansas City

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] ??????????????????????

----- C Q I S V I N H I S T O R Y -----						
Date	CQIS Report #	Prog Type	Symp Cat	Causal Part	Description	Dealer Id
10/17/2011	BJQEB322	HLIEPA	FT/FN/BD			USA 01636

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- VEHICLE'S WARRANTY HISTORY (365 days only) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 11/02/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX, FWD, WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 13,609 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAA7Z
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----

--TYPE-- COMMENT TEXT
CONCER 11/02/2011 04:13PM
DRIVERS SIDE OUTER PILLER CAME OFF WHEN DRIVING AND PIECE CAME OFF AND
ITS LOST NOW NEEDS TO BE REPLACED NO SIGNS OF HITTING SOMETHING REAL
WINDY HERE NOW
RECOMM 11/02/2011 04:13PM
Approved to replace left front door b-pillar molding. Thanks, Ted.
Contact ID: [REDACTED]

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 09/21/2010 Warranty Start Date: 03/28/2011
Date of Sale: 03/28/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

--- E N G I N E ---
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 AA
Bld Dt: Calb: BP31D60 A
Serial #: 10L114501518

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 11/02/2011

----- T R A N S M I S S I O N -----
Trans: 6 SPD AUTO (6F50) Part #:

Bld Dt:
Serial #:
100246077104
Model:

Shft:

----- A X L E -----
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

----- A D D I T I O N A L -----
Tire : P235/60R18 A/S BSW T-RATED Brand : GOODYEAR TIRE VENDOR
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC G-????????????????????
Paint : PN4-????????????????????----- BORDEAUX RESERVE METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 03566 - Gene Messer Ford Lincoln Ph#:806-793-2727
City: Lubbock State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 11/11/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,FWD,WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 9,358 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAAZS
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 11/11/2011 03:09PM
b pillar trim on outside of passenger front door keeps popping off
recommend replacement of trim panel
RECOMM 11/11/2011 03:09PM
Approved to replace right front door b-pillar molding. Thanks, Ted.
Contact ID: [REDACTED]

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 04/15/2011 Warranty Start Date: 08/22/2011
Date of Sale: 08/22/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

--- E N G I N E ---
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 CA
Bld Dt: Calb: BP31D60 A
Serial #: E1600 110411L113601117BG 234 CAAJC

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 11/11/2011

----- T R A N S M I S S I O N -----
Trans: 6 SPD AUTO (6F50) Part #:

Bld Dt:
Serial #:
A4921 1104111101074433AA8P 7000 FB 33
Model:

Shft:

----- A X L E -----
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

----- A D D I T I O N A L -----
Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : AC C-????????????????????
Paint : PN3-?????????????????????----- KONA BLUE

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 03818 - Holiday Ford Ph#:903-564-3594
City: Whitesboro State : Texas
Country: United States Region : Dallas

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----
NO CQIS VIN HISTORY AVAILABLE FOR THIS VEHICLE

--- S U P P L E M E N T A L S U R V E Y: NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 11/22/2011

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX,FWD,WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 15,032 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: Approved - PAA3R
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: YES Attchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

CONCER 11/22/2011 06:54PM
cust states keyless entry pad is coming loose from door pillar.verify
concern,inspect for damage.no visable damage found at this
time.reccomend to replace keyless entry pad moulding on door pillar.
RECOMM 11/22/2011 06:54PM
Approved to replace left front door keyless entry pad. Contact ID:
[REDACTED]

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 08/20/2010 Warranty Start Date: 03/06/2011
Date of Sale: 03/06/2011 Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:
----- E N G I N E -----
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 AA
Bld Dt: Calb: BP31D60 A
Serial #: 10L114500821

CQIS Report Number: [REDACTED] Program Type: HD Orig Rpt #: [REDACTED]
Report Source: MSS - TSO - DIGITAL IMAGE RTDA Report Date: 11/22/2011

Trans: 6 SPD AUTO (6F50) - - - T R A N S M I S S I O N - - -
Bld Dt: Part #:

Serial #: 100218045604
Model:

Shft:

Axle: 3.16 FINAL DRIVE RATI - - - A X L E - - -
Serial #: Id Tag Code: Bld Dt:

Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR
Radio : AM/FM STRO/CD CHANGER/CLK A/C : AC C-????????????????????
Paint : PN3-????????????????????----- TUXEDO BLACK METALLIC

----- A F T E R M A R K E T M O D I F I C A T I O N S -----
NO AFTER MARKET MODIFICATIONS DATA AVAILABLE FOR THIS VEHICLE

----- R E P O R T O R I G I N A T O R - R E P A I R F A C I L I T Y - C U S T O M E R I N F O R M A T I O N -----
Orig/Caller : [REDACTED] Title:
Phone :

Rpr Dlr:USA 05442 - McCoy & Mills Ford Ph#:714-526-5501
City: Fullerton State : California
Country: United States Region : Los Angeles

Claim #/Date : [REDACTED]

Specialist's Name : [REDACTED] -????????????????????

----- C Q I S V I N H I S T O R Y -----					
Date	CQIS Report #	Prog Type	Symp Cat	Causal Part Description	Dealer Id
03/08/2011	BCHF218	HLIEPA	FT/FN/BD		USA 05442

--- S U P P L E M E N T A L S U R V E Y : NONE ---

----- V E H I C L E ' S W A R R A N T Y H I S T O R Y (3 6 5 d a y s o n l y) -----
NO VEHICLE WARRANTY HISTORY AVAILABLE FOR THIS VEHICLE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/14/2012

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX, FWD, WAGON VIN [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 12,567 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT
Additional Symptom: B-PILLAR MOLDING LOOSE
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 17
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT

REPAIR 03/14/2012 12:47PM LDALLAPE
DATA FROM PRIOR APPROVAL REQUEST FORM: PLEASE DESCRIBE CUSTOMERS
CONCERN: THE MOLDING ON SIDE OF DOOR WAS A LITTLE LOOSE ... PLEASE LIST
ANY RECENT REPAIR ATTEMPTS TO REPLACE OUTSIDE DOOR MOLDING WITH KEYPAD
WENT TO GET APPROVAL AND WAS NOT A LISTED PART ... DESCRIBE DIAGNOSTIC
PROCEDURES COMPLETED AND THE RESULTS: I HAD ORDERED TRIM PIECE FOR
CUSTOMER AND WHILE HE WAS WAITING ON HIS APPT HE WAS DRIVING DOWN THE
INTERSTATE AND THE MOLDING LOOSE ATTACHED TO WIRE FOR KEYLESS PAD AND
DONE DAMAGE TO HIS VEHICLE. THE VEHICLE NEEDS PAINT WORK TO LEFT FRONT
AND REAR DOOR AND BOTH WINDOWS ALSO BELT WEATHERSTRIPS AND RUN
CHANNELS ... PLEASE LIST PART THAT WAS ROOT CAUSE OF FAILURE: ... LIST MAJOR
COMPONENTS NEEDED FOR REPAIR: ... REPAIR ESTIMATE - LABOR: ... REPAIR
ESTIMATE - TOTAL: ... VEHICLE/COMPONENT ABUSE: ... MODIFICATIONS: ... LACK OF
MAINTENANCE: ... RO#: [REDACTED] DATE: 2012-03-06 WARRANTY TYPE: NEW VEHICLE
WARRANTY SPW MILEAGE: SPW INSTALL DATE:

RECOMM 03/14/2012 12:47PM LDALLAPE

 ... [REDACTED] -

 ... PLEASE CLARIFY INTENDED REPAIR.
 ...
A LOOSE B-PILLAR MOLDING CAUSED RELATED DAMAGE TO FRONT AND REAR BELT
MOLDINGS, BOTH GLASS RUNS AND N BOTH DOOR GLASS? ... HAS THE REPAIR BEEN
PERFORMED? ... INCLUDE IMAGES OF THE ALLEGED PAINT DAMAGE AND RETURN
CLAIM FOR FURTHER CONSIDERATION.

 ... THANKS' [REDACTED]

 ...

REPAIR 03/14/2012 01:14PM SFORD48
THE TRIM BEHIND DS FRONT WINDOW CAME LOOSE AND WAS ATTACHED BY WIRE TO
THE KEYLESS ENTRY AND WAS HITTING THE VEHICLE AS HE WAS TRAVELING DOWN
THE INTERSTATE AT INTERSTATE SPEEDS. THE WORK HAS NOT BEEN COMPLETED
THE PICTURES OF AFTER THE FACT WERE TAKEN YESTERDAY. I WILL SEND MORE
PICTURES

RECOMM 03/14/2012 01:14PM SFORD48
TANYA, PLEASE SUBMIT THE REQUIRED IMAGE OF THE DAMAGE CAUSED FROM THE
TRIM PANEL. PLEASE MAKE SURE THE IMAGES ARE CLEAR AND LABELED TO VERIFY
THE DEFECT AND LOCATION. ... FYI- PLEASE VERIFY ALL BASE NUMBERS ON
THE CONCERNS CASUAL PART NEEDING REPLACEMENT BEFORE SUBMITTING TO
VERIFY IF IT IS ON THE INTERIOR/EXTERIOR REQUIRED COMPONENTS LIST ON
FMC DEALER. PAINT TO MATCH PARTS EVEN IF THEY ARE NOT ON THE

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 03/14/2012

C O M M E N T S

--TYPE-- INTERIOR/EXTERIOR COMPONENT LIST WILL NEED TO BE SUBMITTED UNDER PAINT
REPAIR 03/14/2012 03:28PM TMILL184 WEB COMMENT BY: - 3/14/2012 3:16:36 PM ...THE DS FRONT WINDOW HAS A CHIP IN IT, THE DS REAR WINDOW HAS SCRATHCES, THE DS FRONT AND REAR BELT MOLDINGS CHROME HAVE DENTS AND FORNT AND REAR DOOR HAS DENTS AND SCRATHCES THE DENTS DO NOT SHOW IN THE PICTURES VERY WELL
RECOMM 03/14/2012 03:28PM TMILL184 TANYA, ...APPROVED TO REPLACE LEFT FRONT WINDOW(21411), LEFT REAR WINDOW(25713), LEFT FRONT BELT MOLDING(21453), LEFT REAR BELT MOLDING(25597) AND REPAIR/REFINISH BOTH LEFT SIDE DOORS AS NECESSARY. ...THANKS, TED. ... APPROVAL CODE: PAAHN

C O N C E R N D E T A I L S

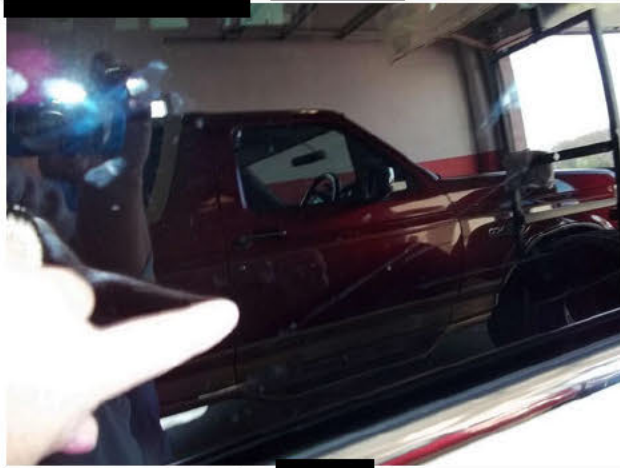
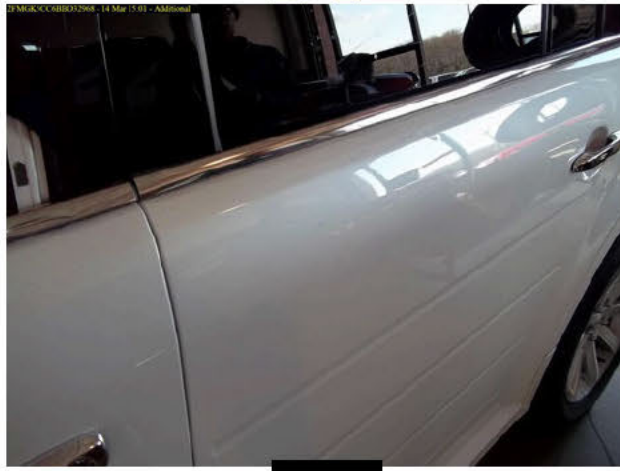
----- D I A G N O S T I C I N F O R M A T I O N -----
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

S E R V I C E A C T I O N S

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

V E H I C L E D E T A I L S

Vehicle Build Date: 04/29/2011 Warranty Start Date: 05/15/2011
Date of Sale: Selling Dlr(Geo/Mkt,Dlr,Sub):USA 07078
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:
- - - E N G I N E - - -
Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BG 234 CA
Bld Dt: Calb: BP31D60 A
Serial #:
11L113600082
- - - T R A N S M I S S I O N - - -
Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:
Serial #:
111116049333
Model: Shft:
- - - A X L E - - -
Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 04/23/2012

----- R E P O R T S U M M A R Y -----

VEHICLE: 2011 FLEX, FWD, WAGON VIN: 2[REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 19,745 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 Z 00 FIT/FINISH/BODY EXTERIOR TRIM
NOT LISTED UNKNOWN (CODE NOT AVAILABLE)

Additional Symptom: 20124 DOOR ASSY FRONT RIGHT
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 3
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

REPAIR 04/23/2012 02:27PM DHAMIL51
DATA FROM PRIOR APPROVAL REQUEST FORM: PLEASE DESCRIBE CUSTOMERS
CONCERN: DOOR TRIM PANEL LOOSE ...PLEASE LIST ANY RECENT REPAIR
ATTEMPTS: REPLACE 20555 DOOR APLAKAY ...DESCRIBE DIAGNOSTIC PROCEDURES
COMPLETED AND THE RESULTS: TRIM PANEL IS LOOSE REC SSM 21884 REPLACE
DOOR APLKAY ...PLEASE LIST PART THAT WAS ROOT CAUSE OF FAILURE: ...LIST
MAJOR COMPONENTS NEEDED FOR REPAIR: ...REPAIR ESTIMATE - LABOR: ...REPAIR
ESTIMATE - TOTAL: ...VEHICLE/COMPONENT ABUSE: ...MODIFICATIONS: ...LACK OF
MAINTENANCE: ... RO#: [REDACTED] DATE: 2012-04-23 WARRANTY TYPE: NEW VEHICLE
WARRANTY SPW MILEAGE: SPW INSTALL DATE:
RECOMM 04/23/2012 02:27PM [REDACTED]
[REDACTED], ...FOR THE REPLACEMENT OF THE APLAKAY AS DIRECTED BY THE SSM
21884 THERE'S NO PRIOR APPROVAL REQUIRED, THANK YOU. DIPA PRIOR
APPROVAL NOT NECESSARY

----- C O N C E R N D E T A I L S -----

----- D I A G N O S T I C I N F O R M A T I O N -----

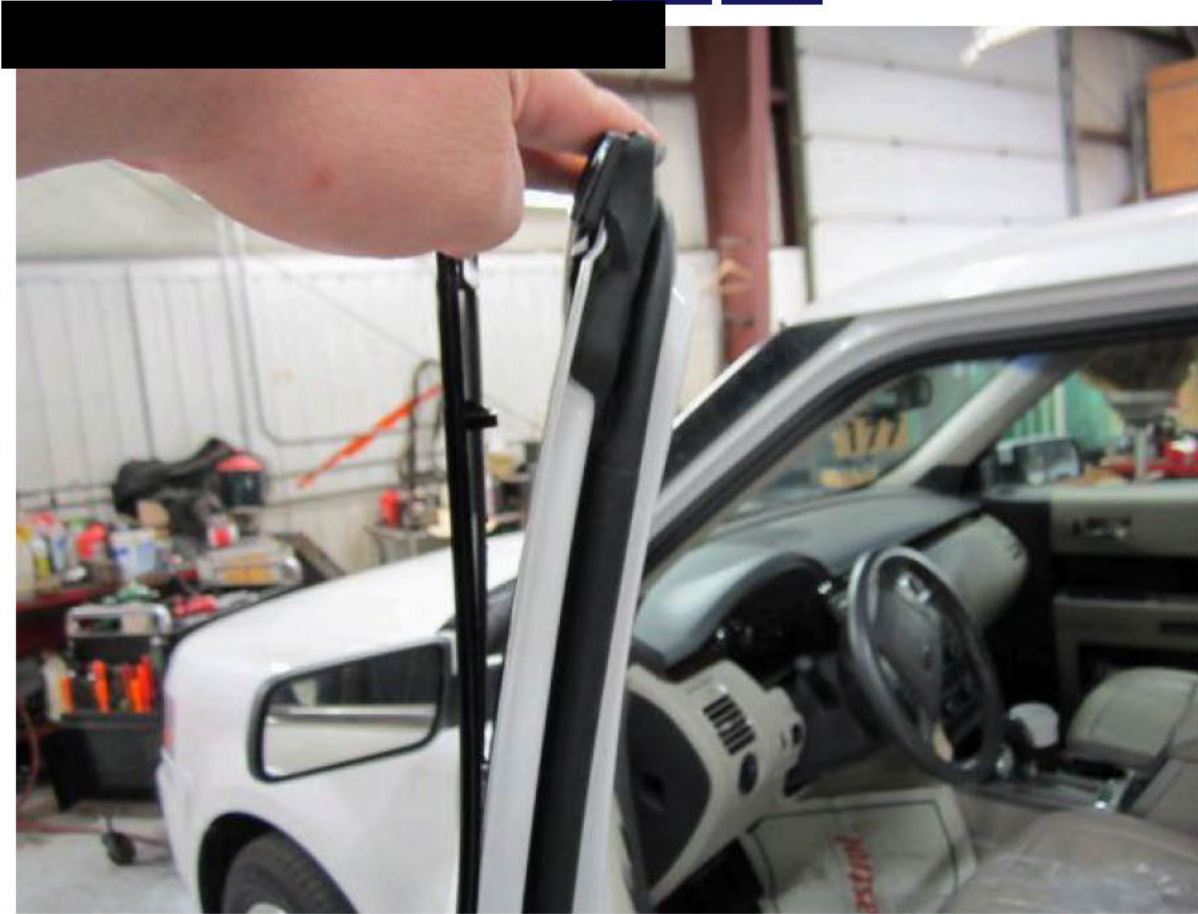
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

----- S E R V I C E A C T I O N S -----

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

----- V E H I C L E D E T A I L S -----

Vehicle Build Date: 10/20/2010 Warranty Start Date: 10/30/2010



Report Number: [REDACTED]

[Print](#) [Close](#)



Report Number: [REDACTED]

[Print](#)

[Close](#)



CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #: [REDACTED]
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/11/2012

----- R E P O R T S U M M A R Y -----

VEHICLE: 2012 FLEX, FWD, WAGON VIN: [REDACTED]
Engine : 3.5L 4V DOHC VCT SMPI V6 GAS Odometer: 1,031 MILES
Operating Environ: WCC :
Vehicle Use : Rsp. Act:

SYMPTOM: 3 33 2 42 FIT/FINISH/BODY EXTERIOR TRIM
BODY SIDE MOLDING LOOSE/ATTACHMENT

Additional Symptom: L/F WINDOW MOULDING UNSECURED
Other Veh. With Concern: Severity Rating - Customer: Engineering:

Causal Component:
Causal Factor: Feature: Loc:
Causal Condition: Photo: Attchmnts: 6
Component Test Status: ---- Return Loc:
Vehicle Fixed?: Customer satisfied?: Repair Effectiveness (%):

----- C O M M E N T S -----
--TYPE-- COMMENT TEXT -----

REPAIR 07/11/2012 01:21PM [REDACTED]
DATA FROM PRIOR APPROVAL REQUEST FORM: PLEASE DESCRIBE CUSTOMERS CONCERN. LH FRONT WINDOW GIMP MOULDING BECAME UNSECURED ...WHAT IS THE INTENDED REPAIR, LIST ALL COMPONENTS NEEDED FOR REPAIR? REPLACE LH FRONT DOOR GIMP MOULDING, LH REAR DOOR GIMP MLD, LH FRONT DOOR BELT MLD, AND LH REAR DOOR BELT MLD ...PROVIDE ANY ADDITIONAL DETAILS NECESSARY.
PLEASE INCLUDE ANY AVAILABLE TECHNICAL INFORMATION THAT YOU BELIEVE WILL HELP
PROCESS YOUR PRIOR APPROVAL REQUEST. LH FRONT DOOR GIMP MLD BECAME LOOSE WHILE VEHICLE WAS DRIVING AND FLAPPING IN WIND. GIMP MLD BROKE BEFORE BEING ABLE TO PULL OVER ON HWY AND HIT FRONT DOOR BELT MLD, REAR DOOR BELT MLD, AND REAR DOOR GIMP MLD. ...REPAIR ESTIMATE - LABOR: ...REPAIR ESTIMATE - TOTAL: ...VEHICLE/COMPONENT ABUSE: ...MODIFICATIONS: ...LACK OF MAINTENANCE: ... RO#: [REDACTED] DATE: 2012-07-11 WARRANTY TYPE: NEW VEHICLE WARRANTY SPW MILEAGE: SPW INSTALL DATE:

RECOMM 07/11/2012 01:21PM [REDACTED]
CHRIS, ...

 ...THE IMAGES PROVIDED APPEAR TO SHOW THAT THE BODY MOLDING DID NOT BREAK LOOSE, BUT WAS BROKEN FROM IMPACT. THE IMAGE SHOWS THAT HALF OF THE MOLDING IS STILL SECURED AND THAT IT'S BEEN BROKEN TO PIECES, WHICH WOULD NOT OCCUR FROM DRIVING DOWN THE ROAD. SINCE THIS WAS NOT A NATURAL DEFECT OF THE COMPONENT, THE DAMAGE TO THE BELT MOLDINGS IS NOT ELIGIBLE FOR WARRANTY REPAIR. DIPA DENIED

REPAIR 07/12/2012 08:55AM [REDACTED]
THE ONLY THING THAT IS HOLDING THE REST OF THE GIMP MOULDING IS THE WIRING AND WIRING CONNECTOR FOR THE KEYLESS ENTRY PAD THAT IS INCORPORATED INTO THE LH FRONT GIMP MOULDING

RECOMM 07/12/2012 08:55AM [REDACTED]
CHRIS, ...IF FURTHER REVIEW OF THIS REQUEST IS DESIRED: PLEASE CALL THE TECHNICAL HOTLINE AT 1-800-826-4694 USING THE HOTLINE ID LISTED ON THE HOTLINE ASSISTANCE REQUEST FORM, ON THE UPPER LEFT HIGHLIGHTED IN RED. ... DIPA DENIED

ADD-ON 07/12/2012 10:52AM [REDACTED]
INBOUND CALL SPOKE TO [REDACTED]. HE STATES THE LEFT FRONT AND LEFT REAR DOOR BELT MOLDINGS WERE DAMAGED WHEN THE B-PILLAR APPLIQUE BLEW OFF SO

CQIS Report Number: [REDACTED] Program Type: H Orig Rpt #:
Report Source: MSS - FCSD - TECH ASSIT CENTER Report Date: 07/11/2012

COMMENTS

--TYPE-- COMMENT TEXT
THIS WOULD BE SUBSEQUENT DAMAGE. ... YOU ARE APPROVED TO REPLACE PART#
THIS WOULD BE SUBSEQUENT DAMAGE. ... YOU ARE APPROVED TO REPLACE PART#
21452 AND 25597 DOOR BELT MOLDINGS DUE TO DAMAGE FROM B-PILLAR
APPLIQUE FLYING OFF ON HIGHWAY CAUSING DAMAGE. THIS PRIOR APPROVAL
CODE DOES NOT NEGATE DEALERSHIP RESPONSIBILITY TO ADHERE TO THE
PROVISIONS OF THE WARRANTY AND POLICY MANUAL INCLUDING THE
REQUIREMENTS TO DETERMINE THE ROOT CAUSE OF THE CONCERN, IDENTIFY A
WARRANTABLE DEFECT, AND PERFORM THE MOST COST EFFECTIVE REPAIR. PRIOR
APPROVAL DOES NOT EXEMPT A REPAIR FROM ACES II EDITS OR PART
REVIEW/AUDIT EXAMINATION. PLEASE REFER TO THE W&P MANUAL SECTION 1
CLAIMS WITH COMPANY INVOLVEMENT/APPROVAL - DISALLOWABLE AND NON
DISALLOWABLE SITUATIONS FOR COMPLETE DETAIL.

CONCERN DETAILS

DIAGNOSTIC INFORMATION
Symp. Verif?: Ease of Diagnosis: Level of Assistance:
Comp. Timing: Base Timing : MIL light on? :
Test Stand : Road Test : 8D Number:
Prior Repair Attempts: Repair Prior to Call: NO
Equipment/Procedure Used Effective? Equipment/Procedure Used Effective

SERVICE ACTIONS

NO SERVICE ACTIONS AVAILABLE FOR THIS VEHICLE

VEHICLE DETAILS

Vehicle Build Date: 07/29/2011 Warranty Start Date: 05/29/2012
Date of Sale: Selling Dlr(Geo/Mkt,Dlr,Sub):
Dealer Special Order: Gross Vehicle Weight: 597 LBS
LH/RH Drive:

ENGINE

Engine: 3.5L 4V DOHC VCT SMPI V6 GAS Tag: BX 368 CA
Bld Dt: Calb: BP31D60 A
Serial #: 11L113500440

TRANSMISSION

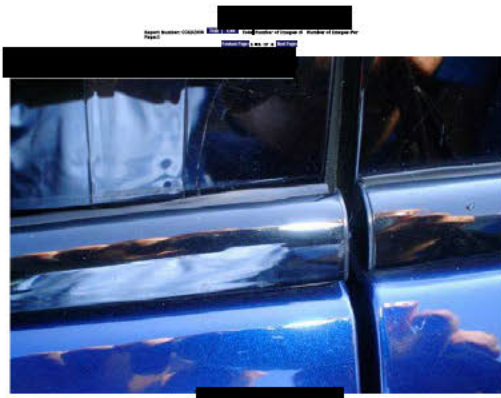
Trans: 6 SPD AUTO (6F50) Part #:
Bld Dt:
Serial #: 111208081746
Model: Shft:

AXLE

Axle: 3.16 FINAL DRIVE RATI Id Tag Code: Bld Dt:
Serial #:

ADDITIONAL

Tire : P235/60R17 A/S BSW T-RATED Brand : HANKOOK TIRE VENDOR
Radio : ELETR AM/FM STRO/DISC/CLK A/C : ATC AIR CONDITIONER



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