

**Request 9 – Search Criteria****OASIS MESSAGES**

FCSD is responsible for communicating a variety of vehicle and service information, such as warranty information for up to the past 360 days, Extended Service Plan part coverage information, and technical repair information, to North American Ford and Lincoln dealers. This information is communicated primarily through OASIS, which serves as an electronic link between Ford Motor Company and the dealers. OASIS covers all North American Ford and Lincoln-Mercury cars and light trucks, and medium and heavy-duty Ford trucks, for the ten most current model years. Technical diagnostic and repair information on OASIS is contained in Special Service Messages (SSMs) and Technical Service Bulletin (TSBs) titles and brief summaries. It should be noted that dealers cannot access brief summaries. SSMs and TSB titles are coded in OASIS by model year and vehicle line, and may be coded to other specific vehicle attributes (body style, engine code, or vehicle identification number) and one or more OASIS Service Code(s). The dealers with access to OASIS usually search for information on the database by entering a VIN and the applicable Service Codes. SSMs and TSB titles that become inactive or superseded continue to be accessible by Ford employees, but no longer are accessible by the dealers. Dealers also are able to determine the recalls applicable to a particular vehicle by searching a particular VIN in OASIS. Recall information available on OASIS cannot be searched by Service Codes. In responding to this information request, Ford searched Global OASIS for active, inactive, and superseded TSB titles and SSMs using the following search criteria:

Model Year: **2011-2019**

Subject Vehicle: **Flex** vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: Through August 28, 2025 (the date of this inquiry)

OASIS Service Code(s):

Code	Description
333000	FIT/FINISH/BODY, EXTERIOR TRIM, UNKNOWN, UNKNOWN
333200	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, UNKNOWN
333201	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, ALIGNMENT
333203	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, APPEARANCE
333218	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, CORROSION/RUST
333242	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, LOOSE/ATTACHMENT
333258	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, POOR FIT
333Z00	FIT/FINISH/BODY, EXTERIOR TRIM, NOT LISTED, UNKNOWN
331401	FIT/FINISH/BODY, BODY PANELS, DOOR, ALIGNMENT
331442	FIT/FINISH/BODY, BODY PANELS, DOOR, LOOSE/ATTACHMENT
331458	FIT/FINISH/BODY, BODY PANELS, DOOR, POOR FIT

OASIS 2 and Global OASIS are not capable of performing electronic word searches, so the search results are reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

The OASIS database also contains Broadcast Messages. Typically, these messages are directed to all dealerships and either are notifications of new SSMs/TSBs, or announcements with non-technical information (for example, "the Dealer Hotline will be closed today"). Broadcast Messages cannot be searched by OASIS service codes, and can be retrieved only while active (approximately 2 to 4 days). Ford has not undertaken to search for Broadcast Messages because Ford expects that any responsive information obtained with such a search generally would be non-substantive in nature or duplicative of the information obtained with the TSB title and SSM search described above.

### **INTERNAL SERVICE MESSAGES**

FCSD, as part of its technical support activities, maintains fleet and technical telephone "hotlines." During the early stages of Ford's efforts to identify and resolve potential vehicle concerns, hotline personnel may draft Internal Service Messages (ISMs) on CQIS for their internal use. The ISMs are assigned a CQIS "symptom code" or category that generally reflects the nature of the concern. An ISM can form the basis for an oral response over the technical hotline to an inquiry from an individual dealer or fleet technician. The ISMs, however, are not made available electronically to fleets and dealers. Therefore, although ISMs are not "issued" to dealers like OASIS messages, Ford is construing this request broadly to include ISMs that may be related to the alleged defect in the subject vehicles. In responding to this information request, Ford searched CQIS for active ISMs using the following search criteria:

Model Year: **2011-2019**

Subject Vehicle: **Flex** vehicles manufactured for sale or lease in the United States, District of Columbia, Puerto Rico, Northern Mariana Islands, Guam, American Samoa and the Virgin Islands.

Date Parameters: Through August 28, 2025 (the date of this inquiry)

Code	Description
333000	FIT/FINISH/BODY, EXTERIOR TRIM, UNKNOWN, UNKNOWN
333200	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, UNKNOWN
333201	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, ALIGNMENT
333203	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, APPEARANCE
333218	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, CORROSION/RUST
333242	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, LOOSE/ATTACHMENT
333258	FIT/FINISH/BODY, EXTERIOR TRIM, BODY SIDE MOLDING, POOR FIT
333Z00	FIT/FINISH/BODY, EXTERIOR TRIM, NOT LISTED, UNKNOWN
331401	FIT/FINISH/BODY, BODY PANELS, DOOR, ALIGNMENT

331442	FIT/FINISH/BODY, BODY PANELS, DOOR, LOOSE/ATTACHMENT
331458	FIT/FINISH/BODY, BODY PANELS, DOOR, POOR FIT

The CQIS database in which the ISMs reside is not capable of performing word searches, so the search results were reviewed manually to determine their applicability to the alleged defect in the subject vehicles.

**FIELD REVIEW COMMITTEE**

Ford's Field Review Committee reviews all potential field service actions, including safety recalls and customer satisfaction programs, and recommends appropriate actions to corporate management. A Vehicle Service & Programs representative serves as Secretary to the Field Review Committee. Following approval of a field service action, the Vehicle Service & Programs Office prepares and launches the action. A representative copy of the communication to Ford's dealers, fleets, and Regional offices announcing the field service action is maintained in the Field Review Committee files.