

PE04-010

FORD 4/8/04

**ATTACHMENT I1, M,
& N**

PART 2 OF 2

PE04-010

FORD 4/8/04

ATTACHMENT I1

Printable View (6 KB)	
Article No. 03-5-5	• AXLE - REAR AXLE SHAFT AND/OR AXLE BEARING PREMATURE WEAR - VEHICLES PRODUCED BEFORE 1/1/2003 ONLY
Publication Date: February 28, 2003	

FORD: 2003 CROWN VICTORIA
LINCOLN: 2003 TOWN CAR
MERCURY: 2003 GRAND MARQUIS

Article 02-25-3 is being republished in its entirety to update the model line coverage.

ISSUE:

Some 2003 Town Car (except Lino and Hearte chassis), Crown Victoria and Grand Marquis vehicles produced before 1/1/2003, may exhibit rear axle shaft and/or axle bearing premature wear. This is caused by excessive load, temperature, and inadequate lubrication.

ACTION:

To service, install Rear Axle Bearing Service Kit, Part Number 3W1Z-4A109-AA. Refer to the instruction sheet included with the service kit.

PART NUMBER	PART NAME
3W1Z-4A109-AA	Rear Axle Bearing Service Kit

OTHER APPLICABLE ARTICLES:

NONE

SUPERSEDES:

02-25-3

WARRANTY STATUS:

Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
030605A	Install Axle Bearing Service Kit	1.5 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
4234	42

FEB-018 0000

OASIS CODES:

609000, 510000, 703200, 703300

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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Printable View (6 KB)	
Article No. 02-25-3	• AXLE - REAR AXLE SHAFT AND/OR BEARING PREMATURE WEAR - TOWN CAR LIVERY AND CROWN VICTORIA TAXI/POLICE MODELS ONLY
Publication Date: December 6, 2002	

FORD: 2003 CROWN VICTORIA
LINCOLN: 2003 TOWN CAR

ISSUE:

Some Town Car Livery and Crown Victoria Taxi and Police vehicles may exhibit rear axle shaft and/or bearing premature wear. This is caused by excessive load, temperature and inadequate lubrication.

ACTION:

To service, install Axle Bearing service kit part number 3W1Z-4A100-AA. Refer to the instruction sheet included with the service kit.

PART NUMBER	PART NAME
3W1Z-4A100-AA	Rear Axle Bearing Service Kit

OTHER APPLICABLE ARTICLES:

NONE

WARRANTY STATUS:

Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
022503A	Install Axle Bearing Service Kit	1.5 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
4234	42

OASIS CODES:

509000, 510000, 703200, 703300

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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PE04-010 0070

REAR AXLE SHAFT AND BEARING SERVICE KIT-INSTALLATION INSTRUCTIONS

KIT - 3W13-4A109-AA		
Part Number	Description	Quantity
SK 3W13-4A109-AA	Instruction Sheet	1

NOTE: Under no circumstances should the vehicle ever be lifted by the front control arms crossmember, rear stabilizer or the differential housing. Refer to the 2003 Town Car service manual section 100-02.

SERVICE PROCEDURE:

Axle Shaft Removal

1. Position the vehicle on a hoist.

CAUTION: DO NOT USE HEAT TO LOOSEN A SEIZED WHEEL NUT. HEAT CAN DAMAGE THE WHEEL AND THE REAR WHEEL BEARINGS.

2. Loosen the wheel nuts (refer to Figure 1).
 - a. Remove the center cap.
 - b. With the weight of the vehicle on the wheels, loosen the wheel nuts.

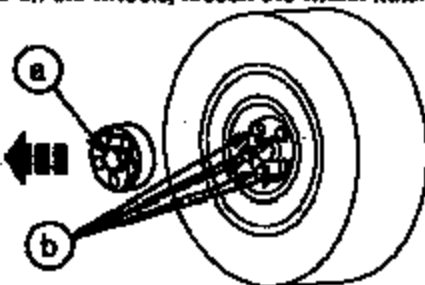


FIGURE 1

WARNING: WHEN EQUIPPED WITH REAR AIR SPRINGS, THE ELECTRICAL POWER TO THE AIR SUSPENSION SYSTEM MUST BE SHUT OFF PRIOR TO HOISTING, JACKING OR TOWING AN AIR SUSPENSION VEHICLE. THIS CAN BE ACCOMPLISHED BY TURNING OFF THE AIR SUSPENSION SWITCH LOCATED IN THE LEFT HAND SIDE OF THE LUGGAGE COMPARTMENT. FAILURE TO DO SO CAN RESULT IN UNEXPECTED INFLATION OR DEFLATION OF THE AIR SPRINGS, WHICH CAN RESULT IN SHIFTING OF THE VEHICLE DURING THESE OPERATIONS.

3. Turn the air suspension switch off (refer to Figure 2).



FIGURE 2

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SK 3W13-4A109-AA

SHEET 1 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

4. Remove the rear wheel and tire assembly (refer to Figure 3).

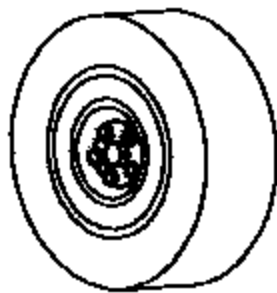


FIGURE 3

5. Remove the differential housing cover (refer to Figure 4).
a. Remove the ten (10) differential housing cover bolts and drain the lubricant from the rear axle housing.
b. Remove the differential housing cover.

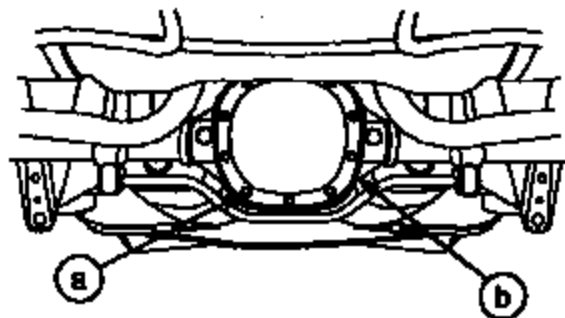


FIGURE 4

6. Remove both rear brake anti-lock sensor (refer to Figure 5).

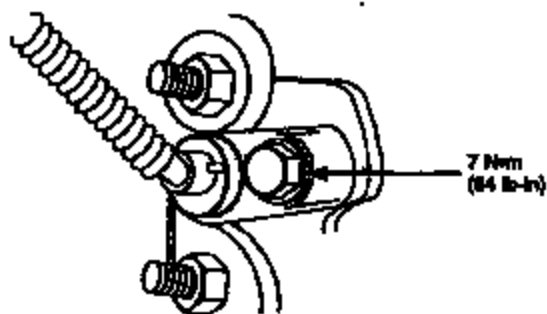


FIGURE 5

NOTE: When removing the rear brake caliper in this procedure, it is not necessary to disconnect the hydraulic lines.

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REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

PE04-618 0872

7. Remove the rear disc brake caliper (refer to Figure 6).
 - a. Remove the brake caliper bolts.
 - b. Lift the rear disc brake caliper off the rear disc brake caliper anchor plate.
 - Remove rear brake disc.

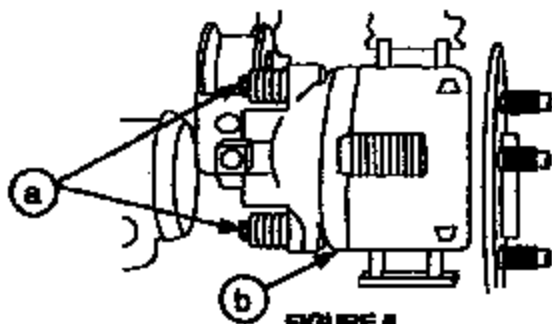


FIGURE 6

8. Remove the differential pinion shaft lock bolt (refer to Figure 7).
 - a. Remove the differential pinion shaft.

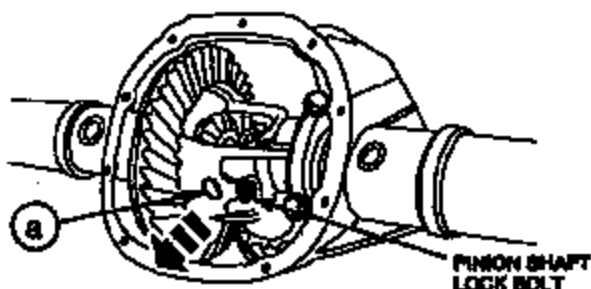


FIGURE 7

CAUTION: DO NOT DAMAGE THE RUBBER O-RING IN THE U-WASHER GROOVE.

9. Remove the U-washer (refer to Figure 8).
 - a. Push the axle shaft inboard.
 - b. Remove the U-washer.

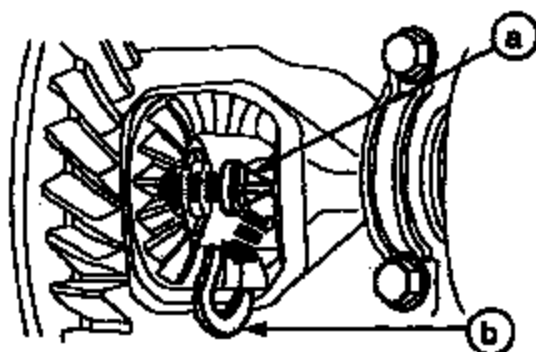


FIGURE 8

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SHEET 3 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

FED4-010 0073

10. Remove the axle shaft (refer to Figure 9).

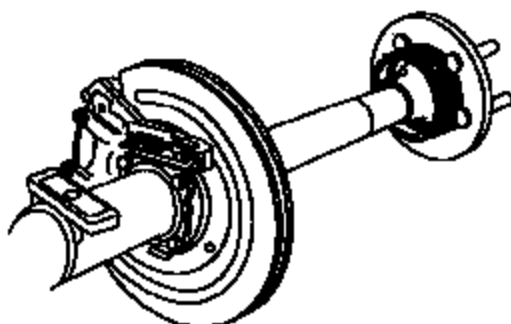


FIGURE 9

CAUTION: DO NOT DAMAGE THE WHEEL BEARING OIL SEAL.

11. Reinstall the differential pinion shaft (refer to Figure 10).
- Install the differential pinion shaft.
 - Install the differential pinion shaft lock bolt finger-tight.

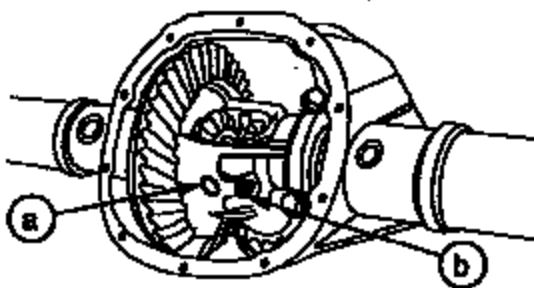


FIGURE 10

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SHEET 4 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

FEB4-610 0074

Rear Wheel Bearing and Axle Shaft Oil Seal

Special Tools

 FIGURE 11	Installer, Axle Shaft Bearing 205-124 (T76P-1225-A)
 FIGURE 12	Installer, Axle Shaft Oil Seal 205-123 (T76P-1177-A)
 FIGURE 13	Side Hammer 100-001 (T80T-100-A)
 FIGURE 14	Remover, Axle Bearing 205-219 (T86L-1225-A1)

Removal

CAUTION: NEVER REMOVE THE WHEEL BEARING OR SEAL (1177) BY ITSELF. ALWAYS REMOVE THE WHEEL BEARING OIL SEAL AND THE REAR WHEEL BEARING (1225) AT THE SAME TIME.

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8K 3W13-4A109-AA

SHEET 5 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

FEB4-016 0075

NOTE: If the wheel bearing oil seal is leaking, the axle housing vent may be plugged with foreign material.

1. Using the special tools, remove the rear wheel bearing and wheel bearing oil seal (refer to Figure 15).

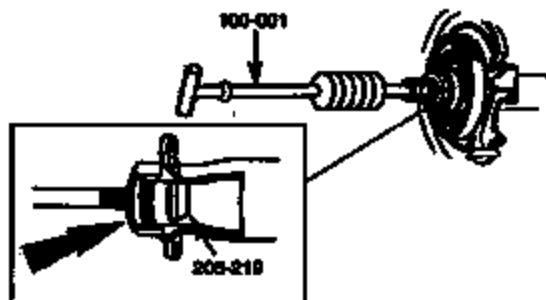


FIGURE 15

Installation

1. Lubricate the new rear wheel bearing with lubricant provided in the kit.
2. Using the special tool, install the rear wheel bearing (refer to Figure 16).

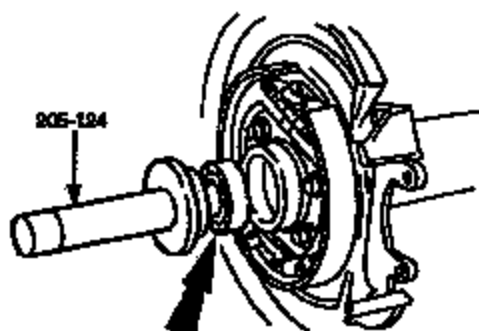


FIGURE 16

3. Lubricate the lip of the new wheel bearing oil seal.
 - Use Premium Long-Life Grease XG-1-C or equivalent meeting Ford specification ESA-M1C75-B.
4. Using the special tool, install the wheel bearing oil seal (refer to Figure 17).

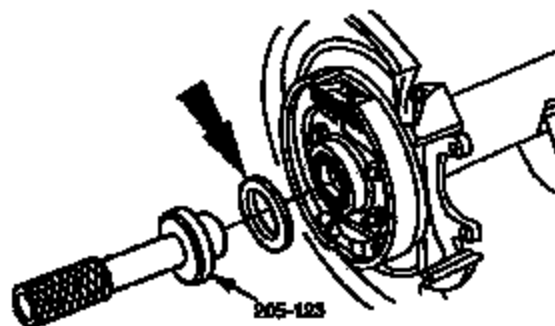


FIGURE 17

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SHEET 6 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

FEB4-010 0878

Axle Shaft Installation

1. Wipe the inside of the differential housing to remove axle lubricant.
2. Remove the differential pinion shaft (refer to Figure 18).
 - a. Remove the differential pinion shaft lock bolt.
 - b. Remove the differential pinion shaft.

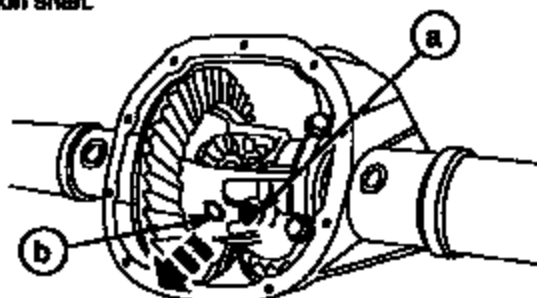


FIGURE 18

CAUTION: DO NOT DAMAGE THE WHEEL BEARING OIL SEAL.

3. Install the axle shaft (refer to Figure 19).

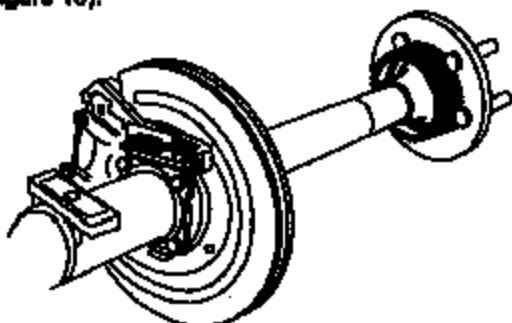


FIGURE 19

CAUTION: DO NOT DAMAGE THE RUBBER O-RING IN THE U-WASHER GROOVE.

4. Install the U-washer (refer to Figure 20).
 - a. Position the U-washer on the button end of the axle shaft.
 - b. Pull the axle shaft outward to seat the U-washer in the side gear.

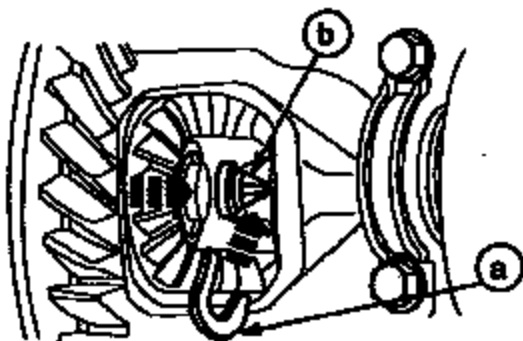


FIGURE 20

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5K 9W13-4A109-AA

SHEET 7 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

FEB4-010 0077

5. Install the differential pinion shaft (refer to Figure 21).
- Align the hole in the differential pinion shaft with the lock bolt hole.
 - Install the new differential pinion shaft lock bolt.

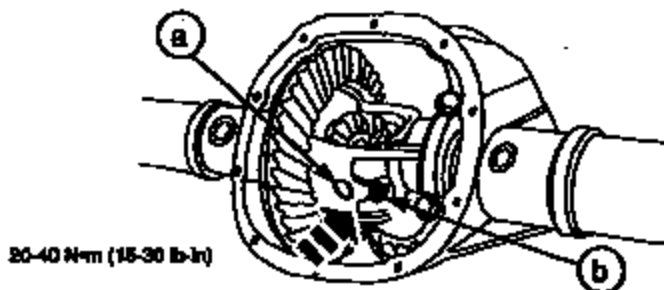


FIGURE 21

Differential Cover Installation

CAUTION: THE MACHINED SURFACES ON THE DIFFERENTIAL HOUSING AND THE DIFFERENTIAL HOUSING COVER MUST BE CLEAN AND FREE OF OIL BEFORE APPLYING THE SILICONE SEALANT. COVER THE INSIDE OF THE REAR AXLE PRIOR TO CLEANING THE MACHINED SURFACE TO PREVENT CONTAMINATION.

- Clean the gasket mating surfaces.

CAUTION: INSTALL THE DIFFERENTIAL HOUSING COVER WITHIN FIFTEEN (15) MINUTES OF APPLYING THE SILICONE, OR IT WILL BE NECESSARY TO APPLY NEW SEALANT.

- Apply a continuous bead of clear silicone rubber to the differential housing cover.

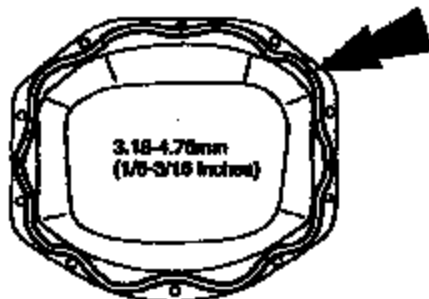


FIGURE 22

NOTE: If possible, allow one (1) hour before filling the axle with lubricant to allow the silicone sealant to cure.

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SHEET 8 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

PE84-010 0078

3. Install the differential housing cover (refer to Figure 23).
 - a. Position the differential housing cover.
 - b. Install the bolts.

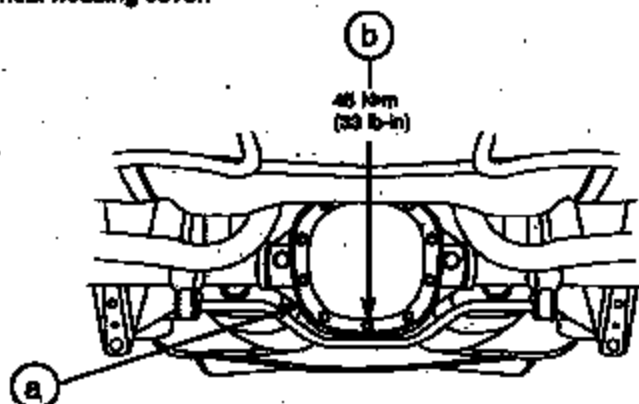


FIGURE 23

CAUTION: FOR TRACTION-LOCK AXLES, FIRST FILL THE REAR AXLE WITH 118ML (4OZ) OF ADDITIVE FRICTION MODIFIER PART NUMBER MOTORCRAFT XL-3.

CAUTION: BEFORE ATTEMPTING TO REMOVE THE AXLE FILL PLUG, MAKE SURE THE TOOL RECESS IS FREE OF FOREIGN MATERIAL WHICH MAY KEEP THE TOOL FROM FULLY ENGAGING THE PLUG. CLEAN THE RECESS WITH A SMALL SCREWDRIVER OF SIMILAR TOOL. MAKE SURE THE TOOL CAN BE FULLY INSERTED INTO THE RECESS BEFORE ATTEMPTING TO REMOVE THE PLUG.

4. Fill the rear axle with (2.4 liters/5 pints) of lubricant provided in the kit.
5. Install fill plug.

Brake Disc, Caliper and Wheel Speed Sensor Installation

1. Install both brake discs and the brake caliper's (refer to Figure 24).

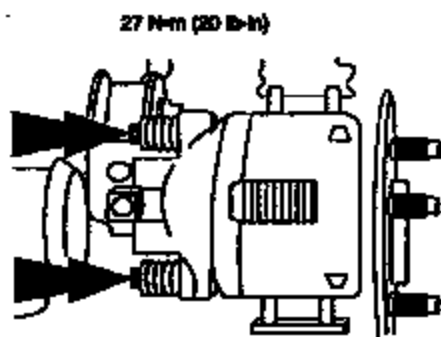


FIGURE 24

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9K 3W13-4A109-AA

SHEET 9 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
 INSTALLATION INSTRUCTIONS

PEM-010 0079

2. Install both rear brake anti-lock sensor (refer to Figure 25).

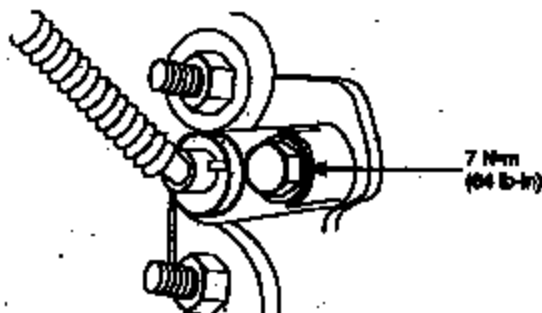


FIGURE 25

WARNING: ALWAYS REMOVE ANY CORROSION, DIRT OR FOREIGN MATERIAL THAT MAY BE PRESENT ON THE MOUNTING SURFACES OF THE WHEEL OR THE SURFACE OF THE WHEEL HUB OR REAR BRAKE DISC THAT CONTACTS THE WHEEL. INSTALLING WHEELS WITHOUT CORRECT METAL-TO-METAL CONTACT AT THE WHEEL MOUNTING SURFACES CAN CAUSE THE WHEEL NUT TO LOOSEN AND THE WHEEL TO COME OFF WHILE THE VEHICLE IS IN MOTION, CAUSING LOSS OF CONTROL.

3. Clean the wheel hub and mounting surfaces.
4. Install the wheel and tire assembly. For additional information, refer to Section 204-04.

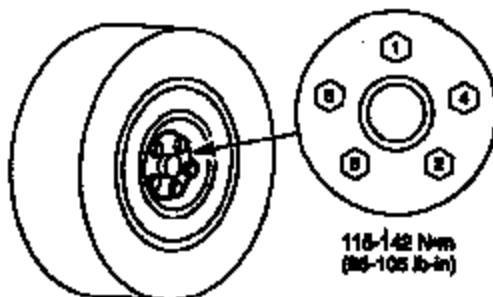


FIGURE 26

5. Install the center cap (refer to Figure 26).

NOTE: If equipped with air suspension, reactivate the system by turning the air suspension switch on.

6. Lower the vehicle.

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8K 3W13-4A109-AA

SHEET 10 OF 10

REAR AXLE SHAFT AND BEARING SERVICE KIT-
INSTALLATION INSTRUCTIONS

FEB4-610 0600

- AA Base Now

- AB Boake Jan. X

- AC Police ASAP ←

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 Taylor, Michigan 48180
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 Fax (313) 291-5930
 www.raywhitfieldford.com



SHEET NO. _____ OF _____ SHEETS

ESTIMATE OF REPAIRS

NAME				ADDRESS			DATE
MAKE OF CAR	YEAR	TYPE	LICENSE NO.	WEIGHT	MOTOR NO.	SERIAL NO.	
INSURED BY		ADJUSTER	INSPECTOR		PHONE HOME BUSINESS		

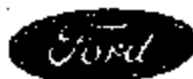
DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS AMOUNT	LABOR AMOUNT	PAINT AMOUNT	SUBLET AMOUNT
03 Lincoln Metro Cars				
✓ 1 LINHMA462334621357 A/C Compressor + Rear A/c 27,168				
✓ 1 LINHMA46234621363 A/C Compressor + Rear A/c Driver Seal 29,178				
✓ 1 LINHMA46234621365 Rear Driver Seal 23,308				
✓ 1 LINHMA46234621365 A/C Compressor				
✓ 1 LINHMA462534621364 Rear A/c 25,329				
✓ 1 LINHMA462734621354 Rear A/c 36,679				

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY AFTER THE WORK HAS STARTED, WORN OR DAMAGED PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. CAUSE OF THIS THE ABOVE PRICES ARE NOT GUARANTEED, AND NO IMMEDIATE ACCEPTANCE ONLY.

TOTAL
 TAX
 TOTAL ESTIMATE

FORD-010 0200

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ROMULUS, MI
HOME:

PAGE 1

SERVICE DIRECT (313) 281-0378

SERVICE ADVISOR: 60023 DEAN REYAN

03	LINCOLN TOWN CAR	11NMB84N53Y626214	25329/25329	T1899
01ADG2002	14:09 23OCT02		0.00	CASH
		DLR:02996		08NOV2002

14:09 23OCT02 14:37 30OCT02

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CHINNING NOISE COMING FROM THE VEH WHEN DRIVING POSS WHEEL BEARING

CAUSE: 25329 WARRANTY 3-36 BASIC 1225 CC 30 8.8 NON LOCKING REAR AXLE. ROAD TEST FOR BEARING NOISE.HAD NOISE FROM REAR AXLE.DISS REAR AXLE FOR I

1225AT REAR WHEEL BEARING - REMOVE AND INSTALL OR REPLACE (1109/1216/1217/1225/1239/1240/1243)

6 SMART, JAMES 5641 LIC#: MI01954

- 2 3W*14134000 SHFT & BRG ASY-RR AX RH
- 2 8882*1225*4 BRG ASY RR WHL
- 3 XY*8090*OL LUBRICANT-HYPOID THERMALLY STA

(N/C)
(N/C)
(N/C)
(N/C)

6 SMART, JAMES 5641 LIC#: MI01954

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

5641

PARTS: U. 0.00 OTHER: 0.00 TOTAL: 0.00



25329 WARRANTY 3-36 BASIC 1225 CC 30 8.8 NON LOCKING REAR AXLE. ROAD TEST FOR BEARING NOISE.HAD NOISE FROM REAR AXLE.DISS REAR AXLE FOR INSP. FOUND BOTH AXLE BEARINGS BAD AND DAMAGED SHAFTS. REPLACED BOTH REAR AXLE BEARINGS AND AXLESHAFTS. CHECKED RING GEAR RUN OUT.SET PINION DEPTH AND BACKLASH. REASS. AXLE, RESEAL COVER, FILL FLUIDS, AND ROAD TEST AFTER REPAIRS.

B *****FORD WARRANTY PARTS RETURN*****

W *****FORD WARRANTY PARTS RETURN*****

999	C 0.00	0.00	0.00
1 1225			0.00
1 4234			0.00

APPROVED BY: _____ SALES: _____ SERVICE: _____ TOTAL: _____	CUSTOMER ACCEPTANCE I HEREBY ACCEPT AND AGREE TO ALL STATEMENTS CONTAINED HEREIN. SIGNATURE: _____ DATE: _____	<table border="1"> <tr><td>LABOR AMOUNT</td><td></td></tr> <tr><td>PARTS AMOUNT</td><td></td></tr> <tr><td>GAS, OIL, LUBE</td><td></td></tr> <tr><td>SUBLET AMOUNT</td><td></td></tr> <tr><td>MISC. CHARGES</td><td></td></tr> <tr><td>TOTAL CHARGES</td><td></td></tr> <tr><td>LESS INSURANCE</td><td></td></tr> <tr><td>SALES TAX</td><td></td></tr> <tr><td>CASH PAY</td><td></td></tr> <tr><td>TENDR AMOUNT</td><td></td></tr> </table>	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES		TOTAL CHARGES		LESS INSURANCE		SALES TAX		CASH PAY		TENDR AMOUNT	
LABOR AMOUNT																						
PARTS AMOUNT																						
GAS, OIL, LUBE																						
SUBLET AMOUNT																						
MISC. CHARGES																						
TOTAL CHARGES																						
LESS INSURANCE																						
SALES TAX																						
CASH PAY																						
TENDR AMOUNT																						

CUSTOMER PAID LABOR CHARGES
WARRANTED FOR 12 MONTHS OR 12,000
MILES WHO-EVER OCCURS FIRST

CUSTOMER COPY

FORM-010 8882

9465700

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SERVICE DIRECT (313) 291-0379

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HOME:

PAGE 2

SERVICE ADVISOR: 60023 DEAN BETAN

03	LINCOLN TOWN CAR	11NEM8AN53Y626214	25329/25329	T1899
01ADG2002		14:09 23OCT02	0.00	CASH
				08NOV2002
DLR:02996				
14:09 23OCT02	14:37 30OCT02			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		1	14B321				0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:
							0.00

 C** AIR BAG WARNING LIGHT IS ON
 CAUSE: 25329 42 W PERFORM NGS AIR BAG DIAG, ON DEMAND, PID DATA MONITOR
 TESTS, CODE B1342. PERFORM PINPOINT TESTS FOUND AIR BAG MONITOR.

INOP. ACCESS S
 14056D AIR BAG RESTRAINT SYSTEM - DIAGNOSIS - L
 14 KAMRIS GARY 4133 LIC#: ML16163
 GOOD OFFER \$60
 1 2W12+14B321JAA CONTR ASY-OCC RESTINT SYS
 13000B MAT OR FLOOR CARPETS - ACCESS (13000) - L
 14 KAMRIS GARY 4133 LIC#: ML16163
 W 8.20
 14056D1 MONITOR ASSEMBLY-RDM/PCS-AIR BAG
 RESTRAINT - REEFACE (14056/14B321)
 14 KAMRIS GARY 4133 LIC#: ML16163



(N/C)
 (N/C)
 (N/C)
 (N/C)

"AT BOTH ENDS OF TELEGRAPH ROAD"

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

25329 42 W PERFORM NGS AIR BAG DIAG, ON DEMAND, PID DATA MONITOR
 TESTS, CODE B1342. PERFORM PINPOINT TESTS FOUND AIR BAG MONITOR
 INOP. ACCESS CARPETING AND REMOVE AFTER MARKET RADIOS TO ACCESS. REPLACE
 AIR BAG MONITOR AND DOWN LOAD AND UP LOAD MODULE INFORMATION AND
 REPEAT, OKAY. CLEAR DTC'S SEE WALT FOR PRICING

CHECK ONE (1) APPROPRIATE BOX <input type="checkbox"/> SALES TAX <input type="checkbox"/> SERVICE CONTRACT <input type="checkbox"/> OTHER		SERVICE CONTRACT MONTHS TOTAL	ALL PARTS ARE WARRANTEED UNLESS OTHERWISE SPECIFIED	CUSTOMER ACCEPTANCE SIGNATURE DATE	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUEEY AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT
--	--	-------------------------------------	---	--	---

CUSTOMER PAID LABOR CHARGE
 WARRANTED FOR 12 MONTHS OR 12,000
 MILES WHICHEVER OCCURS FIRST

CUSTOMER COPY

FORM 919 8803

9465700

92458

RAY WHITFIELD FORD, Inc.

"We Service Before, During and After the Sale"

INVOICE

10725 S. TELEGRAPH RD.

TAYLOR, MICHIGAN 48180

PHONE (313) 291-0300

SERVICE DIRECT (313) 291-0378

ROMILUS, MI

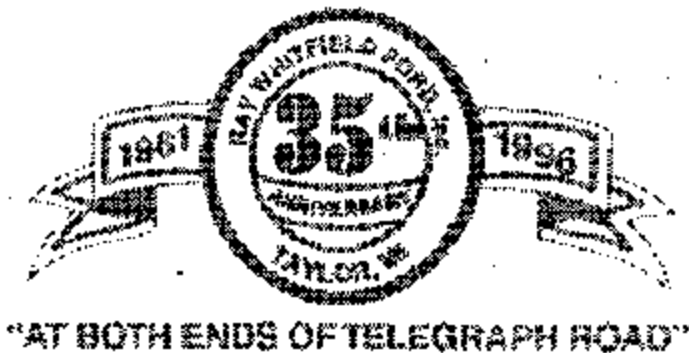
PAGE 3

HOME:

SERVICE ADVISOR: 60023 DEAN RETAN

03	LINCOLN TOWN CAR	1LNHMH4N53Y626214	25329/25329	T1899
01AUG2002		14:09 23OCT02	0.00	CASH 08NOV2002
DLR:02996				
14:09 23OCT02	14:37 30OCT02			
LINE	OPCODE	TECH	TYPE	HOURS

*****Within the next few weeks you will receive my report card from Ford Motor Co. As your service advisor, I ask that you take a moment to fill it out and send it in. Once again as your service advisor, this survey is very important to me. Thank you for your time and business.*****



STATE REG. NO. CHECK HERE		SALES TAX		TOTAL		LABOR AMOUNT		0.00
SALES TAX		SALES TAX		TOTAL		PARTS AMOUNT		0.00
SALES TAX		SALES TAX		TOTAL		GAS, OIL, LUBE		0.00
SALES TAX		SALES TAX		TOTAL		SUBLET AMOUNT		0.00
SALES TAX		SALES TAX		TOTAL		MISC. CHARGES		0.00
SALES TAX		SALES TAX		TOTAL		TOTAL CHARGES		0.00
SALES TAX		SALES TAX		TOTAL		LESS INDEBITANCE		0.00
SALES TAX		SALES TAX		TOTAL		SALES TAX		0.00
SALES TAX		SALES TAX		TOTAL		PLEASE PAY THIS AMOUNT		

PDA-618 8594

CUSTOMER AND LABOR CHARGES

WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

CUSTOMER COPY

9465700

92683

RAY WHITFIELD FORD, Inc.
"We Service Before, During and After the Sale"

INVOICE

10725 S. TELEGRAPH RD.
TAYLOR, MICHIGAN 48180
PHONE (313) 291-0300
SERVICE DIRECT (313) 291-0378

ROMULDS, MI
HOME:

PAGE 1

SERVICE ADVISOR: 60023 DEAN BETAN

03	LINCOLN TOWN CAR	1LNEMBAW73Y621354	36679/36679	IT2038
01JUL2002		09:12 29OCT02	0.00 CASH	08NOV2002
DLR: 02996				

09:12 29OCT02 07:55 04NOV02

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHINNING NOISE COMING FROM THE REAR AXLE AREA WHEN DRIVING

CAUSE: 36679 3-36 WARRANTY BASIC 1225 CC 30 B.8 NON LOCKING REAR AXLE. ROAD TEST FOR AXLE NOISE. DISS REAR AXLE FOR INSP. FOUND BOTH AXLE BEARING

1225AT REAR WHEEL BEARING - REMOVE AND INSTALL OR REPLACE (1109/1216/1217/1225/1239/1240/1243)

- I Gal 3
date 11/20
SMART JAMES 5641 LIC#: MI01954

- 2 3W12-1A77*AB KIT-WHEEL SEAL & PROTECTOR
- 2 3W12-1A77*AB KIT-WHEEL SEAL & PROTECTOR
- 3 XY*75W148*00 OIL - RR AX LUB
- MT M-TIME NO LABOR OPER / EXTRA TIME.
- 6 SMART, JAMES 5641 LIC#: MI01954
- W 2.50

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)



"AT BOTH ENDS OF TELEGRAPH ROAD"

PC: N58 30
PARTS: 858Z*1225
COUNCIL:
CLAIM TYPE:
AUTH CODE:
5641

PARTS: 177.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

36679 3/36 WARRANTY BASIC 1225 CC 30 B.8 NON LOCKING REAR AXLE. ROAD TEST FOR AXLE NOISE. DISS REAR AXLE FOR INSP. FOUND BOTH AXLE BEARING BAD AND DAMAGED AXLE SHAFTS. REPLACED BOTH AXLESHAFTS, BEARINGS, AND SEALS. CHECKED RING GEAR RUN OUT. SET PINION DEPTH AND GEAR BACK LASH. REASS. AXLE, SEAL COVER, FILL FLUID, AND ROAD TEST AFTER REPAIRS.

B *****FORD WARRANTY PARTS RETURN*****
W *****FORD WARRANTY PARTS RETURN*****
999 C 0.00

0.00 0.00

<input type="checkbox"/> CHECK L / 1 APPROVATE 2008 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		CUSTOMER AGREEMENT <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE BULLET AMOUNT MISC. CHARGES TOTAL CHARGE LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT
---	--	--	---

CUSTOMER PAID LABOR CHARGES
WARRANTED FOR 12 MONTHS OR 12,000
MILES WHICHEVER OCCURS FIRST

CUSTOMER COPY

CALL US
CASH
CREDIT
ACCEPTED

FORM 910 6000

9465700

9 2 6 8 3

RAY WHITFIELD FORD, Inc.
"We Service Before, During and After the Sale"

INVOICE

10725 S. TELEGRAPH RD.
TAYLOR, MICHIGAN 48180
PHONE (313) 291-0900

PAGE 2

SERVICE DIRECT (313) 291-0379

ROMOLUS, MI
HOME:

SERVICE ADVISOR: 60023 DEAN REITAN

03	LINCOLN TOWN CAR	1LNFB4W73Y621354	36679/36679	T2038
01JUL2002		09:12 29OCT02	0.00	CASH
DLR: 02996				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2	4234						0.00
2	1177						0.00
2	1225						0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE B:		0.00

*****Within the next few weeks you will receive my report card from Ford Motor Co. As your service advisor, I ask that you take a moment to fill it out and send it in. Once again as your service advisor, this survey is very important to us. Thank you for your time and business.*****



"AT BOTH ENDS OF TELEGRAPH ROAD"

CHECK <input type="checkbox"/> APPROPRIATE BOX <input type="checkbox"/> ALARM SERVICE <input type="checkbox"/> SERVICE <input type="checkbox"/> TOWING SERVICE	PARTS EXEMPT MANUFACTURER'S WARRANTY TOTAL	LABOR EXEMPT ALL HOURS ARE PAID AT THE RATE OF \$12.00 PER HOUR TOTAL	CUSTOMER ACCEPTANCE I HEREBY ACCEPT THE TERMS AND CONDITIONS OF THIS WARRANTY AND AGREE TO ALL STATEMENTS CONTAINED HEREIN. I HAVE READ AND UNDERSTAND THE WARRANTY AND AGREE TO ALL STATEMENTS CONTAINED HEREIN. I HEREBY AUTHORIZE THE SERVICE ADVISOR TO REPAIR OR REPLACE THE DEFECTIVE PARTS AT HIS OR HER OPTION.	<table border="1"> <tr><td>LABOR AMOUNT</td><td>0.00</td></tr> <tr><td>PARTS AMOUNT</td><td>0.00</td></tr> <tr><td>GAS, OIL, LUBE</td><td>0.00</td></tr> <tr><td>SUBLET AMOUNT</td><td>0.00</td></tr> <tr><td>MISC. CHARGES</td><td>0.00</td></tr> <tr><td>TOTAL CHARGES</td><td>0.00</td></tr> <tr><td>LESS INSURANCE</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>0.00</td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td></td></tr> </table>	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL CHARGES	0.00	LESS INSURANCE	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	
LABOR AMOUNT	0.00																					
PARTS AMOUNT	0.00																					
GAS, OIL, LUBE	0.00																					
SUBLET AMOUNT	0.00																					
MISC. CHARGES	0.00																					
TOTAL CHARGES	0.00																					
LESS INSURANCE	0.00																					
SALES TAX	0.00																					
PLEASE PAY THIS AMOUNT																						

FORM-918 6/96

CUSTOMER COPY

9 2 9 5 5

RAY WHITFIELD FORD, Inc.
"We Service Before, During and After the Sale"

WORKORDER

10726 S. TELEGRAPH RD.
TAYLOR, MICHIGAN 48180
PHONE (313) 291-0300

PAGE 1

SERVICE DIRECT (313) 291-0378

TAYLOR, MI
HOME: [REDACTED]

SERVICE ADVISOR: 60023 BETAN DRAH

03	LINCOLN TOWN CAR	1LNHM84W13Y621365	35183/	T2233
01JAN2003		14:54 05NOV02	0.00	CASH
OPTIONS: DLR:02996				

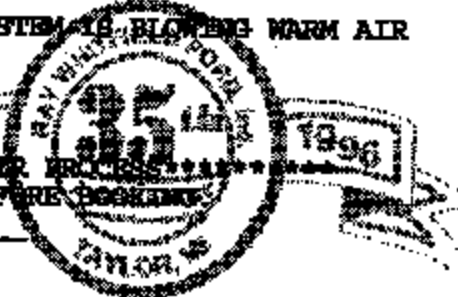
LINE	OP CODE	PLAT	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	N58	0.00	6	W	CUSTOMER STATES WHINING NOISE COMING FROM THE REAR AXLE AREA WHEN DRIVING

B W 0.00 C *****FORD WARRANTY PARTS RETURN*****

Get a dawg gone good deal!

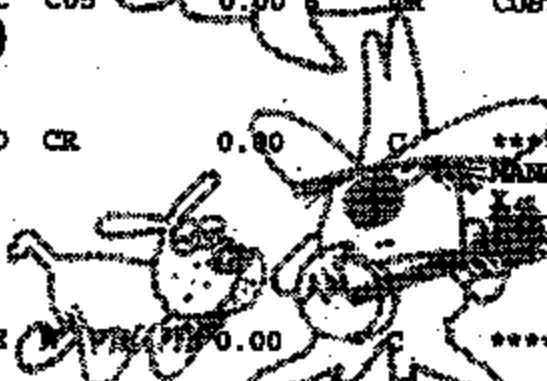
C C05 0.00 C CUSTOMER STATES A/C SYSTEM IS BLOWING WARM AIR

D CR 0.00 C *****QUALITY SERVICE *****
MANAGER TO SIGN OFF BEFORE BOOKING



"AT BOTH ENDS OF TELEGRAPH ROAD"

E W V8C P10 0.00 C *****FORD WARRANTY PARTS RETURN*****



PLEASE REMOVE ALL YOUR
VALIABLES FROM YOUR
VEHICLE, WE WILL NOT BE
HELD LIABLE FOR ANY LOST
OR STOLEN ITEMS. X

REPLACE PARTS REQUESTED BY CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	WORKER'S CHECK SIGNATURE TOTAL	NEW UNLESS OTHERWISE INDICATED THIRTY APPROVAL AND CONSENT TO ALL EXHAUSTIVE DIAGNOSTIC PROCEDURES CUSTOMER ACKNOWLEDGMENT (ALL TERMS STRICTLY OBSERVED) SIGNATURE X	COMPLETELY COMPLETE AND <input checked="" type="checkbox"/>	CERTIFICATE STATE OF MICHIGAN AUTO REPAIR ACT.	EXTENDED SERVICE PLAN HOURS MONDAY - FRIDAY 7:30 AM - 6:00 PM
	PARTS NEW UNLESS OTHERWISE INDICATED	CHECK CASH <input type="checkbox"/>	SIGNATURE	MUST BE FILLED IN BY MECHANIC BEFORE JOB IS ACCEPTED <input type="checkbox"/> IS CAR CLEAN OF GREASE <input type="checkbox"/> IS CAR PAID BACK TO OWNER PROPERLY <input type="checkbox"/> IS GAS OR WAXE BEEN PERFORMED	<input type="checkbox"/>

CUSTOMER COPY

PE94-819 8667

Glass America



Looking Out For You

12-27-03

SHIPPED FROM:

BATAVIA, N.Y.

PHONE:

STANLEY L. GERE
MOTOR EQUIP. MANAGER

Scott Clark

ATTN: SCOTT CLARK

AMHERST
791 Wicks Drive
Amherst, NY 14221
636-6291

BUFFALO
940 Hertel Avenue
Buffalo, NY 14216
873-6773

WEST SENeca
889 Center Road
West Seneca, NY 14226
673-8888

TONAWANDA
1500 Niagara Falls Blvd
Tonawanda, NY 14150
936-7384

BATAVIA
304 E. Main Street
Batavia, NY 14020
365-343-6381

HAMBURG
318 Lake Street
Hamburg, NY 14075
646-2823

ALBION
13890 Main Road
Albion, NY 14001
842-9689

LOCKPORT
54 E. Niagara Street
Lockport, NY 14094
423-2666

DEPEW
4923 Broadway
Depew, NY 14043
686-2388

NORTH TONAWANDA
3300 Niagara Falls Blvd
N. Tonawanda, NY 14122
682-6673

1-800-634-5623 www.glassusa.com

PEB4-818 8508

REPAIR ORDER

WORK ORDER NUMBER

A032 4326

QUAN.	PART #	DESCRIPTION	LIST	NET	VEND. CODE
5	5-36	machine oil		3.20	
1	PH-820	oil 2 lbs		1.78	
1	AEF78	oil 2 lbs		2.18	
1	GF-306	oil 2 lbs		3.11	
1	225/60/16 (70-254-500)			48.00	
2	graaf 50w grease	(1.75)		3.50	
1	1052358	Car oil 1 qt	*	7.95	
2	513202	wheel bearings	64.52	129.04	
1	AW7.17F	Flare		45.52	
1	5767	brake pads	*	13.06	
1	86605	spacers	*	1.94	
2	A34	brake linings	(17.25)	24.52*	
1	FAZ-4284-DA	axle studs	*	149.65	
* CARQUEST-GENESEE					
* MIKE DENIBO					
TOTAL PARTS					3

STATION/UNIT (1)		TR (2)	
YEAR/MAKE (4)	1999 Ford		
MODEL (7)	CUV	RAWD # (4)	
VIN (13)	2EAPPT1WXXX	ENGINE SIZE (7)	
IS THIS REPAIR THE RESULT OF A TROOP VEHICLE INCIDENT OR ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/>			
IF YES - OUTSIDE ESTIMATED COST			
DESCRIPTION OF WORK PERFORMED (15)	CODE (14)	TIME (16)	DATE (16)
90.000 SERVICE # - 134			
R/R Front wheel bearings + Brake pads			
R/R right axle & bearings			
R/R axle & balance			
Right Rear tire			

QUAN.	DESCRIPTION	VALUE
TOTAL		

MECHANIC LAST NAME (17)	MECHANIC ID NUMBER (18)	TOTAL HOURS (19)	
Meard		OFF	
Jerry		OFF	
10116103	TOTAL (20)		
TOTAL TIME (21)			
4 1/2			
P: 433.43			
L: 125.27			
557.30			

AJ-8 1/83

REPAIR ORDER

WORK ORDER NUMBER

A032 1600

0000 810-1600

NEW PARTS (22)

QUAN.	PART #	DESCRIPTION	LIST	NET	VENO. CODE
2	quants	90w gear oil	(1.75)	3.50	
1	XL-3	Gear oil Additive		3.00 *	
2	3W12-4234-KA	axles	(73.65)	147.30 *	
2	3W12-1177-A13	Seal kit	(15.17)	30.34 *	
2	3W12-1225-AA	Bearing	(21.04)	42.08 *	
1	2W72-9F715-BA	TAC ole		46.08 *	
2	54005	Brake rotors			
1	CMD-932F	Brake pads			
		* MIKE OGWIBENE FORD			
TOTAL PARTS					

STATION/UNIT (1) _____ T28 (2) _____
 YEAR/MAKE (4) 2003 Ford
 MODEL (7) CV RADIO # (8) _____
 VIN (10) 2FAHPT1W1X3X
 ENGINE SIZE (11) _____
 IS THIS REPAIR THE RESULT OF A TRIP OR VEHICLE INCIDENT OR ACCIDENT? YES () NO (X)
 IF YES-OUTSIDE ESTIMATED COST \$ _____

12-11-05
03007
49.357

DESCRIPTION OF WORK PERFORMED (12)	CODE (14)	TIME (15)	DATE (16)
9000 SERVICE (#-)		ON	
RTR rear axle bearing + seals		ON	
Flush rear end		OFF	
RTR TAC motor vehicle stalls out		ON	
RTR rear brake rotors + pads		OFF	

USED PARTS (23)

QUAN.	DESCRIPTION	VALUE
TOTAL		

MECHANIC		(19) TOTAL HOURS	TOTAL TIME (21)
LAST NAME (17) <u>Muica</u>	ID NUMBER (18)	3.5	
TOTAL (20)			3 1/2

NEW YORK STATE VEHICLE REPAIR ORDER

WORK ORDER NUMBER

A032 1000 1000 010-1000

NEW PARTS (22)				
QUAN	PART #	DESCRIPTION	LIST	NET
2	9244	Lead Cable	(1.75)	3.50
1	8909	Lead Cable		
1	35454	Lead Cable		3.00 *
2	3612 105-AA	Bearing	(21.04)	42.08 *
2	3612 117AB	Roller	(15.17)	30.34 *
2	3612 4224-KA	Roller	(73.65)	147.30 *
* MIKE OGIBENE FORD				
TOTAL PARTS				

VEHICLE #		129 (2)	DATE IN
MODEL (7)		YEAR (8)	03002
VIN (9)		ENGINE SIZE (11)	3.8
IS THIS REPAIR THE RESULT OF A TROOP VEHICLE INCIDENT (12)			
OR ACCIDENT YES <input type="checkbox"/> NO <input type="checkbox"/>		IF YES—OUTSIDE ESTIMATED COST	
DESCRIPTION OF WORK PERFORMED (13)	CODE (14)	TIME (15)	DATE (16)
1000 SERVICE (—)		ON	
		OFF	
		ON	
		OFF	
		ON	
		OFF	
		ON	
		OFF	
		ON	
		OFF	
		ON	
		OFF	
		ON	
		OFF	

USED PARTS (23)			
QUAN	DESCRIPTION	VALUE	
TOTAL			

MECHANIC		(18) TOTAL HOURS	TOTAL TIME (21)
LAST NAME (17)	ID NUMBER (19)	4.0	
Cups			4.0
TOTAL (20)			

PS94-018 0001

PE04-010

FORD 4/8/04

ATTACHMENT M

MORS III Reports for Inquiry PE04 010

Inquiry: PE04 010

Source: MORS III

Region: 23 MEMPHIS

Issue: INFORMATION

Zone: E1

Case: 851160453

VIN: 2MEHM75V93X635341

Engine: V

Veh Type: C

Opened: 7/31/2003

Closed: 7/31/2003

Last Name: [REDACTED]

Title: [REDACTED]

First Name: [REDACTED]

Status: CLOSED

Address: [REDACTED]

City: ELM GROVE

State LA

ZIP: [REDACTED]

Phone: [REDACTED]

Model Year: 2003

Model: GRAND MARQUIS LS 4-D

Mileage: 11400

Build Date:

Dealer Name: J C JOHNSON FORD LI

Sales Code: L22557

P and A:

08550

Reason Code: 2002

WARRANTY - COVERAGE INQUIRY

Symptoms: 509297

AXLE CONCERNS REAR WHL DRIVE NOISE/CHATTER

Origin: CACI38 US CONCERN CASE BASE

PHONE

7/31/2003

8:33:05 PM

Action: 898

PROVIDE INFORMATION ACCORDING TO PHRASEOLOGY

08511604532002 50929702

CUSTOMER SAYS: = WHILE DRIVING YESTERDAY AT 40 MPH THE REAR AXEL ON THE RIGHT SIDE BROKE = THERE WAS A VERY LOUD POPPING NOISE AND VEH DID A 360 SKID = VEH WAS TOWED TO DLR = RIGHT REAR WHEEL FELL OFF AND WHEEL RIM NEEDS TO BE REPLACED AS WELL = HAD TO GET THE HEAD LIGHT REPLACED, DOOR SQUEAK THAT WAS ADDRESSED WITH DLR ZX = SQUEAKING NOISE IN THE FRONT END = CUST IS CALLING TODAY BECAUSE HE WILL LIKE FOR FORD TO GIVE HIM ANOTHER VEH = VEH WAS DROPPED OFF AT DLR TODAY, THEY MAY NOT HAVE LOOKED AT IT AS YET = HAS NOT SPOKEN TO DLR REGARDING WHAT OPTIONS ARE AVAILABLE TO HIM PER CUSTOMER, DEALER SAYS: CAC ADVISED: PLEASE TAKE YOUR VEHICLE TO THE F/L/M DEALERSHIP OF YOUR CHOICE TO HAVE THE VEHICLE INSPECTED. THE FORD/LINCOLN/MERCURY SERVICE DEPARTMENT WILL DETERMINE WHETHER OR NOT THERE IS ANY POSSIBLE WARRANTY/ESP COVERAGE FOR YOUR PRESENT CONCERN. CAN I LOCATE A DEALERSHIP IN YOUR AREA OR IS THERE A DEALERSHIP THAT YOU ARE ALREADY WORKING WITH? INFERENCE CASE ID: 8408

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2MEHM75V93X635341
 Model Year: 2003
 Veh Type: C
 Inv. Number: 03749
 Vehicle Status Code: 800

(Related Claims)

Yeh Line: C/F - GRAND MARQ (BN53MEN114) [92-05] Body Shell: *
 Market Derived: C/M - MERCURY DIVISION DERIVATIVE Nerve Eng Serial No: B BR 014309
 Drive Code: C/B - 2 WHL L/H REAR DRIVE Engine: C/VM - MOD 4.6L DOHC EFI NA V8 G-SHP
 Body Cab Style: - 4 DOOR SEDAN-4 LITE Transmission: C/DJ - 4 SPD AUTO TR NAAD AODEW/4R70W
 Version/Serial: C/GC - MARAUDER VERSION

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8-----
 01900 210602166220640 30 120 AA

Trace Trans Serial No:

X-2R 014309

BUILD INFORMATION:

Region: NA - #***** Plant: AW - ST. THOMAS PLANT BUILD
 Country: * - #***** Prod Date: 26-AUG-2002

SALE INFORMATION:

Region: NA - #***** Selling Dealer: 312557 - *
 Country: USA - #***** Selling Div/Prov: LA
 Buyer St/Prov: LA
 Arrival Date: 06-SEP-2003 Red Carpet Lease: *
 Sale Date: 13-FEB-2003 Fleet/Retail/Co. Lease: R
 Warranty Start Date: 13-FEB-2003 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 13-FEB-2003 Reacquired Vehicle: * Vehicle Export Flag: N

YOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----
 NT53X635341MEX3 EX 02 2800030 IG X C/P42888 7 38287 H 3 22X5Y3 3 UA QWAC V2
 R215 D B 2002 9VALR 06

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/C - ATC AIR CONDITIONER	GVW Codes	
Alternator Amp Rating:	*	GVW Class Code:	H
Audio Discs:	AA - LESS AUDIO DISC PLAYER	Instrumentation:	AB - CONVENTIONAL INSTRUMENTATION
Axle Ratio:	BGAHD - 3.55 FINAL DRIVE RATIO	Mirror(Driver Side):	CX - DRVR PWR HEATED C/K EXT MIRROR
Axle Type:	BGIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	CZ - PASS PWR HEATED C/K EXT MIRR
Battery Amp Rating:	MR	Paint:	PNAAA - EBONY SOLID C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Service):	* - [N/A]	Radio:	BE - ELETB PREM STRONGSTE/DISC/CLK
Calibration Codes:	3FB1MB0A	Sound System:	AE - AUDIOPHILE SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZA -	Tire Manufacturer:	AB -
Delivery Type:	0	Tire Brand:	* -
Drivetrain Code:	*	Tire Size:	D3DAE - F*235/50R16W97RR*245/55R16W10Z
Front Seat:	C/B - SHAT-INDIVIDUAL-L/R DRV/PASS	Traction Control:	AA - LESS ANTI-SPIN TRACTION BRAKES
Fuel Type:	AF - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF: BEDX3U912702 RP: BE1P3U913102
 LR: BEDX3U912702 RR: BE1P3U913102
 LJ: * RI: *
 SPARE: BE1P3U91777 DOT Plant Manufacturer: BE -

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* . *
ESP Coverage(Miles):	* Emission Cert Type:	S
ESP Coverage(Time):	* Emission Descr Suffix:	KKB
ESP Plan Year:	* Engine Family:	3FMXYD46VP5
ESP Signature Data:		

Any comments? You can contact

webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-APR-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VBR SERIES	DRIVE TYFR	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALBR	SELL CNT	TIS	QRT	WCC	PREP	BASE	SUFF	VRT	VFG	CCC	CD
2MEHM75V93X635341	FP	C/P	C/M	C/F	C/GC	C/B	AW	C/DU	C/V	26-08-02	13-02-03	322557	USA	1	*	5G05	*	FRONT	*	S10	V89	H26	W6
AWS Claim Key:	021922	Doc #:	03153401	Trx Code:	2	Labor Hrs:	1	Labor Cost:	55.48	Material Cost:	0	Total Cost:	55.48										
Dir Cd-Sub Cd:	06550	Name:	J C JOHNSON FORD L-M INC	Ph:	318-3778694	St:	LA	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-FEB-2003	DIST(Mile):	940								
Cost Comments:	CUSTOMER STATES:VEHICLE PULLS TO RIGHT WHILE DRIVING AND APPLYING BRAKE																						
Tech Comments:	CHECKED VEHICLE PULLS TO RIGHT ROAD TEST TO VERIFY CONCERN LIFT ON RACK AND INSPECT ALIGNMENT ADJUST CASTOR AND TOE END REROADTRST																						
2MEHM75V93X635341	FP	C/P	C/M	C/F	C/GC	C/B	AW	C/DU	C/V	26-08-02	13-02-03	322557	USA	1	*	7F02	3W12	17528	BA	S09	V16	W05	42
AWS Claim Key:	071921	Doc #:	03153402	Trx Code:	2	Labor Hrs:	1	Labor Cost:	11.1	Material Cost:	24.75	Total Cost:	32.85										
Dir Cd-Sub Cd:	06550	Name:	J C JOHNSON FORD L-M INC	Ph:	318-3778694	St:	LA	City Cd:	USA	Reg Cd:	NA	Repr Date:	25-FEB-2003	DIST(Mile):	940								
Cost Comments:	CUSTOMER STATES:WIPER BLADES SKIPPING																						
Tech Comments:	REPLACED WIPER BLADES																						
2MEHM75V93X635341	FP	C/P	C/M	C/F	C/GC	C/B	AW	C/DU	C/V	26-08-02	13-02-03	322557	USA	3	*	7D01	3W32	13008	BA	S09	V77	L29	D1
AWS Claim Key:	1021124	Doc #:	11794201	Trx Code:	2	Labor Hrs:	2	Labor Cost:	12.82	Material Cost:	108.81	Total Cost:	121.63										
Dir Cd-Sub Cd:	10008	Name:	HARTER LINCOLN MERCURY LLC	Ph:	318-8613561	St:	LA	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-APR-2003	DIST(Mile):	5702								
Cost Comments:	C S INSTALLED O PART RIGHT HEADLAMP																						
Tech Comments:	REPLACED RIGHT HEADLAMP FOR HOLDING WATER																						
2MEHM75V93X635341	FP	C/P	C/M	C/F	C/GC	C/B	AW	C/DU	C/V	26-08-02	13-02-03	322557	USA	3	*	5G88	*	NPF	*	S05	V39	N50	82
AWS Claim Key:	1021123	Doc #:	11794203	Trx Code:	2	Labor Hrs:	5	Labor Cost:	32.05	Material Cost:	0	Total Cost:	32.05										
Dir Cd-Sub Cd:	10008	Name:	HARTER LINCOLN MERCURY LLC	Ph:	318-8613561	St:	LA	City Cd:	USA	Reg Cd:	NA	Repr Date:	23-APR-2003	DIST(Mile):	5702								
Cost Comments:	C S SQUEAKY NOISE COMING FROM RIGHT FRONT BALL JOINT AREA OR BRAKE AREA																						
Tech Comments:	1 ROAD TEST. INSPECT FT SUSPENSION AND BRAKES. COULD NOT DUPLICATE NOISE AND FOUND NO PROBLEMS.																						

2MEHM75V93X635341 FP C/FP C/M C/FA C/GC C/B AW C/DU C/V/M 26-08-02 13-02-03 322557 USA 6 * 4Y20 * MISC * SXX V00 D0* 82
 AWS Claim Key: 2303458 Doc #: 03392702 Trx Code: P01 Labor Hrs: 5 Labor Cost: 28.71 Material Cost: 89.54 Total Cost: 118.25
 Dir Cd-Sub Cd: 06550-* Name: J C JOHNSON FORD L-M INC Ph: 318-3778694 St: LA Ctry Cd: USA Reg Cd: NA Repr Date: 23-JUL-2003 DIST(Mile): 11275
 Cust Comments: CUSTOMER STATED VEHICLE WILL NOT START
 Tech Comments: TECH CHECKED NO START CHECK BATTERY ELECTRICAL SYSTEM FOUND BAD BATTERY REPLACED BATTERY AND RETESTED OK

2MEHM75V93X635341 FP C/FP C/M C/FA C/GC C/B AW C/DU C/V/M 26-08-02 13-02-03 322557 USA 6 * 5K01 3W32 1007 BA S11 V44 L88 01
 AWS Claim Key: 2526758 Doc #: 03407401 Trx Code: 2 Labor Hrs: 4.5 Labor Cost: 258.39 Material Cost: 893.69 Total Cost: 1160.12
 Dir Cd-Sub Cd: 06550-* Name: J C JOHNSON FORD L-M INC Ph: 318-3778694 St: LA Ctry Cd: USA Reg Cd: NA Repr Date: 01-AUG-2003 DIST(Mile): 11770
 Cust Comments: CUSTOMER STATES: RIGHT REAR AXLE BROKE
 Tech Comments: CHECKED REAR AXLE FOUND RIGHT REAR AXLE BROKEN FOUND UPPER AND LOWER CONTROL ARMS ON RIGHT AND LEFT SIDES BENT ALSO REPLACED AXLE ASSEMBLY PER FORD MOTOR COMPANY BLEND BROKEN REPLACED RIGHT REAR WHEEL AND TIRE DUE TO FORD WARRANTY

2MEHM75V93X635341 FP C/FP C/M C/FA C/GC C/B AW C/DU C/V/M 26-08-02 13-02-03 322557 USA 8 * 7D01 3W3Z 13008 BD S09 V77 L29 42
 AWS Claim Key: 2673616 Doc #: 03492101 Trx Code: E85 Labor Hrs: 2 Labor Cost: 11.48 Material Cost: 108.81 Total Cost: 120.29
 Dir Cd-Sub Cd: 06550-* Name: J C JOHNSON FORD L-M INC Ph: 318-3778694 St: LA Ctry Cd: USA Reg Cd: NA Repr Date: 19-SEP-2003 DIST(Mile): 12695
 Cust Comments: CUSTOMER STATES: PASSENGER SIDE HEADLAMP MUCH BRIGHTER THAN THE LEFT SIDE
 Tech Comments: CHECKED HEADLAMPS FOUND LEFT HEADLAMP NOT REFLECTING PROPERLY REPLACED HEADLAMP

2MEHM75V93X635341 FP C/FP C/M C/FA C/GC C/B AW C/DU C/V/M 26-08-02 13-02-03 322557 USA 8 * 6C05 * 5427406 * S05 V39 B09 33
 AWS Claim Key: 2673615 Doc #: 03492102 Trx Code: E84 Labor Hrs: 4 Labor Cost: 22.97 Material Cost: 0 Total Cost: 22.97
 Dir Cd-Sub Cd: 06550-* Name: J C JOHNSON FORD L-M INC Ph: 318-3778694 St: LA Ctry Cd: USA Reg Cd: NA Repr Date: 19-SEP-2003 DIST(Mile): 12695
 Cust Comments: CUSTOMER STATES: DRIVERS SIDE REAR DOOR RATTLES
 Tech Comments: LEFT REAR DOOR PANEL CHECKED AND TIGHTENED AS NEEDED ROAD TEST OK

2MEHM75V93X635341 FP C/FP C/M C/FA C/GC C/B AW C/DU C/V/M 26-08-02 13-02-03 322557 USA 8 * 7T10 3W7Z 13C788 BA S09 V77 L29 43
 AWS Claim Key: 2697507 Doc #: 03492103 Trx Code: E83 Labor Hrs: 1 Labor Cost: 57.42 Material Cost: 226.6 Total Cost: 284.02
 Dir Cd-Sub Cd: 06550-* Name: J C JOHNSON FORD L-M INC Ph: 318-3778694 St: LA Ctry Cd: USA Reg Cd: NA Repr Date: 19-SEP-2003 DIST(Mile): 12695
 Cust Comments: CUSTOMER STATES: INTERIOR LIGHTS FADE IN AND OUT (WORSE AT NIGHT)
 Tech Comments: CHECKED AND VERIFY FLICKERING LIGHTS RAN OASIS REPLACED LIGHTING CONTROL MODULE PER BSM 16983 RETEST OK

2MEHM75V93X635341 FP C/FP C/M C/FA C/GC C/B AW C/DU C/V/M 26-08-02 13-02-03 322557 USA 9 * 6Y20 * MISC * SXX V00 A9* 82
 AWS Claim Key: 3206117 Doc #: 03551401 Trx Code: P01 Labor Hrs: 0 Labor Cost: 0 Material Cost: 0 Total Cost: 350
 Dir Cd-Sub Cd: 06550-* Name: J C JOHNSON FORD L-M INC Ph: 318-3778694 St: LA Ctry Cd: USA Reg Cd: NA Repr Date: 27-OCT-2003 DIST(Mile): 12696

Cost Comments: MAX DAYS FOR LOANER CAR

Tech Comments: LOANER CAR OUT OVER 30 DAYS.REAR END SENT TO FORD ENCL. FORD INSPECTED REAR END AND REPLACED COMPLETE REAR END.

2MEHM75V93X635341 FP C/FP C/M C/FA C/C/C C/B AW C/DU C/V/M 26-08-02 13-02-03 JZ2557 USA 10 * 6301 * 5423208 * S05 V39 N40 33
 AWS Claim Key: 3374310 Doc #: 12432403 Trx Code: B84 Labor Hrs: 4 Labor Cost: 26.53 Material Cost: 0 Total Cost: 26.53
 Dir Cd-Sub Cd: 10008-* Name: HARTER LINCOLN MERCURY LLC Pk: 318-8613561 St: LA City: USA Reg Cd: NA Repr Date: 13-NOV-2003 DIST(Mile):15896
 Tech Comments: R&R LEFT REAR DOOR TRIM PANEL TO TIGHTEN BOLTS ON RUN CHANNEL AND TIGHTEN DOOR PANEL

2MEHM75V93X635341 FP C/FP C/M C/FA C/C/C C/B AW C/DU C/V/M 26-08-02 13-02-03 JZ2557 USA 10 * 6L02 * 5404545 * S05 V39 N33 33
 AWS Claim Key: 3374309 Doc #: 12432404 Trx Code: B84 Labor Hrs: 2.8 Labor Cost: 185.72 Material Cost: 0 Total Cost: 185.72
 Dir Cd-Sub Cd: 10008-* Name: HARTER LINCOLN MERCURY LLC Pk: 318-8613561 St: LA City: USA Reg Cd: NA Repr Date: 13-NOV-2003 DIST(Mile):15896
 Tech Comments: R&R AIE BAG TO REPOSITION R&R DEFROST VENT PANEL TO TIGHTEN SCREWS ON DASH PANEL

2MEHM75V93X635341 FP C/FP C/M C/FA C/C/C C/B AW C/DU C/V/M 26-08-02 13-02-03 JZ2557 USA 10 * 7D08 * 13008 * S09 V77 L22 07
 AWS Claim Key: 3374308 Doc #: 12432407 Trx Code: B83 Labor Hrs: 2 Labor Cost: 13.27 Material Cost: 0 Total Cost: 13.27
 Dir Cd-Sub Cd: 10008-* Name: HARTER LINCOLN MERCURY LLC Pk: 318-8613561 St: LA City: USA Reg Cd: NA Repr Date: 13-NOV-2003 DIST(Mile):15896
 Tech Comments: 1 CHECK ELSECTRICAL SYSTEM CHECK GROUNDS ADJUST HEADLIGHTS

Any comments? You can contact



webmaster

Server Name : AWS Production

Claim Detail Report

Note: All costs are in US dollars

Model Year = 2003; Claim Key = 2556758

Vehicle Information

Model Year: 2003

Market Derived: C/M - MERCURY DIVISION DERIVATIVE

Body/Cab Type: C/FA - 4 DOOR SEDAN-4 LITE

Version/Series: C/GC-MARAUDER VERSION

Drive Type: C/B-2 WHL L/H REAR DRIVE

Vehicle Line: C/FP-GRAND MARQ (EN53/EN114) [92-05]

Warranty Start Date: 13-FEB-2003

Production Date: 26-AUG-2002

VIN: 2MBHM75V93X635341

Dealer Information:

Dealer Name J C JOHNSON FORD L-M INC

Dealer Code: 06550 - *

Address: 405 INDUSTRIAL DRIVE

City: MINDEN

State: LA Zip Code: 71055

Country: USA Region Code: NA

Phone: (318)377-8694

Claim Information

Document Number: 03407401

Repair Date: 01-AUG-2003

Distance: 11770

TIS: 6

Expense Information

Customer Paid Amount: 0

Deductible Amount: 0

Dealer Paid Amount: 0

Labor Cost: 258.39

Misc. Expense Amount: 8.04

Part Markup Amount: 247.52

Material Cost: 893.69

Total Cost Gross: 1160.12

Cust. Concern Code: L88 - FRONT/REAR AXLE OR DRIVESHAFT LEAKS

Condition Code: 01 - BROKEN/CRACKED

Technician Comment: CHECKED REAR AXLE FOUND RIGHT REAR AXLE BROKEN FOUND UPPER AND LOWER CONTROL ARMS ON RIGHT AND LEFT SIDES BENT ALSO REPLACED AXLE ASSEMBLY PER FORD MOTOR COMPANY BLEND BROKEN REPLACED RIGHT REAR WHEEL AND TIRE DUE TO FORD WARRENTY

Customer Comment: CUSTOMER STATES:RIGHT REAR AXLE BROKE

<u>Labor Op Code</u>	<u>Labor Op Description</u>	<u>Labor Op Cost</u>
MT4264		68.9
030505A		86.13
1007AB	TIRE(S) REPLACE	17.23
5649ACT	LOWER ARM - REAR SUSPENSION REPLACE	40.19
2001B7B	CALIPER ASSEMBLY - DISC BRAKE OVERHAUL	17.23
MT5500		28.71

<u>Causal Flag</u>	<u>Full Part Number</u>	<u>Part Description</u>	<u>Part CPSC</u>	<u>Part Quantity</u>	<u>Part Extended Amount</u>
Y	3W3Z 1007 BA	WHEEL ASSY	040401	1	469.76
N	E8LY 1012 A	WHEEL LUG NUT	040401	5	11.9
N	3W1Z 4264 AA	BAR (REAR AXLE TRACK)	040202	1	86.46
N	F8AZ 5A649 AA	ARM ASY-REAR SUSP	040202	2	59.95
N	* W520517 S436		040401	1	2.79
N	F8AZ 5500 CA	ARM ASYRR SUSP UPPR	040202	2	52.7
N	* W704662 S436		040401	2	4.68
N	* W704665 S426		040401	2	7.2
N	* N804641 S426		040401	2	6.3
N	* W520215 S436		040401	2	2.52
N	3W1Z 2552 AA	CALIPER ASSY-RR BRK	060402	1	95.21
N	PM 1 *	MOTORCRAFT BATTERY	NANANA	1	2.98
N	9004 40913 *		NANANA	1	91.24

DTC Sections: MIL. Light ON - N

Flag Test Type Malfunction Cd Malfunction Cd Description Monitor Cd Monitor Cd Description

KOEC BEDX3U913402
KOEO BEDX3U913002

Any comments? You can contact



webmaster

Elswerth, Eric (E.E.)

From: Shoup, Russell (R.C.)
Sent: Friday, August 29, 2003 3:07 PM
To: Blomgren, Jim (J.R.)
Subject: RE: Additional Marauder Info

Jim,

Here are the techs comments on the Marauder Axle concern at J.C. Johnson FLM - Minden, LA

'Check rear axle, found right rear axle broken. also found upper and lower control arms on both sides bent. also center stabilizer rods bent. Ran oasis by symptom, damage to rear axle and related parts may have come from apparent lateral damage. Replace axle assembly per ford motor company, bleed brakes replace right rear wheel and tire due to ford wanting all damage related parts. refill axle to specs road test ok.

If you need anything further on this feel free to let me know. Take care and have a good holiday!

-----Original Message-----

From: Blomgren, Jim (J.R.)
Sent: Friday, August 29, 2003 3:02 PM
To: Shoup, Russell (R.C.)
Subject: Additional Marauder Info

Here I am! Please reply to this note with the commentary from the dealer technician.

Thanks very much for your help!

Jim Blomgren
Ford Motor Company
Panther Driveline Engineering
phone: (313) 845-5915
fax: (313) 248-8053

Eiswerth, Eric (E.E.)

From: Krugman, Mark (M.E.) [MKRUGMAN@visteon.com]
Sent: Thursday, August 28, 2003 2:44 PM
To: 'blongre@ford.com'; Brauning, Kenneth (K.W.); Kauffman, Michael (M.A.); Neumann, Thomas (T.G.)
Cc: Henke, Timothy (T.T.); 'dahmid4@visteon.com'
Subject: Preliminary Marauder Axle Shaft Failure Analysis

Location: Visteon Sterling Crib near column N21.

Attendance:

Jim Blongren, Ford D&R Engineer
Ken Brauning, Visteon SET Engineer
Mike Kauffman, Visteon SET Engineer
Tom Neumann, Visteon SET Engineer
Mark Krugman, Visteon Forward Model Engineer

Root cause appears to be curb impact at rim, which bent the shaft until it broke just inboard of the bearing surface, where the part is only rough turned. Shaft maintained a bend near the fractured end.

Shaft being investigated, and final report pending.

We reviewed the parts both before and after unbanding from pallet.

Parts on the pallet:

- . Axle assembly, with upper and lower control arms and Watts links attached;
- . LH Watts link buckled; RH upper control arm bent;
- . RR Tire and rim assembly, with end of RH axle shaft attached; shaft broken, about .75 inch inboard of wheel bearing area
- . Bag containing park brake shoes, pink spring, cable actuator; one shoe bent
- . Bag containing RH wheel bearing and isosceles triangular piece of axle shaft, about 1.5" long by 0.75" base.

Tire still had pressure, well used, not yet to wear bars. Rim was not grossly distorted, perhaps bowed slightly on one of the five cast spokes, in area showing side impact.

Rim was marred, but not grossly bent, at about 120 degrees on the outside, in an angular location consistent with the apparent shaft fracture origination point.

Ken Brauning took many photos, which will be shared with the Customer via CD burner.

Tom Neumann took the shaft and pieces to Met Lab for analysis.

Mark Krugman

PE04-010

FORD 4/8/04

ATTACHMENT N

CQIS Reports for Inquiry PE04_010

Inquiry: PE04_010 Report No: 3HJK1004 Report Date: 8/21/2003 Source: CQIS

Model Year: 2003 Model: CRNVIC VIN: 2FAHP71WX3X144094 PGM Type:

Symptoms: 6 09 2 10 DRVLIN AXLE CONCERNS
 REAR WHL DRIVE ATTACHMENT

Addl. Symptom: Odometer: 43885 M

Engine: 4.6L ROM B Transmission: 4R70W 9 Build Date: 8/3/2002 Warranty Start: 9/18/2002

Dealer: 49232 CITY OF PHILADELPHI FCS&D Region: City: Philadelphia State: PA

Customer First Name: [REDACTED] Last Name: [REDACTED] City: State:

Causal Component: 059 AXLE ASSY - REAR Photos: 18

Comment Type: Comments:

CONCERN L/R REAR AXLE BROKE WHILE DRIVING AND LOST WHEEL AND HUB ASSEMBLY
REPAIR VEHICLE WAS TOWED IN WITH L/R WHEEL SEVERED FROM VEHICLE AND AXLE SHA
REPAIR FT BROKEN AT BEARING RACE. THE BEARING AND SEAL ARE NOT PRESENT AND W
REPAIR ERE LIKELY LOST DURING THE SEPARATION. FQE INSPECTED VEHICLE TOOK PIC
REPAIR TURES OF AXLES AND HOUSING. THE OUTSIDE OF THE L/R WHEEL NOT APPEAR T
REPAIR O HAVE DAMAGE CONSISTANT WITH HITTING CURBS, ETC. WE ARE WAITING ON V
REPAIR ERBATIM FROM POLICE OFFICER THAT WAS DRIVING VEHICLE AT THE TIME OF T
REPAIR HE INCIDENT. THE INSIDE OF THE L/R WHEEL HAS OIL STAINS ON IT CONSIST
REPAIR ANT WITH SEAL LEAKING AS BEARING STARTED TO WEAR. FQE NOTICED LEFT UP
REPAIR PER TRACKING ARM BENT AND TOLD CITY TO ORDER UPPER AND LOWER ARMS AS
REPAIR WELL AS A REAR ASSY. PICTURES ARE ATTACHED AND PARTS WILL BE RETURNED
REPAIR TO VISTEON FOR SHEER ANALYSIS, ETC. DAVE PILGRIM, FQE PHLA, 21

Server Name : AWS Production

Vehicle Information Report

GENERAL VEHICLE INFORMATION:

VIN: 2FABP71WX3X144094
 Model Year: 2003
 Veh Type: C
 Inv. Dealer: 06802
 Vehicle Status Code: 800

(Related Claims)

Veh Line: CFB - CROWN VIC (BNS3/BN14) [92-05] Body Shell: *
 Market Derived: CF - FORD DIVISION DERIVATIVE Nevb Eng Serial No: PKG BH 00984
 Drive Code: CB - 2 WHL L/R REAR DRIVE Engine: CYN - E-M 6&L SOHC RPT NA CIV8 G-NP
 Body Cab Style: - 4 DOOR SEDAN-4 LITE Transmission: C06 - 4 SP AT NAAO A0DEW/4R70W/S/VL
 Version/Serial: C1AB - BASE VERSION - CAR

Trace Eng Serial No:

-----1-----2-----3-----4-----5-----6-----7-----8

PKG-20 009847

Trace Trans Serial No:

66760246

BUILD INFORMATION:

Region: NA - #00000000 Plant: AW - ST. THOMAS PLANT BUILD
 Country: * - #00000000 Prod Date: 03-SEP-2002

SALE INFORMATION:

Region: NA - #00000000 Selling Dealer: 111021 - *
 Country: USA - #00000000 Selling Dir St/Prov: RI
 Buyer St/Prov: PA
 Arrival Date: 01-OCT-2002 Red Carpet Lease: *
 Sale Date: 18-SEP-2002 Fleet/Retail/Ch. Lease: F
 Warranty Start Date: 01-OCT-2002 Modified Vehicle: * Vehicle Count Flag:
 Orig Warranty Date: 18-SEP-2002 Reacquired Vehicle: * Vehicle Export Flag: N

VOC/EOC:

-----1-----2-----3-----4-----5-----6-----7-----8-----9-----0

P713N2440947D D YS ASB04G3133 1G B 320C4 238X N C 2H8 K 1C8W6PC11D023 24 WT 2x3 4 N M2
 PAIK 7 B K 172DA 1088A 000250855 44

INSTALLED OPTION INFORMATION:

Air Conditioning:	C/B - MANUAL AIR CONDITIONER	GVW Code:	
Alternator Amp Rating:	*	GVW Class Code:	H
Audio Discs:	AA - LESS AUDIO DISC PLAYER	Instrumentation:	AB - CONVENTIONAL INSTRUMENTATION
Axle Ratio:	EQAEC - 3.27 FINAL DRIVE RATIO	Mirror(Driver Side):	CY - DRVR PWR HEATED BLACK EXT MIRR
Axle Type:	EQIAC - LIMITED SLIP REAR AXLE	Mirror(Passg Side):	CY - PASS PWR HEATED BLACK EXT MIRR
Battery Amp Rating:	MS	Paint:	PNZQC - PERFORMANCE WHITE C/C
Brake Code:	* - [N/A]	Power Antenna:	* - [N/A]
Brake Code(Servise):	* - [N/A]	Radio:	AE - ELECTRONIC AM/FM STRO/CASSETTE
Calibration Code:	3FB1A9A	Sound System:	AA - LESS UPGRADED SOUND SYSTEM
Color(Accent):	* - [N/A]	Susp Tandem Axle:	
Color(Trim):	000ZA -	Tire Manufacturer:	AG - GOODYEAR
Delivery Type:	3	Tire Brand:	X08BWR - EAGLE RSA 9TV
Driveshaft Code:	*	Tire Size:	D0TB - P225/60VR-16 BSW A-3
Front Seat:	C/B - SEAT-INDIVIDUAL-L/H DRV/PASS	Traction Control:	AB - ANTI-SPIN TRACT BRAKES W/O IVD
Fuel Type:	AP - UNLEADED FUEL CAPABILITY	Wheel Base:	

TIRE DOT INFORMATION:

LF:	MKX08BWR3302	RF:	MKX08BWR2902
LR:	MKX08BWR3302	RR:	MKX08BWR2902
LI:	*	RI:	*

SPARE: MKX08BWR2902 DOT Plant Manufacturer: MK - THE GOODYEAR TIRE & RUBBER COMPANY ; UNION CITY ; TENNESSEE ; UNITED STATES

ESP INFORMATION: EMISSIONS INFORMATION:

ESP Code:	* Emission Code:	* . *
ESP Coverage(Miles):	* Emission Cert Type:	5
ESP Coverage(Time):	* Emission Decal Suffix:	KBZ
ESP Plan Year:	* Engine Family:	3FMXV046V05
ESP Signature Date:		

Any comments? You can contact



webmaster

STANDARD CLAIMS LIST

AWS Online Report

Run Date: 07-APR-2004

Note: All Costs are in US Dollars Server Name: AWS Production

VIN	AWS VL	WERS VL	MKT DER	BODY CAB	VER SERIES	DRIVE TYPE	PLANT CD	TRANS CD	ENG COD	PROD DATE	WARR DATE	SELLING DEALER	SELL CNT	TIS	QRT	WCC	PREF	BASE	SUPP	VKT	VFG	CCC	CD
2FAHP71WX3X144094	FB	C/FB	C/F	C/FA	C/AB	C/B	AW	C/D6	C/VN	03-09-02	01-10-02	111021	USA	4	*	7P01	*	13K359	*	909	V17	A85	33
AWS Claim Key:		441410	Doc #:	01685301	Trx Code:		Z	Labor Hrs:		.2	Labor Cost:		10	Material Cost:		0	Total Cost:		10				
Dir Cd-Sub Cd:		49232	Name:	CITY OF PHILADELPHIA			Ph:	**	St: PA		Ctry Cd: USA		Reg Cd:		NA	Rcpt Date:		31-DEC-2002	DIST(Mile):			23	
Cust Comments:		PROBLEM WITH STROBE WIRE CONNECTORS																					
Tech Comments:		SWITCHED STROBE WIRE CONNECTORS																					
2FAHP71WX3X144094	FB	C/FB	C/F	C/FA	C/AB	C/B	AW	C/D6	C/VN	03-09-02	01-10-02	111021	USA	4	*	5803	*	*	*	SXX	V00	*	*
AWS Claim Key:		421261	Doc #:	15467901	Trx Code:		02B02	Labor Hrs:		.6	Labor Cost:		44.05	Material Cost:		69.3	Total Cost:		113.35				
Dir Cd-Sub Cd:		10464	Name:	NORTHEAST LINCOLN-MERCURY			Ph:	215-3316600	St: PA		Ctry Cd: USA		Reg Cd:		NA	Rcpt Date:		16-JAN-2003	DIST(Mile):			1581	
Cust Comments:		PERFORM INSTALLATION OF OPTIONAL POLICE C V UPGRADE KIT																					
Tech Comments:		UPGRADE KIT PERFORM UPGRADE 02B02 INSTALL OPTIONAL UPGRADE KIT																					
2FAHP71WX3X144094	FB	C/FB	C/F	C/FA	C/AB	C/B	AW	C/D6	C/VN	03-09-02	01-10-02	111021	USA	9	*	2E06	3W1Z	9H307	AB	S11	V41	D36	42
AWS Claim Key:		1341732	Doc #:	06900151	Trx Code:		S07	Labor Hrs:		2.2	Labor Cost:		165.35	Material Cost:		214.98	Total Cost:		380.33				
Dir Cd-Sub Cd:		01376	Name:	PACIFIC FORD, INC.			Ph:	215-4921700	St: PA		Ctry Cd: USA		Reg Cd:		NA	Rcpt Date:		05-JUN-2003	DIST			(Mile):	30814
Cust Comments:		CLUST STATES CK HAS NO POWER																					
Tech Comments:		FRP DROPPED TO 6 PSI ON ACCEL AFTER 26 MIN OF DRIVING, REPLACED LOW PRESS FUEL PUMP																					
2FAHP71WX3X144094	FB	C/FB	C/F	C/FA	C/AB	C/B	AW	C/D6	C/VN	03-09-02	01-10-02	111021	USA	9	*	2E02	1L3Z	12029	AA	909	V83	G29	42
AWS Claim Key:		2184024	Doc #:	02546501	Trx Code:		S87	Labor Hrs:		.5	Labor Cost:		25	Material Cost:		46.32	Total Cost:		71.32				
Dir Cd-Sub Cd:		49232	Name:	CITY OF PHILADELPHIA			Ph:	**	St: PA		Ctry Cd: USA		Reg Cd:		NA	Rcpt Date:		24-JUN-2003	DIST			(Mile):	34477
Cust Comments:		CHECK ENGINE LIGHT IS ON; VEHICLE WILL NOT RUN RIGHT; BUCKING																					
Tech Comments:		NEEDS COIL PACK; COIL PACK IS SHORTING OUT REPLACE COIL PACK																					
2FAHP71WX3X144094	FB	C/FB	C/F	C/FA	C/AB	C/B	AW	C/D6	C/VN	03-09-02	01-10-02	111021	USA	9	*	2E06	3W1Z	9H307	AB	S11	V41	D41	42

AWS Claim Key: 1800181 Doc #: 02562101 Trx Code: E91 Labor Hrs: 2.2 Labor Cost: 110 Material Cost: 184.27 Total Cost: 294.27
Dir Cd-Sub Cd: 49232-* Name: CITY OF PHILADELPHIA Ph: *-* St: PA City Cd: USA Reg Cd: NA Repr Date: 26-JUN-2003 DST (Mileage): 34725
Cust Comments: NO PWER AND NO ACCELERATION
Tech Comments: FUEL PUMP WAS RECENTLY REPLACED BY DEALER REPLACED FUEL PUMP AGAIN AND TESTED

2FAHP71WX3X144094 PB C/PB C/F C/F A CIAB C/B AW C/D6 C/VN 03-09-02 01-10-02 111021 USA 17 * 7NE3 3L1Z 14529 AAA S06 V09 007 42
AWS Claim Key: 4509725 Doc #: 04200301 Trx Code: E83 Labor Hrs: 3 Labor Cost: 15 Material Cost: 42.61 Total Cost: 57.61
Dir Cd-Sub Cd: 49232-* Name: CITY OF PHILADELPHIA Ph: *-* St: PA City Cd: USA Reg Cd: NA Repr Date: 26-JAN-2004 DST(Mileage): 2217
Cust Comments: DRIVER'S WINDOW INOPERATIVE
Tech Comments: MASTER WINDOW SWITCH BURNED OUT REPLACED MASTER WINDOW SWITCH

Any comments? You can contact



webmaster

Eiswerth, Eric (E.E.)

From: Blomgren, Jim (J.R.)
Sent: Wednesday, November 19, 2003 8:00 AM
To: Holloway, Melvin (M.A.)
Cc: White, Douglas (D.B.); Barber, Patrick (P.G.)
Subject: [REDACTED] Axle Teardown Results

I apologize for the tardiness of this reply. The teardown results were shared verbally, but I understand the need to have this information documented.

VIN 2FAHP71W03X [REDACTED]

Symptom:

Discoloration of the axle shaft in the area of the wheel bearing.

Analysis:

Inspection of the wheel bearings and axle shafts indicated no issues. The discoloration in the wheel bearing area of the axle shaft is typical of a broken-in bearing. There was evidence of wheel seal seepage on the right hand side, but we were unable determine the root cause because the wheel seals and lube sample were not returned with the axle. The residual axle lube left in the axle had a gray appearance which is typical of water contamination, however this cannot be confirmed.

VIN 2FAFP71W53X [REDACTED]

Symptom:

Axle noise

Analysis:

Only the axle shafts were returned as the axle assembly was placed back into service after performing the actions of TSB 03-05-05. These axle shafts were found to be grooved at the wheel bearing location. This damage is consistent with a known bearing issue.

VIN 2FAHP71WX3X [REDACTED]

Symptom:

Right rear axle shaft broken

Analysis:

Upon inspection, the axle shaft (bearing inner race) had a deep wear pattern and the portion of the outer race that axially retains the bearing was missing. The bearing cage had also broken apart with only two rings of material found. The rollers had worked down the axle shaft towards the differential housing, and had generated a separate wear pattern on the shaft away from the original bearing location. The rollers also had wear marks indicative of sliding. The ends of the axle shaft at the fracture had evidence of rubbing against each other prior to separation. The axle fracture occurred at

the right hand wheel bearing wear pattern.

Jim Blomgren
Ford Motor Company
Panther Driveline Engineering
phone: (313) 845-5915
fax: (313) 248-6053

Eiswerth, Eric (E.E.)

From: Neumann, Thomas (T.G.) [tneuman1@viateon.com]
Sent: Monday, October 06, 2003 2:58 PM
To: Krugman, Mark (M.E.); Brauning, Kenneth (K.W.); Kauffman, Michael (M.A.)
Subject: FW: Police Crusier Axle Shaft Test Report (#30938)

Gentlemen,

Attached to this email is Angelo Micale's metallurgical evaluation of the two axle shafts involved in the [REDACTED] vehicle with wheel separation. Here is what we know about the manufacturing history of both shafts:

- Axle assembled in August 2002
- Both shafts processed at STP and not PTI (manufacturing center at spline end)
- Both induction hardened on STP Tocco unit 2 (Green crayon mark)
- The shaft with excess bearing wear at the race was hardened on spindle C (crayon mark near bearing), the shaft which fractured was hardened on spindle B (crayon mark on midshaft)
- The material heat code for both shafts were different. The high bearing wear at the race shaft was from material code BUM, while the shaft involved in wheel separation was BVR
- Based on recent WIP procedures at STP, it is safe to assume that both shafts were manufactured close to one another in terms of time of production.

Micale's metallurgical report has found the following:

- The surface hardness of both shafts is in the acceptable range (HRC60/61)
- The actual effective case depth at the bearing of the fractured shaft could not be measured because of the frictional heat involved during the failure sequence. However, macro etch and photo, reveals a normal heat treat pattern near the bearing cross section.
- The actual effective case depth at the bearing of the unfractured shaft was .204" which is within the natural process variation and drawing specification limits.

Based on the Micale's metallurgical analysis both shafts met the drawing requirements. It would appear that the catastrophic failure of the bearing assembly on the one side was the initial failure, the resulting debris of the bearing eventually led to excessive frictional heat that altered the geometry and metallurgical characteristics of the shaft at the bearing race which ultimately resulted in the fracture of the shaft.

I have the metallurgical mounts and samples if you care to review them yourself.

Tom Neumann

Current Model Engineering: Axle Shafts & Tubes
586.826.5346; Pager 586.309.5493; Fax 586.826.5837

—Original Message—

From: Micale Jr., Angelo (A.J.)
Sent: Friday, October 03, 2003 2:19 PM
To: Neumann, Thomas (T.G.)
Subject: Police Crusier Axle Shaft Test Report



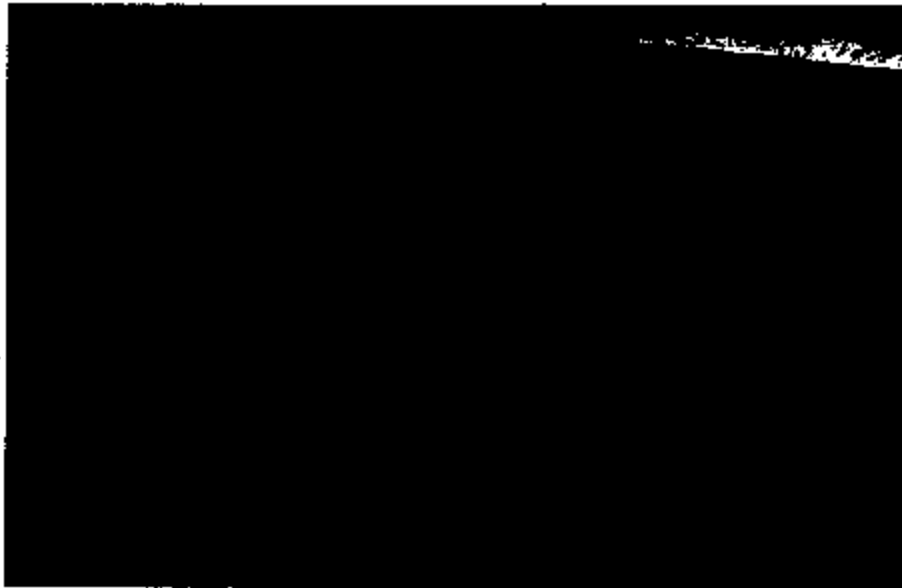
30938.xls

Regards,

Angelo J. Micale Jr.
Visteon Sterling Plant, Chem/Met Lab
Ph: (586) 826-5472 Text Pager: (586) 485-3379
E-Mail: amicale1@visteon.com

STERLING CHEM/MET LAB TEST REQUEST

Part No.: <u>3W1W-4235-JA</u>	Type of Work:	Lab No.: <u>30938</u>
Part Name: <u>Police Crusier Shaft</u>	<input type="checkbox"/> Warranty/Prior Approval	Date: <u>9/24/2003</u>
Supplier: <u>MWF</u>	<input type="checkbox"/> Production	
	<input type="checkbox"/> Product Development	
	<input type="checkbox"/> Supplier Quality	
	<input checked="" type="checkbox"/> Other: <u>Field Failure</u>	
Requester: <u>Tom Neumann</u>	Phone: <u>65348</u>	Dept: <u>B718</u>
Reason for request (Problem Description): <u>Police Cruiser axle failed. Was manufactured 8-2002. Suspect catastrophic bearing failure when resulted in damage of wheel bearing journal of axle shaft leading to eventual shaft separation. Shafts processed @ STP Tocco 2 station.</u>		
Service Requested:	<input checked="" type="checkbox"/> Check heat-treat to print	
	<input type="checkbox"/> Determine cause of failure	
	<input checked="" type="checkbox"/> Hardness test	
	<input type="checkbox"/> Chemistry	
	<input type="checkbox"/> Microstructure	
	<input checked="" type="checkbox"/> Other (specify): <u>if possible, confirm proper pattern & case depth at bearing.</u>	
Sample Description:	<u>One(1) Axle Shaft(failed) HT Code "BVR", One(1) Axle Shaft, HT Code "BUM", with premature bearing wear, non-failure.</u>	
Return Parts:	<input type="checkbox"/> Yes	
	<input checked="" type="checkbox"/> Yes, if out-of-spec	
	<input type="checkbox"/> No	
Test Results:		
Heat Treat Evaluation:		
Failed Shaft: Due to frictional heat generated at the bearing journal, the surface hardness was measured approximately 10" from fracture towards spline end on barrel surface. Surface hardness = HRC 60 / 61 Induction pattern at failure location: <u>See photo tab below</u>		
Non-Failed Shaft with Bearing Groove: Location: The heat treat evaluation was performed approximately .300" from bearing groove towards spline end. Surface hardness = HRC 60 / 61 Effective case depth at HRC 40 = .204" Induction pattern at failure location: <u>See photo tab below</u>		
<input type="checkbox"/> To spec	Tested by: <u>Angelo Micala</u>	
<input type="checkbox"/> Not to spec	Approved by: <u>J. Flapczak</u>	
<input checked="" type="checkbox"/> Info only	Date: <u>10/2/2003</u>	



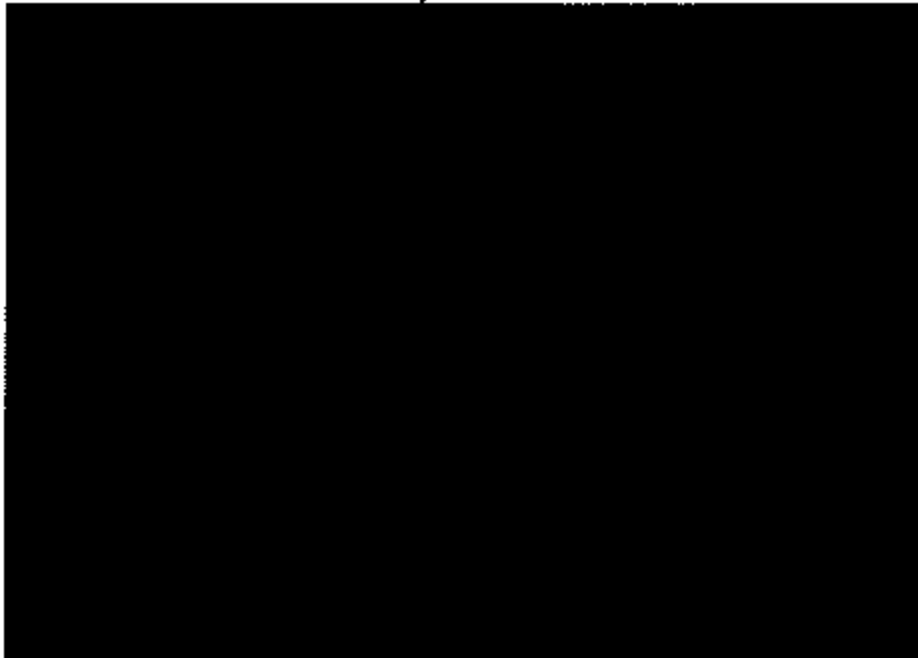
**Failed Shaft
Longitudinal Section**

**Dark region due
to frictional heat.
Red Arrows.**

**Induction hardened
pattern visible.
Green arrows.**

**Non-Failed Shaft:
Longitudinal Cross-section through bearing journal / bearing groove location.
Induction hardened pattern(green arrows)**

← Spline End ~ Case Depth Location Flange End →



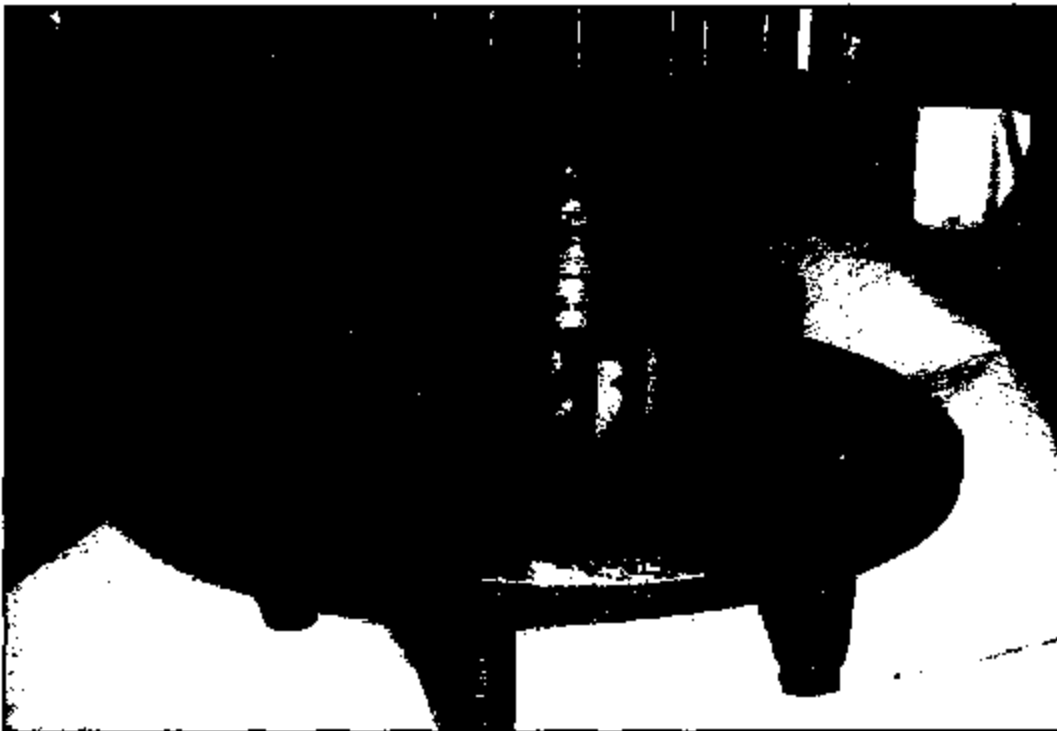
Approximate bearing groove location - Red Arrows

VIN 2FAHP71WX9X

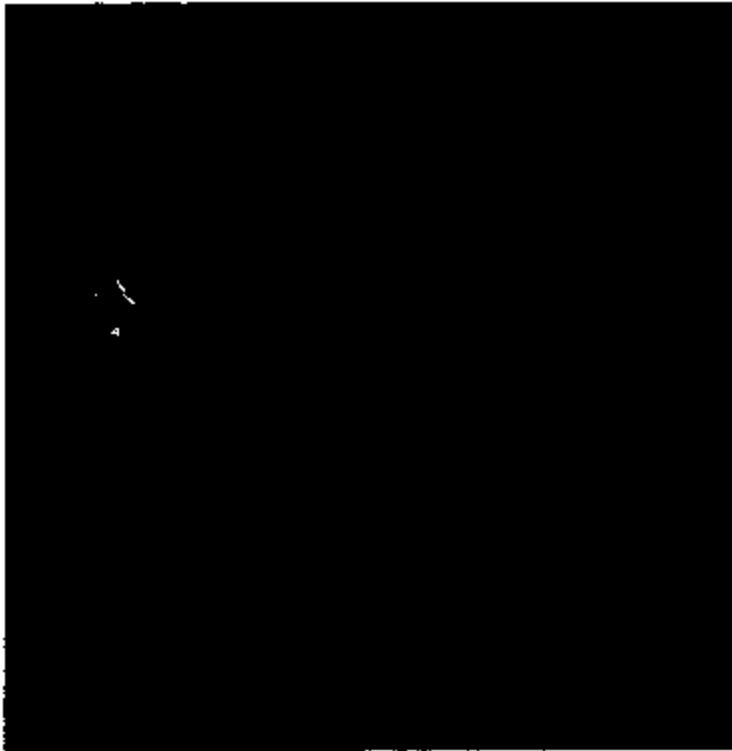
PE04-010
Appendix N



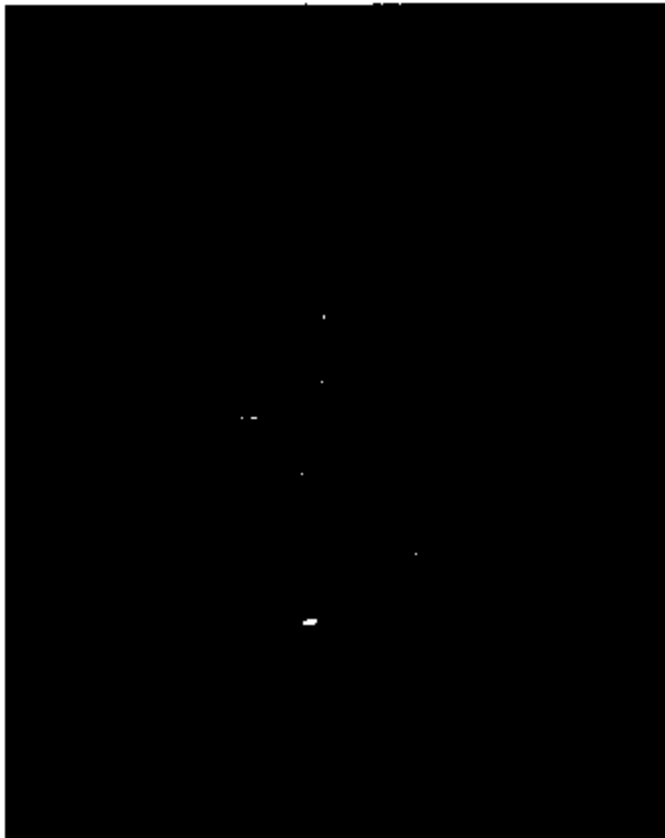
Fractured left axle end and fractured brake drum



Fractured left axle end and flange.



Bearing rollers from left bearing.



Fractured left axle shaft showing two wear areas.

Second wear area

Design bearing interface area