

assembly. I told him that doing this would really "___ - off" the dealers, especially when you consider all that has been going on the past few months.

I know that you and I talked about this earlier and agreed not to have dealers reorder. We fully supported your decision then and we still see no need for them to reorder. In addition, the way the supplement is written, we should be able to reduce the back order significantly.

Awaiting your response.

ps. The Supplement is STILL hung-up in OGC/Safety Office.

please abrndtl glaurit

Regards,

Alvin Leese, Recall/Service Programs Department, FCSD

Ph# (313) 390-8877, FAX (313) 845-1024

Fairlane Business Park III, 237C

* * * * * E N D = O F = N O T E * * * * *

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

MSG FROM: JSHORE --DRBN006 TO: PGIAMMAR--DRBN006 07/23/97 12:32:35

To: PGIAMMAR--DRBN006 GDEYO --DRBN006
GLAURITZ--DRBN006
cc: SPERRISE--DRBN006 MSTARRIN--DRBN006
FROM: John Shore USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

There was a recent "outstanding unit mailing" that went out recently for this along with about 2 dozen other campaigns. The sales number are truly "fuzzy" due to HLM's reporting of sales to MMP. Since this campaign was launched in 1996, it will not be transferred in the QSF organization.

Please Forward (PF5) All Responses....Thank-You

John Shore - FCSD / P&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from DKAERCHE--DRBN006 07/23/97 10:37 ***

To: GDEYO --DRBN006
cc: JSHORE --DRBN006 DKAERCHE--DRBN006 Don Kaercher
PGIAMMAR--DRBN006 GLAURITZ--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

This is from a recall, 96548 - John Shore, the Recall Parts Manager will review this and get back with you. Thanks Greg!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from GDEYO --DRBN006 07/23/97 09:37 ***

To: DKAERCHE--DRBN006
cc: PGIAMMAR--DRBN006 GLAURITZ--DRBN006

FROM: G. B. Deyo USAET(UTC -04:00)

Note Log: 96548

Page 1

Note Log: 96348
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

ABOVE PARTS WERE JUST REMOVED FROM DIRECT SHIP AND THERE SEEMS TO BE A PROBLEM WITH THESE PARTS. OUR SECTION JUST PICKED UP ABOUT 1200 BACKORDER LINES WITH THESE TWO PARTS. IT IS OUR UNDERSTANDING THAT THERE WAS A FIELD FIX ON THESE TWO PARTS. LOOKING AT THE SALES PATTERN IT APPEARS THAT SALES JUMPED FROM 6 IN APRIL TO 1300 IN MAY TO ABOUT 6000 THIS MONTH. (F72Z 61610D45 B)

WAS THERE A NEW LETTER SENT OUT TO OUR CUSTOMERS ON THESE PARTS? IS THERE A ERROR IN THE APRIL THRU MAY SALES FIGURES (UNDERREPORTED)? SINCE THESE PARTS JUST CAME OFF DIRECT SHIP, SHOULD THIS PARTS HAVE BEEN ASSIGNED TO A CODE IN THE FASTTRACKER AREA? PLEASE ADVISE.
THANK YOU

Regards,
G. E. Deyo

***** END OF NOTE *****

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 07/23/97 14:40:22

To: JSHORE --DRBN006

FROM: Don Kaercher
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

Whoops - meant for this to go to you.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from DKAERCHE--DRBN006 07/23/97 14:38 ***

To: PGIAMMAR--DRBN006

cc: PGIAMMAR--DRBN006

GLAURITZ--DRBN006

HKIRK --DRBN006

GDEYO --DRBN006

JWOLFORD--DRBN006

DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher
DKAERCHE 26-69793

USAET(UTC -04:00)

Note Log: 96348

Page 2

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

Pat raises a good point - since the supply teams have the parts for these older campaigns, we need to involve them so they know when additional mailings are going out. Let's try and work with Pat and Greg to insure they are kept in the loop and have good info to make the right decisions. Thanks!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from PGIAMMAR--DRBN006 07/23/97 14:32 ***

To: JSHORE --DRBN006 DKAERCHE--DRBN006
cc: HKIRK --DRBN006 GLAURITZ--DRBN006
GDEYO --DRBN006 JWOLFORD--DRBN006

FROM: Pat Giammarco

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

John, Don, We have major problems on the mix of rail vs rail and motor sales, especially the D45 right hand. From 1300 sales in May, we've sold over 3000 in June and will sell 6000 this month. Someone needs to communicate to the Supply department/demand Analysis when the mailings are being reissued and expected volumes since this is a major campaign being dictated by NHTSA (or whatever the government body is). The sales on rail vs. rail and motors and right hand vs left hand have been no where near projections. We cannot operate in a void on this campaign; Greg Lauritzen and Greg Deyo need to be kept in the loop every step of the way. As it stands now, they have 1200 backorders, no inventory and scrambling to convert rails into rail and motor assemblies to meet the new 1500 pc/week demand. We're stuck with excess inventory and packaging material (for those parts that are selling below projected volumes) and added rework and transportation costs.

Please review with the recall department to determine the revised/projected sales mix/volumes and future mailings and advise. Thanks John.

Regards,

Pat Giammarco

PCSD Purchasing

Voice: (313) 266-9819 / Fax 523-5661; USFMC2W@IBMMAIL.COM

*** Forwarding note from JSHORE --DRBN006 07/23/97 12:32 ***

To: PGIAMMAR--DRBN006 GDEYO --DRBN006
GLAURITZ--DRBN006
cc: SFERRISE--DRBN006 MSTARRIN--DRBN006

FROM: John Shore

USAET(UTC -04:00)

Note Log: 96548

Page 3

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

There was a recent "outstanding unit mailing" that went out recently for this along with about 2 dozen other campaigns. The sales number are truly "fuzzy" due to HLM's reporting of sales to MMP. Since this campaign was launched in 1996, it will not be transferred in the QSF organization.

Please Forward (PFS) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from DKAERCHE--DRBN006 07/23/97 10:37 ***

To: GDEYO --DRBN006

cc: JSHORE --DRBN006

PGIAMMAR--DRBN006

DKAERCHE--DRBN006 Don Kaercher

GLAURITZ--DRBN006

FROM: Don Kaercher
DKAERCHE 26-69793

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

This is from a recall, 96548 - John Shore, the Recall Parts Manager will review this and get back with you. Thanks Greg!

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from GDEYO --DRBN006 07/23/97 09:37 ***

To: DKAERCHE--DRBN006

cc: PGIAMMAR--DRBN006

GLAURITZ--DRBN006

FROM: G. B. Deyo

USAET(UTC -04:00)

Subject: PART NUMBERS F72Z 61610D44 B AND F72Z 61610D45 B

ABOVE PARTS WERE JUST REMOVED FROM DIRECT SHIP AND THERE SEEMS TO BE A PROBLEM WITH THESE PARTS. OUR SECTION JUST PICKED UP ABOUT 1200 BACKORDER LINES WITH THESE TWO PARTS. IT IS OUR UNDERSTANDING THAT THERE WAS A FIELD FIX ON THESE TWO PARTS. LOOKING AT THE SALES PATTERN IT APPEARS THAT SALES JUMPED FROM 6 IN APRIL TO 1300 IN MAY TO ABOUT 6000 THIS MONTH. (F72Z 61610D45 B)

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IS THERE A ERROR IN THE APRIL THRU MAY SALES FIGURES (UNDERREPORTED)?
SINCE THESE PARTS JUST CAME OFF DIRECT SHIP, SHOULD THIS PARTS HAVE BEEN ASSIGNED TO A CODE IN THE FASTTRACKER AREA? PLEASE ADVISE.
THANK YOU

Note Log: 96548

Page 4

Regards,
G. B. Deyo

===== E N D = O F = N O T E = =====

MSG FROM: JSHORE --DRBN006 TO: MHABIAN --DRBN006 07/30/97 17:03:48

To: MHABIAN --DRBN006
cc: CRAYMOND--DRBN006

FROM: John Shore

USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96S48

What is the future mailing intent for 96S48.

Please Forward (PFS) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from GLAURITZ--DRBN006 07/30/97 15:42 ***

To: DKAERCHE--DRBN006
MKIRK --DRBN006

JSHORE --DRBN006
RODONNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96S48

Don,

Please assist in getting a schedule for the sending of recall notifications for 96S48. Recently, the second notification was sent out without merchandiser advisement. Sales quadrupled in the past month. This has vaulted this part to the top of the FCSD backorder list. This is the second time with this recall FCSD has been seriously short of demand.

Please provide a schedule for the third and fourth mailings as soon as possible. FCSD is meeting with the supplier and sub-suppliers soon to determine a production schedule. Timing on the next mailings and demand expected will aid to the timely resolution to FCSD demand needs.

Thank you for your prompt attention to this matter.

Gregory Lauritzen
Packager Liaison
FCSD (26)6-9811 e-mail: USFMD12V@IBMMAIL.COM

Note Log: 96S48

Page 5

Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Customer satisfaction is our NUMBER ONE priority
===== E N D = O F = N O T E =====

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 07/30/97 16:56:51

To: JSHORE --DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: Future Scheduling of Recall Notification 96S48

Info.....

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D
*** Forwarding note from DKAERCHE--DRBN006 07/30/97 16:21 ***
To: MHABIAN --DRBN006 GLAURITZ--DRBN006
cc: MKIRK --DRBN006 RODONNE3--DRBN006
DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: Future Scheduling of Recall Notification 96S48

Mitch, can you let Greg know when you will be asking for OKs on future follow-up mailings? Greg - you can always say "NO" to a request to mail follow-up postcards to customers. Sam Ferrise was sent a PROFS note on 6/2/97 asking for clearance on the follow-up mailings. Thanks!!

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D
*** Forwarding note from GLAURITZ--DRBN006 07/30/97 15:42 ***
To: DKAERCHE--DRBN006 JSHORE --DRBN006
HKIRK --DRBN006 RODONNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Note Log: 96S48

Page 6

Subject: Future Scheduling of Recall Notification 96548

Don,

Please assist in getting a schedule for the sending of recall notifications for 96548. Recently, the second notification was sent out without merchandiser advisement. Sales quadrupled in the past month. This has vaulted this part to the top of the FCSD backorder list. This is the second time with this recall FCSD has been seriously short of demand.

Please provide a schedule for the third and fourth mailings as soon as possible. FCSD is meeting with the supplier and sub-suppliers soon to determine a production schedule. Timing on the next mailings and demand expected will aid to the timely resolution to FCSD demand needs.

Thank you for your prompt attention to this matter.

Gregory Lauritzen
Packager Liaison
FCSD (26)6-9811 e-mail: USEMD32Y@IBMAIL.COM
Customer satisfaction is our NUMBER ONE priority
= = = = = E N D = O F = N O T E = = = = =

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 07/31/97 08:06:57

To: GLAURITZ--DRBN006
cc: JSHORE --DRBN006
RODONNE1--DRBN006
SFERRISE--DRBN006
HXIRK --DRBN006
FGIAMMAR--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: Future Scheduling of Recall Notification 96548

Greg, we have nothing in our records to indicate Sam responded in the negative. Many Seniors don't respond unless they DO NOT want the mailing to go out. No response has always been an OK to go ahead. If the Senior does not want the mailing to go out, they will usually respond within a couple of days to that effect. A positive response or no response is and has always been an authorization to go ahead. Maybe Sam didn't want the mailing to go out, but if so we can't find any records where he indicated that to us. It is just as easy for us to tell the recall guys No as it is Yes. I am sorry we are in this situation, and unfortunately the customers and our dealers are the ones that will suffer the most. At this point I think everyone has a real clear understanding of what happened: we were asked, we asked Sam, no response was received (this is quite normal), and authorization was given. What we need to

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

do know is do our best to get parts to support the current demand. We will make sure no additional mailings go out unless you authorize them.

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from GLAURITZ--DRBN006 07/31/97 07:48 ***

To: DKAERCHE--DRBN006
cc: HKIRK --DRBN006 RODONNE1--DRBN006 O'Donnell, R.
PGIAMMAR--DRBN006

*** Resending note of 07/30/97 16:21
From the desk of Gregory Lauritsen USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96548

Don,

Sam Ferrisse has been out on medical for since mid-June. I went into his PROFS and found the note you are speaking of. Did Sam respond to this note. I have spoken to other parties involved with this part and no one here was aware of the second mailing. Please advise if Sam responded and what the normal procedure on follow-up mailings.

To: MNABIAN --DRBN006 GLAURITZ--DRBN006
cc: HKIRK --DRBN006 RODONNE1--DRBN006
DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: Future Scheduling of Recall Notification 96548

Mitch, can you let Greg know when you will be asking for OKs on future follow-up mailings? Greg - you can always say "NO" to a request to mail follow-up postcards to customers. Sam Ferrise was sent a PROFS note on 6/2/97 asking for clearance on the follow-up mailings. Thanks!!

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from GLAURITZ--DRBN006 07/30/97 15:42 ***

To: DKAERCHE--DRBN006 JSHORE --DRBN006
HKIRK --DRBN006 RODONNE1--DRBN006 O'Donnell, R.

Note Log: 96548

Page 8

Note Log: 96848
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96848

Don,

Please assist in getting a schedule for the sending of recall notifications for 96848. Recently, the second notification was sent out without merchandiser advisement. Sales quadrupled in the past month. This has vaulted this part to the top of the FCSD backorder list. This is the second time with this recall FCSD has been seriously short of demand.

Please provide a schedule for the third and fourth mailings as soon as possible. FCSD is meeting with the supplier and sub-suppliers soon to determine a production schedule. Timing on the next mailings and demand expected will aid to the timely resolution to FCSD demand needs.

Thank you for your prompt attention to this matter.

Gregory Lauritzen
Packager Liaison
FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority

***** E N D - O F - N O T E *****

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 07/31/97 08:32:54

To: HKIRK --DRBN006 PGIAMMAR--DRBN006
GLAURITZ--DRBN006
cc: JSHORE --DRBN006 DKAERCHE--DRBN006 Don Kaercher

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: BACKORDER

These are supposed to be PDC-stocked parts. Has anyone done anything to make these Direct Ship? If so, why? We committed to the dealers and to Traffic that these would be PDC-stocked.

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1534D

Note Log: 96848

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Note Log: 96848
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:11

Printed: 11/03/97

*** Forwarding note from MSTARRIN--DRBN006 07/30/97 18:11 ***
To: DKAERCHE--DRBN006

FROM: Mary Starring USAET(UTC -04:00)

Subject: BACKORDER

Don, You need to speak to the march, it keeps going back and forth.

Regards,
Mary Starring

*** Forwarding note from DKAERCHE--DRBN006 07/30/97 12:37 ***
To: KOBEN --DRBN006 LWEBSTE2--DRBN006
MMACEAC1--DRBN006
cc: JSHORE --DRBN006 MSTARRIN--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: BACKORDER

I thought these parts were moved to the FDCs months ago. Why is HLM being sent orders for these parts? Melissa, Kim, Linda - Is this your understanding, or am I just plain old losing it???

Regards,
Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NFDC Room 1554D

*** Forwarding note from MMACEAC1--DRBN006 07/30/97 09:23 ***
To: KOBEN --DRBN006
cc: MSTARRIN--DRBN006 DKAERCHE--DRBN006
LWEBSTE2--DRBN006 JSHORE --DRBN006

FROM: Melissa MacEachern USAET(UTC -04:00)

Subject: BACKORDER

That part is on backorder. We imported that particular order the following Monday, 7/14, and it is backordered.

Thanks for following up on Paulie's order for me. Much appreciated!

Sincerely,
Melissa MacEachern

Note Log: 96848

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Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

HLM, MGR OF ADMIN SERVICES

PHONE: (313) 584-5757 EXT. 230, PROFS: MMACEAC1

*** Forwarding note from KOBEN --DRBN006 07/28/97 12:36 ***

To: MMACEAC1--DRBN006

cc: KOBEN --DRBN006

LWEBSTEZ--DRBN006

MSTARRIN--DRBN006

JSHORE --DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: BACKORDER

Hi Melissa,

Could you please verify if a part is on backorder or not? The part number is : F722 61610D45 B. If it is not, could you help me locate an order?

P/A CODE 01374

ORDERED 7/11/97 @ 15:31:55

VIN # 1ZVFT21U2L5 [REDACTED]

The dealer ordered the driver's side and passenger side at the same time. Somehow he only received the passenger side.

Please respond as soon as possible. I have a couple of dealers in the similar situations.

Thanks,

Have a great day!

Regards,

Kim Oben

===== E N D = O F = N O T E =====

MSG FROM: MHABIAN --DRBN006 TO: JSHORE --DRBN006 07/31/97 12:14:36

To: JSHORE --DRBN006

FROM: MITCHELL HABIAN

USAET(UTC -04:00)

Note Log: 96548

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Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Subject: Future Scheduling of Recall Notification 96S48

When the time comes, I will ask you for clearance to mail the January 1998, July 1998, January 1999, and July 1999 outstanding units letter to owners.

Regards,

MITCHELL HABIAN

Ford Recall Section, Fairlane Business Park III, Suite 237E

MHABIAN, (313)84-50947, Fax: 84-51024, USFMCPMV@ibmmail.com

*** Forwarding note from JSHORE --DRBN006 07/30/97 17:03 ***

To: MHABIAN --DRBN006

cc: CRAYMOND--DRBN006

FROM: John Shore

USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96S48

What is the future mailing intent for 96S48.

Please Forward (FFS) All Responses....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from GLAURITZ--DRBN006 07/30/97 15:42 ***

To: DKAERCHE--DRBN006

JSHORE --DRBN006

HKIEK --DRBN006

RODONNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Future Scheduling of Recall Notification 96S48

Don,

Please assist in getting a schedule for the sending of recall notifications for 96S48. Recently, the second notification was sent out without merchandiser advisement. Sales quadrupled in the past month. This has vaulted this part to the top of the FCSD backorder list. This is the second time with this recall FCSD has been seriously short of demand.

Please provide a schedule for the third and fourth mailings as soon as possible. FCSD is meeting with the supplier and sub-suppliers soon to determine a production schedule. Timing on the next mailings and demand expected will aid to the timely resolution to FCSD demand needs.

Thank you for your prompt attention to this matter.

Gregory Lauritzen

Packager Liaison

Note Log: 96S48

Page 12

FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority
* * * * * E N D * O F * N O T E * * * * *

MSG FROM: JSHORE --DRBN006 TO: GLAURITZ--DRBN006 08/04/97 16:31:25

To: GLAURITZ--DRBN006
cc: DKAERCHE--DRBN006 Kaercher, D. F. HKIRK --DRBN006
PGIAMMAR--DRBN006 GEALINT --DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

I believe the DOSII message needs to say:

Campaign 96848 - Probe Seat Belt, FCSD is backordered on the F72Z 61610D45-B rail and motor assembly. We will not be out of our backorder position until October. Every effort is being made to improve this date. Rail only parts F72Z 61610D45-A are available at every depot.

Answers to questions:

1. The June mailing was 100% of outstanding units (unrepaired units).
2. The next customer mailing will occur in January 1998. This mailing will be for all vehicle owners whose name and/or address had changed since the June 1997 mailing.
3. At this time, all future mailings will be for customers with a name and/or an address change.
4. Future mailing dates: January 1998
July 1998
January 1999
July 1999

Dealers will be receiving a COMBAT transmission monthly for approximately two years. This is a list of unrepaired vehicles by VIN/owner name/address.

We can suspend the COMBAT listing if appropriate.

The VIN will always remain active on OASIS until a warranty claim is submitted to Ford, or the owner advises Ford the vehicle was destroyed or modified.

Typically speaking the competition rate for "seat belt" related recalls is low. We can expect only about 50% in the first 3-4 years.

This campaign is approximately 24% complete. There are about 170,000 unrepaired vehicles.

Your ratio between rails only and rail/motor looks to be near 1:1. I'm sure if we had all the rail/motor parts available we would have replaced 2X more rail/motors.

Expect another 40,000 customers in the next 12 months.

Please Forward (FF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 155EC

*** Forwarding note from GLAURITZ--DRBN006 08/01/97 15:14 ***

To: JSHORE --DRBN006

cc: HKIRK --DRBN006

RODONNE3--DRBN006

PGLANMAR--DRBN006

*** Resending note of 08/01/97 15:02

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

John,

Please publish on OASIS that for recall 96548 the rail only (F72Z-61610D45-A) is available and is an acceptable alternative to the rail & motor assembly (F72Z-61610D45-B). There is no availability expected on the rail & motor until October. Please advise if this is a problem

To: JSHORE --DRBN006

GLAURITZ--DRBN006

cc: DKAERCHE--DRBN006 Don Kaercher

GHALINT --DRBN006

RHOWELL3--DRBN006

PGLANMAR--DRBN006

HKIRK --DRBN006

RODONNE3--DRBN006

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Forecast on F72Z-61610D45-B

I think we need to get with Mitch and determine the following:

John,

1. Was the June mailing to 100% of the customers who did not have the recall done yet? If not, what %?

2. Are there any more 100% mailings to go out?
3. Will future reminder mailings only go out to new owners?
4. When are future mailings planned for?

Once we get these answers, we need to touch base with Greg.

Greg,

Let John Shore know the message you want to go out, and we can forward it to our recall dept. to go out as an OASIS, and to Bob Howell to go out as a DOES II message.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from GLAURITZ--DRBN006 08/01/97 14:10 ***

To: DKAERCHE--DRBN006

cc: HKIRK --DRBN006

PGIAMMAR--DRBN006

RODONNE3--DRBN006

RODONNE3--DRBN006

HKIRK --DRBN006

PGIAMMAR--DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Forecast on F77Z-61610D45-B

Don,

Please assist in forecasting the response rate to the second mailing of 96548. Can you also provide some insight on demand for mailings #3 & #4? We have a meeting scheduled with Mazda North America and their sub-supplier for Weds. 8/6. It will help greatly if we have forecasts available in setting up a production schedule. Any info you can provide will help.

This part is a rail & motor assembly for Probe automatic seatbelts. The original recall expected approx. 100,000 of the left hand rail only to sell. This was not the case due to very high demand for the rail & motor. Consequently, we have plenty of the rail only available (72,000 as of 8/1/97). Is there any way we can advise dealer to order the rail only? I have it up in the remarks and that has helped somewhat, but I am looking for a better response. Please advise.

Thanks for your assistance with this issue.

Gregory Lauritzen
Packager Liaison

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

PCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority

***** E N D * O F * N O T E * **

MSG FROM: KOBEN --DRBN006 TO: JSHORE --DRBN006 08/05/97 12:17:42

To: MMACBAC1--DRBN006
cc: KOBEN --DRBN006
MSTARRIN--DRBN006
GBALINT --DRBN006
LWEEST22--DRBN006
JSHORE --DRBN006

FROM: Kim Oben USAET(UTC -04:00)

Subject: 96548 BACKORDER

Melissa I have a dealer who would like to place a priority order for a customer. The dealers p/a code is 06401. The VIN is lzvpt20c5n5 [REDACTED] The owner of the vehicle is handicapped. He is unable to use the rental provided to him because of his handicap. The part number is F722 61610D45 B.

Also please let me know where we stand with parts and fulfilling the backorders.

Thanks, have a great day!

Regards,
Kim Oben

***** E N D * O F * N O T E * **

MSG FROM: GLAURITZ--DRBN006 TO: JSHORE --DRBN006 08/05/97 14:18:39

To: JSHORE --DRBN006
cc: RODONNE3--DRBN006 O'Donnell, R. PGIAMMAR--DRBN006 Giammarco, P. J.
HKIRK --DRBN006

*** Resending note of 08/04/97 16:31
From the desk of Gregory Lauritzen USAET(UTC -04:00)

Note Log: 96548

Page 15

Subject: Forecast on F72Z-61610D45-B

John,

Please advise for our meeting 8/6/97 with the supplier on forecasts for future quantities for F72Z-61610D45-B and F72Z-61610D44-B. You advised that FCSD should expect 40,000 additional customers in the next 12 months. What demand should be expected for each part number?

Additionally, is there anyone from the recall activity that would be available to go to Flatrock tomorrow to discuss possible recall related questions? Both MANA and FCSD Material Flow feel that FCSD recall personnel would greatly aid in solving this highly visible issue. Please let me know your thoughts on having someone from recall attend this meeting.

Thanks.

To: GLAURITZ--DRBN006
cc: DKAERCHE--DRBN006 Kaercher, D. F. HKIRK --DRBN006
PGIAMMAR--DRBN006 GBALINT --DRBN006

FROM: John Shore

USAST(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

I believe the DOESII message needs to say:

Campaign 96S48 - Probe Seat Belt, FCSD is backordered on the F72Z 61610D45-B rail and motor assembly. We will not be out of our backorder position until October. Every effort is being made to improve this date. Rail only parts F72Z 61610D45-A are available at every depot.

Answers to questions:

1. The June mailing was 100% of outstanding units (unrepaired units).
2. The next customer mailing will occur in January 1998. This mailing will be for all vehicle owners whose name and/or address had changed since the June 1997 mailing.
3. At this time, all future mailings will be for customers with a name and/or an address change.
4. Future mailing dates:
January 1998
July 1998
January 1999
July 1999

Dealers will be receiving a COMBAT transmission monthly for approximately two years. This is a list of unrepaired vehicles by VIN/owner name/address.

Note Log: 96S48

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We can suspend the COMBAT listing if appropriate.

The VIN will always remain active on OASIS until a warranty claim is submitted to Ford, or the owner advises Ford the vehicle was destroyed or modified.

Typically speaking the competition rate for "seat belt" related recalls is low. We can expect only about 50% in the first 3-4 years.

This campaign is approximately 24% complete. There are about 170,000 unrepaired vehicles.

Your ratio between rails only and rail/motor looks to be near 1:1. I'm sure if we had all the rail/motor parts available we would have replaced 2X more rail/motors.

Expect another 40,000 customers in the next 12 months.

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 25-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from GLAURITZ--DRBN006 08/01/97 15:14 ***

To: JSHORE --DRBN006

cc: HKIRK --DRBN006

RODONNE3--DRBN006

PGIAMMAR--DRBN006

*** Resending note of 08/01/97 15:02

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

John,

Please publish on OASIS that for recall 96S48 the rail only (F72Z-61610D45-A) is available and is an acceptable alternative to the rail & motor assembly (F72Z-61610D45-B). There is no availability expected on the rail & motor until October. Please advise if this is a problem

To: JSHORE --DRBN006

GLAURITZ--DRBN006

cc: DKAERCHE--DRBN006 Don Kaercher

GBALINT --DRBN006

RHOWELL3--DRBN006

PGIAMMAR--DRBN006

HKIRK --DRBN006

RODONNE3--DRBN006

FROM: Don Kaercher

USAET(UTC -04:00)

DKAERCHE 26-69793

Subject: Forecast on F72Z-61610D45-9

I think we need to get with Mitch and determine the following:

John,

1. Was the June mailing to 100% of the customers who did not have the recall done yet? If not, what %?
2. Are there any more 100% mailings to go out?
3. Will future reminder mailings only go out to new owners?
4. When are future mailings planned for?

Once we get these answers, we need to touch base with Greg.

Greg,

Let John Shore know the message you want to go out, and we can forward it to our recall dept. to go out as an OASIS, and to Bob Howell to go out as a DOES II message.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from GLAURITZ--DRBN006 08/01/97 14:10 ***

To: DKAERCHE--DRBN006

cc: HKIRK --DRBN006

PGLAMMAR--DRBN006

RODONNEJ--DRBN006

RODONNEJ--DRBN006

HKIRK --DRBN006

PGLAMMAR--DRBN006

From the desk of Gregory Lauritzen

USAET(UTC -04:00)

Subject: Forecast on F72Z-61610D45-B

Don,

Please assist in forecasting the response rate to the second mailing of 96S48. Can you also provide some insight on demand for mailings #3 & #4? We have a meeting scheduled with Mazda North America and their sub-supplier for Weds. 8/6. It will help greatly if we have forecasts available in setting up a production schedule. Any info you can provide will help.

This part is a rail & motor assembly for Probe automatic seatbelts. The original recall expected approx. 100,000 of the left hand rail only to sell. This was not the case due to very high demand for the rail & motor. Consequently, we have plenty of the rail only available (72,000

as of 8/1/97). Is there any way we can advise dealer to order the rail only? I have it up in the remarks and that has helped somewhat, but I am looking for a better response. Please advise.

Thanks for your assistance with this issue.

Gregory Lauritzen
Packager Liaison
FCSD (26)6-9811 e-mail: USFMD32Y@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority

***** E N D = O F = N O T E = * * * * *

MSG FROM: JBERNBEC--DRBN006 TO: JSHORE --DRBN006 08/22/97 10:45:46

To: KOBEN --DRBN006
cc: JBERNBEC--DRBN006 DKAERCHE--DRBN006
LWEBSTE2--DRBN006 JSHORE --DRBN006

FROM: Joe Barnbeck USAET(UTC -04:00)

Subject: 96S48/S99

KIM, PER OUR CONVERSATION OF THIS MORNING TAKE ONLY EMERGENCY ORDERS AS THERE IS NOT SUFFICIENT STOCK PROMISED UNTIL DECEMBER TO FILL OTHER THAN EMERGENCIES. THE EMERGENCY ORDERS SHOULD BE SENT TO THE FDC'S TO BE FILLED.

Regards,

Joe Barnbeck

NPD Rm 1557C

26-69910 fax 52-33065

*** Forwarding note from KOBEN --DRBN006 08/22/97 10:10 ***

To: JBERNBEC--DRBN006

cc: KOBEN --DRBN006

LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96S48/S99

Joe have you been able to find any thing else out regarding this campaign. I am a bit concerned on how Renkim is handling the calls. I do not want to be providing dealers with misinformation. Also, I am concerned on how Canadian orders are being filled. They are not on-line with

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

DOESII. Could you call me when you have a minute and I could explain in detail my concern.

Thanks for all your help thus far!

Regards,
Kim Oben

*** Forwarding note from KOBEN --DRBN006 08/20/97 14:50 ***
To: JBERNBEC--DRBN006
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006
DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96548/899

Are we to be placing "emergency" orders for dealers who want to order the rail and motor assembly? Or, are we to process orders as we have been in the past for this recall? Can dealers order these parts through DOESII as well as the rail only assemblies?
Please Advise

Regards,
Kim Oben

*** Forwarding note from JBERNBEC--DRBN006 08/20/97 13:35 ***
To: KOBEN --DRBN006
cc: DKAERCHE--DRBN006 JBERNBEC--DRBN006

FROM: Joe Bernbeck

USAET(UTC -04:00)

Subject: 96548/599

Kim, the track when they are received will be distributed through the PDC's rather than ELM. Emergency orders should be filled in September and off back order with all stock orders filled in mid December.

Regards,
Joe Bernbeck

NPD Rm 1957C
26-69910 fax 52-33065
*** Forwarding note from DKAERCHE--DRBN006 08/19/97 14:16 ***
To: JBERNBEC--DRBN006

FROM: Don Kaercher
DKAERCHE 26-69793

USAET(UTC -04:00)

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Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Subject: 96548/599

Joe, can you answer Kim's questions? You may want to talk to the Buyer/Merch.
Thanks, and let me know also.

Regards,

Don Kaercher QSF/Recall Process Support Mgr. IBM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D

*** Forwarding note from KOBEN --DREN006 08/19/97 13:48 ***
To: DKAERCHE--DREN006
cc: KOBEN --DREN006 LWEBSTEZ--DREN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96548/599

Hi Don,

I was speaking with Melissa from HLM today. She informed me that they are no longer fulfilling dealer orders for the following parts:
F72Z 61610D45 B (Driver's side rail & motor) and F72Z 61610D44 B (Passenger side rail & motor). Does this mean these parts are no longer on backorder? Also, can dealers now order these parts from their PDC via DOESII? If so, how is Canada affected by this?

Thanks for your help!

Regards,
Kim Oben

* * * * * E N D = O F = N O T E = * * * * *

MSG FROM: BENGLEKA--DREN006 TO: JSHORE --DREN006 08/11/97 13:14:15

To: JSHORE --DREN006

FROM: Becky Englishart

USAET(UTC -04:00)

Subject: Export Sales

Joe: I know you too will get a copy of this which went to Don. I thought I had better copy you and John on it.

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Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Regards,
Becky Englehart QSF/Recall Process Support
Parts Supply & Logistics phone 26-59785 fax 52-33065
NPD 1554C
*** Forwarding note from DB6AWAR1--DRBN006 08/11/97 11:32 ***

Subject: AWAY Facility/VM messages

This note was generated by the AWAY Facility/VM 5799-FLP (c) IEM Corp.
DO NOT REPLY TO THIS NOTE

AWA1101 This mail item is being routed to you from GLAURITZ at DRBN006
on behalf of DKAERCHE at DRBN006.

To: DKAERCHE--DRBN006
PGIAMMAR--DRBN006
PBANDOSK--DRBN006
HKIRK --DRBN006
RODONNE3--DRBN006 O'Donnell, R.

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Export Sales

At the recent meeting with FCSD personnel, Mazda North America, and Quality Safety Systems the topic of export sales on recalls 96S48 & 96S99 was discussed. As far as any personnel present were aware there was no recall overseas and export customers were deemed lowest in priority on orders to fill due to the current level of backorders.

On 8/8/97 customer code 59791 (TDS) placed emergency orders for 500 pcs of F72Z-61610D44-B and 848 pcs of F72Z-61610D45-B. There are additional orders for this customer code.

Please advise on the policy for export sales during recalls and what can be done to reduce the strain on demand beyond the current levels.

Thank you for your assistance.

Gregory Lauritzen
Packager Liaison
FCSD (26)5-9811 e-mail: USFMD32Y@IEMMAIL.COM
Customer satisfaction is our NUMBER ONE priority
* * * * * E N D * O F * N O T E * * * * *

Note Log: 96S48

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Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

MSG FROM: JSHORE --DRBN006 TO: KOBEN --DRBN006 08/28/97 11:20:25

To: KOBEN --DRBN006
cc: DKAERCHE--DRBN006 Kaercher, D. F. LWEBSTE2--DRBN006
ABRANDT1--DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: 96548/S99

Yes we are in a backorder position for both the drivers and passenger parts.

Orders are being filled from "oldest" to "newest". Drivers will not be off backorder until December. Passenger will be off backorder earlier - review REEA comments for timing.

I can not respond to the rental questions. Please discuss with Gary (or the new Gary - Andy Brandt).

Please Forward (PFS) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 08/27/97 15:04 ***

To: JSHORE --DRBN006
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006
DKAERCHE--DRBN006

FROM: Kim Oben USAET(UTC -04:00)

Subject: 96548/S99

John I would like to confirm the information you provided in today's meeting.

We are still on backorder, driver's side 6000 orders/passenger side 1000. You are filling the EMERGENCY orders (oldest first) as parts come in. FCSD/FOC dealers may order through their normal ordering channels. At this time the foreseen date for ALL orders to be filled is December. Rental issues are to be and will be handled by the Recall department.

Thanks again for the help.

Regards,
Kim Oben

*** Forwarding note from KOBEN --DRBN006 08/26/97 14:52 ***

To: JSHORE --DRBN006
cc: KOBEN --DRBN006 LWEBSTE2--DRBN006

Note Log: 96548

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DRAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

COST INFORMATION REDACTED

Subject: 96848/\$99

Hi John, here is the scope for this campaign.

Originally all dealers were calling to order rails and rail motor combinations. We were transmitting the orders directly to HLM. Due to backorder problems, that process changed. We began processing orders only for rail motor combinations while still transmitting the orders directly to HLM. Then we were notified to continue placing orders for rail motor combinations BUT transmit the orders to FORD and FORD will transmit the orders to HLM. About a week ago, I contacted Melissa at HLM to find out about the backorders. She stated that FORD had taken all the parts they had and put them into the PDC's. She stated they did that about a month ago. During all this dealers were & still are calling Renkim to place orders and verify the backorder fulfillment date they found on DOESII. Dealers also indicated that they can now place the order for the rail motor combination through DOESII. This all leads to my questions:

- 1) Have the backorders been filled?
- 2) When will they be filled?
- 3) Can dealers now order the rail and rail motor combination through DOESII?
- 4) If dealers can now order through DOESII, how does this effect Canadian dealers? (They do not have DOESII)
- 5) Joe Bernebeck indicated that we should only process EMERGENCY orders. Is this correct? As of when? (REMINDER, we have processed all orders regardless of EMERGENCY, STOCK, INTERIM. This had not been a campaign that we handled as EMERGENCY ONLY)
- 6) If the dates dealers found on DOESII are correct, they are very concerned with their claims for rental rejecting. Some of these bills are as high as [] And their claims will be over 90 days old. What should we tell them to do?

I hope you followed all of this. If not please contact me via phone 374 -8674 or via profs (KOBEN).

Have a great day!

Regards,
Kim Oben

***** E N D = O F = N O T E *****

Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:11

Printed: 11/03/97

MSG FROM: JSHORE --DRBN006 TO: READGES --DRBN006 09/02/97 08:56:45

To: READGES --DRBN006
cc: DKAERCKE--DRBN006 Kaerchar, D. F. JBRADLEY--DRBN006
WHEEG --DRBN006 PBANOSK--DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign

These are the latest comments from the MMP "R2EA" screens:

SERVICE PART: F72Z-61610D45-B KIT
ANALYST ROLE: NDA TYPE: GR
Y Y PART OF RECALL 96S48 (RAIL & MOTOR ASSEMBLY LH SIDE) 09/02/97
Y Y *** RAIL-ONLY PART# IS F72Z-61610D45-A *** 08/19/97
N Y SUPPLY EXISTS FOR LH RAIL ONLY, F72Z61610D45A 09/02/97
Y Y STOCK ORDERS TO FILL BY DECEMBER 09/02/97
Y Y LEADTIME SITUATION ON MOTOR ASSEMBLES FROM JAPANESE SUB- 09/02/97
Y Y SUPPLIER. AVAILABILITY OF 3000 RAIL & MOTOR ASSEMBLIES 09/02/97
Y Y FIRST WEEK OF SEPTEMBER FROM SUB SUPPLIER QSS IN CANADA 09/02/97
Y Y TIMING TO PROCURE THE MOTOR IS 168 DAYS. 09/02/97
Y Y INITIAL OFF BACKORDER DATE IS 12-15-97 09/02/97
Y Y EMERGENCY ORDERS TO FILL BY SEPTEMBER 09/02/97
N N QSS EXPECTS TO SHIP 2800 PCS TO TERMES LATE AUGUST 08/12/97
N N QSS EXPECTS TO SHIP 2800 PCS TO TERMES LATE AUGUST 08/12/97
N N APTS WILL BE SENT TO TERMES FOR THE 3800 PCS TO EXPEDITE TO 08/19/97
N N DEPOTS TO FILL EMERGENCY ORDERS ONLY. 08/19/97

SERVICE PART: F72Z-61610D44-B TRACK ASY - SEAT
ANALYST ROLE: NDA TYPE: GR
Y Y PART OF RECALL 96S99 (RAIL & MOTOR ASSEMBLY RH SIDE) 08/19/97
Y Y *** RAIL-ONLY PART# IS F72Z-61610D44-A ***** 08/19/97
N N CREATED A 4800 PCS EMERGENCY RELEASE TO MANA 7/28 08/07/97
Y Y LEADTIME SITUATION ON MOTOR ASSEMBLIES FROM MAZDA N.A. SUB- 08/19/97
Y Y SUPPLIER. STOCK IN TRANSIT TO FRC 08/19/97
N Y EMERGENCY ORDERS TO FILL BY EARLY SEPTEMBER 08/19/97
N Y STOCK ORDERS TO FILL BY MID SEPTEMBER 08/19/97

Buyer: SN2 PAT GIAMMARCO NBA Phone: 313-265-9819
Demand Analyst: SED GREG LAURITZEN NDA Phone: 313-265-9811

Please Forward (PF5) All Responses....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1355C

*** Forwarding note from READGES --DRBN006 09/02/97 07:33 ***

To: JSHORE --DRBN006
cc: READGES --DRBN006 Bob Badges JBRADLEY--DRBN006 Manager Recall

Note Log: 96S48

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WHEEG --DRBN006

PBANDOSK--DRBN006

FROM: Robert S. Badges

USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign

John, I dont know what "we" can do about the parts shortage, but can you follow up and please get back to me. I will then relay the information to Europe. Thanks..

Regards, *****Think Global*****

Robert S. Badges--Recall Coordinator-Affiliate Markets

Recall Department - Vehicle Service and Programs

(313)248-3634 FAX (313)845-1024---FBPIII, Room 237J

*** Forwarding note from WHEEG --DRBN006 09/01/97 15:25 ***

To: RBADGES --DRBN006

GBORECZK--DRBN006

FHOHN --UKWA010

WFASSBEN--DRBN006

JLEVEQUE--DRBN006

cc: PBANDOSK--DRBN006

WHEEG --DRBN006

VDAVEY --DRBN006

FROM: Waltraud Heeg

GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Background Information to Harrison Kirk's memo!

Campaign Ref. No., Europe: 7C424

Concern: Seat Belt does not operate correctly

Model Affected: Probe Model Year 1990 - 1992

Concern solution: Renewal of affected parts with new level

Request received (EU1691): 03.03.97 from Steve Brown, Recall Specialist FCSD-E

Model Affected in Europe: FOG 12480 vehicles, ESO 1862 vehicles

Important Note on EU1691:

Actual parts requirements will not be known, as this is a check, measure and replace where required action. However, best guess based on US experience is 40 % of vehicles needing rail & motors (1LH & 1RH = 3936264 and 3936258). A further 40% of the affected vehicles requiring rails only (1LE & 1RE = 3936090 and 3936089). The remaining 20% not needing any parts.

Figures calculated were based on this note. First he had to procure 7000 of 3936090 and 7000 of 3936089, 3500 of 3936264 and 3500 of 3936258 (WOM dated 04.03.97).

Amendment of figures dated 12.03.97: 1700 of 3936090, 1000 of 3936089, 850 of 3936264 and 500 of 3936258. This amendment was based on that Steve Brown were told by Robert Badges (US Recall Coordinator) that very few

rail and motor assys will be required. In 80 % of cases where a part is required a rail only will be sufficient. They felt that we (FCSD-Europe) have ordered sufficient parts to launch, especially as these vehicles are between 5 and 7 years old and penetration will be low.

After the information we procured latest requirements. Promise for 3936090 was postponed several times. Our (FCSD-E) supplier is Anterist & Schneider who will get the parts from FCSD-NA Windsor. Reason for delay was: Capacity problems as campaign was also running in the states. Total requirements available in Europe 04.06.97! Letter was published in Europe on 07.06.97!

Total Demand (until now) after Publication:

Seat Belt Rail RH 3936089 - FOG: 1636 pcs. (No EO)
Seat Belt Rail LH 3936090 - FOG: 5727 pcs. (EO FOG: 429 pcs./250 lines;
FOB: 56 pcs./36 lines)
Seat Belt Rail & Motor LH 3936264 - FOG: 1797 pcs. (EO FOG: 556 pcs./345 lines;
FOB: 18 pcs./13 lines)
Seat Belt Rail & Motor RH 3936258- FOG: 1168 pcs. (EO FOG: 23 pcs./2 lines;
FOB: 20 pcs./15 lines)

As you can see the figures which we had to procure were definitely wrong. A lot of dealer are badly complaining the non availability of this parts. Delivery promise especially for the critical item 3936090 is Mid December. This promise is also based on the fact that 180000 reminder post cards were mailed to the owner by end of June in NA. This action doubled there sales on all parts, rail and rail & motors. This demand put NA also in another backorder situation. The left rail & motor assy is currently the most critical part at Ford (NA and Europe). Meeting was planned (in NA) by end of August to discuss further timing (delivery promises).

Bob S. Bagdes:

Anyway, Mid December is not acceptable for our customers. In addition, our procurement was based on your figures. Therefore Bob pls. advise latest status and inform us about the allocation for FOE. Steve Brown is not in till Sept. 8th, 1997 therefore I address this message directly to you.

Best regards,

Waltraud Keeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124
Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162
===== E N D = O F = N O T E =====

MSG FROM: JSHORE --DRBN006 TO: PBANDOSK--DRBN006 09/05/97 11:33:40

To: PBANDOSK--DRBN006
cc: RBADGES --DRBN006
KWYGONIK--DRBN006
ABRANDT1--DRBN006
JBRADLEY--DRBN006
JBERNHEC--DRBN006
Bernbeck, J.F.
GLAURITZ--DRBN006
DTOWNSEN--DRBN006
PANDERS8--DRBN006
DKAERCHE--DRBN006
JSHORE --DRBN006
Kaercher, D. F.
Shore, J.

FROM: John Shore

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

Can we talk???????

I think we need to get Joe Bradley's group involved in this and hold a new Tech Review..... I see we need to discuss:

- How do we notify the dealers that the repair process has changed?
- New labor allowances - codes
- Part costing / pricing involvement
- Adjustments to service releases
- North America / Europe - are we the same
- Is a new dealer mailing needed (parts manager and service manager)
- Timing for changes
- Warranty payment changes

The issues on timing of the new part and availability will surface.....

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from PBANDOSK--DRBN006 09/05/97 10:41 ***

To: RBADGES --DRBN006

GLAURITZ--DRBN006

JSHORE --DRBN006

cc: PBANDOSK--DRBN006

DTOWNSEN--DRBN006

KWYGONIK--DRBN006

PBANDOSK--DRBN006

FROM: Pete Bandoska

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The part numbers for the cable and motor assy has finally been released (see attached note). The establishment of this part number is an attempt to reduce the replacement of a full assy. Part #'s F72Z-61610D44-C and F72Z-61610D45-C should superceed the rail and motor assy. F72Z-616610D44-B and F72Z-61610D45-B respectively. Greg/John please change current "B" orders to "C". Bob, will we need to communicate with the dealers the change in service? Please advise. Thanks.

Regards,

Pete Bandoska, Probe/SW-164 Service Engineer, AAI FVT

FCSD VS&F Current and Past Model Support Small/Medium FWD_Team

Phone 783-8108, FAX 782-1932, AAI Shop Office, MSC022

*** Forwarding note from DTOWNSEN--DRBN006 09/03/97 13:12 ***

To: PBANDOSK--DRBN006

MMCINTOS--DRBN006

cc: KWYGONIK--DRBN006

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

FROM: David Townsend

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140) Seat Belt Recall Program

The service parts requested are as follows:

F72Z 61610d44-C (KAY2 57 930) R.H. Motor and Cable sub-assembly
F72Z 61610d45-C (KAY2 57 950) L.H. Motor and Cable sub-assembly

Regards,

David Townsend

X80360

Suite 1141B- NFD

***** E N D - O F - N O T E *****

MSG FROM: JSHORE --DRBN006 TO: JSHORE --DRBN006 09/05/97 11:33:40

To: FBANDOSK--DRBN006

cc: RBADGES --DRBN006

KWYGONIK--DRBN006

ABRANDT1--DRBN006

JBRADLEY--DRBN006

JBERNBEC--DRBN006

Barnbeck, J.P.

GLADIRITZ--DRBN006

DTOWNSEN--DRBN006

PANDERS8--DRBN006

DKAERCHE--DRBN006

JSHORE --DRBN006

Kaercher, O. F.

Shore, J.

FROM: John Shore

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140) Seat Belt Recall Program

Can we talk???????

I think we need to get Joe Bradley's group involved in this and hold a new Tech Review..... I see we need to discuss:

- How do we notify the dealers that the repair process has changed?
- New labor allowances - codes
- Part costing / pricing involvement
- Adjustments to service releases
- North America / Europe - are we the same
- Is a new dealer mailing needed (parts manager and service manager)
- Timing for changes
- Warranty payment changes

The issues on timing of the new part and availability will surface.....

Note Log: 96548

Page 30

Please Forward (FFS) All Responses....Thank-You

John Shore - FCSD / FS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from PBANDOSK--DRENO06 09/05/97 10:41 ***

To: RBADGES --DRENO06 GLAURITZ--DRENO06

JSHORE --DRENO06

cc: PBANDOSK--DRENO06 DTOWNSEN--DRENO06

KWYGONIK--DRENO06 PBANDOSK--DRENO06

FROM: Pete Bandoska USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The part numbers for the cable and motor assy has finally been released (see attached note). The establishment of this part number is an attempt to reduce the replacement of a full assy. Part #'s F72Z-61610D44-C and F72Z-61610D45-C should supersede the rail and motor assy. F72Z-616610D44-B and F72Z-61610D45-B respectively. Greg/John please change current "B" orders to "C". Bob, will we need to communicate with the dealers the change in service? Please advise. Thanks.

Regards,

Pete Bandoska, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSC022

*** Forwarding note from DTOWNSEN--DRENO06 09/03/97 13:12 ***

To: PBANDOSK--DRENO06

cc: KWYGONIK--DRENO06 MMCINTOS--DRENO06

FROM: David Townsend USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The service parts requested are as follows:

F72Z 61610d44-C (KAY2 57 930)R.H.Motor and Cable sub-assembly

F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly

Regards,

David Townsend

x80360

Suite 1141B- NPDC

***** E N D - O F - N O T E *****

Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

MSG FROM: DKAERCHE--DRBN006 TO: JSHORE --DRBN006 09/05/97 08:31:26

To: MWARRIL2--DRBN006
cc: DKAERCHE--DRBN006 Don Kaercher JSHORE --DRBN006
WHEEG --DRBN006 VDAVEY --DRBN006
GBORECZK--DRBN006

FROM: Don Kaercher USAET(UTC -04:00)
DKAERCHE 26-69793

Subject: Probe Seat Belt Campaign

Mike, if I am reading this correctly, Europe launched in April based on the same inaccurate info we launched with (quantities severely understated). At the time it appeared the European launch could be supported (based on the understated assumptions). It appears we now have three major factors contributing to the large BO situation:

1. Inadequate capacity at the supplier
2. The follow-up mailing that was OK'd by us
3. An order from Europe since the initial amount ordered was inadequate (based on inaccurate up-front assumptions)

I do not see any evidence that Europe has authorized any follow-up mailings recently.

Regards,
Don Kaercher QSE/Recall Process Support Mgr. ISM Mail USFMC7GC
Parts Supply & Logistics 26-69793 Fax 52-33065
NPDC Room 1554D
*** Forwarding note from WHEEG --DRBN006 09/05/97 14:22 ***
To: DKAERCHE--DRBN006

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Best regards,
Waltraud Heeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124
Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162
*** Forwarding note from WHEEG --DRBN006 09/01/97 16:08 ***
To: ACORNET --UKWA010

FROM: Waltraud Heeg GERMANY(UTC +02:00)

Note Log: 96S48

Page 32

Subject: Probe Seat Belt Campaign

Best regards,

Waltraud Haeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124

Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162

*** Forwarding note from WHEEG --DRBN006 09/01/97 15:25 ***

To: RBADGES --DRBN006 GBOREC2K--DRBN006
FBOHN --UKWA010 WFASSBEM--DRBN006
JLEVEQUE--DRBN006
cc: FBANDOSK--DRBN006 WHEEG --DRBN006
VDAVEY --DRBN006

FROM: Waltraud Haeg

GERMANY(UTC +02:00)

Subject: Probe Seat Belt Campaign

Background Information to Harrison Kirk's memo!

Campaign Ref. No., Europe: 7C424

Concern: Seat Belt does not operate correctly

Model Affected: Probe Model Year 1990 - 1992

Concern solution: Renewal of affected parts with new level

Request received (EU1691): 03.03.97 from Steve Brown, Recall Specialist FCSD-E
Model Affected in Europe: FOG 12480 vehicles, ESC 1862 vehicles

Important Note on EU1691:

Actual parts requirements will not be known, as this is a check, measure and replace where required action. However, best guess based on US experience is 40 % of vehicles needing rail & motors (1LH & 1RH = 3936264 and 3936258). A further 40% of the affected vehicles requiring rails only (1LH & 1RH = 3936090 and 3936089). The remaining 20% not needing any parts.

Figures calculated were based on this note. First be had to procure 7000 of 3936090 and 7000 of 3936089, 3500 of 3936264 and 3500 of 3936258 (WOM dated 04.03.97).

Amendment of figures dated 12.03.97: 1700 of 3936090, 1000 of 3936089, 850 of 3936264 and 500 of 3936258. This amendment was based on that Steve Brown were told by Robert Badges (US Recall Coordinator) that very few rail and motor assys will be required. In 80 % of cases where a part is required a rail only will be sufficient. They felt that we (FCSD-Europe) have ordered sufficient parts to launch, especially as these vehicles are between 5 and 7 years old and penetration will be low.

After the information we procured latest requirements. Promise for 3936090 was postponed several times. Our (FCSD-E) supplier is Anterist & Schneider who will get the parts from FCSD-NA Windsor. Reason for delay was: Capacity problems as campaign was also running in the states. Total requirements available in Europe 04.06.97! Letter was published in Europe on 07.06.97!

Total Demand (until now) after Publication:

Seat Belt Rail RH 3936089 - FOG: 1636 pcs. (No 30)
Seat Belt Rail LH 3936090 - FOG: 5727 pcs. (30 FOG: 429 pcs./250 lines;
FOB: 56 pcs./36 lines)
Seat Belt Rail & Motor LH 3936264 - FOG: 1797 pcs. (30 FOG: 556 pcs./345 lines;
FOB: 18 pcs./13 lines)
Seat Belt Rail & Motor RH 3936258- FOG: 1168 pcs. (30 FOG: 23 pcs./2 lines;
FOB: 20 pcs./15 lines)

As you can see the figures which we had to procure were definitely wrong. A lot of dealer are badly complaining the non availability of this parts. Delivery promise especially for the critical item 3936090 is Mid December. This promise is also based on the fact that 180000 reminder post cards were mailed to the owner by end of June in NA. This action doubled there sales on all parts, rail and rail & motors. This demand put NA also in another backorder situation. The left rail & motor assy is currently the most critical part at Ford (NA and Europe). Meeting was planned (in NA) by end of August to discuss further timing (delivery promises).

Bob S. Bagdes:

Anyway, Mid December is not acceptable for our customers. In addition, our procurement was based on your figures. Therefore Bob pls. advise latest status and inform us about the allocation for FOB. Steve Brown is not in till Sept. 8th, 1997 therefore I address this message directly to you.

Best regards,

Waltraud Heeg, Service Co-Ordinator Large Car
Material Flow - Europe, D-MY/GD-22 Room 124
Tel.: (221) 903-4169 (8703-4169 Dial Net) Fax: (221) 903-4162
***** E N D * O F * N O T E *****

MSG FROM: PHANDOSK--DRBN006 TO: JSHORE --DRBN006 09/05/97 14:28:19

To: JSHORE --DRBN006
cc: RBADGES --DRBN006 JBRADLEY--DRBN006
JBERNBEC--DRBN006 ABRANDT1--DRBN006
DKAERCHE--DRBN006

FROM: Pete Bandoske USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The repair change is minor but I do understand the need to possibly re-time study. When the dealer orders a full assy. 616610D44/45-B he will then be required to order a rail assy. 61610D44/45-A and a cable/motor assy. 61610D44/45-C, then put them together by driving in a roll pin. I can meet and discuss Tuesday or Wednesday next week. Just let me know.

Regards,

Pete Bandoske, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MS0022

*** Forwarding note from JSHORE --DRBN006 09/05/97 11:33 ***

To: PBANDOSK--DRBN006

cc: RBADGES --DRBN006

KWYGONIK--DRBN006

ABRANDT1--DRBN006

JBRADLEY--DRBN006

JBERNBEK--DRBN006

Bernbeck, J.F.

GLAURITZ--DRBN006

DTOWNSEN--DRBN006

PANDERS8--DRBN006

DKAERCKE--DRBN006

JSHORE --DRBN006

Kaercher, D. F.

Shore, J.

FROM: John Shore

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

Can we talk???????

I think we need to get Joe Bradley's group involved in this and hold a new Tech Review..... I see we need to discuss:

How do we notify the dealers that the repair process has changed?
New labor allowances - codes
Part costing / pricing involvement
Adjustments to service releases
North America / Europe - are we the same
Is a new dealer mailing needed (parts manager and service manager)
Timing for changes
Warranty payment changes

The issues on timing of the new part and availability will surface.....

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / VS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from PBANDOSK--DRBN006 09/05/97 10:41 ***

To: RBADGES --DRBN006

JSHORE --DRBN006

cc: PBANDOSK--DRBN006

KWYGONIK--DRBN006

GLAURITZ--DRBN006

DTOWNSEN--DRBN006

PBANDOSK--DRBN006

FROM: Pete Bandoske

USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7G-9140)Seat Belt Recall Program

The part numbers for the cable and motor assy has finally been released (see attached note). The establishment of this part number is an attempt to reduce

the replacement of a full assy. Part #'s F72Z-61610D44-C and F72Z-61610D45-C should superceed the rail and motor assy. F72Z-616610D44-B and F72Z-61610D45-B respectively. Greg/John please change current "B" orders to "C". Bob, will we need to communicate with the dealers the change in service? Please advise. Thanks.

Regards,

Fete Bandoska, Probe/SW-164 Service Engineer, AAI PVT
FCSD VS&P Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSO022
*** Forwarding note from DTOWNSEN--DRBN006 09/03/97 13:12 ***
To: FBANDOSK--DRBN006
cc: KWYGONIK--DRBN006 MMCINTOS--DRBN006

FROM: David Townsend USAET(UTC -04:00)

Subject: Mazda Eng Change Notice (7C-9140)Seat Belt Recall Program

The service parts requested are as follows:

F72Z 61610d44-C (KAY2 57 930)R.H.Motor and Cable sub-assembly
F72Z 61610d45-C (KAY2 57 990)L.H.Motor and Cable sub-assembly

Regards,

David Townsend
x90360
Suite 1141B- NPD

***** E N D - O F - N O T E *****

MSG FROM: JSHORE --DRBN006 TO: GLAURITZ--DRBN006 09/15/97 12:54:42

To: GLAURITZ--DRBN006
cc: ABRANDT1--DRBN006 KHABIAN --DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Saffey Recall 96848/99 Probe Belts

We both need to get involved in this very soon/fast. IF they plan on sending out new tech instructions, a parts sign off is required.

Please Forward (FF3) All Responses.....Thank-You

John Shore - FCSD / P&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from FBANDOSK--DRBN006 09/15/97 11:03 ***
To: JBRADLEY--DRBN006 ABRANDT1--DRBN006

Note Log: 96548
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

JSHORE --DRENO06
cc: GBISSI --DRENO06

DKAERCHE--DRENO06
KZUBIETA--DRENO06

FROM: Peta Bandoske

USAET(UTC -04:00)

Subject: Saftey Recall 96548/99 Probe Belts

Good News! The supplemental bulletin should also include the changes to the parts. The ECN has now been released and new part numbers have been established which superceeds the Rail and Motor assy to a Cable and Motor Assy.

Regards,

Peta Bandoska, Probe/SW-164 Service Engineer, AAI PVT
FCSD VSEP Current and Past Model Support Small/Medium FWD_Team
Phone 783-8308, FAX 782-1932, AAI Shop Office, MSC022

*** Forwarding note from JBRADLEY--DRENO06 09/12/97 12:52 ***

To: ABRANDT--DRENO06
GBISSI --DRENO06
DKAERCHE--DRENO06

PBANDOSK--DRENO06
JSHORE --DRENO06

cc: AKADUK --DRENO06

WBOHAN --DRENO06

FROM: Joe Bradley

USAET(UTC -04:00)

Subject: Saftey Recall 96548/99 Probe Belts

Bill Bohan and Ray Nevi successfully negotiated a left side inspection procedure yesterday in Washington. Based on the current backorder situation we need to quickly develop a supplemental bulletin that provides for a left side inspect, and an update on the parts situation. Andy Brandt will take the lead.

Manager, Recall and Service Programs, Vehicle Serv. & Pgms. FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

===== E N D = O F = N O T E =====

MSG FROM: JSHORE --DRENO06 TO: BDEW --DRENO06 09/16/97 12:55:44

To: BDEW --DRENO06

cc: DKAERCHE--DRENO06 Kaercher, D. F. KOBEN --DRENO06

FROM: John Shore

USAET(UTC -04:00)

Note Log: 96548

Page 37

Subject: 96S48/S99

SERVICE PART: F72Z-61610D45-B KIT
ANALYST ROLE: OPC TYPE: GR
Suplr Remarks: N

| A Ret Pub | Update |
|----------------------------------------------|----------|
| C Rmk Rmk Remarks | Date |
| ----- | ----- |
| Y Y PART ON RESTRICTION DLR MUST CALL REMKIN | 12/18/96 |

Bob..... Please remove OPC comments. Who has responsibility for keeping OPC comments up-to-date???? The process needs to be evaluated!

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / FS&L Recall Manager

Phone 26-69789 FAX 32-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 09/16/97 09:22 ***

To: JSHORE --DRBN006

cc: KOBEN --DRBN006

LWEBSTE2--DRBN006

DKAERCHE--DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: 96S48/S99

John a dealer faxed us a copy of the Merchandiser Remarks found on DOES II for the above campaign. It states the dealer should call Rankin because the part is on restriction. Is there something we are to do for the dealers at this point? I was under the impression that we no longer placed orders for dealers. Please advise.

The part numbers involved are: F72Z 61610D45 B & F72Z 61610D44 B

Thanks

Kim Oben

STRIVE for EXCELLENCE

Rankin Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

===== E N D = O F = N O T E =====

Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

MSG FROM: JSHORE --DRBN006 TO: KWILUSH --DRBN007 09/17/97 10:45:59

To: KWILUSH --DRBN007

FROM: John Shore

USAET(UTC -04:00)

Subject: SAFETY RECALL 96S48 AND 96S99

I need FOC to order parts through there normal channels. When orders are placed through Renkim, it causes more "mix-up's". FOC parts will not be delivered any faster when ordered through Renkim or your depots. We are still on backorder.

Please Forward (PFS) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from KOBEN --DRBN006 09/17/97 10:22 ***

To: JSHORE --DRBN006

FROM: Kim Oben

USAET(UTC -04:00)

Subject: SAFETY RECALL 96S48 AND 96S99

Please disregard the attached note. It was more of an FYI thing to let you know where Canada stands with this campaign.

Sorry

Have a great day!

Kim Oben

STRIVE for EXCELLENCE

Renkim Corp. Phone (313)374-8674

Fax #(313)374-8323 PROFS ID KOBEN

*** Forwarding note from KOBEN --DRBN006 09/16/97 16:51 ***

To: JSHORE --DRBN006

cc: KOBEN --DRBN006

DKAERCHE--DRBN006

GMCLEOD --DRBN007

LWEBSTEZ--DRBN006

KWILUSH --DRBN007

SHORNER --DRBN007

FROM: Kim Oben

USAET(UTC -04:00)

Note Log: 96S48

Page 35

Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

Subject: SAFETY RECALL 96S48 AND 96S99

John are you aware of the stock situation in Canada?

Kim Oben
STRIVE for EXCELLENCE
Rankim Corp. Phone (313)374-8674
Fax #(313)374-8323 PROFS ID KOBEN
*** Forwarding note from GMCLEOD --DRBN007 09/16/97 15:05 ***
To: KOBEN --DRBN006

FROM: Glenys McLeod CANET(UTC -04:00)

Subject: SAFETY RECALL 96S48 AND 96S99

Checked with our Parts people in Bramalea. There is still no stock on the actual motor/rail assembly. Until stock becomes available, we will continue to let dealers call Rankim to order parts. We do not want to highlight that parts are on backorder. We think it would be more politic for Rankim to say, "Please order parts from your PDC".

Hope you don't mind. Appreciate your help.

Regards,
Glenys McLeod - Ext. 1494

***** E N D = O F = N O T E *****

MSG FROM: JSHORE --DRBN006 TO: GLAURITZ--DRBN006 09/25/97 12:50:28

To: GLAURITZ--DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Probe Balts

How did the Mazda meeting go????

We need to get orders placed for the motor/cable. See Bradley's note.

Please Forward (FFS) All Responses.....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-59789 FAX 52-33065 NPDC - 1553C
*** Forwarding note from JBRADLEY--DRBN006 09/24/97 16:48 ***

Note Log: 96S48

Page 40

Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

To: TGENOVA --DRBN006
cc: GBALINT --DRBN006
JSHORE --DRBN006
FRANDOSK--DRBN006

ABRANDT1--DRBN006
AKADUK --DRBN006
DKAERCHE--DRBN006

FROM: Joe Bradley

USAET(UTC -04:00)

Subject: Probe Belts

The left side inspect is a GO. Please get the supplemental bulletin going, I would like to mail (fax) to Dealers by October 29th. Ray Navi will be the ASO reviewer, Jay Logel OCG. We may want to have Gary Balint give us a fresh EYE based on his background in the recall. The Bulletin should also announce the motor only part number change and PS&L should give us update information (for a flyer?) on part availability/projections, in other words I would like this to be a comprehensive package that gives the dealer everything he needs to know in one communication.

Manager, Recall and Service Programs, Vehicle Serv. & Prgms.FCSD

Joe Bradley_33-72487 FAX 84-51024 rm228 FBPIII

= = = = = E N D = O F = N O T E = = = = =

MSG FROM: JSHORE --DRBN006 TO: RODONNE3--DRBN006 10/08/97 17:00:20

To: RODONNE3--DRBN006
cc: GLAURITZ--DRBN006
HKIRK --DRBN006

DKAERCHE--DRBN006 Kaercher, D. F.
PGLAMMAR--DRBN006

FROM: John Shore

USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign/Re-Call: (96S49/96S99)

We should plan on sitting down and discussing all of the open issues....

The service parts requested are as follows:

F72Z 61610d44-C (KAYZ 57 930)R.H.Motor and Cable sub-assembly

F72Z 61610d45-C (KAYZ 57 990)L.H.Motor and Cable sub-assembly

Let's plan on meeting Thursday afternoon. Call.....

Please Forward (PF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager

Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from RODONNE3--DRBN006 10/08/97 12:50 ***

Note Log: 96S48

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Note Log: 96S48
Period: 07/23/97 12:32:35 thru 09/25/97 14:33:31

Printed: 11/03/97

To: JSHORE --DRBN006 Shore, J. . (John)
cc: DKAERCHE--DRBN006 HKIRK --DRBN006
GLAURITZ--DRBN006 PGIAMMAR--DRBN006
FROM: Robert L O'Donnell USAET(UTC -04:00)

Subject: Probe Seat Belt Campaign/Re-Call: (96S48/96S99)

Have new Ford part numbers for the separated Rail and Cable & Motor assemblies been established? Please forward these to me if they have been established, if not what do we perceive the timing to be on this?

Are there plans to cancel the current back orders on this campaign and have the Dealers re-order using the separated assemblies? What do we perceive the timing on this to be?

Regards,
Rob O'Donnell
National Demand Analyst, Material flow Rework Team
Phone 52-36134 Fax (313) 523-5661

= = = = = E N D = O F = N O T E = = = = =

MSG FROM: JSHORE --DRBN006 TO: JBRADLEY--DRBN006 10/21/97 08:55:19

To: JBRADLEY--DRBN006
cc: DKAERCHE--DRBN006 Kaercher, D. F. GLAURITZ--DRBN006
RODONNE3--DRBN006 HKIRK --DRBN006
ABRANET1--DRBN006

FROM: John Shore USAET(UTC -04:00)

Subject: Change in releases on MANA Rails & Motors

We are changing our releases for service parts on the Probe rails and motors in support of the dealer supplement. I understand there is an open issue that may delay the supplement release to our dealers. Do you have any expected or anticipate resolution date in mind????

We will be changing all the open orders for rail and motor assemblies to rail only parts. The timing of this was to coincide with the publication of the inspect supplement.

Please advise.....

Note Log: 96S48

Page 42

Please Forward (WF5) All Responses.....Thank-You

John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPDC - 1555C

*** Forwarding note from GLAURITZ--DRBN006 10/21/97 08:14 ***

To: JSHORE --DRBN006 RODONNE3--DRBN006 O'Donnell, R.
HKIRK --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Change in releases on MANA Rails & Motors

Per our discussions with MANA and QSS, I have cancelled the releases on the rail & motor parts and created similar releases for the cable & motors parts. This was completed 10/21/97. Current releases are:

| | | |
|-----------------|-----------|------------------|
| F72Z-61610D44-C | 18608 pcs | RH cable & motor |
| F72Z-61610D45-C | 31226 pcs | LH cable & motor |
| F72Z-61610D44-A | 8608 pcs | RH rail only |

This reflects what was agreed upon at the last meeting between MANA, QSS, Denso, Tokai-Rika, and FCSD. Final releases were input for the rail & motor part numbers with no quantities due. As has been discussed, shipments are still expected to start in late November from Denso with stock arriving at FCSD locations mid to late December 1998. As soon as the dealers are advised of the part number change we should have an accurate forecast of true demand on these new parts.

Gregory Lauritzen

Packager Liaison

FCSD (26)6-9811 e-mail: USFMO32Y@IBMMAIL.COM

Customer satisfaction is our NUMBER ONE priority

***** E N D - O F - N O T E *****

MSG FROM: GLAURITZ--DRBN006 TO: JSHORE --DRBN006 09/25/97 14:33:31

To: JSHORE --DRBN006

cc: RODONNE3--DRBN006 O'Donnell, R. HKIRK --DRBN006

From the desk of Gregory Lauritzen USAET(UTC -04:00)

Subject: Proba Belts

John,

Per our meeting with Mazda North America and their sub-suppliers we can expect shipments for the motor to begin from Japan the first week of December. Shipments will be approximately 5000 pcs the first month and 10,000/ month through May 1998. These quantities reflect shipments of both the left and right side motors. During the meeting MANA and the sub-suppliers were advised of the engineering change. This does not change the process for any of the sub-suppliers except where final assembly takes place, QSS. Original planning was for FCSD to ship the rail only part back to QSS for rework to eliminate excess rail inventory. This will no longer occur as the rail & motor assembly will no longer exist. QSS indicates no problem with this change.

Orders for the parts are already in place, but will have to be changed to reflect the new part numbers. As there is no availability until December this is not an urgent request.

One concern at this time is that the first 6672 of LH rail & motors (F722-61610D45-B) has to be rail & motors through QSS. They have the rails on hand. I am unsure of QSS's willingness to return the rails to FCSD again and ship the 6672 pcs as cable & motor assemblies. This is an open issue with QSS at this time. I will advise when QSS's position is determined.

If this does not answer your questions please let me know.

Gregory Lauritzen
Packager Liaison
FCSD (26)6-9811 e-mail: USFMD31ZY@IBMMAIL.COM
Customer satisfaction is our NUMBER ONE priority
*** Forwarding note from JSHORE --DRENO06 09/25/97 12:50 ***
To: GLAURITZ--DRENO06

FROM: John Shore USAET(UTC -04:00)

Subject: Probe Balts

How did the Mazda meeting go????

We need to get orders placed for the motor/cable. See Bradley's note.

Please Forward (FFS) All Responses.....Thank-You
John Shore - FCSD / PS&L Recall Manager
Phone 26-69789 FAX 52-33065 NPOC - 1555C
*** Forwarding note from JBRADLEY--DRENO06 09/24/97 16:48 ***
To: TGENOVA --DRENO06 ABRANDT1--DRENO06
cc: GBALINT --DRENO06 AKADUK --DRENO06
JSHORE --DRENO06 DKAERCHE--DRENO06
BRANDOSX--DRENO06

FROM: Joe Bradley USAET(UTC -04:00)

Subject: Probe Belts

The left side inspect is a GO. Please get the supplemental bulletin going, I would like to mail (fax) to Dealers by October 29th. Ray Nevi will be the ASO reviewer, Jay Logel OCG. We may want to have Gary Salint give us a fresh EYE based on his background in the recall. The Bulletin should also announce the motor only part number change and PS&L should give us update information (for a flyer?) on part availability/projections, in other words I would like this to be a comprehensive package that gives the dealer everything he needs to know in one communication.

Manager, Recall and Service Programs, Vehicle Serv. & Pgms. FCSD
Joe Bradley_33-72487 FAX 84-51024 rm228 FBP/III

===== E N D = O F = N O T E =====

==>

SERVICE PART: FO2Z-61610D45-A KIT
 Motorcraft: Prior State Part:
 ENGINEERING PART: KA51 57 990D ORIGIN: T525

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|----------|
| Maxicon: | 43639 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | 12/16/96 | |
| Spc Retention: | - | Pallet Qty: | 24 | Obs. Notice Date: | 01/24/97 | |
| Traffic Cd: | 126E | Abn. Cat. Date: | 04/11/96 | Obs. Effective Date: | 06/21/97 | |
| Abn. Cat: | 7 | AIMS Inventory: | 55 | Pkg. Spec Eff. Date: | 03/19/97 | |
| PIPP SOD Cd: | E | Can. Volume Grp: | F | Pkg. Spec Iss. Date: | 03/19/97 | |
| Can. Proc. Cd: | 0 | Prc. Prod. Line: | 01LG | Svc. Disposition: | U | |
| Volume Group: | C | Mkt. Prod. Line: | 107 | Std. Part Locator: | | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 8.00 | Reman: | N | |
| Handling Cd: | | Pkg. Weight UOM: | LB | DSTRBN Mult CD: | E | |
| Replaced: | Y | Serial Number: | 470408 | DSTRBN Mult Qty: | 1 | |
| Temp Repl | N | Family Buy Cd: | | Establish Date: | 09/06/89 | |
| Interchnng Cd: | 2 | Harmonize Cd: | 8708.29.5060 | Hvy. Trk. Cd: | | |
| F1-Help | F2=NxtSerPrt | F4-SXEA | F5-EPEA | F6-DAEA | F9-TREA | F10-QCEA |
| F11-MPEA | F13-RXEA | F15-ARFA | F16-MKFA | F17-PIGA | | |

RECORD FOUND

LPSDMA7

Question # 9

Established 9/6/89

Replaced by F72Z-61610D44-A 9/17/96
45-A

Rasl only

Track w/ motor

F72Z-61610D44-B
45-B

Motor only

F72Z 61610D44-C
45-C

==>

SERVICE PART: FO2Z-61610D44-A TRACK ASY - SEAT
 Motorcraft: _____ Prior State Part:
 ENGINEERING PART: KA51 57 930D ORIGIN: T525

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|----------|
| Mexicon: | 11783 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | 12/16/96 | |
| Spc Retention: | - | Pallet Qty: | 24 | Obs. Notice Date: | 02/21/97 | |
| Traffic Cd: | 126E | Abn. Cat. Date: | 04/11/96 | Obs. Effective Date: | 03/29/97 | |
| Abn. Cat: | 7 | AIMS Inventory: | 27 | Pkg. Spec Eff. Date: | 02/18/97 | |
| PIPP SOD Cd: | E | Can. Volume Grp: | F | Pkg. Spec Iss. Date: | 11/18/96 | |
| Can. Proc. Cd: | 0 | Prd. Prod. Line: | 01LG | Svc. Disposition: | U | |
| Volume Group: | C | Mkt. Prod. Line: | 107 | Std. Part Locator: | | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 7.00 | Reman: | N | |
| Handling Cd: | | Pkg. Weight UOM: | LB | DSTRBN Mult CD: | E | |
| Replaced: | Y | Serial Number: | 470407 | DSTRBN Mult Qty: | 1 | |
| Temp Repl | N | Family Buy Cd: | | Establish Date: | 09/06/89 | |
| Interchnng Cd: | 2 | Harmonize Cd: | 9401.90.1080 | Hvy. Trk. Cd: | | |
| F1=Help | F2=NxtSerPrt | F4= SXEA | F5=EPRA | F6=DAEA | F9=TREA | F10=QCEA |
| F11=MPEA | F13=RXEA | F15=ARFA | F16=MKFA | F17=PIGA | | |
| RECORD FOUND | | | | | | LPSDMA7 |

Quantity = 9

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SERVICE PART: F72Z-61610D44-A TRACK ASY - SEAT
 Motorcraft: Prior State Part:
 ENGINEERING PART: KAY1 57 93Y ORIGIN: T525

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|----------|
| Lexicon: | 11783 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | | |
| Spc Retention: | - | Pallet Qty: | 60 | Obs. Notice Date: | | |
| Traffic Cd: | 126F | Abn. Cat. Date: | 02/14/97 | Obs. Effective Date: | | |
| Abn. Cat: | 7 | AIMS Inventory: | 1517 | Pkg. Spec Eff. Date: | 01/23/97 | |
| PIPP SOD Cd: | | Can. Volume Grp: | D | Pkg. Spec Iss. Date: | 01/23/97 | |
| Can. Proc. Cd: | 5 | Prc. Prod. Line: | 01LG | Svc. Disposition: | | |
| Volume Group: | D | Mkt. Prod. Line: | 107 | Std. Part Locator: | | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 6.30 | Reman: | N | |
| Handling Cd: | | Pkg. Weight UOM: | | DSTRBN Mult CD: | P | |
| Replaced: | N | Serial Number: | 997902 | DSTRBN Mult Qty: | 60 | |
| Temp Repl | N | Family Buy Cd: | | Establish Date: | 09/17/96 | |
| Interchnng Cd: | | Harmonize Cd: | 8708.29.5060 | Hvy. Trk. Cd: | | |
| F1=Help | F2=NxtSerPrt | F4=BXEA | F5=EPEA | F6=DAEA | F9=TREA | F10=QCEA |
| F11=MPEA | F13=RXEA | F15=ARFA | F16=MKFA | F17=PIGA | | |
| RECORD FOUND | | | | | | LPSDMA7 |

Question #9

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SERVICE PART: F72Z-61610D45-A TRACK ASY - SEAT
 Motorcraft: Prior State Part:
 ENGINEERING PART: KAY1 57 99Y ORIGIN: T525

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|----------|
| Lexicon: | 11783 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | | |
| Spc Retention: | - | Pallet Qty: | 60 | Obs. Notice Date: | | |
| Traffic Cd: | 126E | Abn. Cat. Date: | 02/14/97 | Obs. Effective Date: | | |
| Abn. Cat: | 7 | AIMS Inventory: | 1323 | Pkg. Spec Eff. Date: | 01/23/97 | |
| PIPP SOD Cd: | | Can. Volume Grp: | C | Pkg. Spec Iss. Date: | 01/23/97 | |
| Can. Proc. Cd: | 5 | Prc. Prod. Line: | 01LG | Svc. Disposition: | | |
| Volume Group: | D | Mkt. Prod. Line: | 107 | Std. Part Locator: | | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | - | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 4.60 | Reman: | N | |
| Handling Cd: | - | Pkg. Weight UOM: | | DSTRBN Mult CD: | P | |
| Replaced: | N | Serial Number: | 997903 | DSTRBN Mult Qty: | 60 | |
| Temp Repl | N | Family Buy Cd: | | Establish Date: | 09/17/96 | |
| Interchg Cd: | - | Harmonize Cd: | 8708.29.5060 | Hvy. Trk. Cd: | | |
| F1=Help | F2=NxtSerPrt | F4=SXEAA | F5=EPEAA | F6=DAEAA | F9=TREA | F10=QCEA |
| F11=MPEAA | F13=RXEAA | F15=ARFA | F16=MKFA | F17=PIGA | | |

RECORD FOUND LPSDMA7

Question #9

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SERVICE PART: F72Z-61610D44-B TRACK ASY - SEAT
 Motorcraft: Prior State Part:
 ENGINEERING PART: KAY1 57 930 ORIGIN: T525

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|----------|
| Lexicon: | 11783 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | 12/28/97 | |
| Spc Retention: | - | Pallet Qty: | 24 | Obs. Notice Date: | 12/28/97 | |
| Traffic Cd: | 126E | Abn. Cat. Date: | 02/14/97 | Obs. Effective Date: | 12/28/97 | |
| Abn. Cat: | 7 | AIMS Inventory: | 476 | Pkg. Spec Eff. Date: | 01/23/97 | |
| PIPP SOD Cd: | | Can. Volume Grp: | C | Pkg. Spec Iss. Date: | 01/23/97 | |
| Can. Proc. Cd: | 0 | Prd. Prod. Line: | 01LG | Svc. Disposition: | S2 | |
| Volume Group: | D | Mkt. Prod. Line: | 107 | Std. Part Locator: | | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 6.70 | Reman: | N | |
| Handling Cd: | | Pkg. Weight UOM: | | DSTRBN Mult CD: | P | |
| Replaced: | Y | Serial Number: | 998135 | DSTRBN Mult Qty: | 24 | |
| Temp Repl | N | Family Buy Cd: | | Establish Date: | 09/19/96 | |
| Interchg Cd: | | Harmonize Cd: | 8708.29.5060 | Hvy. Trk. Cd: | | |
| F1=Help | F2=NxtSerPrt | F4=SKXA | F5=EPEA | F6=DAEA | F9=TREA | F10=QCEA |
| F11=MPEA | F13=RXEA | F15=ARFA | F16=MKFA | F17=PIGA | | |
| RECORD FOUND | | | | | | LPSDMA7 |

Quotation #9

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SERVICE PART: F72Z-61610D45-B KIT
 Motorcraft: Prior State Part:
 ENGINEERING PART: KAY1 57 990 ORIGIN: T525

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|-----------|
| Lexicon: | 43639 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | 12/28/97 | |
| Spc Retention: | - | Pallet Qty: | 24 | Obs. Notice Date: | 12/28/97 | |
| Traffic Cd: | 126E | Abn. Cat. Date: | 02/14/97 | Obs. Effective Date: | 12/28/97 | |
| Abn. Cat: | 7 | AIMS Inventory: | 59 | Pkg. Spec Eff. Date: | 01/23/97 | |
| PIPP SOD Cd: | - | Can. Volume Grp: | C | Pkg. Spec Iss. Date: | 01/23/97 | |
| Can. Proc. Cd: | 0 | Prc. Prod. Line: | 01LG | Svc. Disposition: | S2 | |
| Volume Group: | D | Mkt. Prod. Line: | 107 | Std. Part Locator: | - | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | - | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 6.00 | Reman: | N | |
| Handling Cd: | - | Pkg. Weight UOM: | - | DSTRBN Mult CD: | P | |
| Replaced: | Y | Serial Number: | 998138 | DSTRBN Mult Qty: | 24 | |
| Temp Repl: | N | Family Buy Cd: | - | Establish Date: | 09/19/96 | |
| Interchg Cd: | - | Harmonize Cd: | 8708.29.5060 | Hvy. Trk. Cd: | - | |
| F1=Help | F2=NxtSerPrt | F4= SXEA | F5= EPEA | F6= DAEA | F9= TREA | F10= QCEA |
| F11= MPEA | F13= RXEA | F15= ARFA | F16= MKFA | F17= PIGA | | |

RECORD FOUND

LPSDMA7

Question # 9

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SERVICE PART: F72Z-61610D44-C TRACK ASY - SEAT
 Motorcraft: Prior State Part:
 ENGINEERING PART: KAYZ 57 930 ORIGIN: T525

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|----------|
| Lexicon: | 11783 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | | |
| Spc Retention: | - | Pallet Qty: | 42 | Obs. Notice Date: | | |
| Traffic Cd: | 126G | Abn. Cat. Date: | 10/20/97 | Obs. Effective Date: | | |
| Abn. Cat: | 7 | AIMS Inventory: | 333 | Pkg. Spec Eff. Date: | 03/05/98 | |
| PIPP SOD Cd: | | Can. Volume Grp: | C | Pkg. Spec Iss. Date: | 12/05/97 | |
| Can. Proc. Cd: | 5 | Prc. Prod. Line: | 01LG | Svc. Disposition: | | |
| Volume Group: | D | Mkt. Prod. Line: | 107 | Std. Part Locator: | | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 3.50 | Reman: | N | |
| Handling Cd: | | Pkg. Weight UOM: | | DSTREN Mult CD: | E | |
| Replaced: | N | Serial Number: | 1062454 | DSTREN Mult Qty: | 1 | |
| Temp Repl | N | Family Buy Cd: | | Establish Date: | 09/03/97 | |
| Interchnng Cd: | | Harmonize Cd: | 8708.29.5060 | Hvy. Trk. Cd: | | |
| F1-Help | F2-NxtSerPrt | F4-SXEA | F5-EPEA | F6-DAEA | F9-TREA | F10-QCEA |
| F11-MPEA | F13-RXEA | F15-ARFA | F16-MKFA | F17-PIGA | | |
| RECORD FOUND | | | | | | LP5DMA7 |

Question #9

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SERVICE PART: F72Z-61610D45-C KIT

Motorcraft: Prior State Part:

ENGINEERING PART: KAY2 57 990 ORIGIN: TS25

| | | | | | | |
|----------------|--------------|------------------|--------------|----------------------|----------|----------|
| Lexicon: | 43639 | Max. Order Qty: | 0 | Replaced by Detail: | N | |
| Direct Ship: | - | Overpack Qty: | 0 | Obs. Pending Date: | | |
| Spc Retention: | - | Pallet Qty: | 42 | Obs. Notice Date: | | |
| Traffic Cd: | 126G | Abn. Cat. Date: | 10/20/97 | Obs. Effective Date: | | |
| Abn. Cat: | 7 | AIMS Inventory: | 753 | Pkg. Spec Eff. Date: | 02/09/98 | |
| PIPP SOD Cd: | | Can. Volume Grp: | C | Pkg. Spec Iss. Date: | 02/09/98 | |
| Can. Proc. Cd: | 5 | Prc. Prod. Line: | 01LG | Svc. Disposition: | | |
| Volume Group: | D | Mkt. Prod. Line: | 107 | Std. Part Locator: | | |
| Rotate Ind: | N | Warranty Ind: | N | Warehouse Class: | 2 | |
| Sell Pack: | | Unit of Issue: | 1 | MR Ind: | N | |
| Sell Pack Qty: | 0 | Pkg. Weight: | 3.50 | Reman: | N | |
| Handling Cd: | | Pkg. Weight UOM: | | DSTRBN Mult CD: | F | |
| Replaced: | N | Serial Number: | 1062473 | DSTRBN Mult Qty: | 42 | |
| Temp Repl | N | Family Buy Cd: | | Establish Date: | 09/03/97 | |
| Interchnng Cd: | | Harmonize Cd: | 8708.29.5060 | Hvy. Trk. Cd: | | |
| F1=Help | F2=NxtSerPrt | F4=SKEA | F5=EPEA | F6=DAEA | F9=TREA | F10=QCEA |
| F11=MPEA | F13=RXEA | F15=ARFA | F16=MKFA | F17=PIGA | | |

RECORD FOUND

LPSDMA7

Question #9

| | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Distribution Mr. K. A. Goodman (313) 390-0925 cc: Mr. B. Frankel (Please provide copy) Copy provided to Mr. M. Hamma, Mr. J. Morrison AAI PVT Mr. H. Fuji, Dr. D. Kurimoto MRA Mr. Inami, Mr. Shimizu MC | From: MANA Q.A. & Service Fax 313-692-3693 Tel 313-692 3668 K. Takahashi | Date: June 24 '96 Page: 1 / 1 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------|

90 -92 ST-16 PASSIVE BELT

In regards to your fax (ST-44- 96- 1588) dated June 14 1996 sent to Mr. Inami, our office has received MC's response in Japanese. We are forwarding MC's responses to you as follows.

1. Status of cause investigation:

Wear mark was observed on the rail of returned parts. Based on the following wear investigation results, MC determined that the wire come out failure was caused by the wire stick due to the widened rail gap which was the result of wear. This wear was caused by the sand contamination entered into the rail.

- Observation of wear condition: Abrasive type of wear due to the hard material
- Chemical element analysis of sliding surface: About 4 - 40 micron meter size of Oxidized Si (granular condition) was detected. This material did not exist when the rail was new. From this reason, this material was determined as a sand dust.
- Rail material composition/ hardness: There was no difference between new and returned rails. There was no deterioration and no material change.

2. Prediction of remaining life:

The wear was endurance type of deterioration due to the sand dust. Since the rail has dust prevention seal rubbers, there should not be any abnormal size of dust contamination. From this reason, the wear can be judged as proportional with respect to the number of times of door open and close (mileage).

The wire coming out failure is occurring at a certain gap width or more. Since the original rail gap width variation was due to only the manufacturing, it is possible to predict the rest of the rail life based on the measurement of the wear and the assumption of the wear progress ratio.

MC is currently summarizing data and the report can be available on July 8th.

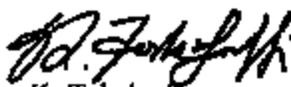
3. Countermeasure parts

Because of the endurance type of wear, MC judges that the strength of rail itself needs to be increased. The method is the alumite surface treatment. By adding alumite treatment, several times of endurance can be expected. The sample parts will be available from QSS around beginning of July for testing.

QSS has informed MC that the new tooling cost won't be required for adding the alumite treatment. MC is checking its lead time with QSS. (Answer from QSS will be available on 6/25.)

MC is re-scheduling in order to make the new parts available by November. (MC will respond on this matter on July 8th.)

Sincerely,



K. Takahashi
Executive vice president

Mazda (North America), Inc.
Quality Research Building

Message No.

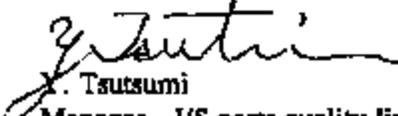
| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Distribution Mr. K. A. Goodman (313) 390-0925 cc: Mr. E. Frankel (Please provide copy) Copy provided to Mr. M. Hamme, Mr. J. Morrison AAI PVT Mr. H. Fuji, Dr. D. Kurimoto MRA Mr. Inami, Mr. Shimizu MC | From: MANA Q.A. & Service Fax 313-692-3693 Tel 313-692 3666 Y. Tsutsumi | Date: July 11 '96 Page: 1 / 1 Attachment Total 10 pages |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------|

90 -92 ST-16 PASSIVE BELT

In addition to our previous message FOT-96-016 dated June 24, our office has received the attached report from MC.

In the attached report, MC did not discuss the specific inspection procedure for the future failure prediction. MC thinks that the gap measurement, buckle roughness or noise during the buckle movement are the clue for the proactive replacement criteria. At this moment, MC is still not able provide the criteria, however, the testing has been continued to gather the data of wear amount, roughness and noise. The test result becomes available at the end of July.

Sincerely,


Y. Tsutsumi
Manager, J/S parts quality liaison

1. Future failure prediction :

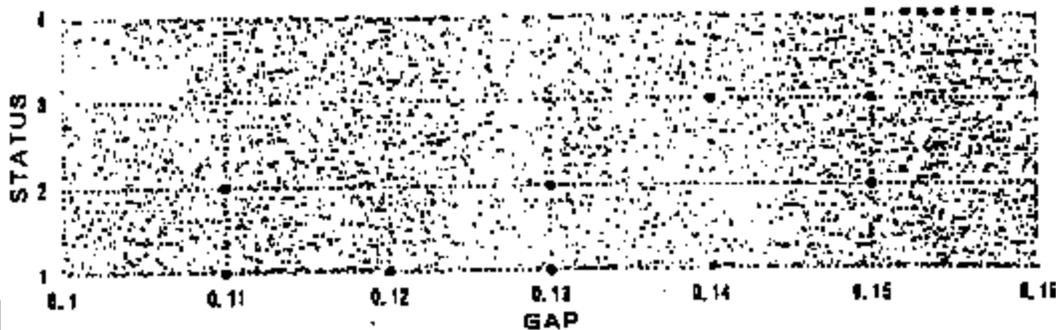
(1) Investigation summary

The condition of rail wear differs depending on the environment / type / frequency of the operation. It is very difficult to predict precise timing of the failure with the quantitative analysis data. However, based on the buckle movement roughness, future failures can be predicted. If the buckle movement becomes really rough, it can be considered as approximate timing for the replacement. (Testing is on-going. Result will come end of July)

(2) Correlation of rail gap and buckle operation (Data : Group B and C)

- Cable comes out of position when the gap becomes more than 0.15".
- As the rail gap becomes larger due to the wear progress, buckle starts showing roughness and becomes further rough. Finally, cable comes out of rail and the buckle stops. Therefore, future failure can be predicted based on the buckle roughness.

chart 1



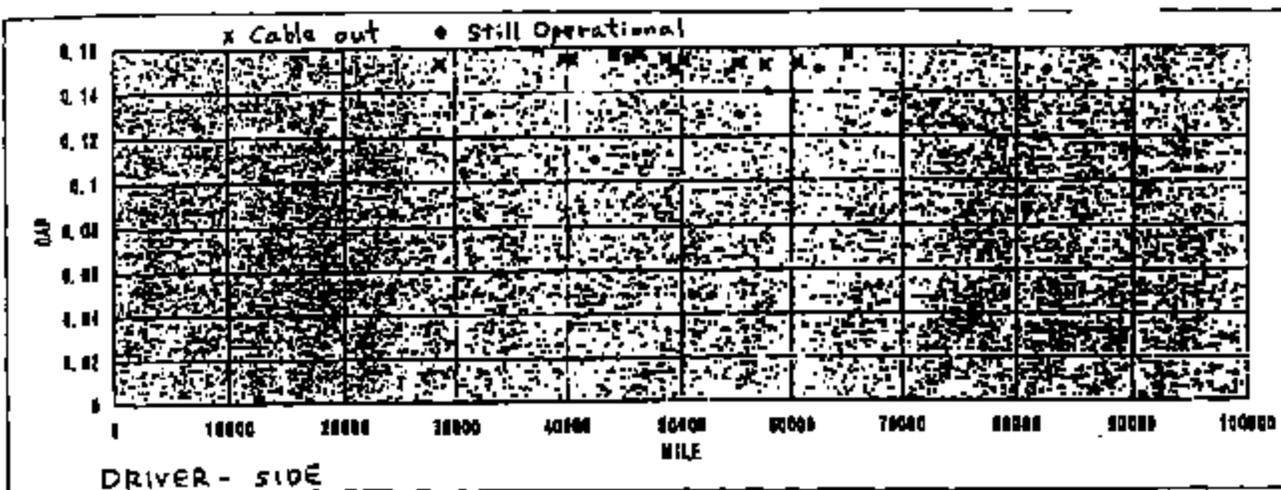
Status

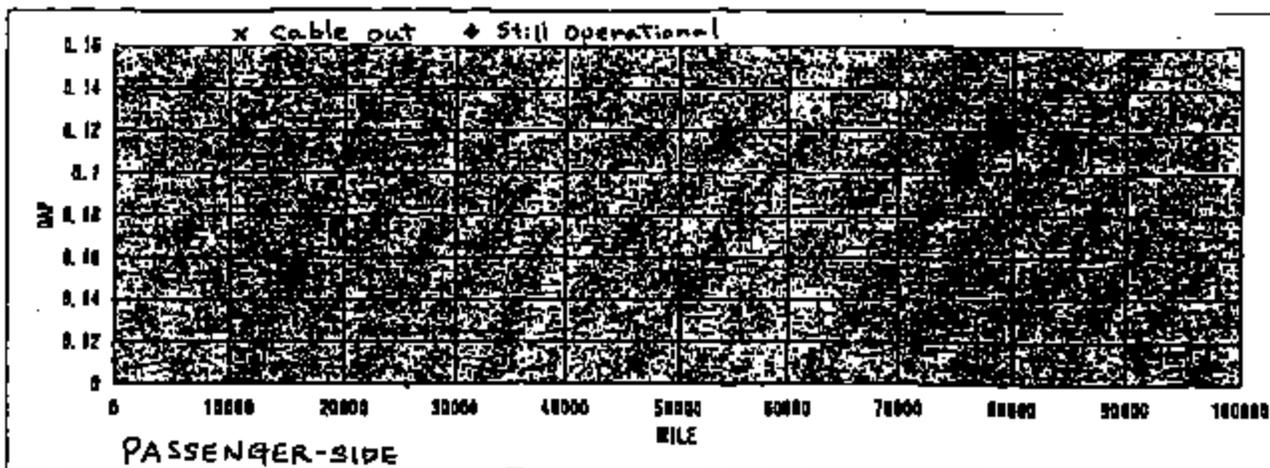
| Status | Operation |
|--------|---------------|
| 1 | Good / Smooth |
| 2 | Little rough |
| 3 | Rough |
| 4 | Cable out |



(3) Correlation of mileage and gap (Data : Group B and C)

- Passenger side : The wear is hardly seen on the passenger side rail. This is because of less usage frequency and less window opening comparing to the drivers side.
- Drivers side: The wear progress differs from car to car. The specific correlation can not be seen. This must be because of the different usage environment and the type of usage.





2. Countermeasure part

(1) Add the alumite surface treatment to the rail.

(2) Schedule

- Engineering sample parts production : Completed
- Verification testing at QSS : By the end of second week of July
- Verification testing at MC : By the end of July
- Confirmation of production accuracy at QSS : by the end of second week of July
- Production preparation at QSS : By the end of October. (In case of 20,000 rails)
- Production start at QSS : November 1 (500 rails / day) It takes complete 10 weeks to make 20,000 rails ready for delivery after receiving parts order.

(3) Root cause of the rail wear

Sandy dust contamination initiated the aluminum rail wear and the both aluminum wear shaving and sandy dust progressed the wear further. The rail gap becomes larger and the cable came out of rail as a result.
(See chart 1)

(4) Effectiveness of the countermeasure part with the alumite surface treatment

Based on the sample parts wear testing, the countermeasure parts must have 2.5 times more durability.
(More evaluation test result becomes available later date.)

| | Wear amount | Number of time when wire came out | Wear amount per one door open/ close cycle |
|---------------------------|-------------|-----------------------------------|--------------------------------------------|
| Without surface treatment | 1.22 mm | 5,500 | 2.218 x 1/10,000 |
| With alumite treatment | 0.825 mm | 9,500 | 0.868 x 1/10,000 |

Parts used for testing : Engineering sample with the surface treatment

Test method : Checked the number of operation with the sand contamination.
The sand : Max. 1500 μ m

Appendix A-P.1

Data:

Group A : Parts collected through Ford

Drivers side - 3 pcs

Passenger side --- 2 pcs (includes one OK part)

These 5 pcs were jointly investigated at QSS between Ford / AAI / MANA / MC.

Date: 4/17-18/96

D:Driver-Side P:Passenger-Side

| Vin | Mileage | D/P | Status #1 | Note | #1:status |
|-----|---------|-----|-----------|---------------|------------------|
| | 59002 | D | 4 | | Status Operation |
| | 85000 | D | 4 | | 1 Good/Smooth |
| | --- | D | 4 | Second Change | 2 Little Rough |
| I | 130000 | P | 1 | ← OK | 3 Rough |
| | 89408 | P | 4 | | 4 Cable Out |

Appendix A-P.3

Data:

Group C : Warranty returned parts investigation at MANA

Drivers side ---- 17 pcs

Passengers side --- 2 pcs

Date : 6/4/96

D:Driver-Side

P:Passenger-Side

| VIN | Mileage | Yr | D / P | Gap #2 | Status #1 | Note |
|------------|---------|----|-------|-----------|--------------|---------|
| [REDACTED] | 60178 | 92 | D | 0.154 | 4 | |
| [REDACTED] | 28589 | 92 | D | 0.153 | 4 | |
| [REDACTED] | 52770 | 90 | D | --- | 1 | Ok Part |
| [REDACTED] | 58205 | 91 | D | --- | 1 | Ok Part |
| [REDACTED] | 89712 | 91 | D | 0.155 | 4 | |
| [REDACTED] | 50906 | 90 | D | 0.154 | 4 | |
| [REDACTED] | 50588 | 91 | D | 0.153 | 4 | |
| [REDACTED] | 49317 | 91 | D | 0.150 | 4 | |
| [REDACTED] | 57572 | 90 | D | 0.152 | 4 | |
| [REDACTED] | 40459 | 91 | D | 0.155 | 4 | |
| [REDACTED] | 46264 | 92 | D | 0.157 | 4 | |
| [REDACTED] | 48488 | 91 | D | 0.158 | 4 | |
| [REDACTED] | 45466 | 91 | D | 0.155 | 4 | |
| [REDACTED] | 55176 | 90 | D | 0.153 | 4 | |
| [REDACTED] | 49272 | - | D | 0.155 | 4 | |
| [REDACTED] | 44160 | 90 | D | 0.156 | 4 | |
| [REDACTED] | 68111 | 92 | D | 0.156 | 4 | |
| [REDACTED] | 84685 | 90 | P | 0.152 | 4 | |
| [REDACTED] | 48882 | 91 | P | --- | --- | OK part |

*1:Status

| Status | Operation |
|--------|--------------|
| 1 | Good/Smooth |
| 2 | Little Rough |
| 3 | Rough |
| 4 | Cable Out |

*2:Max Gage size
DIM:inch

Appendix A-P.2

Data:

Group B : NHTSA's survey of unit in operation (No parts collection)

Drivers side ----- 11 pcs

Passengers side -- 11 pcs

D:Driver-Side P:Passenger-Side

| VIN | Mileage | My | D / F | Gap #2 | Status #1 | Note |
|-----|---------|----|-------|--------|-----------|------|
| | 18708 | 91 | D | 0.11 | 1 | |
| | 42584 | 91 | D | 0.11 | 1 | |
| | 38000 | 90 | D | 0.13 | 2 | |
| | 55329 | 92 | D | 0.13 | 1 | |
| | 57888 | 90 | D | 0.14 | 3 | |
| | 62463 | 90 | D | 0.15 | 3 | |
| | 68592 | 91 | D | 0.13 | 2 | |
| | 73998 | 91 | D | 0.14 | 3 | |
| | 82272 | 91 | D | 0.12 | 1 | |
| | 82512 | 90 | D | 0.15 | 2 | |
| | 92698 | 90 | D | 0.14 | 3 | |

*1:Status

| Status | Operation |
|--------|--------------|
| 1 | Good/Smooth |
| 2 | Little Rough |
| 3 | Rough |
| 4 | Cable Out |

*2:Max Gage size
DIN:inch

| VIN | Mileage | My | D / P | Gap #2 | Status #1 | Note |
|-----|---------|----|-------|--------|-----------|-----------|
| | 18708 | 91 | P | 0.11 | 1 | |
| | 42584 | 91 | P | 0.11 | 1 | |
| | 91788 | 90 | P | --- | --- | broken |
| | 55329 | 92 | P | 0.11 | 1 | |
| | 57888 | 90 | P | 0.11 | 1 | |
| | 62463 | 90 | P | 0.13 | 2 | Heavy use |
| | 68592 | 91 | P | 0.11 | 1 | |
| | 73998 | 91 | P | 0.11 | 1 | |
| | 82272 | 91 | P | 0.11 | 1 | |
| | 82512 | 90 | P | 0.12 | 2 | |
| | 92698 | 90 | P | 0.12 | 1 | |

*1:Status

| Status | Operation |
|--------|--------------|
| 1 | Good/Smooth |
| 2 | Little Rough |
| 3 | Rough |
| 4 | Cable Out |

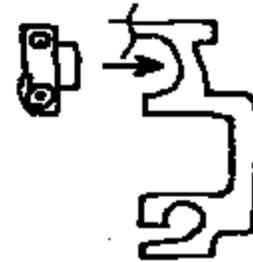
*2:Max Gage size
DIN:inch

Additional information

Investigation of root cause of rail wear

① Outside visual check (See picture No.1)

- Collected parts has deeper damage compared to the one of new parts
- Damage was caused by hard material



② Material composition analysis of rail

單位 : mass%
Unit :

| | S i | M n | C u | C r | T i | F e | M g | Z n |
|-----------------|-----------|-------|-------|-------|-------|-------|-----------|-------|
| 新品 (New) | 0-28 | 0-08 | — | 0-01 | 0-02 | 0-14 | 0-48 | 0-02 |
| 回収品 (Collected) | 0-32 | 0-01 | 0-01 | 0-01 | 0-05 | 0-19 | 0-47 | 0-01 |
| A6063 SPEC | 0-20-0-60 | ≤0-10 | ≤0-10 | ≤0-10 | ≤0-10 | ≤0-35 | 0-45-0-90 | ≤0-10 |

- New and collected rail do not have any difference. Equivalent to A6063 material.

③ Material hardness check (See picture No.2)

單位 : HV

#1 Collected sample #2 Collected sample

| 測定点 Measuring point | 新品 New | 回収品 1 | 回収品 2 |
|-------------------------------------------------------------------------------------|--------|--------|--------|
|  | 87 - 0 | 77 - 9 | 76 - 2 |
|  | 78 - 7 | 79 - 9 | 80 - 1 |

- Collected_{on} is little bit higher than new. But almost the same. No material change.

④ Rail sliding surface - chemical composition analysis (See picture No.1)

Analysis method : Checked the composition of rail sliding surface after super sonic wave washing

- 摺動面の元素分析 (sliding surface)

検出範囲: . . . N a - . . . U
Detected range

| | 検出元素 Detected element | | | | | | | 単位: mass % Unit |
|-------------|--------------------------|-----|-----|-----|-----|-----|-----|--------------------|
| | A l | S i | C r | F e | P b | K | C | |
| 新品 (New) | 95.5 | — | 4.5 | — | — | — | — | |
| 回収品 1 #1 | 89.8 | 2.7 | 5.9 | — | — | 0.5 | 1.3 | |
| 回収品 2 #2 | 91.8 | 1.1 | 7.1 | — | — | — | — | |

Collected sample

- シリコンリッチ部の金属元素分析

Silicon rich portion - chemical analysis

| | 検出元素 Detected chemical | | | 単位: mass % Unit |
|-------------|---------------------------|------|-----|--------------------|
| | A l | S i | C r | |
| 回収品 1 #1 | 7.7 | 92.3 | — | |
| 回収品 2 #2 | 12.5 | 87.3 | 0.4 | |

Collected samples

Si is oxidized silicon. Approximately 4 - 40 micro meter big. Granular condition. Determined as a sand dust.

⑤ Analysis of grease (Refer to the reported from QSS)

- Foreign material (Cotton fiber) and the Al were observed. However, it is hard to think of any direct affects of these material.

⑥ Cause determination of cable out of the rail

- Sand contamination to the inside rail during the driving wore the rail Al material.

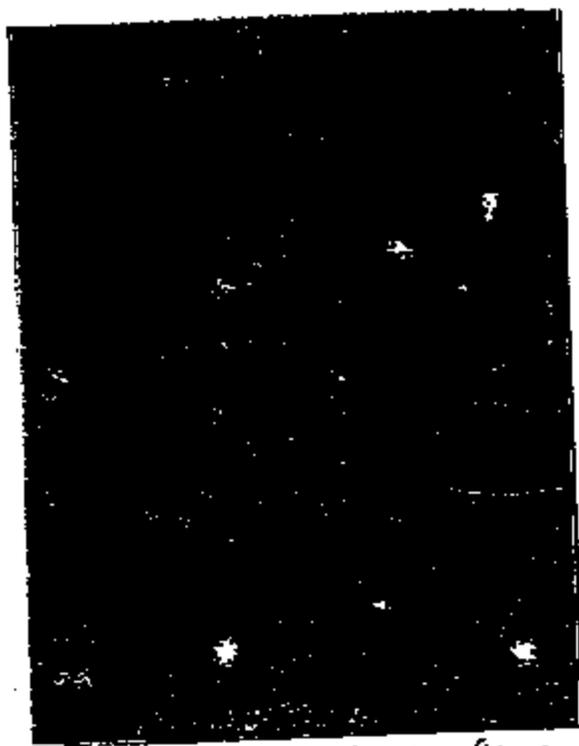
Both sand and Al shaving accelerated the wear and caused wider gap. As a result, the cable came out of rail in worst case.



Secondary Electronics figure
二次電子像



○ X-ray characterist
○ 特性X線像



Si X-ray characteristics figure
Si 特性X線像

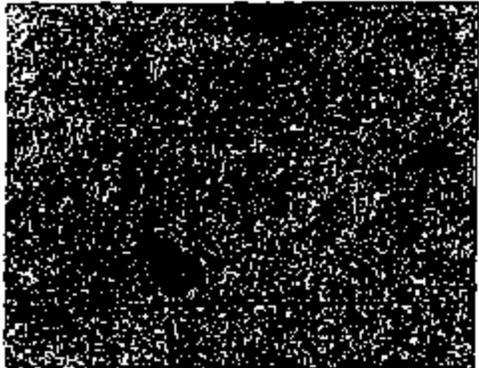
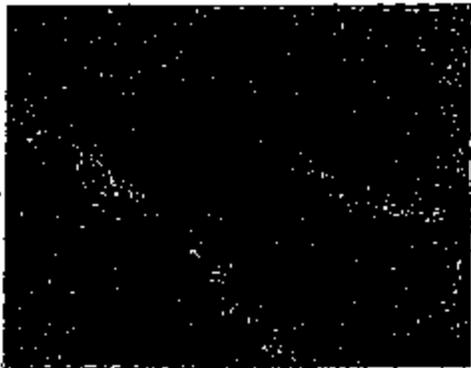
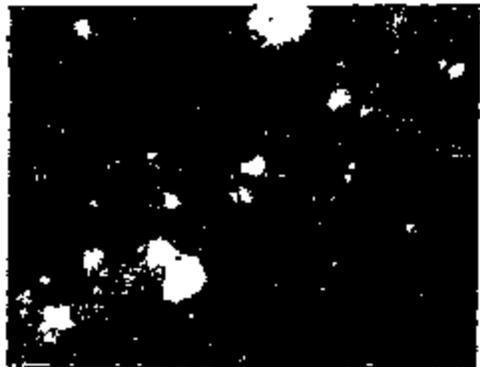
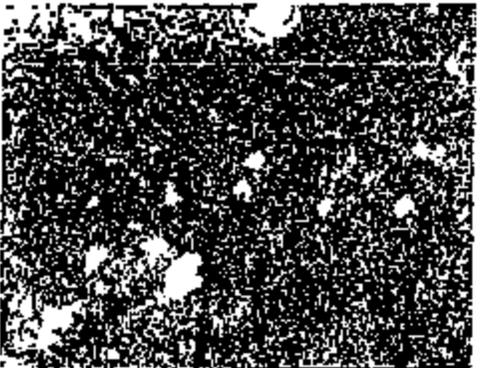
| | 図 表 品 1 #1 Collected sample | 図 表 品 2 #2 Collected sample |
|--------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Secondary Electron figure |  |  |
| Al X-ray characteristic figure |  |  |
| Si X-ray characteristic figure |  |  |
| O X-ray characteristic figure |  |  |

写真 1

x 10

Picture No. 2

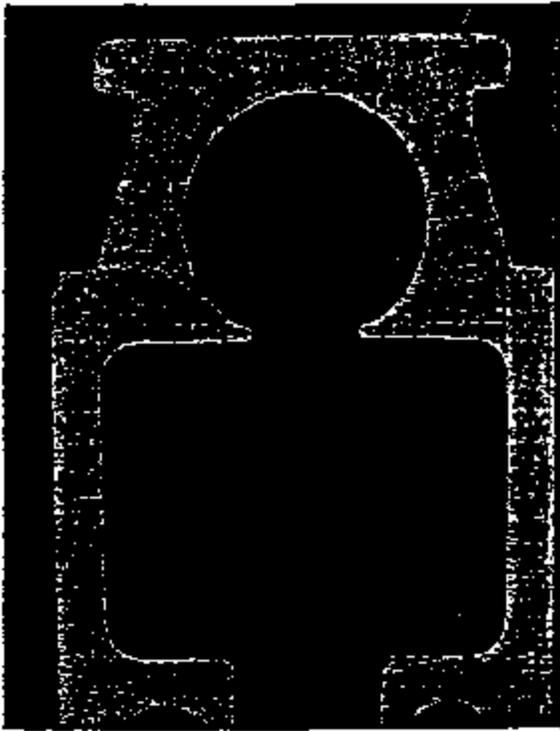
322

18125

3287

NEW

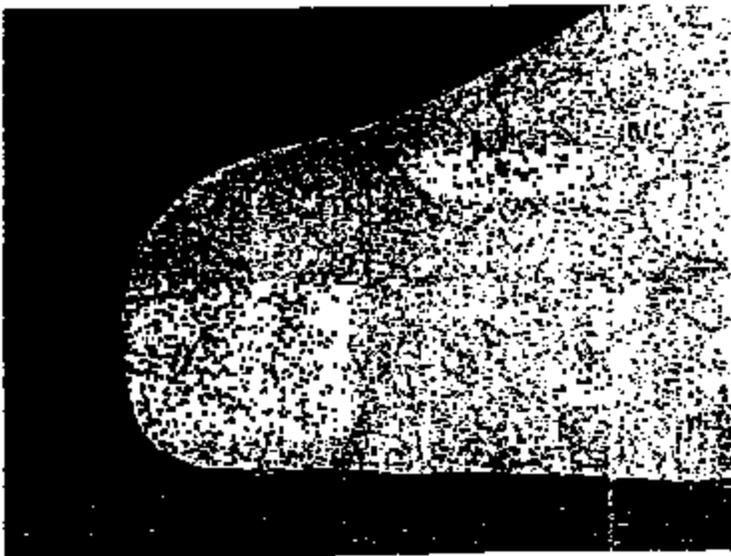
1 Collected Sample



2 Collected Sample



NEW



| | | |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------|
| Mr. M. Hamme AAI PVT Manager cc: Mr. Shimizu MC-PQAD | From: MANA Q.A. & Service Fax 313-692-3693 Tel 313-692 3666 Y. Tsutsumi | Date: July 24 '96 Page: 1 / 1 Attachment 0 |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------|

90 -92 ST-16 PASSIVE BELT

Followings are the more up-date according to the Fax ref # MDS-AAI-864 dated 7/24/96 came from MC PQAD. (Original fax written in Japanese, translated at MANA (Det) QRB.) We hope this memo will help the response to NHTSA's IR dated 6/28/96 Question 6-8.

1. Failure prediction:

During the concern duplication test at MC, a chattering noise during buckle traveling was confirmed, which NHTSA also noted during their field survey. When this chattering happens, MC believes that customer can recognize abnormalities of passive belt by the noise and the vibration. Also, if customer brings his/her vehicle to dealers at the time of chattering happen, dealer may be able to diagnose and predict the remaining life in accordance with the inspection procedures and correct the concern prior to the belt stuck. A chattering noise duplicated during the MC's testing was recorded in the video tape and this tape is leaving MC Japan on 7/25. (attention to MANA Det QRB).

Furthermore, since this chattering noise is only occurring when the buckle moves from B to A-pillar which is exactly the same as the memo of NHTSA's field survey, this video may be more persuasive. MC-PQAD will obtain the explanation of this noise mechanism on 7/29 and forward it to MANA(Det) QRB by 7/30.

2. Prediction of the remaining life :

It has been verified that there is a certain time frame until the buckle completely stops after the passive belt system starts making the above chattering noise. MC believes that the concern can be corrected at dealers prior to the complete belt stuck. Inspection procedure at dealers will be: check the wear amount of the rail using a pin-gauge and estimate the remaining life based on the wear amount. Correlation of wear amount - remaining life will be available on 7/29 from MC engineering and forwarded to MANA(Det) QRB on 7/30.

3. Effectiveness verification of the countermeasure parts with alumite surface treatment:

Details were reported in our previous memo dated 7/8/96. However, QSS is currently continuing the test with more pieces. This test result becomes available on 7/30.

4. IR No.8:

MC believes that NHTSA' request is to provide information which Ford retains and that Ford need to judge. If Ford needs MC's comments, MC would like to be asked with specific correspondence reference number.

Best regards,



for Y. Tsutsumi
Manager, J/S parts quality liaison

MAZDA

(P /)

Mazda Motor Corporation Message No.: **MDS-AAI-879**

TO: **MANA (ORB)**

From: **商品統. 海外OEM**

Date: **Aug. 26. '96**

Mr. Deguchi - Dir

合 印

Page of **1 of 1. 添付-7枚**

→ 山下 様

Tel:

FAX:

Subject

Probe Passive Belt

標記の件につきまして山下様と連絡しております。(2/20) MC Reportの Revised 版を送付いたします。主たる変更は、MC への耐久テスト結果の追加です。

本原稿上からは、L-IL 右側かほしと追加したため、何箇所も持つという定量的な値は出ておりませんが、テスト回数と右側量と見ていただければその耐久性向上度には充分納得いただけると思います。

以上

3/7

- The subject system satisfied the 100,000 cycles durability standard if no sand is sprinkled.
- Although test number 2 and 3 are considered very severe, stick-slip occurred before the wire got stuck.

While beginning timing of stick-slip varies in each test, it started to occur at latest one third of the total tested cycles. (Relations between rail wear and occurrence of stick-slip/wire stuck observed at test number 2 and 3 are roughly illustrated in figure 1)

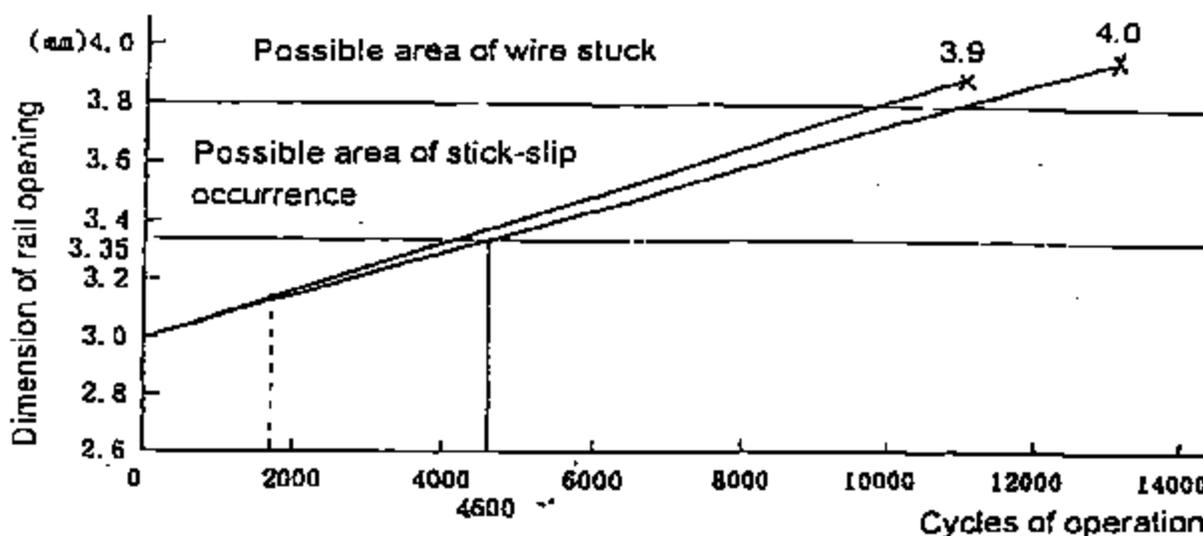


Figure 1

(2) Description of stick-slip phenomenon

a. Tendency of occurrence

Stick-slip is likely to occur when the buckle is traveling forward direction and unlikely when the buckle is traveling rearward.

(Reason)

The buckle is driven through the wire by pushing (forward) and pulling (rearward). Since a tensile load is applied on the wire when the wire is pulled, wire can move smoothly against the rail. On the other hand, a compressive load is applied on the wire when the wire is pushed, causing an unstable movement of the wire due to waving wire. (See figure 2)

3/7

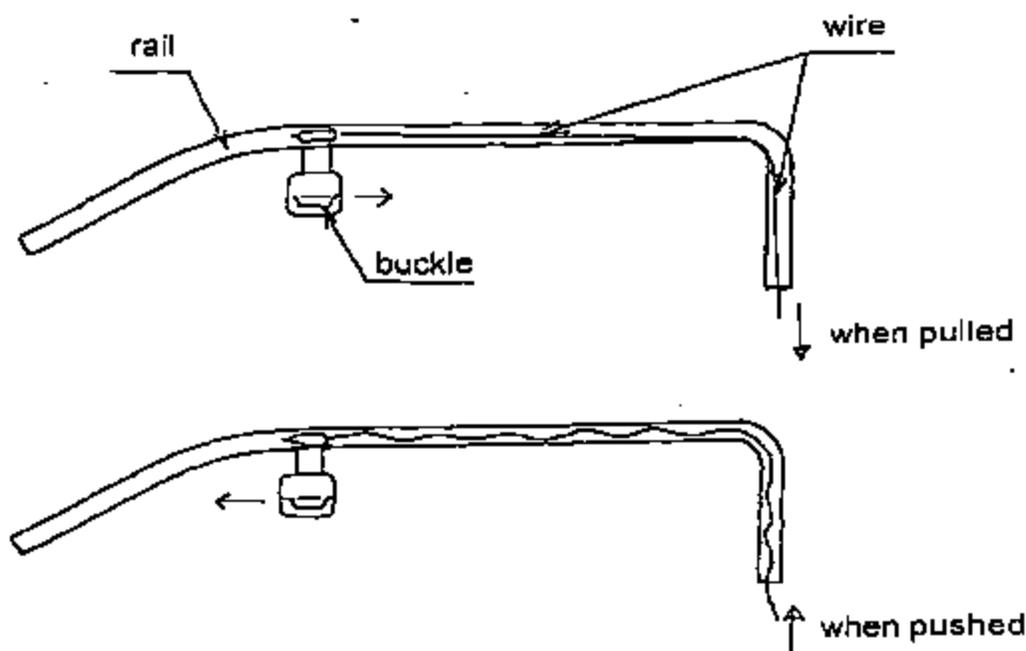


Figure 2

b. Stick-slip phenomenon becomes likely to occur in proportion to increase of rail wear.

(Reason)

Unstable movement of the wire will develop by increased amount of rail wear.

(3) Easiness of recognition by the owners

Mazda understands that stick-slip movement of the buckle accompanied with vibration noise is obvious to the owners. Please refer to a video tape in which stick-slip phenomenon occurred during Mazda's test was recorded.

(4) Presumption of remaining life after the occurrence of chattering

According to Mazda's test results, stick-slip starts to occur at latest one third of the total operation cycles at which the wire gets stuck.

As the worst case, if a wire gets stuck at 20,000 miles, stick-slip phenomenon would occur for more than 13,000 miles in which period the owner can be aware of.

Considering above facts, it seems effective to notify owners to pay attention on the system and to bring their vehicles to a dealer when they recognize stick-slip phenomenon.

4/7

2. Dealer inspection procedure which dealers can use to predict impending failure.

<Conclusion>

Mazda understands that the owner can predict impending failure of the passive belt by recognizing stick-slip phenomenon. However, if the owner request the dealer for inspection, dealer needs to have criterion for their judgment

Since dimension of the rail opening (rail wear) has a correlation with stick-slip phenomenon and also with wire stuck failure, it is effective to make a judgment on necessity of the rail replacement by considering the measurement result of the rail opening in the field.

(1) Measuring points

Dimensions of the rail opening (shown as (a) portion on the picture below) at two different points in the rail (points of corner and straight) are to be measured.

(See figure 3.)

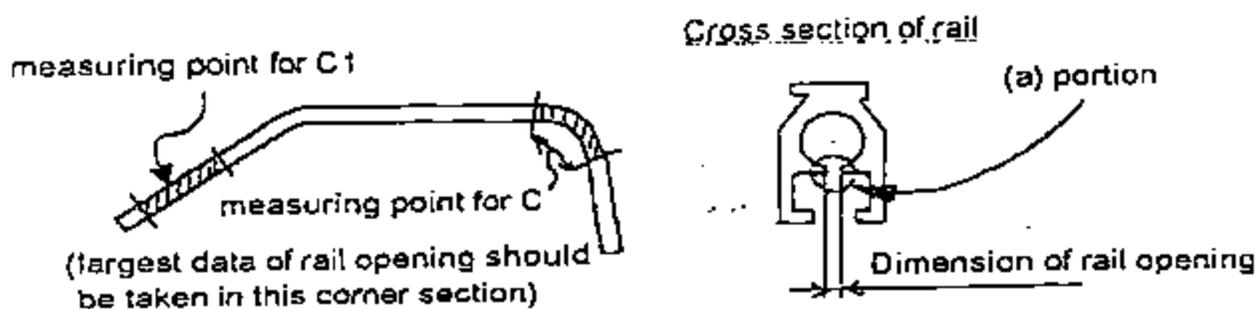


Figure 3

(2) Measuring method

Measurement is to be performed by using some pin gauges.

(3) Criterion

The following is simplified Mazda's suggestion on the judgment performed in the field.

- ① Mileage : marked with L (unit of 1000 miles) - Same as the previous one.
Digit of mileage is read at the dealer. If the passive belt has been replaced in the past, L should be a mileage after the replacement.
- ② Dimension of the rail opening : marked with C - Same as the previous one.
According (2), the rail opening at the rail corner is measured.

- ③ Prediction of initial dimension of the rail opening : marked with C1
 - Same as the previous one.

Since Mazda's test results indicate that nearly no wear is observed on the rail opening at the straight section, measuring result can be used as a predicting the initial dimension of the rail opening.

- ④ Total expecting life : Mazda suggests 150,000 miles for the total life by considering owner's expectation.
- ⑤ Wearing limit : marked with C0
 Read number on the table, that meet L and C1.

Formula for judgment

Compare C and C0.

If measurement result of C is bigger than C0, the rail should be replaced.

(Example)

If stick - slip occurred at 80,000 miles and measured dimension for the rail opening at corner section was 3.2 mm and straight section was 3.1 mm ;

$L = 80 \quad C = 3.2 \quad C1 = 3.1$

C0 comes 3.34.

C (= 3.2) is smaller than C0 (= 3.34), so replacement of the rail is unnecessary.

This table is based on the measuring technique that was previously provided.

| | | L | | | | | | | | | | | | |
|----------|-----|-------------|------|------|------|------|------|------|------|------|------|------|------|---|
| | | x 1000 mile | | | | | | | | | | | | |
| | | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 | 110 | 120 | |
| C1 mm | 2.7 | 2.64 | 2.72 | 2.79 | 2.86 | 2.94 | 3.01 | 3.08 | 3.16 | 3.23 | 3.30 | 3.38 | 3.45 | 3 |
| | 2.8 | 2.74 | 2.80 | 2.87 | 2.94 | 3.00 | 3.07 | 3.14 | 3.20 | 3.27 | 3.34 | 3.40 | 3.47 | 3 |
| | 2.9 | 2.83 | 2.89 | 2.95 | 3.01 | 3.07 | 3.13 | 3.19 | 3.25 | 3.31 | 3.37 | 3.43 | 3.49 | 3 |
| | 3.0 | 2.92 | 2.98 | 3.03 | 3.08 | 3.14 | 3.19 | 3.24 | 3.30 | 3.35 | 3.40 | 3.46 | 3.51 | 3 |
| | 3.1 | 3.02 | 3.06 | 3.11 | 3.16 | 3.20 | 3.25 | 3.30 | 3.34 | 3.39 | 3.44 | 3.48 | 3.53 | 3 |
| | 3.2 | 3.11 | 3.15 | 3.19 | 3.23 | 3.27 | 3.31 | 3.35 | 3.39 | 3.43 | 3.47 | 3.51 | 3.55 | 3 |

9/7

<Request to Ford>

Mazda would like to know Ford's opinion especially on the feasibility of above inspection procedure to be performed at dealers.

3, Development of an improved track to prevent future failure.

<Conclusion>

The rail assembly with alumite treatment ② (TUFRUM) has improved durability significantly comparing with current product and is going to be introduced as a countermeasure against rail wear.

TEST - 1 (performed at QSS)

| | dimension of rail opening when the wire gets stuck | operation cycles before the wire gets stuck |
|------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------|
| current product | 4.2 mm | 1,100 cycles |
| alumite treatment ① (The term of "ANNODIZE" is used in QSS report.) | 4.2 mm | 5,450 cycles |
| alumite treatment ② (TUFRUM) | 2.92 mm (Wire stuck did not occur.) | 8,000 cycles (Wire stuck did not occur.) |

This test condition is deemed corresponding to Mazda's test No.2 described in above 1-(1). (Considering equal cycles before wire stuck.)

See attached materials prepared by QSS for the detailed test results.

(Supplemental note for QSS report)

(1) About "Results of test 1".

This test is dust resistance mode specified in the drawing with increased cycles and its result showed very limited deterioration. Mazda understands this result does not represent failure mode occurred in the field, thus this data can be only a reference data.

2/3

TEST - 2 (performed at Mazda)

Test sample : alumite treatment ② (TUFRUM)

| No. | condition | dimension of rail opening before and after test completed | operation cycles before the wire gets stuck |
|-----|----------------------------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------|
| 1 | sand(with small particle diameter) is sprinkled at the B pillar area in the rail | 2.95→2.95 mm (Wire stuck did not occur.) | 50,000 cycles (Wire stuck did not occur.) |
| 2 | same as above | 2.90→2.97 mm (Wire stuck did not occur.) | 50,000 cycles (Wire stuck did not occur.) |
| 3 | same as above | 3.00mm test is not completed. | 26,000 cycles at 8/26 (Wire stuck did not occur.) |

H. Kawamura

H. Kawamura
Staff Manager

Interior Parts Engineering Group No. 1

MANA (Det)

From: 商品課、海外OEM

Date: 9-20-96

Mr. Deguchi - Dir
→ 山下様

清水 三斗

Page of 161

Tel:

FAX:

添付-2枚

Subject

ST-16 Passive Belt

標記の件につき本日再度ミテイングと持されました。

1. 点検基準

日下日よりの討議にて5万Mileでの3.2/3.4mmの点検基準ではコストアップが高すぎる
また、テラ-1に於いて左右別々の点検基準とすることは、誤判定のリスクがありおそれ
Ford側の主張に対し、MCとしては不要な交換と本来の仕方の違いという要求が
折り合いつかず、本日お返りしておりますが、最終的には以下点検基準を合意しました。
(点検基準)

8万mile以下の車は3.2mmのピンシフトのLピンシフトからNGのL-L交換。

8万mile以上の車は3.4mm

左右と同じ基準とする。

点検基準の根拠については添付資料と参照願います。尚本基準②2万MileとNHISAに
対し打ち合わせる必要はないと見做します。

2. 点検ツール

上記を記したように3.2/3.4mmで判定を行うため、日下日送付した点検ツール
図面を変更いたします。FCSDRとOTCへの連絡系統もよろしく願います。

3. ISSOPによる電送

山下日よりの開示しました。部品技術-マスタにコンタクトし本件の電送を依頼しました。
本日中に電送されるとのことですが、MANAの急ぎの件により当情報(ECN: 6A-F380)
と受け取って(困る)というから、貴方からMANA部品部へ一通説明して改めて頂くのは
スムーズに決まると考えますのでよろしく願います。

1/1

TO: Mr. Deguchi

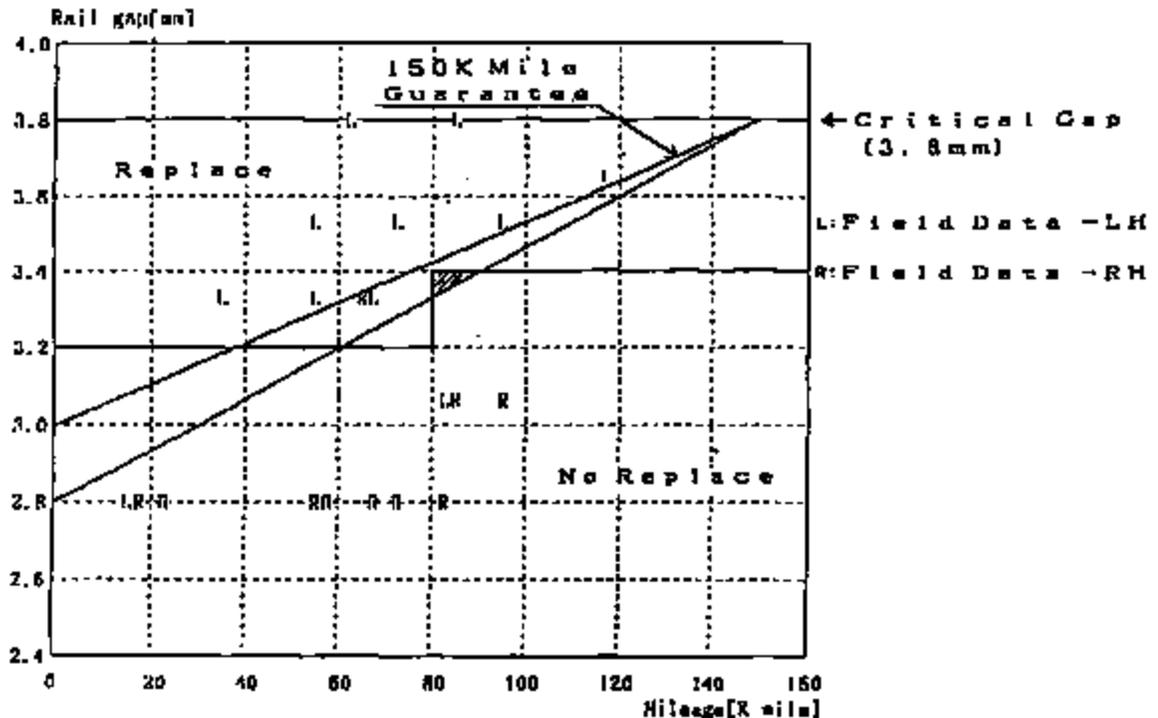
TO: MR. PETE BANDOIKE

Please provide copy to: Mr. Hamme

9/24/96
FROM M. YAMASHITA
TEL 692-3651
September 24, 1996
Mazda Motor Corporation

ST-16 passive seat belt issue

The following is Mazda's study on the risk associated with the inspection criterion.



1. Study on the possibility of area
 - A : Estimated percentage of vehicles driven between 80K to 90K when the inspection is performed. -- 10 %
 - B : Estimated percentage of vehicles having initial gap of 2.9 mm or less. -- 16 %
 - C : Estimated percentage of vehicles having 3.3 to 3.4 mm rail gap when the inspection is performed. -- 30 % at the maximum

Estimated percentage of subject area is:
 $A * B * C = 0.48 \%$ at the maximum

2. Study on the risk for vehicles with relatively smaller mileage.
 - (1) Percentage of vehicles with smaller mileage is limited.
(vehicles driven 60K miles or less -- 33 %)
 - (2) For vehicles with 5 year old having smaller mileage at this time, it may not be necessary to assure 150K of lifetime.
 - (3) As an example assumption, if measurement result is 3.2 mm, which can be the initial gap or can be caused by wear, presumable worst condition is 0.4 mm of wear (assuming that initial gap were 2.8 mm). On the other hand, there is still 0.6 mm (from 3.2 to 3.8 mm) of margin for the rail gap to result in a failure. This means that there are still 1.5 times of remaining life for the vehicle with worst condition. (More than 12 years total life can be expected if the vehicle is 5 years old.)

TO: Mr. Deguchi

TO: MR. PETER DANDOSKE

添付- 1/2

(4) Another assumption, If we assure all the vehicles, those averaged ages is more than 5 years, for 15 years of total ages, amount of wear at the inspection shall be less than 0.3 mm (considering 0.6 mm of remaining margin).

Estimated percentage of vehicles having more than 0.3 mm of wear at the inspection can be calculated as follows.

B : Estimated percentage of vehicles having initial gap of 2.9 mm or less.

-- 16 %

D : Estimated percentage of vehicles having 3.1 to 3.2 mm rail gap at the inspection.

-- 30 % at the maximum.

Estimated percentage of this area is:

33 % of vehicle population * B * D = 1.6 % at the maximum.

However, a statistic indicates that the population of vehicles, which survive for 15 years or more, is 34.4 %. Therefore, we assume that actual risk would be much less than 1.6 %.

mazda

(P /)

Mazda Motor Corporation Message No.: MDS-AAI-918

To: MANA (QRB)

From: 高島統 海外OEM

Date: 9-30-96

Mr. Deguchi
MAX

森山 三戸

Page of
1 of 1. Att-Linked
- 6 pages

Tel:

FAX:

Subject

ST-16 Passive Belt

先日、MCIにて行われた Ford とのミーティングの際に TUFRAM の説明を聴いたが
 その際、使用した資料の英語版と Mr. Williams (CPM) より入手依頼がかけられた。
 申し訳ありとされ、添付資料を彼に手交していたとされた。

以上

To: Mr. Dejack

Attch 1/6

PROTECT ALUMINUM AND
ALUMINUM ALLOYS AGAINST WEAR,
CORROSION, STICKING AND GALLING

TUFRAMTM

SYNERGISTIC SURFACE ENHANCEMENT TECHNOLOGY

**Gives Aluminum Parts
The Following Properties:**

- Increased Hardness
- Wear Resistance
- Corrosion Resistance
- Release Properties
- Permanent Dry Lubricity
- USDA / FDA Code Compliance
- High Dielectric Strength

General Magnaplate

To: Mr. Dandi

7/6

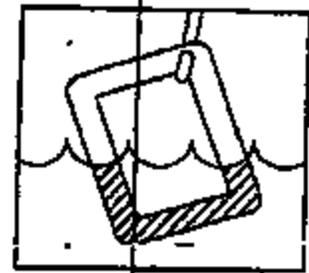
TUFRAM "synergistic" surface enhancements

TUFRAM coatings are created in a multi-step, proprietary process that makes aluminum surfaces as hard as steel. By combining the hardness of aluminum oxide ceramic and the highly desirable properties of selected polymers, they give aluminum parts previously unattainable levels of hardness, wear and corrosion resistance, and permanent lubricity.

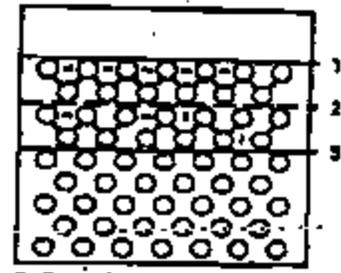
What are "synergistic" coatings?
 "Synergistic" coatings are not really coatings in the conventional sense of the word. They are created during three-step processes which combine the advantages of anodizing or hardcoat plating with the controlled infusion of low-friction polymers and/or dry lubricants. These "coatings" become an integral part of the surface of the aluminum. Since the resulting surfaces are superior in performance both to the aluminum and to the individual components of the coating, these surface enhancements are identified as "synergistic."

How do they work?
 Each of the TUFRAM surface enhancement processes converts an aluminum surface to aluminum oxide ($Al_2O_3 \cdot nH_2O$) and replaces the H_2O of the newly formed ceramic surface with Magnaplate's inert polymeric materials to provide a multi-functional surface. In the process, the aluminum crystals expand and form porous anchor crystals that remain hygroscopic for a short period of time.

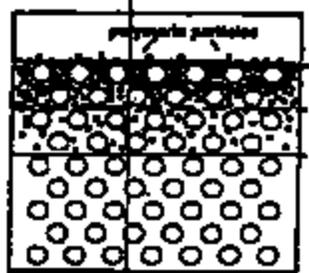
The particles of the specific polymer selected are then introduced under controlled conditions of properly balanced suspension, time and temperature and permanently interlock with the newly formed crystals. The polymeric particles become an integral part of a harder-than-steel, permanently dry-lubricated plastic/ceramic surface.



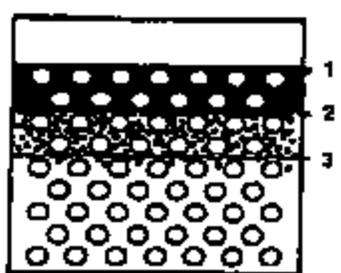
A. Cleaning and surface preparation of aluminum part.



B. Expansion of surface aluminum crystals.



C. Infusion of selected polymeric particles.



D. Permanent interlocking of the polymeric particles with the aluminum crystals to form TUFRAM coating.

- 1 — Surface growth
- 2 — Original metal surface
- 3 — Penetration into metal

Normally you can estimate 1/2 penetration and 1/2 growth for most alloys, i.e., thickness 0.002" means 0.001" penetration and 0.001" growth above the original surface. **+30%**

How TUFRAM can work for you

In addition to the savings, from a performance standpoint TUFRAM surface enhancement technology provides:

- increased hardness
- wear resistance
- corrosion resistance
- abrasion resistance
- chemical resistance
- moisture resistance
- meets MIL-A-63578
- mold release
- permanent dry lubricity
- high dielectric strength
- perfect bond to base metal
- USDA-approved
- FDA-compliant
- Quick, easy cleanup

Gives aluminum abrasion resistance better than steel

The TUFRAM process can produce a harder-than-steel surface on your aluminum parts. Taber abrasion tests have shown that TUFRAM has greater abrasion resistance than case-hardened steel or hard chrome plate. Tests have shown that TUFRAM resists wear under the most rigorous conditions, whatever the metal it comes into contact with.

Dry lubricating surface

The selected polymeric materials which the TUFRAM coating process impregnates into the surface of the aluminum part provide an unusual degree of permanent lubricity with added hardness. By leveling off the surface asperities with polymers, surface tension is drastically reduced and lubricity substantially increased. Parts and equipment that have been

coated with the TUFRAM process exhibit longer wear life, require less maintenance, and provide greater operating efficiencies. Treating mating parts, which operate with a sliding or rotating motion greatly reduces the possibility of galling.

Non-stick surface

Very few solid substances will permanently adhere to the polymeric-impregnated surface of a TUFRAM coated part. The dry lubricated, non-stick quality inherent in the coating does not permit any materials to stick to the coated part. And while some tacky materials may exhibit temporary adhesion, almost all substances release easily and quickly, preventing build-up of residue on all types of machinery components. It also facilitates equipment clean-up without the use of environmentally harmful caustics or other cleaning chemicals. The non-stick attribute of USDA-approved/FDA-compliant TUFRAM coatings is particularly advantageous in food and pharmaceutical processing and packaging operations, in plastic and rubber molding, and in many other applications.

Non-wetting

Since fluorocarbon impregnated surfaces are both oleophobic and hydrophobic, they resist wetting. Thus, clean-up is faster, easier, and more thorough. In many cases, parts become self-cleaning. Maintenance time and labor is greatly reduced. Drop tests also exhibit excellent performance.

* TUFRAM is a registered trademark of General Magnaplate Corporation.

To: Mr. Dey...

3/6

Technical data and performance characteristics of TUFGRAM "synergistic" surface enhancements

Hardness

TUFGRAM may be considered as approximately file hard. However, accurate values by the indentation method have not been determined. Tests show that window glass can be scratched with the hardened surface produced by TUFGRAM. Its hardness may be considered as approximately that of nitrided steel, providing the TUFGRAM surface has not been loaded to the point of collapse. The surface will disintegrate under point loading and excessive heat (above 800°F). TUFGRAM hardness varies from equivalent hardness of Rc 40 to Rc 65, depending on process chosen and alloy used.

Adherence and impact resistance

TUFGRAM coatings adhere firmly to most alloys, especially those containing magnesium. Their impact resistance is limited only by the structural strength of the base metal to which they are applied. If applied to soft alloys and struck repeated blows with a hammer, the coating will dent and some slight chipping may occur.

Abrasion resistance

A smooth surface substrate produces the most abrasion-resistant TUFGRAM finish. Taber abrasion measurements show its wear resistance is better than case-hardened steel and hard chrome plate. No matter what other metal rubs against the TUFGRAM finish, it too will show only slight wear.

EQUILIBRIUM WEAR RATES*

| mg. | 10 | 20 | 30 | 40 | 50 | 60 |
|-----|--------------------------------------------------------------|----|----|----|----|----|
| | 42 mg. | | | | | |
| | HARCOAT ANODIZED (SEALED) PER MIL-A-8625 TYPE II, CLASS 1 | | | | | |
| | 18 mg. | | | | | |
| | HARCOAT ANODIZED (UNSEALED) PER MIL-A-8625 R. CLASS 1 | | | | | |
| | 11 mg. | | | | | |
| | TUFGRAM H-2 | | | | | |
| | 7 mg. | | | | | |
| | TUFGRAM L-4 | | | | | |

*Using Taber Abrasion, WEIGHT LOSS = mg. per 10,000 cycles
CB-17 wheel, 1000 gm. load

Dielectric properties

The TUFGRAM process converts the aluminum surface to one with excellent dielectric characteristics without affecting the high conductivity of the parent metal. The impregnation by the TUFGRAM coating adds outstanding properties as an insulator. The polymer does not absorb water. Volume resistivity values remain unchanged even after prolonged soaking in water.

Surface sensitivity values were taken at 100% relative humidity. The dielectric constant for the polymer remains constant at 2.1 for a temperature range of -250°F to +550°F (-157°C to +274°C) and a frequency range of 5 Hz to 10,000 megahertz. Dissipation factor is also constant at 0.0003 for the same ranges of temperature and frequency.

The non-conductive TUFGRAM coating acts as an insulator that will withstand a range of 500 to 2,000 volts, depending upon thickness. In comparison, standard anodizing films break down at about 340 volts.

No chipping - no peeling

Since the TUFGRAM coating becomes an integral part of the parent metal, it cannot peel or flake off. Because the process converts the surface of the aluminum to a ceramic and then interlocks it with the selected polymer, the surface becomes harder than case-hardened steel, and cannot be scratched, nicked, or chipped by ordinary means.

Thermal conductivity

Aluminum that has been coated with a TUFGRAM process exhibits rapid heat and cold transfer. The TUFGRAM process, by converting the original single flat crystal into millions of surface facets, permits heat distribution within the encapsulated outer surface far better than that of untreated aluminum. Selective TUFGRAM processing permits wide ranges of conductivity for heat sink applications. The polymeric material with which the TUFGRAM coating is impregnated has a heat conductivity of $1.7 \pm .03$ Btu/hr/deg F/in. Heat capacity is 0.25 Btu/lb/deg F.

Friction and slide properties

The polymer impregnation that results from the TUFGRAM "synergistic" coating process provides a smooth, slippery surface with permanent lubricity. In some cases, static friction decreases with increase in load. This characteristic eliminates the problem of "stick-slip" in which higher break-away friction causes undesirable vibration.

Effective temperature range

Parts to which TUFGRAM coatings have been applied exhibit strength, toughness, and self-lubricity down to -350°F, high flexibility down to -110°F, and intermittent operating capability at temperatures as high as 800°F, depending upon the process specified and the alloy used.

USDA approved / FDA compliant

Within the family of TUFGRAM coatings are several that have been developed for — and are now widely used in — the food processing and packaging, pharmaceutical, and medical industries. See page 5 for identification of coatings.

Weather resistance

Tests of TUFGRAM samples exposed for years to practically all climatic conditions confirm its weather-resistant properties. Resistance to extreme heat and to ultraviolet light is excellent.

To: Mr. Doguchi

4/6



Hardens and protects the surface of built carriage of a Xerox copier.

Treatment of the scuffed carriage of a Xerox copier creates a super-hard, permanently-lubricated surface that is smooth and free of coating voids. The TUFFRAM coating allows use of a part made of lightweight aluminum alloy instead of machined steel.

Coating tolerances / thickness

With few exceptions, a consistently uniform TUFFRAM "synergistic" coating can be applied to parts of any configuration, any weight, virtually any size or thickness. Precise control of finished coating thickness permits use on threaded members and similar close-tolerance applications. By undersizing the outside pitch diameter by approximately two times the coating thickness prior to coating process, the original thread sizes are maintained after coating.

Surface finishes after TUFFRAM application will be equal to or slightly less than the original surface. While not recommended, slight burnishing, tapping, or honing can be applied to a coated part. However, removal of the surface material should be no more than 0.0002". All surfaces are held to a uniform buildup.

For machining allowances, note that overall final thickness of the coating is influenced by two factors:

- a. Penetration
- b. Surface growth.

The following table shows typical parameters:

| COATING Thickness in inches | SURFACE Growth in inches* |
|-----------------------------|---------------------------|
| 0.0008 | 0.0004 |
| 0.0010 | 0.0005 |
| 0.0020 | 0.0010 |

* Note: Growth is approximately 50% of the thickness value.

Coating thickness is customized for each application. Adjusting the duration and temperature of the infusion step provides the control that produces a coating with optimum characteristics for your specific service requirement.

Performance in vacuums

TUFFRAM "synergistic" coatings were initially developed for use in U.S. space applications and have been used on every space vehicle since the very start of the program. TUFFRAM coatings have been required to perform in extreme environmental conditions which include vacuums to 10⁻¹² torr and temperatures from -100°F to +350°F, and also under conditions of extreme vibration. This qualification makes TUFFRAM ideal for use in vacuum packaging and in processing machinery that must operate under vacuum.

Applicable to aluminum alloys

Aluminum and its alloys that contain less than 5% copper and 7% silicon and that do not contain excessive zinc or lead are most suitable for the application of TUFFRAM "synergistic" coatings. Most alloys of cast, forged, extruded, wrought, or die cast can be treated. The degree of hardness or penetration does vary with some alloys.

Corrosion resistance

TUFFRAM surface enhancements exhibit much greater corrosion resistance than conventional hard anodizing. Some TUFFRAM coatings show extremely high resistance to most common chemicals. Tests show no effect after 90 days immersion in solutions pH 4.0 to 8.5.

Various TUFFRAM and other General Magnaplate "synergistic" coatings provide outstanding resistance to salt spray. A 0.002" surface of TUFFRAM coating showed little or no corrosive activity after prolonged, continuous exposure to the atmosphere and salt water. (See the chart below for comparison with Military Specification requirement.)

| SALT SPRAY TEST | | | |
|-----------------------------------------------------|-------------------------------------------|------|--------|
| Synergistic Coating vs. Standard Hardcoat Anodizing | | | |
| hrs. | 1000 | 4000 | 15,000 |
| 236 hrs. | STANDARD HARDCOAT PER MIL-A-8825 (0.002") | | |
| 1000 hrs. | TUFFRAM H- (0.002") | | |
| 4900 hrs. | TUFFRAM C-22 (0.002") | | |

TUFFRAM enhancements on high strength aluminum far exceed MIL-A-63578 requirement of a minimum of 336 hours in salt spray.

When maximum corrosion resistance is required, another coating, MAGNAPLATE HCR[®] — which provides 40 times the required Mil-Spec protection — is recommended for use.

Resistance to acid and alkaline solutions

TUFFRAM surface enhancements provide superior resistance to attack from acid or alkaline solutions and atmosphere. In two separate humidification tests, panels with one edge exposed by a saw cut were immersed in an acid solution with a pH range of 3.5 to 4.0 and in an alkaline solution with a pH range of 8.5 to 9.0. Both panels were allowed to protrude for half their lengths in order to provide immersion and vapor tests simultaneously. After 90 days, the surface areas treated with TUFFRAM showed no effect. The saw cut edges on both panels were badly corroded. The heaviest damage occurred at the interfaces of the liquid and vapor states.



Protects piston pins against wear and residue buildup.

TUFFRAM gives aluminum pins on Simplicast Engineering's boring plant pallet loaders super-hardness and dry-lubricity to protect them against abrasive wear and tacky residue buildup which are caused by the plastic film shrink-wrap on bottle cases.

1997/2/13
24部 添付-5
野村

回収品の調査結果まとめ

1. 調査数 (添付-1参照)

調査実施数 : LH-342
有効データ数 : LH-312
非有効データ数 : LH-30 (スワリしていた形跡のあるもの-19/対象品-5 他-6)
注)以後は有効データのみを用いた。

2. データ分析結果

(1) 全データの分布

添付-2に全有効データの分布を示す。
走行距離とC部スワリとの間に明確な相関関係は認められない。

(2) RHと同じ点検基準を用いた場合にOKとなる確率

点検基準よりOKとなる数 : 169
OKとなる率 : 54.2% (169/312)

(3) 推定寿命の算出

実走行距離(777ター交換歴のあるものについては777-A実施時の走行距離から777ターでの交換時の走行距離を引いたもの)A-C部スワリより下記計算方法にて各データの推定寿命を算出した。

$$(\text{推定寿命}) = (\text{実走行距離}) / \{ (C部スワリ) - (A部スワリ + B部スワリ) / 2 \} + \{ 3.8 - (A部スワリ + B部スワリ) / 2 \}$$

但し(C部スワリ) - (A部スワリ + B部スワリ) / 2の値が0となる場合(C部の摩耗が0mmの場合)については計算の便宜上0.05mmとして推定寿命を算出した。

上記計算式にて求めた推定寿命の分布を下記及び添付-3に示す。
尚分布はRHと同じ点検基準を用いた場合にOKとなるものとNGになるものに分けて算出した。

- ① 点検基準でOKなるものの平均推定寿命は約69万mileに対して、NGなるものでは平均推定寿命が約11万mileとなっている。
- ② 点検基準でOKなるものの内推定寿命が15万mileを超えるものは94.1%に対して、NGなるものでは17.5%となっている。尚、生涯走行距離が15万mileを超える確率を考慮すると、点検基準にてOKとなったものがスワリに至る確率は極めて低い。

以上のように点検基準にてOKとされたものについては、後日スワリして入庫する率は極めて低い。またそのような場合についても777ターにてスワリすることで市場で大きな問題となるとは考えられない。

| 推定寿命の分布 | LH | | RH(参考値) | |
|-------------------|---------|---------|---------|---------|
| | OK | NG | OK | NG |
| number of data | 169 | 143 | 145 | 108 |
| mean (mile) | 634,938 | 106,129 | 571,522 | 132,681 |
| 推定寿命が15万mile以上のもの | 件数 | 159 | 25 | 35 |
| | % | 94.1 | 17.5 | 33.0 |

LHを全数交換から点検方式にした場合の221211予測

【前提条件】

- ・777ターにおける点検方式への変更実施は97/4からとし、97/3末までの777-A実施率は30.9%と予測する。
- ・点検にてOKとなる確率は54.2%とする。
- ・点検ミスが0%、30%の時について低減費用を算出する。

【計算結果】

97/3末時点での777-A未実施数の内は未スワリ車両は
 $221,550 \times (1 - 0.25 \times 0.88 + 0.60) \times (0.70 - 0.309) = 75,191$

TELターによるスワリ発生率 777-A未実施率

点検結果OKとなる車両数は点検ミスの確率毎に
 ① 0% : $75,191 \times 0.542 \times (1 - 0) = 40,754$
 ② 30% : $75,191 \times 0.542 \times (1 - 0.30) = 28,528$

低減予測額は交換不要となる部品代及び工賃、点検を行うため必要となる工賃、点検ミスの確率毎に以下のようになる。

① 0% : $40,754 \times (19.50 + 60.50) - (75,191 \times 0.1 + 55.00) = 52,846,749$
 ② 30% : $28,528 \times (19.50 + 60.50) - (75,191 \times 0.1 + 55.00) = 31,888,659$

Analysis Result of returned parts

1. Number of returned parts

Number of returned parts : LH - 342 pcs

Numbers of inspected parts : LH - 312

Number of eliminated parts : LH - 30 (stuck parts, new parts, etc)

Please see attachment - 1

2. Analysis result

(1) Distribution of the data

There is no significant correlation between mileage and gap at C position.

See attachment-2

(2) Expected OK ratio

169 out of 312 parts are judged OK by using same criterion as RH.

OK ratio comes 54.2% (169/312).

(3) Estimated life time

Calculate the estimated life time of collected rails by using the following formula and inspection results (mileage, gap at A position, B position and C position).

$$\text{Estimated life time} = M / (C - (A+B)/2) * (3.8 - (A+B)/2)$$

M : actual mileage

A : gap at A position

B : gap at B position

C : gap at C position

3.8 : Critical gap at C position

$(A+B)/2$: estimated original gap of C position

$C - (A+B)/2$: estimated wear of C position

$3.8 - (A+B)/2$: allowable wear of C position

$M / (C - (A+B)/2)$: mileage per (mile / mm)

In case of $C - (A+B)/2$ is 0mm, we use 0.05mm as a substitute for 0mm because of calculation.

添付-7

See attachment - 3 and table below.

Attachment - 3 shows the distribution of estimated life time, and also Table - 1 shows the basic statistic values.

Average of estimated life time of OK parts comes to almost 630,000 mile.

This is almost 6 times longer than NG parts.

94.1 % of OK parts can use over 150,000 mile, and also to consider the possibility that the customer driving over 150,000 mile, the failure rate is extremely low after judged OK at the DLR.

Base on this data, MC is sure that the inspection criterion for RH is also very effective for LH to minimize the customer risk.

And we also believe that CS concern will not occur if lifetime warranty is provided

| Distribution of life time | | LH | | RH(FY1) | |
|---------------------------------------------------------------|--------|-----|---------|---------|---------|
| | | OK | NG | OK | NG |
| number of data | | 169 | 143 | 145 | 106 |
| average (mile) | | | 106,129 | 571,522 | 132,891 |
| number of rails that estimated life time is over 150,000 mile | number | 159 | 25 | 142 | 35 |
| | % | | 17.5 | 97.9 | 33.0 |

H. Kawamura

H. Kawamura

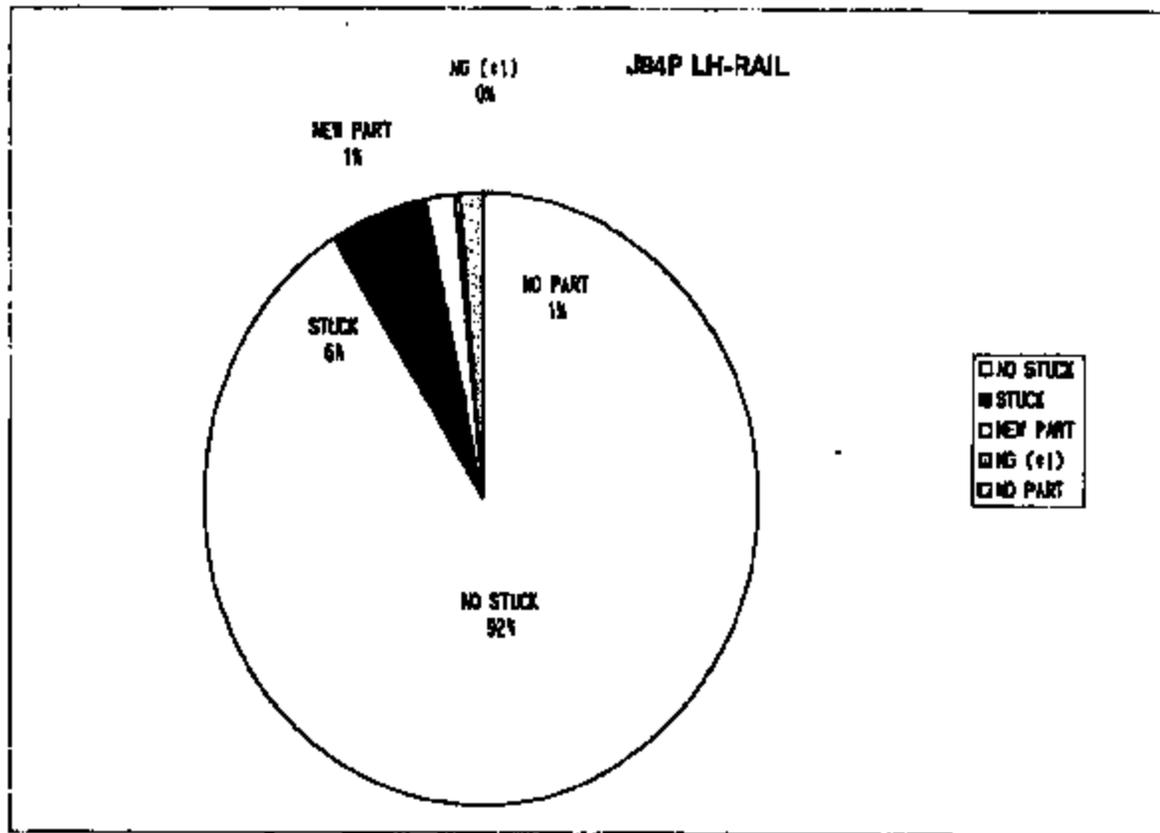
Staff Manager

Interior Components Engineering Group No.2

1997/2/4
SHIGETA
TODA

| Status | Row Summary (pcs) | LH (pcs) | RH (pcs) |
|---------------|-------------------|----------|----------|
| INSPECTED | NO STUCK | 563 | 251 |
| OUT OF SAMPLE | STUCK | 29 | 10 |
| | NEW PART | 13 | 8 |
| | NG (#1) | 2 | 1 |
| | NO PART | 16 | 11 |
| | TOTAL | 623 | 281 |

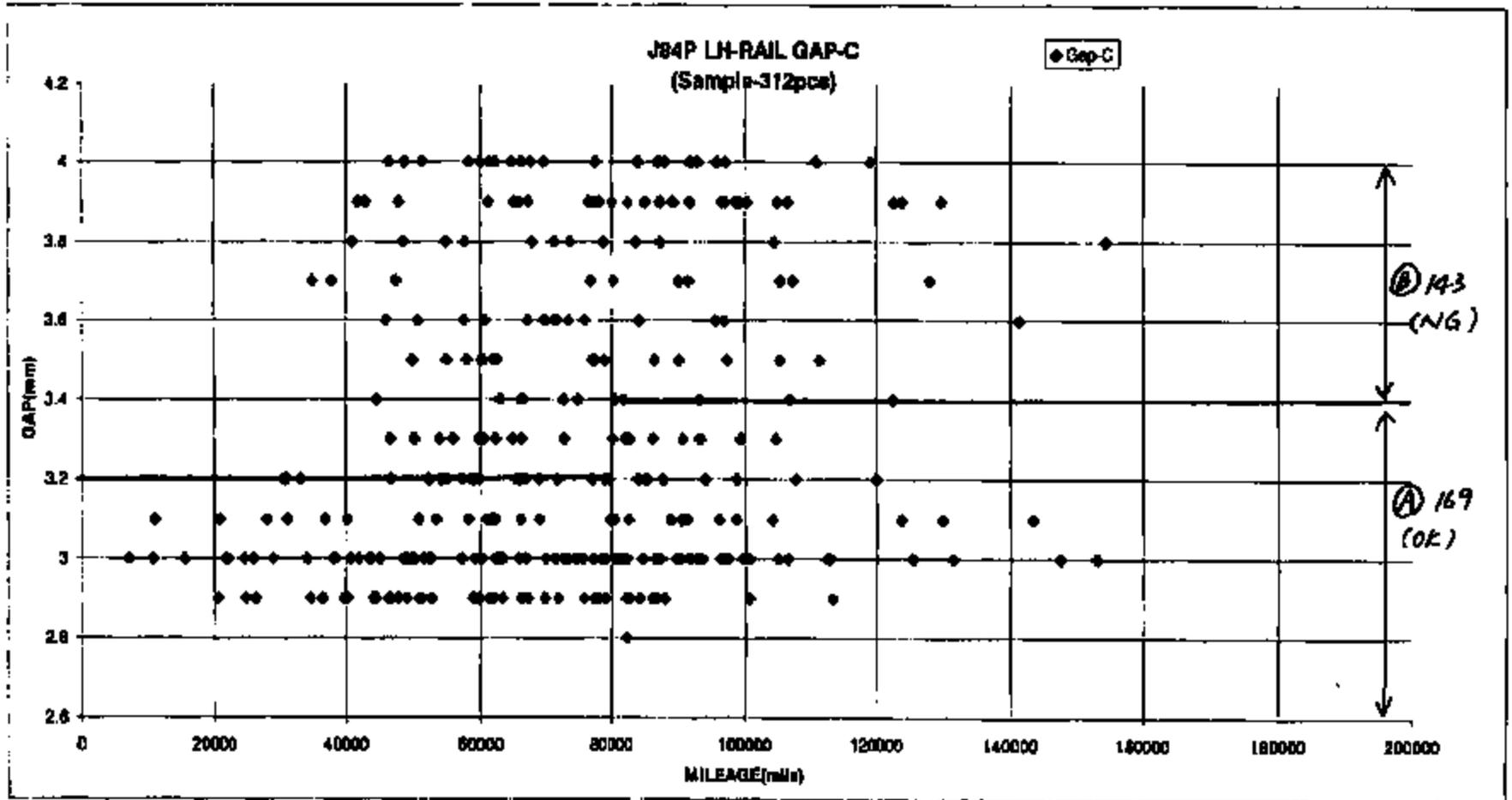
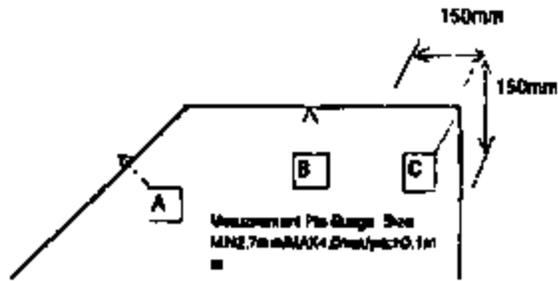
#1: mileage on warranty return tag shows more than 500,000 mile.
This mileage is irregular compare with other rails.



G-4

2025
 10/17/98
 Attached-1

1997/2/4
SHIGETA
TOQA

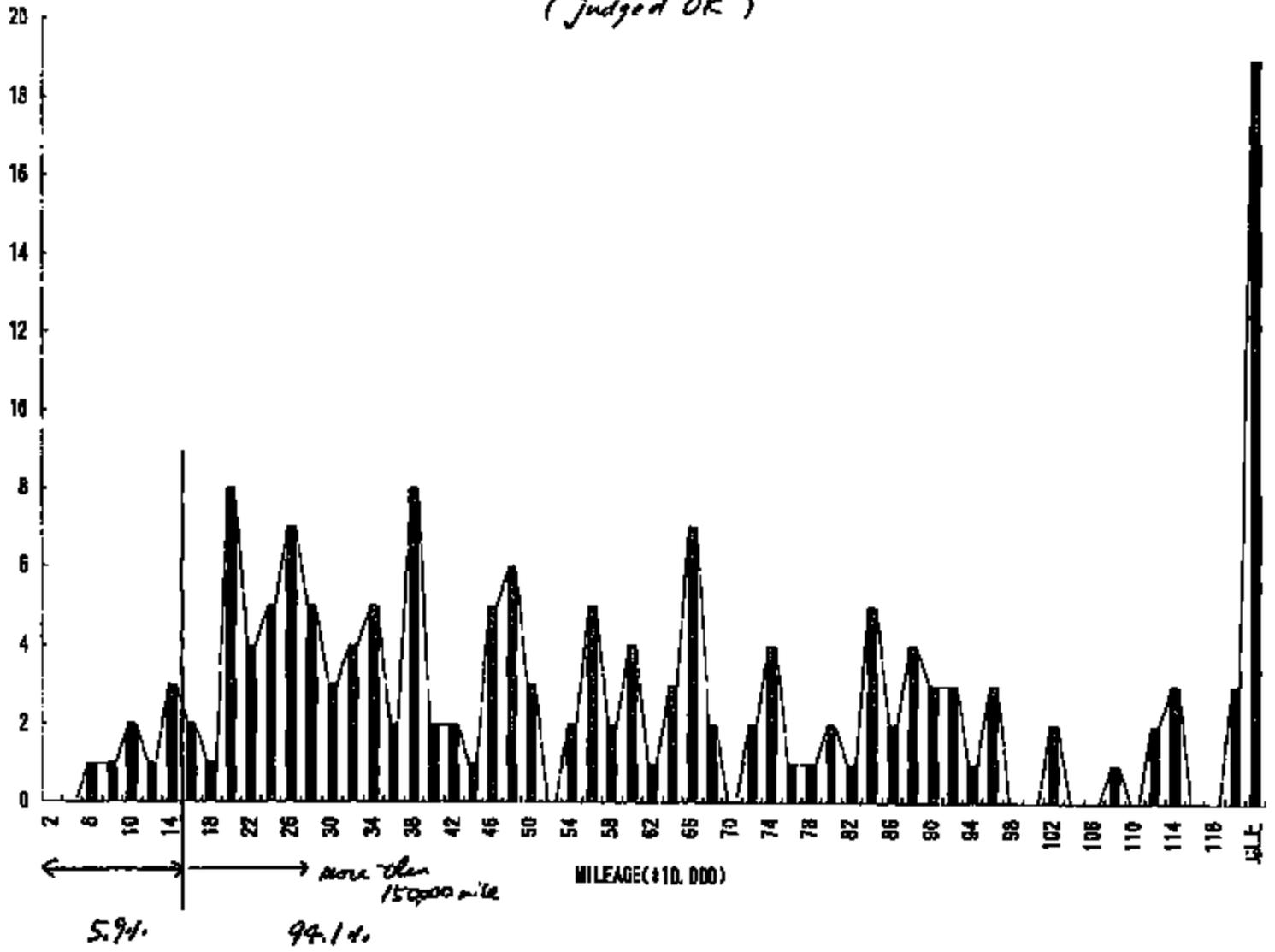


G-5

検査番号: 01-10170 宛先: 0020038
 検査内容: 2003 50055 1
 2/11-9
 Attachment-2
 2/11

number
度数

Estimated Life Time - LH
(judged OK)



MA

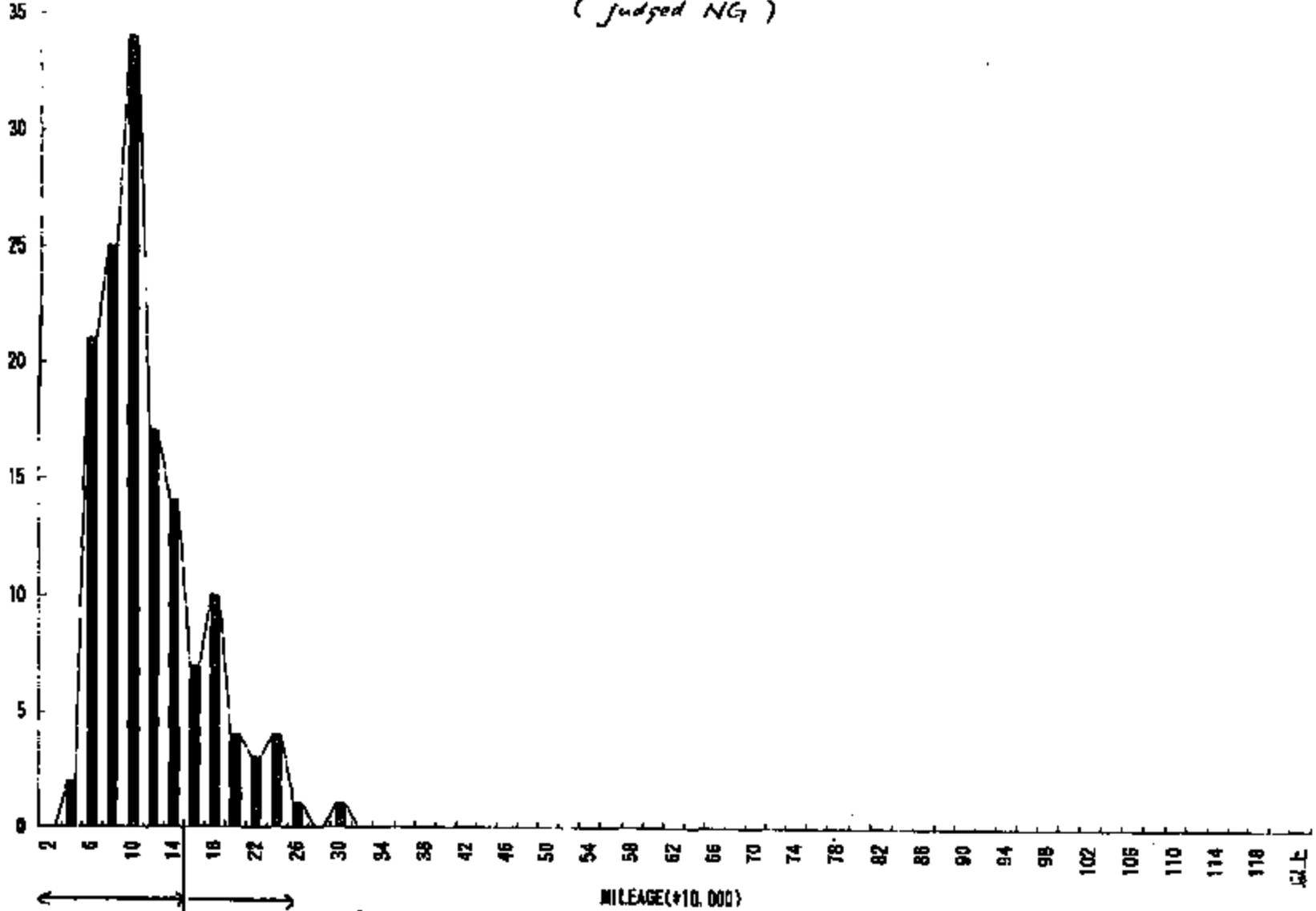
G-6

Attachment-3
1/2
2025年10月10日 10:00 机番 0023083

number.

数

Estimated Life Time - LH
(judged NG)



G-7

82.5%

more than 150,000 mile
17.5%

BB

品質管理課 品質保証部 品質保証課

Attachment - 3

- 3/2

MDS-AAZ-030

MAZDA

February 25, 1997

To : Mr. M. Hamme
Manager
PVT

cc) Mr. Takahashi EVP - MANA (handled)

page : 1 of 1
attachment -1/1

Subject : ST-16 Passive Belt

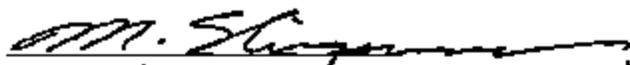
I would like send you our test result for Probe passive belt which we discussed on 2/17.
(please see attachment)

This graph shows the relation between the amount of wear and the times of operation.
Please provide this to FORD Safety Office and related department for the further
negotiation with NHTSA.

There is a little difference between RX-7's data & Probe's data, but we think this difference
is within a deviation of test condition e.t.c.

If you have any question, please do not hesitate to contact me.

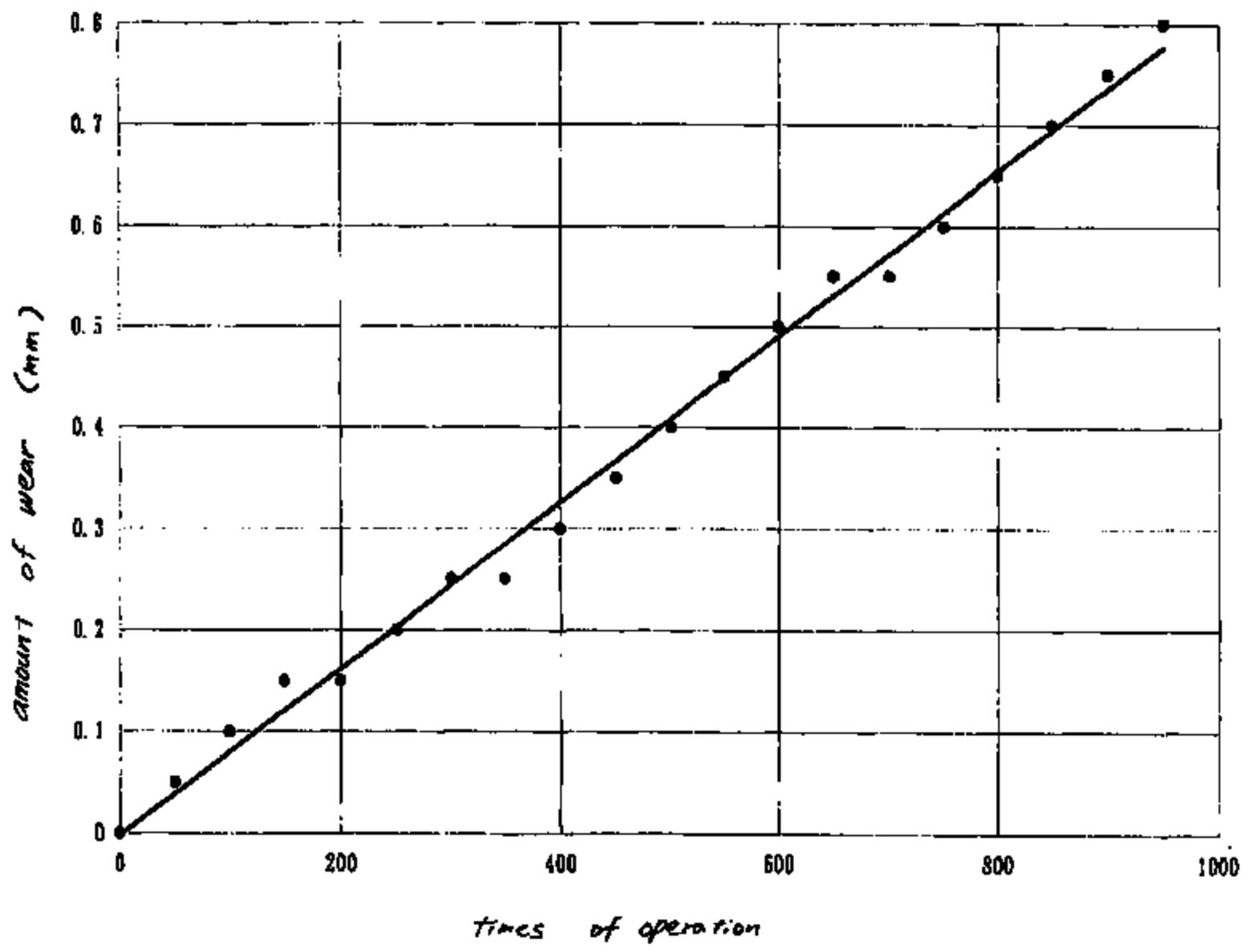
Thank you for your cooperation,



M. Shigemasa
Deputy General Manager
Product Quality Div.

H-1

184P Passive bell Sand-0.2g



H-2



Service Recall Bulletin

October, 1996

To:

All Ford and L-M Dealers

Subject:

Safety Recall 96S48 (Left Side) and 96S99 (Right Side) 1990-1992 Probes - Passive Seat Belt Assembly.

Affected Vehicles

All 1990-1992 Probes.

Reasons For Recall

The motorized shoulder belt of the affected vehicles may malfunction due to wear of the rail assemblies that guide the moveable shoulder belt anchorages along the sides of the roof above the doors. Eventually, the moveable anchorages could jam in positions along the rails and not lock in place at the "B" pillar. If this were to occur, the system may not provide the proper protection to the front occupants in the event of a collision.

Recall program 96S48 requires replacement of the left hand shoulder harness rail on all vehicles; recall program 96S99 requires inspection of the right hand shoulder harness rail and, if necessary, replacement (the left side rail will be replaced on all vehicles because of the frequency of usage versus the right side). In addition, dealers are instructed, through the attached diagnostics, to make any additional repairs necessary to restore system operation.

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should be instructed to continue to wear their lap belts.

Parts Limitations

BECAUSE PARTS TO PERFORM THIS PROGRAM ARE IN SHORT SUPPLY UNTIL DECEMBER 15, 1996, OWNERS OF VEHICLES THAT HAVE OPERATING PASSIVE RESTRAINT SYSTEMS (THE MOVEABLE SHOULDER BELT ANCHORAGE TRAVELS FULLY FORWARD WHEN AN ADJACENT DOOR IS OPENED AND FULLY REARWARD WHEN AN ADJACENT DOOR IS CLOSED AND THE IGNITION IS IN THE ON POSITION), ARE BEING ASKED TO WAIT TO HAVE THE SERVICE PERFORMED UNTIL PARTS ARE AVAILABLE. OWNERS OF VEHICLES WITH INOPERATIVE RESTRAINT SYSTEMS (THE BELT DOES NOT TRAVEL FULLY FORWARD AND REARWARD AS DESCRIBED ABOVE), ARE BEING ASKED TO RETURN TO DEALERS NOW. DEALERS ARE TO REPAIR THE RESTRAINT SYSTEM TO AN OPERATIONAL LEVEL FOLLOWING THE INSTRUCTIONS PROVIDED. (OWNERS MAY HAVE TO RETURN FOR THE RAIL REPLACEMENT WHEN PARTS BECOME AVAILABLE AFTER DECEMBER 15, 1996).

DO NOT PERFORM THESE SERVICES ON OPERATING RESTRAINT SYSTEMS UNTIL AFTER DECEMBER 15, 1996.

AFTER DECEMBER 15, 1996 AN AMPLE SUPPLY OF PARTS IS EXPECTED TO BE

AVAILABLE TO PERFORM THESE SERVICES ON ALL AFFECTED VEHICLES.**TWO RECALL NUMBERS**

Please note that for administrative reasons necessitated by parts availability, repair of each vehicle requires the completion of two recalls - 96S48 for the left hand restraint system and 96S99 for the right hand restraint system. PLEASE BE SURE TO SUBMIT CLAIMS PROPERLY - SEE ATTACHMENT II FOR DETAILS.

Affected Unit Listing

An affected unit listing will not be available for this recall until January, 1997.

Special Inspection Tool - Immediate Action Required

A SPECIAL INSPECTION TOOL WILL BE REQUIRED TO PERFORM THE REQUIRED INSPECTION OF THE RIGHT HAND PASSIVE RESTRAINT RAIL. ORDER THIS TOOL (ROTUNDA NO.) BY CALLING 1-800-325-5621. ONE INSPECTION TOOL PER DEALERSHIP WILL BE PROVIDED AT NO CHARGE VIA OVERNIGHT DELIVERY. WHEN CALLING THIS NUMBER BE PREPARED TO GIVE THE FOLLOWING INFORMATION:

- RECALL NUMBER 96S48 / 96S99
- DEALER P & A CODE
- MAILING ADDRESS
- PERSON TO WHOM TOOL SHOULD BE SENT

Questions?

Claims Information 1-800-423-8851

Other Recall Questions 1-800-325-5621

Special Tool Ordering 1-800-325-5621

Attachments**⇒ Attachment I**

- Administrative Information

⇒ Attachment II

- Labor Allowances
- Parts Ordering Information

⇒ Attachment III

- Diagnostic Flow Chart

⇒ Attachment IV

- Technical Instructions (Rail Inspection/Replacement)

⇒ Attachment V

ATTACHMENT I Safety Recall

OASIS

You must use OASIS to determine if a vehicle is eligible for these recalls. OASIS will be active on October 11, 1996.

NOTE:

Any vehicles in dealer stock must be corrected before delivery.

Promptly Correct

Before December 15, 1996 promptly correct all affected vehicles with inoperative (locked up) passive restraint systems.

After December 15, 1996, promptly correct all affected vehicles.

Dealer-Owner Contact

Immediately contact any affected owner. Give owner a copy of the Owner Letter.

Claims Submission

Enter claims using DWE. See ACESII Manual, Sections 5 and 6. If additional time is required for restraint repairs beyond rail replacement, submit as "Actual Time" (see Attachment II).

PLEASE NOTE THAT TWO CLAIMS ARE REQUIRED FOR EACH VEHICLE -ONE FOR THE LEFT SIDE (96S48), AND ONE FOR THE RIGHT SIDE (96S99).

NOTE: PLEASE HOLD ALL CLAIMS UNTIL OCTOBER 11, 1996. CLAIMS SUBMITTED BEFORE OCTOBER 11, 1996 CAN NOT BE ACCEPTED.

Warranty And Policy Manual

See Sections 5 and 6 of the ACESII Manual.

Refunds

See Section 3-59 of the ACESII Manual.

Mandatory Parts Return

ALL REMOVED RAIL AND MOTOR ASSEMBLIES MUST BE RETURNED (SEE ATTACHMENT II, PAGE 2). PARTS NEEDLESSLY REPLACED WILL BE SUBJECT TO CHARGE BACK.

ATTACHMENT II

Safety Recall

NOTE:

EACH AFFECTED VEHICLE IS NOT COMPLETE UNTIL BOTH SIDES OF THE VEHICLE HAVE BEEN ADDRESSED (left side rail replaced (96S48), and right side rail inspected (96S99) and, if necessary, replaced). THIS WILL REQUIRE THE SUBMISSION OF TWO CLAIMS - ONE FOR EACH RECALL NUMBER. SEE CLAIMING INSTRUCTIONS BELOW.

NOTE:

IF YOU CANNOT COMPLETE BOTH SIDES BECAUSE PARTS ARE NOT AVAILABLE FROM FORD, NOTIFY THE CUSTOMER THAT A SECOND SERVICE APPOINTMENT WILL BE REQUIRED. IF THE RESTRAINT SYSTEM CANNOT BE RESTORED TO A FULLY OPERATIONAL CONDITION DUE TO LACK OF PART AVAILABILITY, PLEASE CONTACT 1-800-325-5621 FOR FURTHER INSTRUCTIONS. BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION: VIN, OWNER NAME, REQUIRED PART INFORMATION.

EACH RECALL WILL REMAIN OPEN UNTIL ONE OF THE UNDERLINED LABOR OPERATIONS HAS BEEN COMPLETED FOR THAT RECALL.

BE SURE TO CAREFULLY SELECT THE CORRECT LABOR OPERATIONS.

| ACTION | RECALL 96S48 - LEFT HAND SIDE | RECALL 96S99 - RIGHT HAND SIDE |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Inspect RH Rail - Passes | No inspection required. | 96S99A - 0.2 Hrs. |
| Inspect RH Rail - Fails | No inspection required. | 96S99F - 0.2 Hrs. |
| Replace Rail | 96S48B - 1.0 Hrs. | 96S99B - 1.0 Hrs. |
| Replace Rail/Motor | 96S48C - 0.9 Hrs. | 96S99C - 0.9 Hrs. |
| Replace other non-recall components required to make system operate. (Related Damage Claim) | 96S48E - Actual Time - Refer to SLTS Manual for operations and all other appropriate labor times. | 96S99E - Actual Time - Refer to SLTS Manual for labor times and operations. |

Administrative Allowance

0.1 Hrs.

Misc. Expense Code "ADMIN"

Parts Availability - Improper Repairs:

Rail/Motor assemblies for Safety Recall 96S48/96S99 are on major backorder because GOOD PARTS ARE BEING NEEDLESSLY REPLACED. Analysis of returned parts has shown that 57% were functioning and SHOULD NOT HAVE BEEN REPLACED.

Parts Availability - Over Repairs:

In addition, rail/motor assemblies are being needlessly installed in vehicles which only require a rail.

As a result of these two "over-repair" conditions, rail/motor assemblies are not available for vehicles that actually need them.

We are making every attempt to obtain additional supplies of rail/motor assemblies. However, we expect continued backorders for some time. Dealers are strongly encouraged to:

1. Use the inspection tool before determining that a right hand rail needs replacement.
2. ONLY replace the rail/motor assembly when the system is inoperative (locked up) AND the belt cannot be manually moved from the "A" to "B" pillar using a 5mm Allen wrench through the access hole (see 96S48/96S99 Technical Instructions).

Replacement RAIL (no motor) part numbers:

- F72Z-61610D45-A Left Hand
- F72Z-61610D44-A Right Hand

Please continue to direct all questions to Renkim at 1-800-325-5621.

Recall/Service Programs Department
Vehicle Service and Programs

Parts Requirements

REPLACEMENT RAILS ARE NOT AVAILABLE AT THIS TIME. To service **INOPERATIVE** (locked up or jammed) systems prior to the availability of replacement rails, one left hand rail & motor **ASSEMBLY** will be direct shipped to each Ford Dealer. A very limited supply of additional rail & motor assemblies (including right hand assemblies), is available by calling 1-800-325-5621. Please be prepared to provide the following information:

- VIN number of the affected vehicle
- Recall number 96S48 or 96S99 (depending on which side requires rail and motor assembly).
- Dealer P& A Code
- Caller's name and phone number
- Customer's name and address

PARTS OTHER THAN THE RAIL & MOTOR ASSEMBLY MAY BE ORDERED THROUGH NORMAL ORDER PROCESSING CHANNELS.

YOU WILL BE ADVISED AS SOON AS REPLACEMENT RAILS BECOME AVAILABLE. IT IS EXPECTED THAT RAILS WILL BE AVAILABLE BY DECEMBER 15, 1996.

Dealer Price

For latest parts prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

Mandatory Return Of Removed Rail & Motor Assemblies

An FCS-700 Parts Distribution Tag will be issued for the return of removed rail and motor assemblies.

Store old rail and motor assembly in the same box you received the new replacement part.

Hold the old rail and motor assembly for receipt of FCS-700 tag from the Warranty Parts Return Center (WPRC).

Wire tag the FCS-700 tag to the old rail and motor assembly.

Clearly mark on the outside of the box "Safety Recall 96S48 / 96S99".

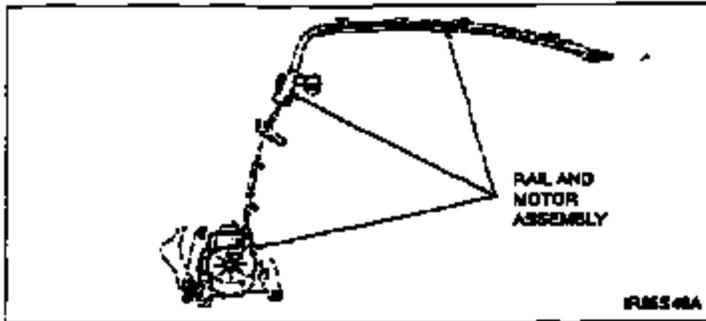
Upon receipt of the FCS-700 tag, ship the removed rail and motor assembly, freight prepaid, to the location indicated on the FCS-700 tag.

Excess Stock Return

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

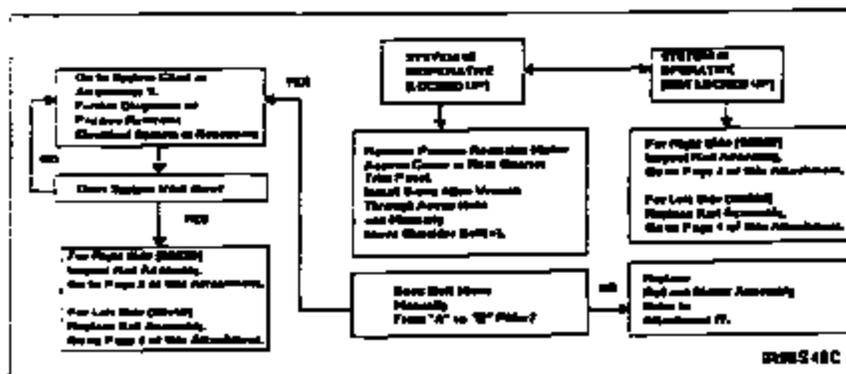
ATTACHMENT III Safety Recall

1990-92 PROBE PASSIVE RESTRAINT (MOTORIZED) SEAT BELT SYSTEM REPLACEMENT OF LEFT SIDE RAIL (96S48) - INSPECTION/REPLACEMENT OF RIGHT SIDE (96S99)



PASSIVE SEAT BELT DIAGNOSTIC FLOW CHART (PERFORM ON EACH SIDE)

Refer to the following flow chart to determine the necessary service action.



Technical Instructions

NOTE:

Special inspection tool required (Rotunda No. T97C-61610B45-A). See Safety Recall Bulletin 96S99 for ordering instructions.

Rail Inspection - Right side only (Safety Recall 96S99)

Only the right side rail will be inspected. The left side rail must be replaced.

1. Check and record mileage of the vehicle.
 - a. If vehicle has less than 80,000 miles (129,000 Km), use the 3.2 mm end of the inspection tool.
 - b. If vehicle has more than 80,000 miles (129,000 Km), use the 3.4 mm end of the inspection tool.
2. Close right side door. Turn the ignition key to the ON position to move the shoulder belt to the B-pillar.

NOTE:

Dust shield wear may cause the position of the scribe line to vary. Insert the inspection tool between dust shields of the rail assembly at point X. Tool must be installed until it bottoms out in the rail assembly. Note the distance between the dust shields and the scribed line on the tool. Insert the inspection tool every 1/2" from point X to point Y of the rail assembly. See Figure 1. **DO NOT SLIDE THE INSPECTION TOOL ALONG THE RAIL ASSEMBLY. REMOVE AND REINSERT EVERY 1/2" BETWEEN POINT X AND POINT Y.**

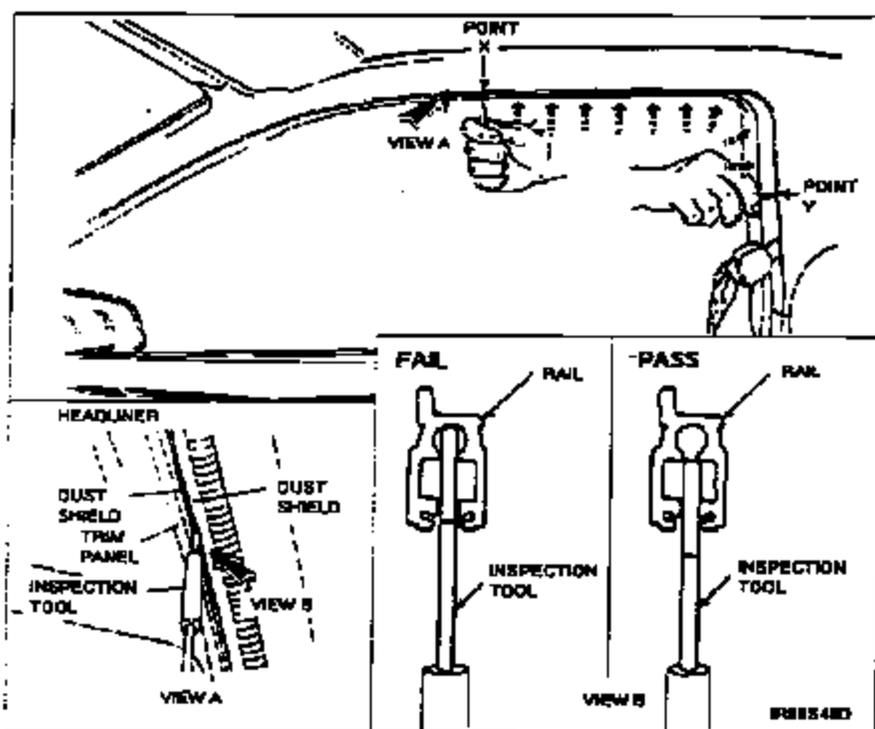


Figure 1

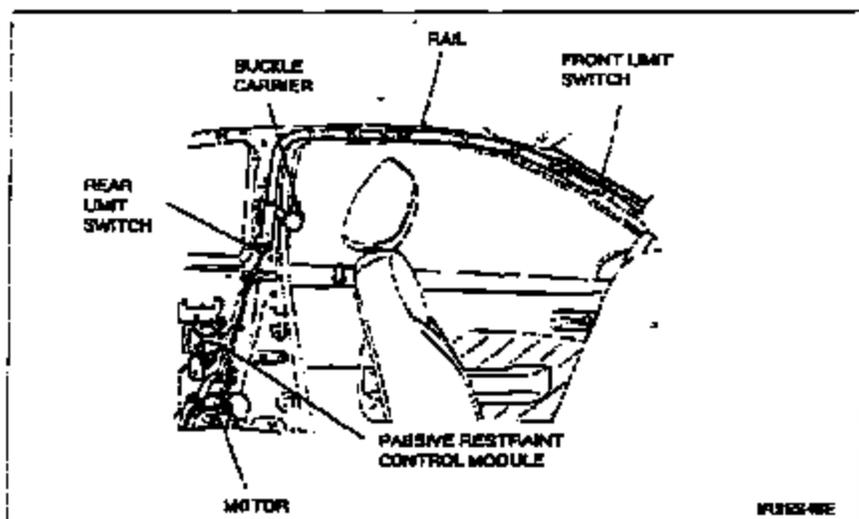
3.
 - a. If installed inspection tools' depth does not increase (scribe line does not move closer to the dust shield) anywhere between points X and Y, no service action is required.
 - b. If installed inspection tools' depth increases (scribe line moves closer to the dust shield) anywhere between points X and Y, the rail assembly must be replaced. Go to Page 4 for Rail Replacement.

Rail Replacement

The following procedure is applicable for either left side (96S48), if necessary, rail replacement.

This illustration shows a cutaway view of the left side rail and motor assembly. Right side rail and motor

assembly symmetrically opposite.



Removal

1. Detach the shoulder belt from the buckle carrier.
2. Cycle the buckle carrier to the B-pillar (retracted position).
3. Install a memory saver, then disconnect the battery negative cable.
4. Remove the A to B-pillar trim panel. Refer to appropriate Service Manual.
5. Remove the quarter trim panel. Refer to appropriate Service Manual.
6. Disconnect the front limit electrical connector. See Figure 2.

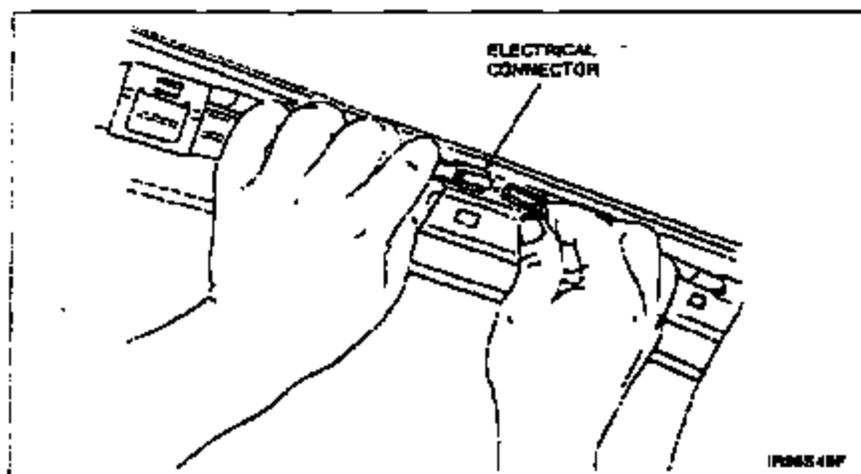
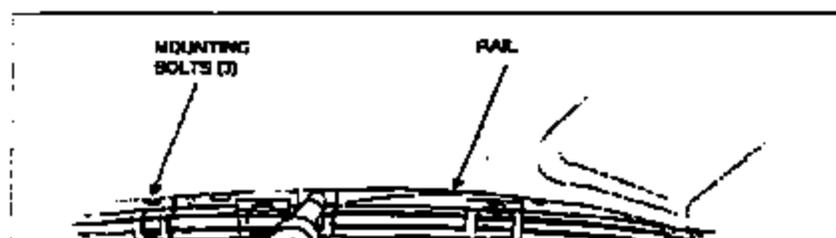


Figure 2

7. Remove the three (3) rail upper mounting bolts. See Figure 3.



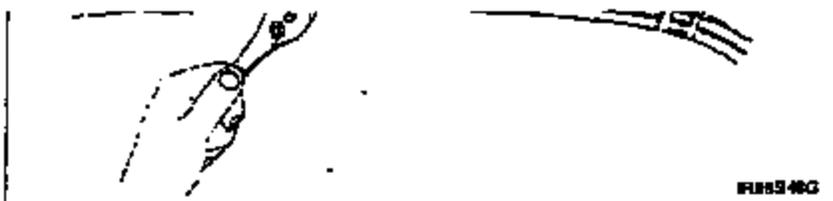


Figure 3

8. Remove the rail upper mounting screw. See Figure 4.

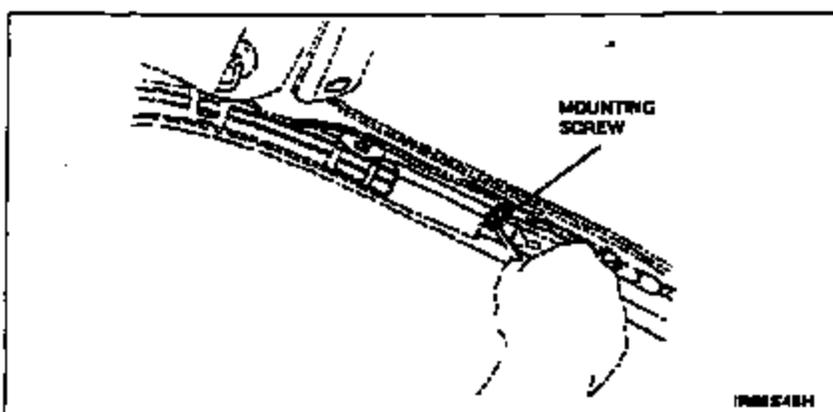


Figure 4

9. Remove the two (2) rail side mounting bolts. Refer to Figure 5.

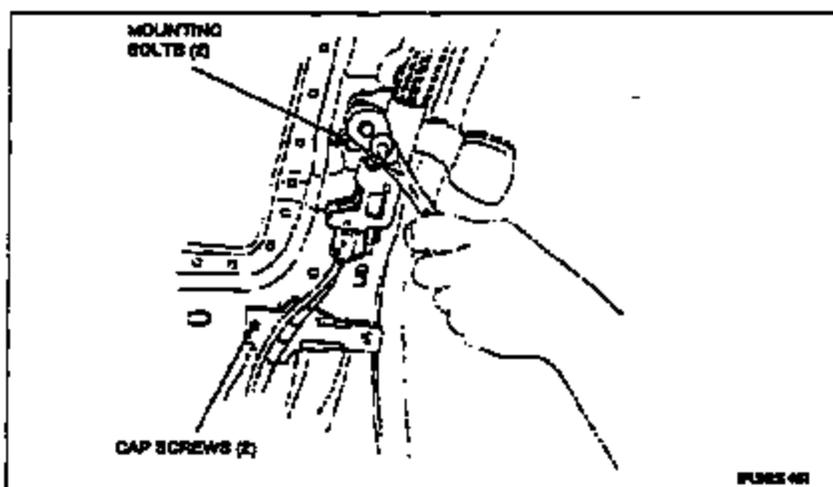
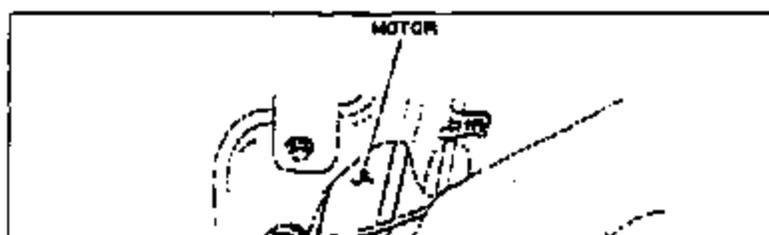


Figure 5

10. Remove the two (2) cable retaining capscrews. See Figure 5.
11. Remove the three (3) motor mounting bolts. See Figure 6.



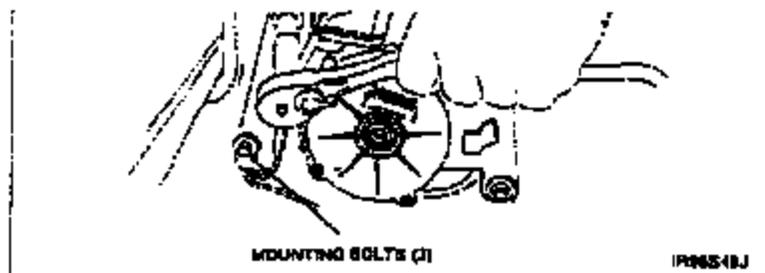


Figure 6

12. Disconnect the motor electrical connector.
13. Remove the rail and motor assembly from the vehicle. See Figure 7.

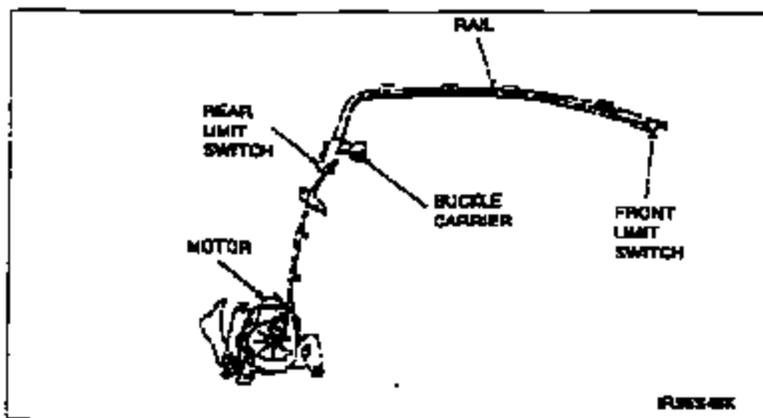


Figure 7

14. Place rail and motor assembly on bench with outboard side facing up. The red release button on the buckle carrier should be facing upward. Refer to Figure 8.

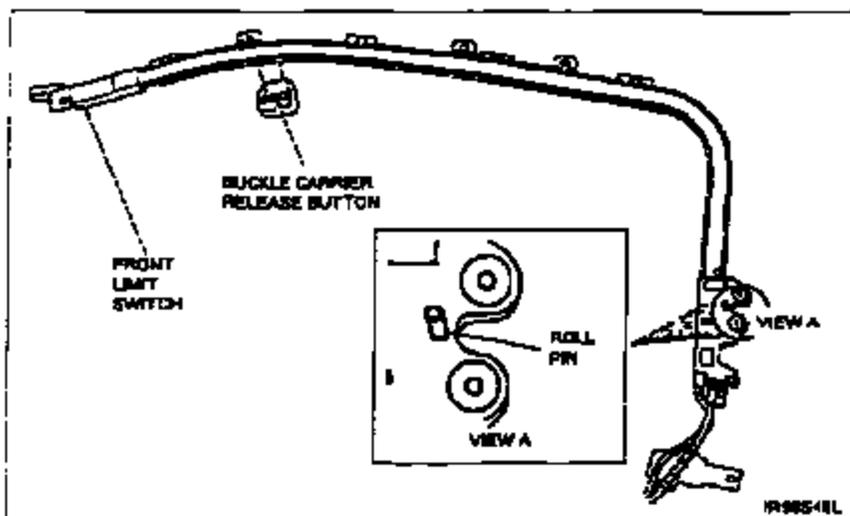


Figure 8

15. Remove roll pin. See Figure 8.
16. Using a small flat-bladed screwdriver, lift locking tab. See Figure 9.

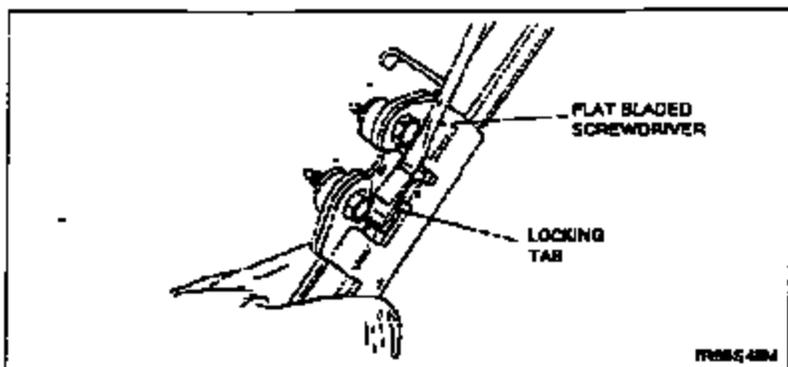


Figure 9

17. Separate rail from locking tab.

NOTE:

Place cable assembly on clean workbench to prevent contamination of lubricating grease on cable.

18. Pull cable and buckle carrier from rail.

Installation

1. Place new rail on bench with outboard side facing up.
2. Install buckle carrier onto cable. See Figure 10.

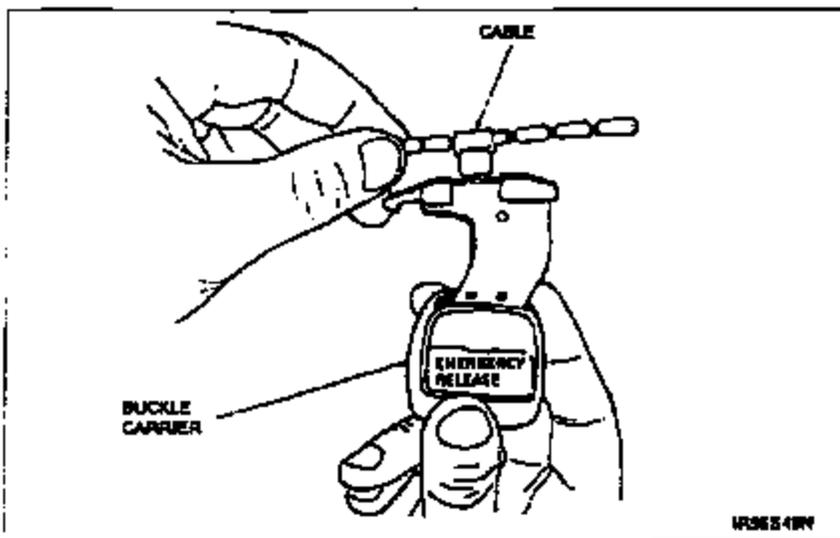


Figure 10

3. Install cable assembly into new rail. Make sure the red release button on the buckle carrier is facing upward. Align cable guide with rail (cable will only go into rail with guide in the correct position).
4. Slide buckle carrier forward until locking tab engages rail.
5. Install new roll pin.
6. Position the rail and motor assembly in the vehicle and install the three (3) rail upper mounting bolts. Tighten the bolts to 38-78 N-m (28-58 lb-ft).
7. Install the rail upper mounting screw.
8. Install the two (2) rail side mounting bolts. Tighten the bolts to 38-78 N-m (28-58 lb-ft).
9. Install the two (2) cable retaining capscrews.

10. Connect the motor electrical connector.
 11. Install the three (3) motor mounting bolts. Tighten the bolts to 38-78 N-m (28-58 lb-ft).
 12. Connect the front limit switch electrical connector.
 13. Install the quarter trim panel. Refer to appropriate Service Manual.
 14. Install the A to B-pillar trim panel. Refer to appropriate Service Manual.
 15. Attach the shoulder belt to the buckle carrier.
 16. Connect the battery negative cable, then remove the memory saver.
 17. Check the passive restraint system for proper operation.
-

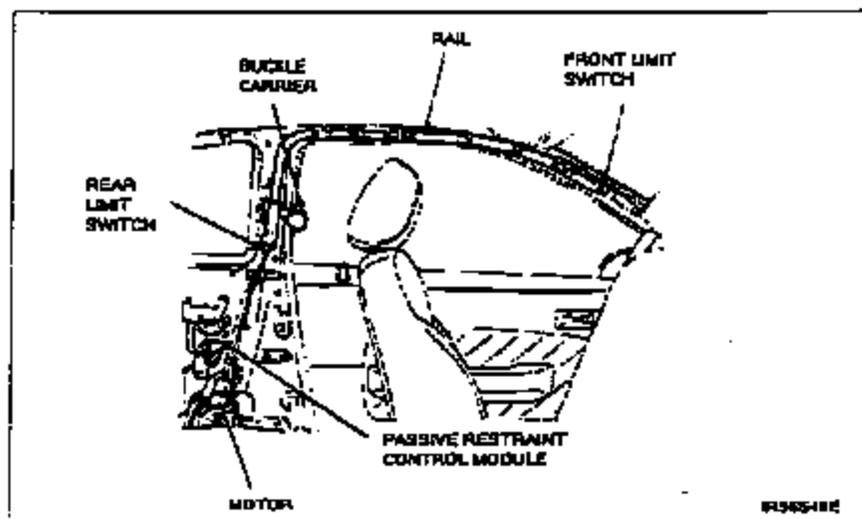
ATTACHMENT IV Safety Recall

Rail And Motor Assembly Replacement

NOTE:

Only perform this procedure if sent here from "Passive Seat Belt Diagnostic Flow Chart" in Attachment III or from PR tests in Attachment V.

This illustration shows a cutaway view of the left side rail and motor assembly. Right side rail and motor assembly symmetrically opposite.



Removal

1. Detach the shoulder belt from the buckle carrier.
2. Install a memory saver, then disconnect the battery negative cable.
3. Remove the A to B-pillar trim panel. Refer to appropriate Service Manual.
4. Remove the quarter trim panel. Refer to appropriate Service Manual.
5. Disconnect the front limit switch electrical connector. See Figure 1.

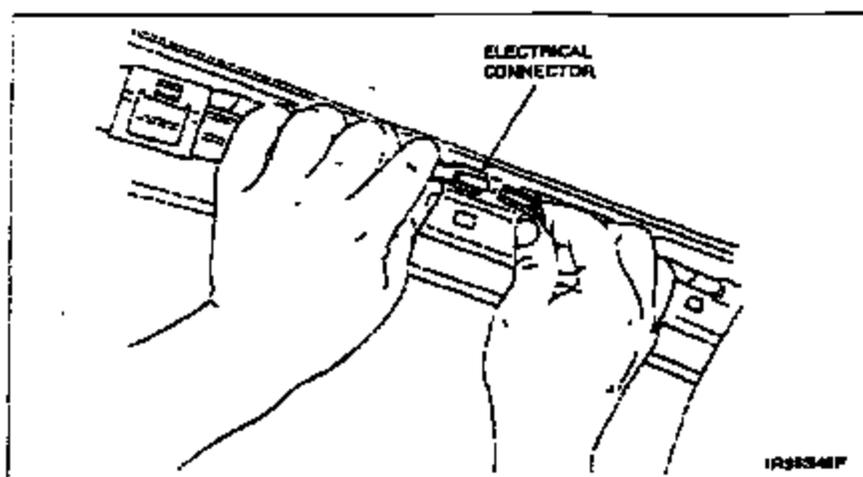


Figure 1

6. Remove the three (3) rail upper mounting bolts. See Figure 2.

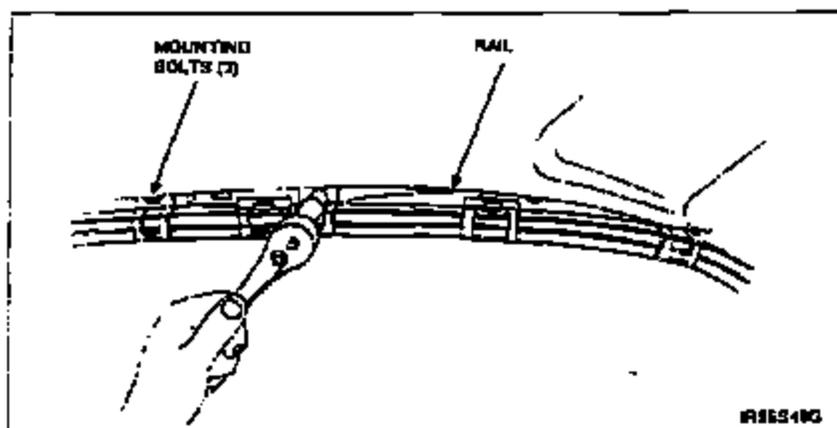


Figure 2

7. Remove the rail upper mounting screw. See Figure 3.

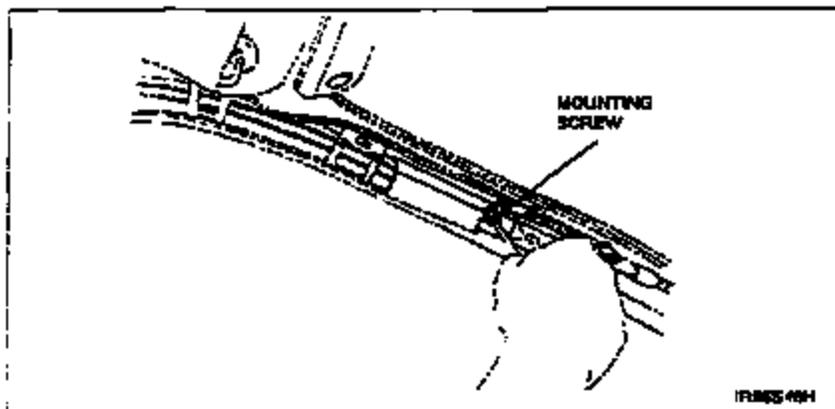


Figure 3

8. Remove the two (2) rail side mounting bolts. Refer to Figure 4.

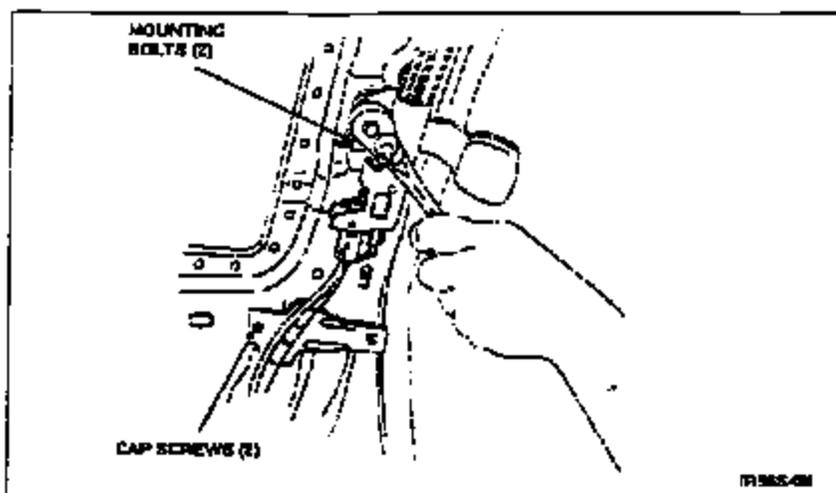


Figure 4

9. Remove the two (2) cable retaining capscrews. See Figure 4.
10. Remove the three (3) motor mounting bolts. See Figure 5.

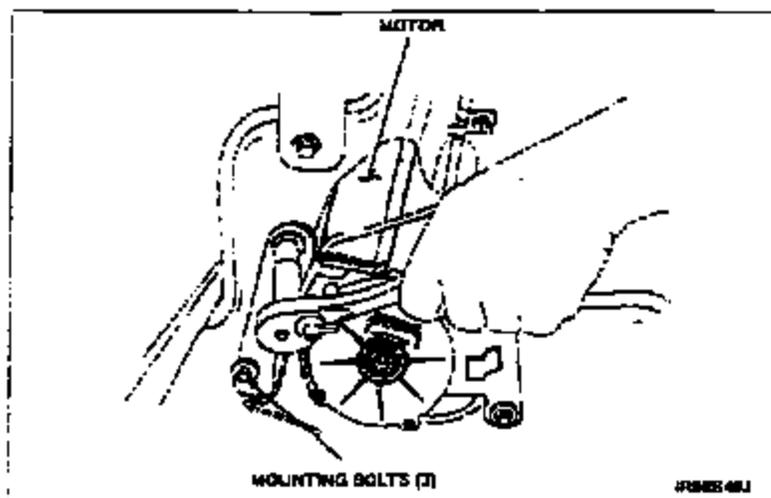
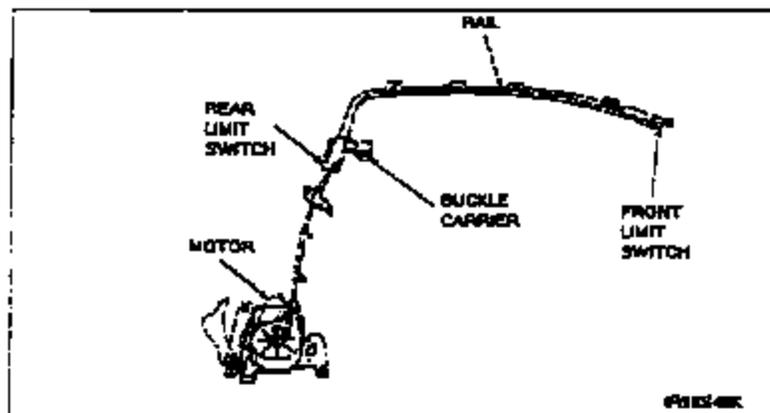


Figure 5

11. Disconnect the motor electrical connector.
12. Remove the rail and motor assembly from the vehicle. See Figure 6.



*Figure 6***Installation**

1. Position the rail and motor assembly in the vehicle and install the three (3) rail upper mounting bolts. Tighten the bolts to 38-78 N-m (28-58 lb-ft).
 2. Install the rail upper mounting screw.
 3. Install the two (2) rail side mounting bolts. Tighten the bolts to 38-78 N-m (28-58 lb-ft).
 4. Install the two (2) cable retaining capscrews.
 5. Connect the motor electrical connector.
 6. Install the three (3) motor mounting bolts. Tighten the bolts to 38-78 N-m (28-58 lb-ft).
 7. Connect the front limit switch electrical connector.
 8. Install the quarter trim panel. Refer to appropriate Service Manual.
 9. Install the A to B trim panel. Refer to the appropriate Service Manual.
 10. Attach the shoulder belt to the buckle carrier.
 11. Connect the battery negative cable, then remove the memory saver.
 12. Check the passive restraint system for proper operation.
-

ATTACHMENT V

Safety Recall

SUPPLEMENTAL DIAGNOSTIC GUIDE

TABLE OF CONTENTS

- I. Symptom Chart-----Pg. 1
- II. Description And Operation-----Pg. 2-4
- III. Electrical Schematic-----Pg. 5-7
- IV. Passive Restraint Module Pin Out-----Pg. 8-9
- V. Diagnostic And Testing (PR Tests)-----Pg. 10-22
- VI. Fuel Pump Inertia Switch Technical Service Bulletin (90-26-02)-----Pg. 23-27

Symptom Chart

| CONDITION | POSSIBLE SOURCE | ACTION |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| • Neither Belt Will Leave the A-Pillar | <ul style="list-style-type: none"> • Battery feed to module. • BSM module- ignore switch input grounded. • BSM-SE module - inertia switch input grounded. | <ul style="list-style-type: none"> • GO to PFR1. • GO to page 23. • GO to PFR2. |
| • Neither Belt Will Leave the A-Pillar | <ul style="list-style-type: none"> • Power to module. • Ignition line input. | <ul style="list-style-type: none"> • GO to PFR1. • GO to PFR5. |
| • One Belt Will Not Leave the B-Pillar | <ul style="list-style-type: none"> • Door switch input open. • B-pillar or limit switch input grounded. • Misconnector wiring. | <ul style="list-style-type: none"> • GO to PFR1. • GO to PFR1. • GO to PFR1. |
| • One Belt Will Not Leave the A-Pillar | <ul style="list-style-type: none"> • Door switch input grounded. • B-pillar limit switch input grounded. • Misconnector wiring. | <ul style="list-style-type: none"> • GO to PFR1. • GO to PFR1. • GO to PFR1. |
| • Belt Buckle Carrier (T-strap) Jumps or Clicks at B-Pillar While Ignition is ON | <ul style="list-style-type: none"> • B-pillar limit switch input open. • Wiring and connectors between B-pillar switch and Passive Restraint Module. | <ul style="list-style-type: none"> • GO to PFR1. • GO to PFR1. |
| • Belt Buckle Carrier (T-strap) Jumps or Clicks at A-Pillar While Door is Open | <ul style="list-style-type: none"> • A-pillar limit switch input open. • Wiring and connectors between A-pillar switch and Passive Restraint Module. | <ul style="list-style-type: none"> • GO to PFR1. • GO to PFR1. |
| • Seat Belt Warning Light and/or Warning Chime Turns ON Intermittently or Remains ON | <ul style="list-style-type: none"> • B-pillar limit switch open. • Wiring/connectors between Retractor/B-pillar limit switch and module. • Retractor switch input open. | <ul style="list-style-type: none"> • GO to PFR1. • GO to PFR1. • GO to PFR2. |
| • Seat Belt Warning Light and/or Warning Chime Do Not Turn ON When Intended | <ul style="list-style-type: none"> • B-pillar switch input. • Retractor switch input. • Seat belt warning light. • Warning chime module. | <ul style="list-style-type: none"> • GO to PFR1. • GO to PFR2. • GO to PFR1. • GO to PFR1. |

R96S480

Probe Seat Belts

Description And Operation

The passive restraint system controls the operation of the belt carrier.

The seat lap belts are to be manually connected by the driver/passenger and should always be worn.

After entering the vehicle and closing the door, place the ignition key to the ON position. The shoulder belt carrier is moved from the A-pillar (OFF position) to the B-pillar (ON position). At the same time, the BELTS warning indicator lamp and chime are on for four to eight seconds or until the shoulder belt is

latched.

The shoulder belt automatically adjusts to allow comfort and freedom of movement. It locks tight during extremely hard braking, or impacts of 3 km/h (5 mph) or more.

When the door is opened, regardless of the ignition key position, the shoulder belt carrier moves from ON to OFF position, provided the inertia switch contacts are open.

▲WARNING:

PLACE THE LAP BELT SNUGLY AND AS LOW AS POSSIBLE ABOUT THE HIPS, NOT ABOUT THE WAIST. FAILURE TO DO SO MAY INCREASE THE CHANCE OF INJURY IN THE EVENT OF A COLLISION.

▲WARNING:

FRONT SEAT OCCUPANTS (INCLUDING PREGNANT WOMEN) SHOULD WEAR THE LAP BELTS IN ADDITION TO THE SHOULDER BELTS FOR OPTIMUM PROTECTION. REAR SEAT OCCUPANTS (INCLUDING PREGNANT WOMEN) SHOULD ALSO WEAR THE LAP BELTS IN ADDITION TO THE SHOULDER BELTS FOR OPTIMUM PROTECTION.

If the lap or shoulder belt retractor jams, free the belt by doing the following:

- Pull on the belt with both hands to tighten it on the retractor spool.
- Feed the belt back into the retractor until it is completely retracted. Repeat the previous step, if necessary.
- Pull the belt out of the retractor as far as it will go. Remove any foreign matter or untwist the belt, as necessary, and let the belt retract.
- Extend and retract the belt about five times to ensure the belt retractor operates properly.

Control Module

The following description applies to the operation of the passive restraint system. The following chart indicates the system inputs and pins necessary for application to the driver's and passenger's side of the system.

| SYSTEM INPUT | DRIVER'S SIDE PIN NUMBER | PASSENGER'S SIDE PIN NUMBER |
|-----------------------|--------------------------|-----------------------------|
| Door | 2D | 2N |
| B-Pillar Limit Switch | 1E | 2O |
| A-Pillar Limit Switch | 1F | 2K |
| Motor Leads | 1J & 1H | 2J & 2H |
| Motor Leads | 1L or 1K | 2I & 2M |
| Retractor Switch | 2B | 1O |

Conditions To Move Buckle Carrier From The A-Pillar To The B-Pillar

To move the buckle carrier from the A-pillar to the B-pillar when the door is closed (pin 2D floating/not-grounded), and the ignition key is in the ON position (pin 2C high), the passive restraint module will check the B-pillar limit switch (pin 1E).

If the B-pillar limit switch is not activated (pin 1E floating/not grounded), the passive restraint module will apply power to the driver motor. This will send the buckle carrier from the A-pillar to the B-pillar (pins 1L & 1K high, pins 1J & 1H grounded), until the B-pillar limit switch is activated (pin 1E grounded).

If the B-pillar limit switch is activated (pin 1E grounded), no action will occur.

Conditions To Move The Buckle Carrier From The B-Pillar To The A-Pillar

To move the buckle carrier from the B-pillar to the A-pillar when the door is opened (pin 2D grounded), and the inertia switch is set (pin 2F floating), the passive restraint module will check the A-pillar limit switch (pin 1F).

If the A-pillar limit switch is not activated (pin 1F floating), the passive restraint module will apply power to the driver motor. This will send the buckle carrier from the B-pillar to the A-pillar (pins 1J & 1H high, pins 1L & 1K grounded), until the A-pillar limit switch is activated (pin 1F grounded).

If the A-pillar limit switch is activated (pin 1F grounded), or the inertia switch is tripped (pin 2F grounded), no action will occur.

Conditions To Activate The Seat Belt Light

When the passive restraint module determines a seat belt warning is required, the fasten seat belt indicator output (pin 1M), supplies a ground to the Fasten Belt Indicator (FBI). This action activates the seat belt light.

When the ignition key is in the ON position (pin 2C high), and both of the B-pillar limit switches are not activated (pin 1E or 2O floating /not grounded), the FBI output is activated (pin 1M grounded).

The FBI is also activated when the ignition key is in the ON position (pin 2C high), and either of the shoulder belts are spooled in (pin 2B or 1O floating/not-grounded).

▲WARNING:

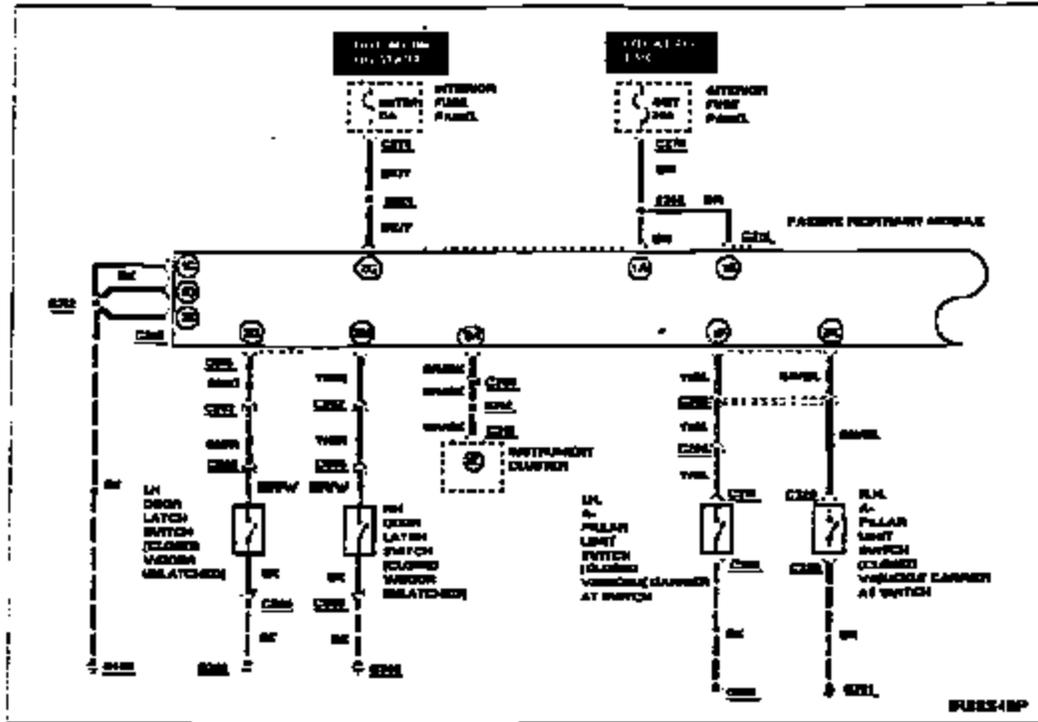
THE WARNING CHIME MODULE INTERFACES WITH THE WARNING LIGHT.

Conditions To Activate The Warning Chime

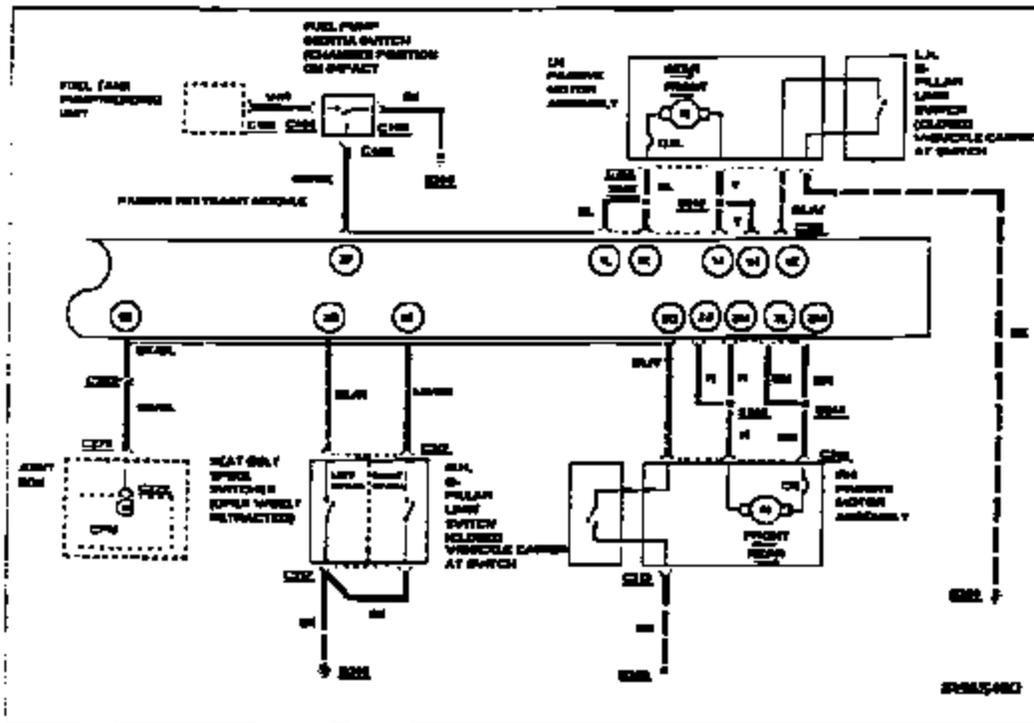
When the passive restraint module determines that a warning is required, the audible chime output (pin 1N) supplies a ground to the warning chime module.

When the ignition key is in the ON position (pin 2C high), and either shoulder belt is spooled in (pin 2B or 1O floating/not grounded), the chime output is activated (pin 1N grounded) for five seconds. If this output has been triggered and timed out, it can be triggered again by spooling in the other shoulder belt (floating/grounding pin 2B or 1O).

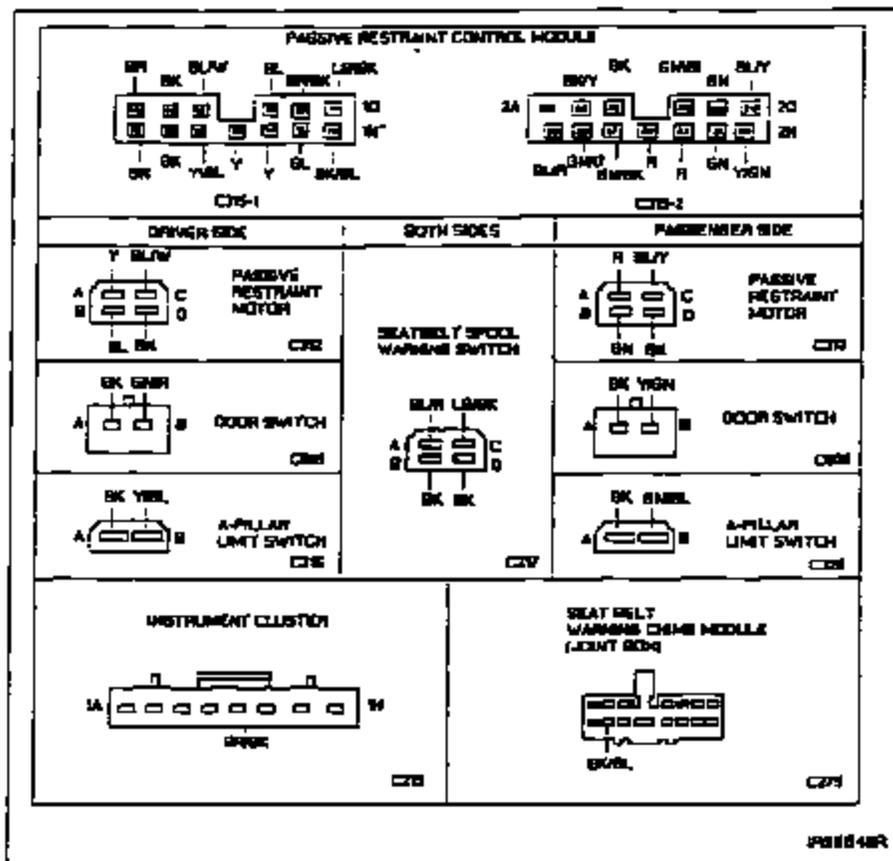
Passive Restraint System



Passive Restraint System

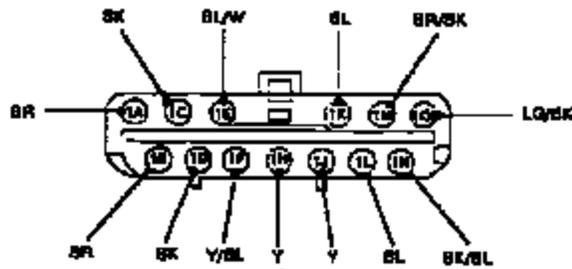


Passive Restraint System Connectors



**Probe Passive Restraint Module Pin Out
Grey Connector 315-1**

| KEY AND DOOR POSITION | Pin | WIRE COLOR | CIRCUIT FUNCTION | CIRCUIT STATE IN EACH MODE |
|-----------------------|-----|------------|-----------------------|------------------------------------------------------------------------------|
| KEY OFF | 1A | BR | BATTERY POWER | HOT AT ALL TIMES-BATTERY VOLTAGE |
| KEY OFF | 1B | BR | BATTERY POWER | HOT AT ALL TIMES-BATTERY VOLTAGE |
| KEY OFF | 1C | BLK | GROUND | SYSTEM GROUND - CONTINUITY TO BATTERY NEGATIVE |
| KEY OFF | 1D | BLK | GROUND | SYSTEM GROUND - CONTINUITY TO BATTERY NEGATIVE |
| KEY OFF | 1E | BL/W | LF REAR LIMIT SWITCH | CONTINUITY TO GROUND WITH BELT AT "B" PULL - OTHERWISE OPEN |
| KEY OFF | 1F | Y/BL | LF FRONT LIMIT SWITCH | CONTINUITY TO GROUND WITH BELT AT "A" PULL - OTHERWISE OPEN |
| KEY ON DOOR OPEN | 1H | Y | LEFT MOTOR | BATTERY VOLTAGE WHILE BELT IS MOVING FORWARD FROM "B" TO "A" |
| KEY ON DOOR OPEN | 1J | Y | LEFT MOTOR | BATTERY VOLTAGE WHILE BELT IS MOVING FORWARD FROM "B" TO "A" |
| KEY ON DOOR OPEN | 1K | BL | LEFT MOTOR | BATTERY VOLTAGE WHILE BELT IS MOVING REARWARD FROM "A" TO "B" |
| KEY ON DOOR OPEN | 1L | BL | LEFT MOTOR | BATTERY VOLTAGE WHILE BELT IS MOVING REARWARD FROM "A" TO "B" |
| KEY ON | 1M | BR/BLK | FASTEN BELTS, LAMP | BATTERY VOLTAGE WHEN LAMP IS "OFF" LESS THAN 1.8 VOLT WITH LAMP "ON" |
| KEY ON | 1N | BR/BLK | ROUND CHIME OUTPUT | 5.8 VOLTS \pm 1.0 VOLT WITH CHIME "OFF" LESS THAN 1.8 VOLT WITH CHIME "ON" |
| KEY ON | 1Q | BR/BLK | FRONT SPEED SWITCH | CONTINUITY TO GROUND WITH BELT EXTENDED OPEN WITH BELT RETRACTED |



FMS-085

Probe Passive Restraint Module Pin Out Black Connector 315-2

| TEST STEP | | RESULT | ACTION TO TAKE |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------|
| PR1 | CHECK FUSES | | |
| | <ul style="list-style-type: none"> Locate the interior fuse panel. Check the 20 amp ARL fuse and 15 amp WETER fuse. Are the fuses OK? | Yes | Go to PR4 |
| | | No | Go to PR2 |
| PR2 | CHECK SYSTEM | | |
| | <ul style="list-style-type: none"> Remove the fuses fuse(s). Key ON. Does the fuse(s) fail again? | Yes | Go to PR2 |
| | | No | Go to PR4 |
| PR3 | CHECK FOR SHORT(S) TO GROUND | | |
| | <ul style="list-style-type: none"> Key OFF. Disconnect the "BR" and "BL/Y" wires from the interior fuse panel. Measure the resistance of the wire in question between the interior fuse panel connector and ground. Are the resistance less than 5 ohms? | Yes | SERVICE the wire(s) in question. |
| | | No | Go to PR4 |
| | | | |
| PR4 | CHECK SUPPLY TO PASSIVE RESTRAINT | | |
| | <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connector B1. Key ON. Measure the voltage on the "BR" wire at the passive restraint module connector B1. Are the voltage greater than 18 volts? | Yes | Go to PR5 |
| | | No | SERVICE the "BR" wires. |
| | | | |
| | | | |

JRB854BU

| TEST STEP | | RESULT | ACTION TO TAKE |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------|
| PR5 | CHECK SUPPLY TO PASSIVE RESTRAINT MODULE | | |
| | <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connector B2. Key ON. Measure the voltage on the "BL/Y" wire at the passive restraint module connector B2. Is the voltage greater than 18 volts? | Yes | Go to PR6. |
| | | No | SERVICE the "BL/Y" wires. |
| | | | |
| | | | |
| PR6 | CHECK PASSIVE RESTRAINT MODULE GROUND | | |
| | <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connectors B1 and B2. Measure the resistance of the "BL" wire between the passive restraint module connectors B1 and B2 and ground. Are the resistance less than 5 ohms? | Yes | Go to PR7. |
| | | No | SERVICE the "BL" wire(s) in question. |
| | | | |
| PR7 | CHECK INPUT TO INERTIA SWITCH | | |
| | <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connector B2. Measure the resistance of the "GR/BL" wire at the passive restraint module connector B2 to ground. Is the resistance greater than 10,000 ohms? | Yes | Go to PR8. |
| | | No | Go to PR7-1. |
| | | | |
| PR7-1 | CHECK INERTIA SWITCH GROUND | | |
| | <ul style="list-style-type: none"> Locate and disconnect the fuel pump module wires. Measure the resistance of the "BR" wire between the fuel pump module wires connector and ground. Is the resistance less than 5 ohms? | Yes | Go to PR7-2. |
| | | No | SERVICE the "BR" wire. REPEAT PR7 in ready condition. |

R3604V

| TEST STEP | RESULT | ACTION TO TAKE | | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------|-----------------------------|------------------|--------------------------|--------------------------|----------------------|-------------------------------------------------------------------------------------------------|
| <p>PR7-2 CHECK INERTIA SWITCH</p> <ul style="list-style-type: none"> Disconnect and remove the fuel pump inertia switch. Measure the resistance between the "BR/BK" and "BK" terminals of the fuel pump inertia switch label the following conditions: <table border="1"> <tr> <td>Switch Position</td> <td>Resistance</td> </tr> <tr> <td>Open (Inertia Switched out)</td> <td>Less than 5 ohms</td> </tr> <tr> <td>Closed (not switched in)</td> <td>Greater than 10,000 ohms</td> </tr> </table> <ul style="list-style-type: none"> Are the resistance OK? <p>NOTE: Shake the inertia switch sharply to close (set). Press the switch in to close (set) the fuel pump inertia switch circuit. If the inertia switch does not open and close replace it.</p> | Switch Position | Resistance | Open (Inertia Switched out) | Less than 5 ohms | Closed (not switched in) | Greater than 10,000 ohms | <p>Yes</p> <p>No</p> | <p>GO to PR7-3</p> <p>REPLACE the fuel pump inertia switch. REPEAT PR7 to verify condition.</p> |
| Switch Position | Resistance | | | | | | | |
| Open (Inertia Switched out) | Less than 5 ohms | | | | | | | |
| Closed (not switched in) | Greater than 10,000 ohms | | | | | | | |
| <p>PR7-3 CHECK FOR OPENS AND SHORTS</p> <ul style="list-style-type: none"> Key OFF. Disconnect the fuel pump inertia switch and the positive restraint module connectors B1 and B2. Measure the resistance of the: <ul style="list-style-type: none"> "BR/BK" wire between the fuel pump inertia switch connector and the positive restraint module connector. "GR/BK" wire between the positive restraint module connector and ground. In the resistance test show 5 ohms for the "GR/BK" wire between the fuel pump inertia switch and positive restraint module and greater than 10,000 ohms between the positive restraint module connector and ground? | <p>Yes</p> <p>No</p> | <p>REPEAT PR7.</p> <p>SERVICE the "BR/BK" wire. REPEAT PR7 to verify condition.</p> | | | | | | |

FLM0248W

| TEST STEP | RESULT | ACTION TO TAKE | | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------|------------------|------------------|--------------------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------|---------------------------------------|
| <p>PR8 CHECK DOOR SWITCH (INPUTS)</p> <ul style="list-style-type: none"> Key OFF. Disconnect the positive restraint module connectors B1 and B2. Measure the resistance of the positive restraint module connectors under the following conditions: <ul style="list-style-type: none"> "DR/BK" wire and ground (driver's side) "PDR/BK" wire and ground (passenger's side) <table border="1"> <tr> <td>Door Position</td> <td>Driver's Side "DR/BK" and Ground</td> <td>Passenger's Side "PDR/BK" and Ground</td> </tr> <tr> <td>Door Open</td> <td>Less than 5 ohms</td> <td>Less than 5 ohms</td> </tr> <tr> <td>Door Closed</td> <td>Greater than 1,000 ohms</td> <td>Greater than 10,000 ohms</td> </tr> </table> <ul style="list-style-type: none"> Are the resistance OK? | Door Position | Driver's Side "DR/BK" and Ground | Passenger's Side "PDR/BK" and Ground | Door Open | Less than 5 ohms | Less than 5 ohms | Door Closed | Greater than 1,000 ohms | Greater than 10,000 ohms | <p>Yes</p> <p>No</p> | <p>GO to PR9.</p> <p>GO to PR8-1.</p> |
| Door Position | Driver's Side "DR/BK" and Ground | Passenger's Side "PDR/BK" and Ground | | | | | | | | | |
| Door Open | Less than 5 ohms | Less than 5 ohms | | | | | | | | | |
| Door Closed | Greater than 1,000 ohms | Greater than 10,000 ohms | | | | | | | | | |
| <p>PR8-1 CHECK DOOR SWITCH SWIRRES</p> <ul style="list-style-type: none"> Leave and disconnect the driver's side and passenger's door switches (under the door). Measure the resistance of the "BK" wires between the door switch connectors and ground. Are the resistance less than 5 ohms? | <p>Yes</p> <p>No</p> | <p>REPEAT to PR8-2.</p> <p>SERVICE the "BK" wire(s) in question. REPEAT PR8 to verify condition.</p> | | | | | | | | | |
| <p>PR8-2 CHECK DOOR SWITCHES</p> <ul style="list-style-type: none"> Key OFF. Disconnect the door switches. Measure the resistance between the "BR/BK" wire and the "BK" wire of the door switch connectors under the following conditions: <table border="1"> <tr> <td>Door Position</td> <td>Driver's and Passenger's Side "BR/BK" and "BK"</td> </tr> <tr> <td>Door Open</td> <td>Less than 5 ohms</td> </tr> <tr> <td>Door Closed</td> <td>Greater than 10,000 ohms</td> </tr> </table> <ul style="list-style-type: none"> Are the resistance OK? | Door Position | Driver's and Passenger's Side "BR/BK" and "BK" | Door Open | Less than 5 ohms | Door Closed | Greater than 10,000 ohms | <p>Yes</p> <p>No</p> | <p>REPEAT to PR8-3.</p> <p>REPLACE the door latch assembly in question. REFER to appropriate Service Manual. REPEAT PR8 to verify condition.</p> | | | |
| Door Position | Driver's and Passenger's Side "BR/BK" and "BK" | | | | | | | | | | |
| Door Open | Less than 5 ohms | | | | | | | | | | |
| Door Closed | Greater than 10,000 ohms | | | | | | | | | | |

LM00340X

| TEST STEP | | RESULT | ACTION TO TAKE | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------|------------------------------------|--------------------------|------------------|------------------|--------------------------------|--------------------------|--------------------------|-----------|-------------------------------------------------------------------------------------|
| PRB-2 CHECK DOOR SWITCH SUPPLIES <ul style="list-style-type: none"> Disconnect the door switches and the positive restraint module connectors B1 and B2. Measure the resistances of the wires between the positive restraint module connectors and the door switch connectors: <table border="1"> <tr> <td>Driver Position</td> <td>From the Positive Restraint Module Connector</td> <td>To the Door Switch Connector</td> </tr> <tr> <td>Driver's side</td> <td>"DRV"</td> <td>"DRV"</td> </tr> <tr> <td>Passenger's side</td> <td>"PSS"</td> <td>"PSS"</td> </tr> </table> <ul style="list-style-type: none"> Are the resistances less than 5 ohms? | Driver Position | From the Positive Restraint Module Connector | To the Door Switch Connector | Driver's side | "DRV" | "DRV" | Passenger's side | "PSS" | "PSS" | Yes No | ➤ REPEAT PRB ➤ SERVICE the wire(s) in question. REPEAT PRB to verify correction. |
| | Driver Position | From the Positive Restraint Module Connector | To the Door Switch Connector | | | | | | | | |
| Driver's side | "DRV" | "DRV" | | | | | | | | | |
| Passenger's side | "PSS" | "PSS" | | | | | | | | | |
| PRB CHECK A-PILLAR LIMIT SWITCH INPUTS <ul style="list-style-type: none"> Position the (pink) contact on the A-pillar. Key OFF. Disconnect the positive restraint module connectors B1 and B2. Measure the resistances of the positive restraint module connectors under the following conditions: <ul style="list-style-type: none"> "VRL" wire and ground (driver's side) "BRL" wire and ground (passenger's side) <table border="1"> <tr> <td>Switch Contact Position</td> <td>Driver's Side ("VRL" and "BRL")</td> <td>Passenger's Side ("BRL" and "BRL")</td> </tr> <tr> <td>Switch contact at Anchor</td> <td>Less than 5 ohms</td> <td>Less than 5 ohms</td> </tr> <tr> <td>Switch contact out of A-pillar</td> <td>Greater than 10,000 ohms</td> <td>Greater than 10,000 ohms</td> </tr> </table> <ul style="list-style-type: none"> Are the resistances OK? | Switch Contact Position | Driver's Side ("VRL" and "BRL") | Passenger's Side ("BRL" and "BRL") | Switch contact at Anchor | Less than 5 ohms | Less than 5 ohms | Switch contact out of A-pillar | Greater than 10,000 ohms | Greater than 10,000 ohms | Yes No | ➤ GO to PRB ➤ GO to PRB-1. |
| | Switch Contact Position | Driver's Side ("VRL" and "BRL") | Passenger's Side ("BRL" and "BRL") | | | | | | | | |
| Switch contact at Anchor | Less than 5 ohms | Less than 5 ohms | | | | | | | | | |
| Switch contact out of A-pillar | Greater than 10,000 ohms | Greater than 10,000 ohms | | | | | | | | | |

PRB249V

| TEST STEP | | RESULT | ACTION TO TAKE | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|--------------------------|------------------|------------------|--------------------------------|--------------------------|--------------------------|-----------|
| PRB-1 CHECK A-PILLAR LIMIT SWITCH GROUNDS <ul style="list-style-type: none"> Locate and disconnect the A-pillar limit switches (driver and passenger side). Measure the resistances between the "BK" wire of the A-pillar limit switch connectors and ground. <ul style="list-style-type: none"> Are the resistances less than 5 ohms? | Yes No | ➤ GO to PRB-2 ➤ SERVICE the "BK" wire(s) in question. REPEAT PRB to verify correction. | | | | | | | | | |
| | PRB-2 CHECK A-PILLAR LIMIT SWITCHES <ul style="list-style-type: none"> Disconnect the A-pillar limit switches. Measure the resistances at the A-pillar limit switches, between the wires under the following conditions: <ul style="list-style-type: none"> "VRL" wire and "BK" wire (driver's side) "BRL" wire and "BK" wire (passenger's side) <table border="1"> <tr> <td>Switch Contact Position</td> <td>Driver's Side ("VRL" and "BK")</td> <td>Passenger's Side ("BRL" and "BK")</td> </tr> <tr> <td>Switch contact at Anchor</td> <td>Less than 5 ohms</td> <td>Less than 5 ohms</td> </tr> <tr> <td>Switch contact out of A-pillar</td> <td>Greater than 10,000 ohms</td> <td>Greater than 10,000 ohms</td> </tr> </table> <ul style="list-style-type: none"> Are the resistances OK? | Switch Contact Position | Driver's Side ("VRL" and "BK") | Passenger's Side ("BRL" and "BK") | Switch contact at Anchor | Less than 5 ohms | Less than 5 ohms | Switch contact out of A-pillar | Greater than 10,000 ohms | Greater than 10,000 ohms | Yes No |
| Switch Contact Position | | Driver's Side ("VRL" and "BK") | Passenger's Side ("BRL" and "BK") | | | | | | | | |
| Switch contact at Anchor | Less than 5 ohms | Less than 5 ohms | | | | | | | | | |
| Switch contact out of A-pillar | Greater than 10,000 ohms | Greater than 10,000 ohms | | | | | | | | | |
| PRB-3 CHECK A-PILLAR LIMIT SWITCH SUPPLIES <ul style="list-style-type: none"> Key OFF. Disconnect the A-pillar limit switches and the positive restraint module connectors B1 and B2. Measure the resistances of the "VRL" wire (driver's side) and the "BRL" wire (passenger's side) between the A-pillar limit switch connectors and the positive restraint module connector. <ul style="list-style-type: none"> Are the resistances less than 5 ohms? | Yes No | ➤ REPEAT PRB ➤ SERVICE the wire(s) in question. REPEAT PRB to verify correction. | | | | | | | | | |

PRB342Z

| TEST STEP | | RESULT | ACTION TO TAKE | | | | | | | | | |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------|----------------------------|------------------|--------------------------|-------------------------------|------------------|--------------------------|-----------|--------------------------------|
| PFB-1 | CHECK B-PILLAR LIMIT SWITCH INPUTS <ul style="list-style-type: none"> • Key OFF. • Disconnect the passive restraint module connectors B1 and B2. • Measure the resistance of the passive restraint module connectors under the following conditions: <ul style="list-style-type: none"> — between the "BLA" wire and ground (driver's side) — between the "BLY" wire and ground (passenger's side) <table border="1"> <thead> <tr> <th>Resistor Circuit Position</th> <th>Driver's Side ("BLA" and Ground)</th> <th>Passenger's Side ("BLY" and Ground)</th> </tr> </thead> <tbody> <tr> <td>Resistor located at Supply</td> <td>Less than 5 ohms</td> <td>Greater than 10,000 ohms</td> </tr> <tr> <td>Resistor across end of Supply</td> <td>Less than 5 ohms</td> <td>Greater than 10,000 ohms</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Are the resistances OK? | Resistor Circuit Position | Driver's Side ("BLA" and Ground) | Passenger's Side ("BLY" and Ground) | Resistor located at Supply | Less than 5 ohms | Greater than 10,000 ohms | Resistor across end of Supply | Less than 5 ohms | Greater than 10,000 ohms | Yes No | • GO to PFB-1 • GO to PFB-1 |
| Resistor Circuit Position | Driver's Side ("BLA" and Ground) | Passenger's Side ("BLY" and Ground) | | | | | | | | | | |
| Resistor located at Supply | Less than 5 ohms | Greater than 10,000 ohms | | | | | | | | | | |
| Resistor across end of Supply | Less than 5 ohms | Greater than 10,000 ohms | | | | | | | | | | |
| PFB-1 | CHECK B-PILLAR LIMIT SWITCH GROUNDS <ul style="list-style-type: none"> • Locate and disconnect the B-pillar limit switches. • Measure the resistance of the "BK" wires between the B-pillar limit switch connectors and ground. • Are the resistances less than 5 ohms? | Yes No | • GO to PFB-2 • SERVICE the "BK" wires in question. REPEAT PFB1 to verify condition. | | | | | | | | | |

PFB1-481

| TEST STEP | | RESULT | ACTION TO TAKE | | | | | | | | | |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------------------------------------------------------|------------------------------------|-------------------------------|------------------|------------------|-------------------------------|--------------------------|--------------------------|-----------|---------------------------------------------------------------------------------------------------------------------------|
| PFB-2 | CHECK B-PILLAR LIMIT SWITCH <ul style="list-style-type: none"> • Disconnect the B-pillar limit switches. • Measure the resistance at the B-pillar limit switch under the following conditions: <ul style="list-style-type: none"> — between the "BLA" wire and ground (driver's side) — between the "BLY" wire and ground (passenger's side) <table border="1"> <thead> <tr> <th>Resistor Circuit Position</th> <th>Driver's Side ("BLA" and "GND")</th> <th>Passenger's Side ("BLY" and "GND")</th> </tr> </thead> <tbody> <tr> <td>Resistor across end of Supply</td> <td>Less than 5 ohms</td> <td>Less than 5 ohms</td> </tr> <tr> <td>Resistor across end of Supply</td> <td>Greater than 10,000 ohms</td> <td>Greater than 10,000 ohms</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Are the measurements OK? | Resistor Circuit Position | Driver's Side ("BLA" and "GND") | Passenger's Side ("BLY" and "GND") | Resistor across end of Supply | Less than 5 ohms | Less than 5 ohms | Resistor across end of Supply | Greater than 10,000 ohms | Greater than 10,000 ohms | Yes No | • GO to PFB-3 • REPLACE the passive restraint rail and resistor assembly in question. REPEAT PFB2 to verify condition. |
| Resistor Circuit Position | Driver's Side ("BLA" and "GND") | Passenger's Side ("BLY" and "GND") | | | | | | | | | | |
| Resistor across end of Supply | Less than 5 ohms | Less than 5 ohms | | | | | | | | | | |
| Resistor across end of Supply | Greater than 10,000 ohms | Greater than 10,000 ohms | | | | | | | | | | |
| PFB-3 | CHECK B-PILLAR LIMIT SWITCH SUPPLIES <ul style="list-style-type: none"> • Key OFF. • Disconnect the B-pillar limit switches and passive restraint module connectors B1 and B2. • Measure the resistance of the "BLA" wire (driver's side) and the "BLY" wire (passenger's side) between the B-pillar limit switch and the passive restraint module connector. • Are the resistances less than 5 ohms? | Yes No | • REPEAT PFB1 • SERVICE the wires in question. REPEAT PFB1 to verify condition. | | | | | | | | | |

PFB3-482

| TEST STEP | | RESULT | ACTION TO TAKE | | | | | | | | | |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------|------------------|--------|--------------------|--------------------|--------|--------------------|--------------------|-----------|----------------------------------------------------------------------------------------------|
| PR11 | CHECK PASSIVE RESTRAINT MOTOR INPUTS <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connectors B1 and B2. Make the following connections at the passive restraint module connectors to move the buckle carrier from the A-pillar to the B-pillar. <table border="1"> <thead> <tr> <th>Reference</th> <th>Driver's Side</th> <th>Passenger's Side</th> </tr> </thead> <tbody> <tr> <td>Ground</td> <td>"Y" (pin 1) or "B"</td> <td>"W" (pin 2) or "B"</td> </tr> <tr> <td>W wire</td> <td>"W" (pin 3, or B2)</td> <td>"W" (pin 3, or B2)</td> </tr> </tbody> </table> Reverse the power and ground connections to move the buckle carrier from the B-pillar to the A-pillar. Does the buckle carrier move from the A-pillar to the B-pillar and back to the A-pillar? | Reference | Driver's Side | Passenger's Side | Ground | "Y" (pin 1) or "B" | "W" (pin 2) or "B" | W wire | "W" (pin 3, or B2) | "W" (pin 3, or B2) | Yes No | Go to PR12. Go to PR11-1. |
| Reference | Driver's Side | Passenger's Side | | | | | | | | | | |
| Ground | "Y" (pin 1) or "B" | "W" (pin 2) or "B" | | | | | | | | | | |
| W wire | "W" (pin 3, or B2) | "W" (pin 3, or B2) | | | | | | | | | | |
| PR11-1 | CHECK PASSIVE RESTRAINT MOTORS <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connectors B1 and B2. Measure the passive restraint motors. Make the following connections at the passive restraint module to move the buckle carrier from the A-pillar to the B-pillar. <table border="1"> <thead> <tr> <th>Reference</th> <th>Driver's Side</th> <th>Passenger's Side</th> </tr> </thead> <tbody> <tr> <td>Ground</td> <td>"Y"</td> <td>"W"</td> </tr> <tr> <td>W wire</td> <td>"B"</td> <td>"B"</td> </tr> </tbody> </table> Reverse the power and ground leads to move the buckle carrier from the B-pillar to the A-pillar. Does the buckle carrier move from the A-pillar to the B-pillar and back to the A-pillar? | Reference | Driver's Side | Passenger's Side | Ground | "Y" | "W" | W wire | "B" | "B" | Yes No | Go to PR11-2. REPLACE the rail and motor(s) in question. REPEAT PR11 to verify condition. |
| Reference | Driver's Side | Passenger's Side | | | | | | | | | | |
| Ground | "Y" | "W" | | | | | | | | | | |
| W wire | "B" | "B" | | | | | | | | | | |

FR96S483

| TEST STEP | | RESULT | ACTION TO TAKE | | | | | | | | | | | | | | | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------|------------------|------------------|------------------|------------------|--------|-----------|-----------|--------|-----------|-----------|--------|-----------|-----------|-----------|------------------------------|
| PR11-2 | CHECK PASSIVE RESTRAINT MOTOR SUPPLIES <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connectors B1 and B2 and open the restraint module. Measure the resistances of the following wires between the passive restraint module connector and passive restraint motor connector. <ul style="list-style-type: none"> "B1" (driver's side) pins 3, and B1 "Y" (driver's side) pins 1, and B1 "B2" (passenger's side) pins 3, and B2 "W" (passenger's side) pins 2, and B2 Are the resistances less than 5 ohms? | Yes No | REPEAT PR11. SERVICE the wire(s) in question. REPEAT PR11 to verify condition. | | | | | | | | | | | | | | | |
| PR12 | CHECK RETRACTOR SWITCH INPUTS <ul style="list-style-type: none"> Key OFF. Disconnect the passive restraint module connectors B1 and B2. Measure the resistance at the passive restraint module connectors under the following conditions: <ul style="list-style-type: none"> between the "BLAC" wire and ground (driver's side) between the "LGSK" wire and ground (passenger's side) <table border="1"> <thead> <tr> <th>Reference</th> <th>Driver's Side</th> <th>Passenger's Side</th> </tr> </thead> <tbody> <tr> <td>Resistance (ohm)</td> <td>Less than 5 ohms</td> <td>Less than 5 ohms</td> </tr> <tr> <td>Wiring</td> <td>Y (pin 1)</td> <td>W (pin 2)</td> </tr> <tr> <td>Wiring</td> <td>W (pin 3)</td> <td>B (pin 3)</td> </tr> <tr> <td>Wiring</td> <td>B (pin 3)</td> <td>B (pin 3)</td> </tr> </tbody> </table> Are the resistances OK? | Reference | Driver's Side | Passenger's Side | Resistance (ohm) | Less than 5 ohms | Less than 5 ohms | Wiring | Y (pin 1) | W (pin 2) | Wiring | W (pin 3) | B (pin 3) | Wiring | B (pin 3) | B (pin 3) | Yes No | Go to PR12. Go to PR12-1. |
| Reference | Driver's Side | Passenger's Side | | | | | | | | | | | | | | | | |
| Resistance (ohm) | Less than 5 ohms | Less than 5 ohms | | | | | | | | | | | | | | | | |
| Wiring | Y (pin 1) | W (pin 2) | | | | | | | | | | | | | | | | |
| Wiring | W (pin 3) | B (pin 3) | | | | | | | | | | | | | | | | |
| Wiring | B (pin 3) | B (pin 3) | | | | | | | | | | | | | | | | |

FR96S484

| TEST STEP | | RESULT | ACTION TO TAKE |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PTM-1 | CHECK WARNING CHIME OUTPUT <ul style="list-style-type: none"> • Key OFF. • Disconnect the passive restraint module connectors J1 and J2. • Key ON. • Connect the "SPARK" wire of the passive restraint module connector to ground. • Does the warning chime sound? | Yes No | • REPLACE the passive restraint module. REFER to appropriate Service Manual. REPEAT the test. • GO to PTM-1. |
| PTM-1 | CHECK SUPPLY TO WARNING CHIME <ul style="list-style-type: none"> • Disconnect the warning chime module from the joint box. • Key ON. • Measure the voltage on wire BL, LL, and K of the joint box CPU connector. • Are the voltages greater than 10 volts? | Yes No | • GO to PTM-2. • SERVICE the supply wire to the PCM4 fuse. REPEAT PTM-1 to verify condition. |
| PTM-2 | CHECK WARNING CHIME <ul style="list-style-type: none"> • Key ON. • Connect pin 14 of the CPU joint box connector to ground. • Does the warning chime sound? | Yes No | • SERVICE the "SPARK" wire between the warning chime module and the passive restraint module. REPEAT PTM-1 to verify condition. • REPLACE the warning chime module. REFER to appropriate Service Manual. REPEAT PTM-1 to verify operation. |

W98Z487

Fuel Pump Inertia Switch Technical Service Bulletin 90-26-02

Ford: 1990 Probe

Issue:

A water contaminated inertia switch (fuel pump shut-off switch) may cause the passive restraint belts to remain in the "B" pillar position.

Action:

Determine the source of the water entry and repair as required. Install a new inertia switch and protective cover. Refer to the following procedure for service details.

NOTE:

Review the 1990 Probe shop manual sections 24-35 on the fuel pump circuits and 41-54 pin 2F GN/BK wire from the passive restraint module to the inertia switch. The 1990 Probe EVTMI page 23-1, 24-2, 25-2, 25-3, and 45-1 should be consulted for wire color codes, locations and routing.

1. Install a memory saver and disconnect the battery negative cable.
2. Locate and access the inertia switch. See Figure 1.

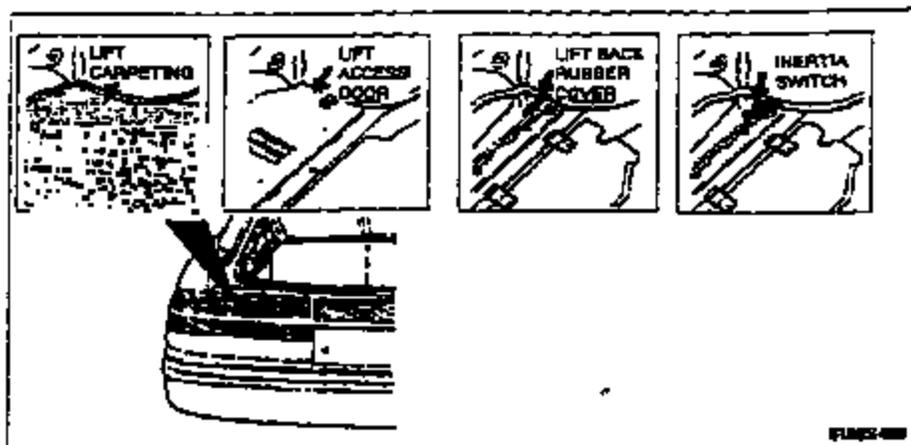


Figure 1

3. Check for water leaks in the area.
 - a. Identify the source of any water leaks.
 - b. Seal the area as required.
4. Remove the inertia switch.
 - a. Remove the affected bolts.
 - b. Disconnect the electrical connector from the switch.
 - c. Remove the inertia switch from the mounting bracket.
5. Install a new inertia switch on the mounting bracket.
6. Depress the red button on the top of the switch. See Figure 2.

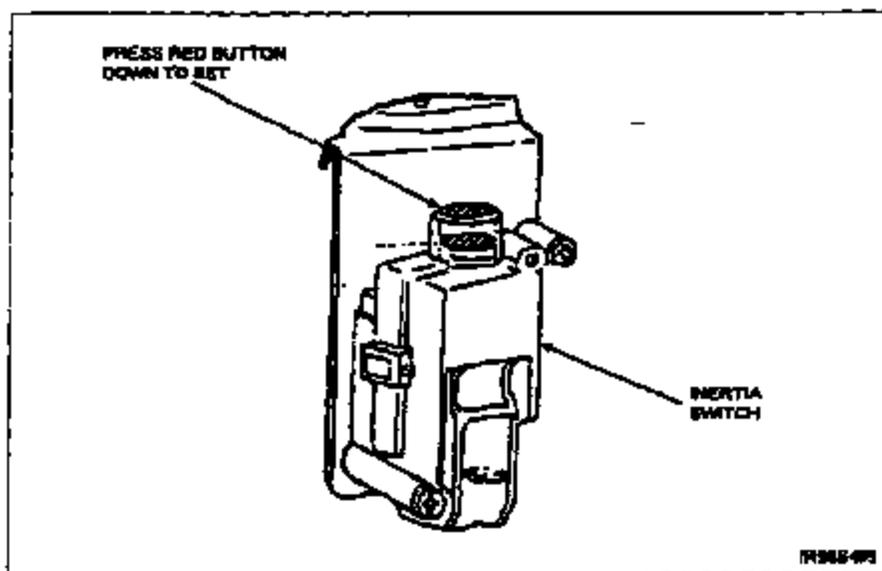


Figure 2

7. Clean the mounting bracket of any grease or foreign material. See Figure 3.

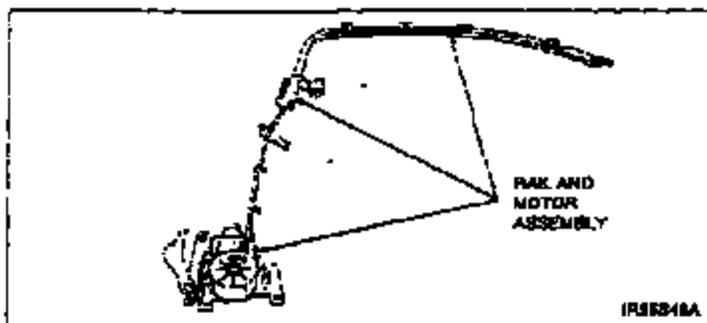


Figure 3

8. Install a new protective cover.
 - a. Remove the adhesive protection paper from the cover.
 - b. Install the cover on the inertia switch. See Figure 4.

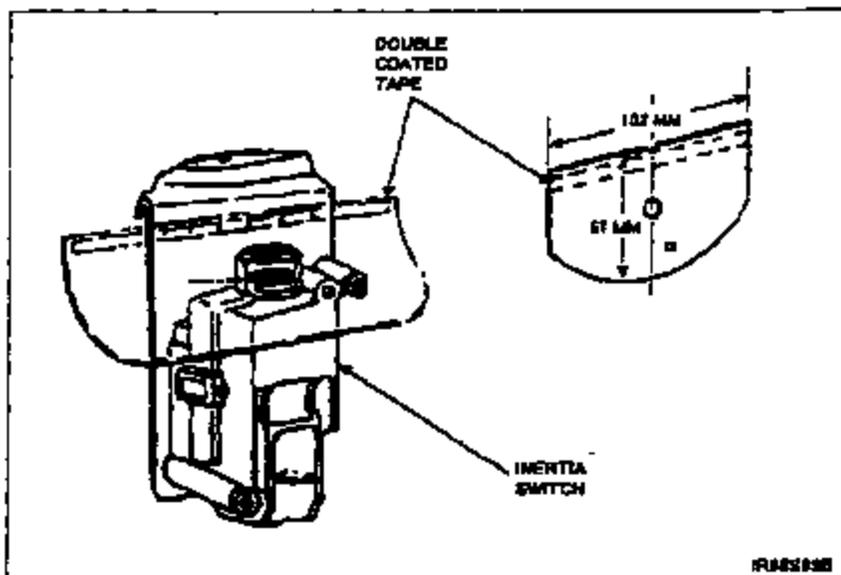


Figure 4

NOTE:

If the car already has a protective cover, inspect it to be sure that it can be securely attached. If there is any doubt, install a new cover.

9. Install the inertia switch and the bracket assembly and protective cover in the storage compartment.

NOTE:

When installing the inertia switch, make sure the protective cover does not come off.

10. Remove the memory saver and connect the battery negative cable.
11. Make sure the passive restraint system and inertia switch are operating properly. Refer to the 1990 Probe Shop Manual, Section 41-54, Pinpoint Test PR 5 for test procedure.

| PART NUMBER | PART NAME | CLASS |
|--------------|------------------|-------|
| F5AZ-9341-A | Inertia Switch | B |
| F12Z-9F315-A | Protective Cover | B |

| OPERATION | DESCRIPTION | TIME |
|-----------|-------------------------------------------|---------|
| 902602A | Install Inertia Switch & Protective Cover | 1.0 hr. |

Dealer Coding:

Basic Part No. - 9341

Condition Code - 49



A.R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

October, 1996

Serial Number: 12345678901234567 96S48

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1990 - 1992 Model Year Ford Probe passenger cars.

Safety Defect

The motorized safety belts of your car may malfunction due to wear of the track assemblies that guide the moveable shoulder belt anchorages mounted above the doors. Eventually, the moveable anchorages could stick along the sides of the roof and lock in an improper position in the rails. In such a case the restraint system may not provide the proper protection to the front occupants in the event of a collision.

Precaution

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should continue to wear their lap belts.

Repairs

IF RESTRAINT SYSTEM DOES NOT WORK NOW (LOCKED UP)

If your vehicle's restraint system is inoperative at this time, (belt does not travel fully forward along the roof rail when an adjacent door is opened or fully rearward when the door is closed and the ignition is on) call your dealer now. Ask for a service date for recall 96S48 / 96S99 (left / right side).

When you bring your vehicle in for your service date, your dealer will restore operation of your restraint system. However, you may be asked to return your vehicle after December 15, 1996 to have a new restraint rail installed on the driver's side and, if necessary, the passenger side. The new restraint rails will not be available until December 15, 1996.

If Restraint System Works Now (Not Locked Up)

If your vehicle's restraint system is currently operating (belt travels fully forward and rearward along the roof rail), please call your dealer after:

- December 15, 1996.
- January 15, 1997.

- February 15, 1997.
- March 15, 1997.

At that time your dealer will replace the driver side restraint rail and inspect the passenger side restraint rail. If the passenger side rail shows a given amount of wear, it will be replaced also. We appreciate your cooperation and patience in this matter, and are taking these steps to avoid inconveniencing you with multiple trips to the dealer for repairs on your Probe.

When you bring your Probe in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

How Long Will It Take?

When parts become available, it may take your dealer a full day to perform this service. However, due to service scheduling times or unanticipated service complications, your dealer may need your vehicle for a longer period of time.

Refunds

If you paid to have this service done before the date of this letter, Ford is offering a refund. For the refund, please give your paid original receipt to your Ford dealer. To help avoid delays, please do not send receipts to Ford Motor Company.

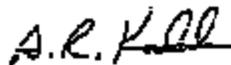
Changed Address Or Sold The Probe?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Probe.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P. O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Probe.

Sincerely,



A.R. Kadak
Manager
Vehicle Service and Programs

SAFETY RECALL
96S-48

TSB Article Number: 92-11-4

Safety Belts - New Front Shoulder Belt Retractor Assembly To Reduce Shoulder Belt Sensitivity - Vehicles Built Before 12/19/91

Safety Belts - Shoulder Belts Too Sensitive - Vehicles Built Before 12/19/91

FORD: 1990-1992 PROBE

ISSUE: A front shoulder belt that locks too easily while driving on rough road surfaces may concern some customers. A less sensitive shoulder belt retractor assembly is now available for service use.

ACTION: Install a new shoulder belt retractor assembly that is less sensitive. Refer to the Parts Block for correct parts usage. Refer to the 1990 Probe Service Manual, Section 41-54, or the 1991-92 Probe Service Manual, Section 01-20, for removal and installation details.

Safety Belts - Shoulder Belts Too Sensitive - Vehicles Built Before 12/19/91

| PART NUMBER | PART NAME |
|------------------|-----------------------------------------------------|
| FO2Z-61611A48-AA | Front Shoulder Belt Retractor Assembly (Scarlet) |
| FO2Z-61611A48-BB | Front Shoulder Belt Retractor Assembly (Sandalwood) |
| FO2Z-61611A48-CC | Front Shoulder Belt Retractor Assembly (Blue) |
| FO2Z-61611A48-DD | Front Shoulder Belt Retractor Assembly (Titanium) |

Other Applicable Articles: NONE

Warranty Status: Eligible Under Basic Warranty Coverage For 1990/91 Models

Warranty Status: Eligible Under Bumper To Bumper Warranty Coverage For 1992 Models

Warranty Status: Eligible Under Safety Restraint For All Models

Operation Times

| Operation | Description | Time |
|-----------|----------------------------|---------|
| 921104A | Replace Retractor Assembly | 0.5 Hr. |

Dealer Coding

| Basic Part NO. | Condition Code |
|----------------|----------------|
| 70611A48 | 41 |

OASIS CODES: 104000

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Ford Customer Service Division



Ford Motor Company
Ford Customer Service Division
Recall/Service Programs Department
P.O. Box 1904
Dearborn, MI 48121-1904

RECALL/SPECIAL SERVICE PROGRAM INFORMATION

IMPORTANT RECALL/SPECIAL PROGRAM INFORMATION

FROM: FORD CUSTOMER SERVICE DIVISION
VEHICLE SERVICE AND PROGRAMS

**SUBJECT: Shortage of Parts Required for Safety
Recalls 96S48 / 96S99.**

1. Incorrect dealer replacement of Rail and Motor Assemblies (Part # F72Z-61610D45-B and Part # F72Z-61610D44-B) has led to a national back order of these parts.
2. Additional inventory will not be available until January 1998.
3. This supplemental bulletin provides for left side rail inspection.
4. Effectively immediately, perform the inspection procedure on both the right and left rails and carefully follow the diagnostic procedures described in the original 96S48 and 96S99 Bulletins.
5. DO: Replace rail and motor assembly ONLY when directed by the diagnostic procedure.
6. DO NOT: Replace the rail and motor assembly when just the rail (F72Z-61610D44-A or F72Z-61610D45-A) will correct the vehicle condition or the track passes the right or left inspection procedure (See revised claiming instructions.)
7. Your careful adherence to the attached recall supplement will minimize the time required to supply the required parts for recalls 96S48 and 96S99.

- SERVICE MANAGER
 PARTS MANAGER
 DEALER PRINCIPAL

**2 PAGES FOLLOW THIS COVER. IF YOU DO NOT
RECEIVE THE TOTAL INDICATED PAGES, CALL
1-800-860-3287 TO REQUEST A REPEAT FAX.**



Service Recall Bulletin

TO: All Ford and Lincoln/Mercury Dealers October, 1997

SUBJECT: Safety Recall 96S48 Supplement #1 - Left Side Inspection Procedure added to Technical Instructions

Reference: Safety Recall Bulletin 96S43, dated October 1996

The purpose of this bulletin is to advise you that a left side inspection procedure has been added to the instructions for the affected vehicles. This inspection should reveal that approximately 50% of the affected vehicles will not require any parts and can be returned to the owner and relieve the back-order of parts.

AFFECTED VEHICLES

All 1990 - 1992 Probes

RECALL PROCEDURES

Refer to page 1 and 3 of Attachment III of Recall 96S99 (right side) for inspection procedure. Perform this inspection on the left (drivers side) rail.

After performing both Safety Recalls (96S48 and 96S99) on the vehicle, cancel any parts that may have been previously ordered for the vehicle.

ADDITIONAL LABOR ALLOWANCE (Also see Safety Recall Bulletin 96S48)

| | |
|--------------------------|-------------------------|
| ACTION: | LABOR OPERATION: |
| Inspect LH Rail - Passes | 96S48A |
| Inspect LH Rail - Fails | 96S48F |

PARTS ORDERING INFORMATION

If the rail passes the inspection and the system is operable, Safety Recall 96S48 is now complete. Please cancel any parts that may have been ordered for this vehicle.

NOTE: The full assembly (motor, cable and rail) are no longer available under a single part number. If you have placed an order for the full assembly, you DO NOT have to reorder. Your order will be automatically filled with the cable/motor assembly and the rail assembly. (Refer to pages 9 and 10 of Attachment III of Recall 96S48 for installation). New part numbers are as follows:

| PART NUMBER: | DESCRIPTION: |
|-----------------|----------------------------------------------|
| F722 61610D44-C | R.H.Motor and Cable sub-assembly (See 96S99) |
| F722 61610D45-C | L.H.Motor and Cable sub-assembly |
| F722 61610E44-A | Rail Assembly LH |
| F722 61610E45-A | Rail Assembly RH (See 96S99) |

QUESTIONS?

| | |
|------------------------|----------------|
| Claims Information | 1-800-423-8251 |
| Other Recall Questions | 1-800-325-5621 |

Sincerely,

A. R. Kaduk
 Manager
 Vehicle Service and Programs



October, 1997

To: All ECSD Regional Managers
cc: All Regional Sales Managers
Ford and Lincoln-Mercury Divisions
All FDC Managers
Subject: Safety Recall 96S48 Supplement #1 - Left Side Inspection
Procedure added to Technical Instructions

Attached is a Dealer Bulletin for Safety Recall 96S48 Supplement #1.
See the Dealer Bulletin for program details.

REGIONAL/DEALER ACTION

Federal law requires that dealer stock vehicles must be corrected before delivery.

Advise ECSD, using Form 7253, if a dealer reports that an affected vehicle is not at the location shown in our records.

Make sure regional personnel understand the service procedures before assisting dealers or customers.

QUESTIONS?

Claims Information 1-800-423-8831
Other Recall Questions 1-800-325-5622

A. R. Kaduk
Manager
Vehicle Service and Programs

THIS BULLETIN WILL BE 4 PAGES.



Service Recall Bulletin

TO: All Ford and L-M Dealers October, 1996
SUBJECT: Safety Recall 96S48 (Left Side) and 96S99 (Right Side) 1990-1992 Probes - Passive Seat Belt Assembly.

AFFECTED VEHICLES

All 1990-1992 Probes.

REASONS FOR RECALL

The motorized shoulder belt of the affected vehicles may malfunction due to wear of the rail assemblies that guide the moveable shoulder belt anchorages along the sides of the roof above the doors. Eventually, the moveable anchorages could jam in positions along the rails and not lock in place at the "B" pillar. If this were to occur, the system may not provide the proper protection to the front occupants in the event of a collision.

Recall program 96S48 requires replacement of the left hand shoulder harness rail on all vehicles; recall program 96S99 requires inspection of the right hand shoulder harness rail and, if necessary, replacement (the left side rail will be replaced on all vehicles because of the frequency of usage versus the right side). In addition, dealers are instructed, through the attached diagnostics, to make any additional repairs necessary to restore system operation.

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should be instructed to continue to wear their lap belts.

PARTS LIMITATIONS

BECAUSE PARTS TO PERFORM THIS PROGRAM ARE IN SHORT SUPPLY UNTIL DECEMBER 15, 1996, OWNERS OF VEHICLES THAT HAVE OPERATING PASSIVE RESTRAINT SYSTEMS (THE MOVEABLE SHOULDER BELT ANCHORAGE TRAVELS FULLY FORWARD WHEN AN ADJACENT DOOR IS OPENED AND FULLY REARWARD WHEN AN ADJACENT DOOR IS CLOSED AND THE IGNITION IS IN THE ON POSITION), ARE BEING ASKED TO WAIT TO HAVE THE SERVICE PERFORMED UNTIL PARTS ARE AVAILABLE. OWNERS OF VEHICLES WITH INOPERATIVE RESTRAINT SYSTEMS (THE BELT DOES NOT TRAVEL FULLY FORWARD AND REARWARD AS DESCRIBED ABOVE), ARE BEING ASKED TO RETURN TO DEALERS NOW. DEALERS ARE TO REPAIR THE RESTRAINT SYSTEM TO AN OPERATIONAL LEVEL FOLLOWING THE INSTRUCTIONS PROVIDED. (OWNERS MAY HAVE TO RETURN FOR THE RAIL REPLACEMENT WHEN PARTS BECOME AVAILABLE AFTER DECEMBER 15, 1996).

DO NOT PERFORM THESE SERVICES ON OPERATING RESTRAINT SYSTEMS UNTIL AFTER DECEMBER 15, 1996.

AFTER DECEMBER 15, 1996 AN AMPLE SUPPLY OF PARTS IS EXPECTED TO BE AVAILABLE TO PERFORM THESE SERVICES ON ALL AFFECTED VEHICLES.

SPECIAL NOTE - TWO RECALL NUMBERS

Please note that for administrative reasons necessitated by parts availability, repair of each vehicle requires the completion of two recalls - 96S48 for the left hand restraint system and 96S99 for the right hand restraint system. PLEASE BE SURE TO SUBMIT CLAIMS PROPERLY - SEE ATTACHMENT II FOR DETAILS.

AFFECTED UNIT LISTING

An affected unit listing will not be available for this recall until January, 1997.

SPECIAL INSPECTION TOOL - IMMEDIATE ACTION REQUIRED

A SPECIAL INSPECTION TOOL WILL BE REQUIRED TO PERFORM THE REQUIRED INSPECTION OF THE RIGHT HAND PASSIVE RESTRAINT FAIL. ORDER THIS TOOL (NOTONDA NO.) BY CALLING 1-800-325-5621. ONE INSPECTION TOOL PER DEALERSHIP WILL BE PROVIDED AT NO CHARGE VIA OVERNIGHT DELIVERY. WHEN CALLING THIS NUMBER BE PREPARED TO GIVE THE FOLLOWING INFORMATION:

RECALL NUMBER 96248/96899
DEALER PSA CODE
MAILING ADDRESS
PERSON TO WHOM TOOL SHOULD BE SENT

ATTACHMENTS

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III - Diagnostic Flow Chart

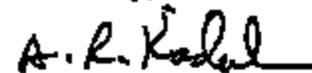
Attachment IV - Technical Instructions (Mail Inspection/Replacement)

Attachment V - Technical Instructions (System Diagnosis)

QUESTIONS?

| | |
|------------------------|----------------|
| Claims Information | 1-800-423-8851 |
| Other Recall Questions | 1-800-325-5621 |
| Special Tool Ordering | 1-800-325-5621 |

Sincerely,



A. R. Kaduk
Manager
Vehicle Service and Programs



Service Recall Bulletin

TO: All Ford and L-M Dealers October, 1996

SUBJECT: Safety Recall 96S48 (Left Side) and 96S99 (Right Side) 1990-1992 Probes - Passive Seat Belt Assembly.

AFFECTED VEHICLES

All 1990-1992 Probes.

REASONS FOR RECALL

The motorized shoulder belt of the affected vehicles may malfunction due to wear of the rail assemblies that guide the moveable shoulder belt anchorages along the sides of the roof above the doors. Eventually, the moveable anchorages could jam in positions along the rails and not lock in place at the "B" pillar. If this were to occur, the system may not provide the proper protection to the front occupants in the event of a collision.

Recall program 96S48 requires replacement of the left hand shoulder harness rail on all vehicles; recall program 96S99 requires inspection of the right hand shoulder harness rail and, if necessary, replacement (the left side rail will be replaced on all vehicles because of the frequency of usage versus the right side). In addition, dealers are instructed, through the attached diagnostics, to make any additional repairs necessary to restore system operation.

A malfunction in a motorized shoulder belt does not reduce the effectiveness of any lap belt. Occupants should be instructed to continue to wear their lap belts.

PARTS LIMITATIONS

BECAUSE PARTS TO PERFORM THIS PROGRAM ARE IN SHORT SUPPLY UNTIL DECEMBER 15, 1996, OWNERS OF VEHICLES THAT HAVE OPERATING PASSIVE RESTRAINT SYSTEMS (THE MOVEABLE SHOULDER BELT ANCHORAGE TRAVELS FULLY FORWARD WHEN AN ADJACENT DOOR IS OPENED AND FULLY REARWARD WHEN AN ADJACENT DOOR IS CLOSED AND THE IGNITION IS IN THE ON POSITION), ARE BEING ASKED TO WAIT TO HAVE THE SERVICE PERFORMED UNTIL PARTS ARE AVAILABLE. OWNERS OF VEHICLES WITH INOPERATIVE RESTRAINT SYSTEMS (THE BELT DOES NOT TRAVEL FULLY FORWARD AND REARWARD AS DESCRIBED ABOVE), ARE BEING ASKED TO RETURN TO DEALERS NOW. DEALERS ARE TO REPAIR THE RESTRAINT SYSTEM TO AN OPERATIONAL LEVEL FOLLOWING THE INSTRUCTIONS PROVIDED. (OWNERS MAY HAVE TO RETURN FOR THE RAIL REPLACEMENT WHEN PARTS BECOME AVAILABLE AFTER DECEMBER 15, 1996).

DO NOT PERFORM THESE SERVICES ON OPERATING RESTRAINT SYSTEMS UNTIL AFTER DECEMBER 15, 1996.

AFTER DECEMBER 15, 1996 AN AMPLE SUPPLY OF PARTS IS EXPECTED TO BE AVAILABLE TO PERFORM THESE SERVICES ON ALL AFFECTED VEHICLES.

SPECIAL NOTE - TWO RECALL NUMBERS

Please note that for administrative reasons necessitated by parts availability, repair of each vehicle requires the completion of two recalls - 96S48 for the left hand restraint system and 96S99 for the right hand restraint system. PLEASE BE SURE TO SUBMIT CLAIMS PROPERLY - SEE ATTACHMENT II FOR DETAILS.

AFFECTED UNIT LISTING

An affected unit listing will NOT be available for this recall until January, 1997.

SPECIAL INSPECTION TOOL - IMMEDIATE ACTION REQUIRED

A SPECIAL INSPECTION TOOL WILL BE REQUIRED TO PERFORM THE REQUIRED INSPECTION OF THE RIGHT HAND PASSIVE RESTRAINT RAIL. ORDER THIS TOOL (ROTUNDA NO.) BY CALLING 1-800-125-5621. ONE INSPECTION TOOL PER DEALERSHIP WILL BE PROVIDED AT NO CHARGE VIA OVERNIGHT DELIVERY. WHEN CALLING THIS NUMBER BE PREPARED TO GIVE THE FOLLOWING INFORMATION:

RECALL NUMBER 96S48/96S59
DEALER P&A CODE
MAILING ADDRESS
PERSON TO WHOM TOOL SHOULD BE SENT

ATTACHMENTS

Attachment I

- Administrative Information

Attachment II

- Labor Allowances
- Parts Ordering Information

Attachment III - Diagnostic Flow Chart

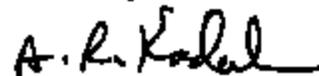
Attachment IV - Technical Instructions (Rail Inspection/Replacement)

Attachment V - Technical Instructions (System Diagnosis)

QUESTIONS?

| | |
|------------------------|----------------|
| Claims Information | 1-800-423-6851 |
| Other Recall Questions | 1-800-125-5621 |
| Special Tool Ordering | 1-800-125-5621 |

Sincerely,



A. R. Kaduk
Manager
Vehicle Service and Programs

OASIS

You must use OASIS to determine if a vehicle is eligible for these recalls. OASIS will be active on October 11, 1996.

PLEASE NOTE

Any vehicles in dealer stock must be corrected before delivery.

PROMPTLY CORRECT

Before December 15, 1996 promptly correct all affected vehicles with inoperative (locked up) passive restraint systems.

After December 15, 1996, promptly correct all affected vehicles.

DEALER-OWNER CONTACT

Immediately contact any affected owner. Give owner a copy of the Owner Letter.

CLAIMS SUBMISSION

Enter claims using DWE. See ACSI Manual, Sections 5 and 6. If additional time is required for restraint repairs beyond rail replacement, submit as "Actual Time" (see Attachment II).

PLEASE NOTE THAT TWO CLAIMS ARE REQUIRED FOR EACH VEHICLE -ONE FOR THE LEFT SIDE (96S48), AND ONE FOR THE RIGHT SIDE (96S99).

NOTE: PLEASE HOLD ALL CLAIMS UNTIL OCTOBER 11, 1996. CLAIMS SUBMITTED BEFORE OCTOBER 11, 1996 CAN NOT BE ACCEPTED.

WARRANTY AND POLICY MANUAL

See Sections 5 and 6 of the ACSI Manual.

REFUNDS

See Section 3-59 of the ACSI Manual.

MANDATORY PARTS RETURN

ALL REMOVED RAIL AND MOTOR ASSEMBLIES MUST BE RETURNED (SEE ATTACHMENT II, PAGE 2). PARTS NEEDLESSLY REPLACED WILL BE SUBJECT TO CHARGE BACK.

SAFETY RECALL 96S48/96S99
1990 - 1992 Probe Passive Seat Belt System

LABOR ALLOWANCES

IMPORTANT NOTES:

EACH AFFECTED VEHICLE IS NOT COMPLETE UNTIL BOTH SIDES OF THE VEHICLE HAVE BEEN ADDRESSED (left side rail replaced (96S48), and right side rail inspected (96S99) and, if necessary, replaced). THIS WILL REQUIRE THE SUBMISSION OF TWO CLAIMS - ONE FOR EACH RECALL NUMBER. SEE CLAIMING INSTRUCTIONS BELOW.

IF YOU CANNOT COMPLETE BOTH SIDES BECAUSE PARTS ARE NOT AVAILABLE FROM FORD, NOTIFY THE CUSTOMER THAT A SECOND SERVICE APPOINTMENT WILL BE REQUIRED. IF THE RESTRAINT SYSTEM CANNOT BE RESTORED TO A FULLY OPERATIONAL CONDITION DUE TO LACK OF PART AVAILABILITY, PLEASE CONTACT 1-800-325-5621 FOR FURTHER INSTRUCTIONS. BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION: VIN, OWNER NAME, REQUIRED PART INFORMATION.

EACH RECALL WILL REMAIN OPEN UNTIL ONE OF THE UNDERLINED LABOR OPERATIONS HAS BEEN COMPLETED FOR THAT RECALL.

BE SURE TO CAREFULLY SELECT THE CORRECT LABOR OPERATIONS.

| ACTION | Recall 96S48 | Recall 96S99 |
|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| | <u>LEFT HAND SIDE</u> | <u>RIGHT HAND SIDE</u> |
| Inspect RH Rail - Passes | No inspection required. | <u>96S99A</u> - 0.2 Hrs. |
| Inspect RH Rail - Fails | No inspection required. | 96S99F - 0.2 Hrs. |
| Replace Rail | <u>96S48B</u> - 1.0 Hrs. | <u>96S99B</u> - 1.0 Hrs. |
| Replace Rail/Motor | <u>96S48C</u> - 0.9 Hrs. | <u>96S99C</u> - 0.9 Hrs. |
| Replace other non-recall components required to make system operate. (Related Damage Claim) | 96S48E - Actual Time - Refer to SLTS Manual for operations and all other appropriate labor times. | 96S99E - Actual Time - Refer to SLTS Manual for labor times and operations. |
| Administrative Allowance | | |
| 0.1 Hrs. | Misc. Expense Code "ADMIN" | |

PARTS REQUIREMENTS

REPLACEMENT RAILS ARE NOT AVAILABLE AT THIS TIME. To service INOPERATIVE (locked up or jammed) systems prior to the availability of replacement rails, one left hand rail & motor ASSEMBLY will be direct shipped to each Ford Dealer. A very limited supply of additional rail & motor assemblies (including right hand assemblies), is available by calling 1-800-325-5621. Please be prepared to provide the following information:

- VIN number of the affected vehicle
- Recall number 96S48 or 96S99 (depending on which side requires rail and motor assembly).
- Dealer P&A Code
- Caller's name and phone number
- Customer's name and address

PARTS OTHER THAN THE RAIL & MOTOR ASSEMBLY MAY BE ORDERED THROUGH NORMAL ORDER PROCESSING CHANNELS.

YOU WILL BE ADVISED AS SOON AS REPLACEMENT RAILS BECOME AVAILABLE. IT IS EXPECTED THAT RAILS WILL BE AVAILABLE BY DECEMBER 15, 1996.

DEALER PRICE

For latest parts prices, check or call your:

- Order Processing Center
- DOES II
- Updated Price Book

MANDATORY RETURN OF REMOVED RAIL & MOTOR ASSEMBLIES

An FCS-700 Parts Distribution Tag will be issued for the return of removed rail and motor assemblies.

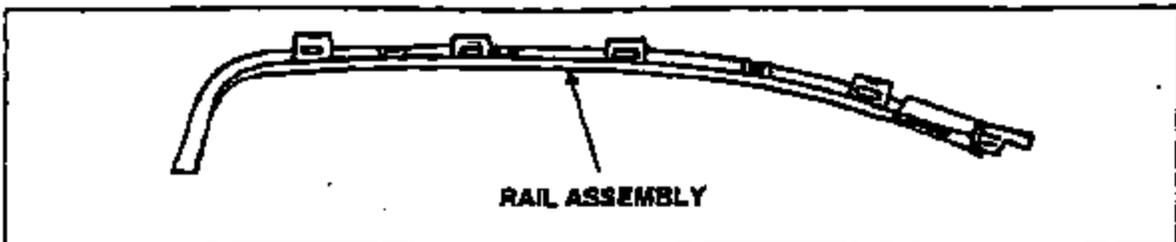
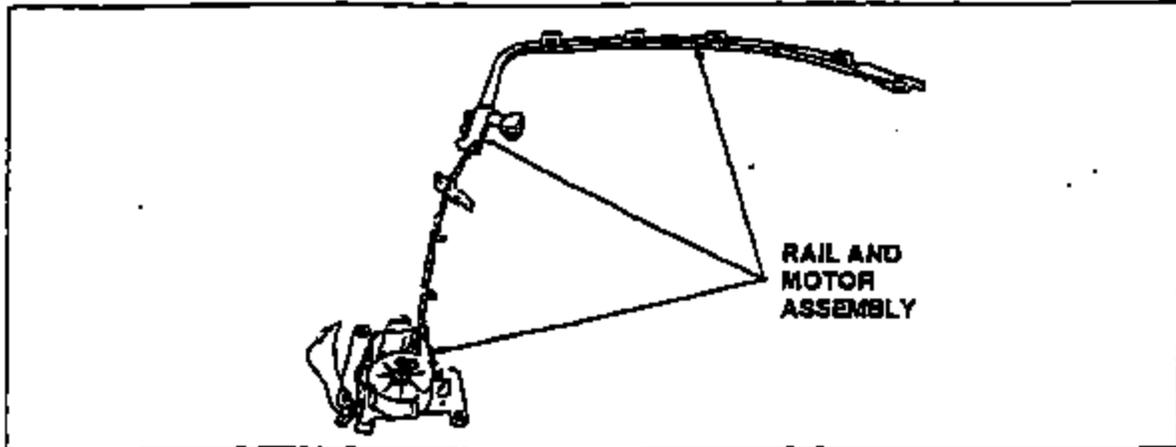
- Store old rail and motor assembly in the same box you received the new replacement part.
- Hold the old rail and motor assembly for receipt of FCS-700 tag from the Warranty Parts Return Center (WPRC).
- Wire tag the FCS-700 tag to the old rail and motor assembly.
- Clearly mark on the outside of the box "Safety Recall 96S48/96S99".

Upon receipt of the FCS-700 tag, ship the removed rail and motor assembly, freight prepaid, to the location indicated on the FCS-700 tag.

EXCESS STOCK RETURN

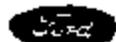
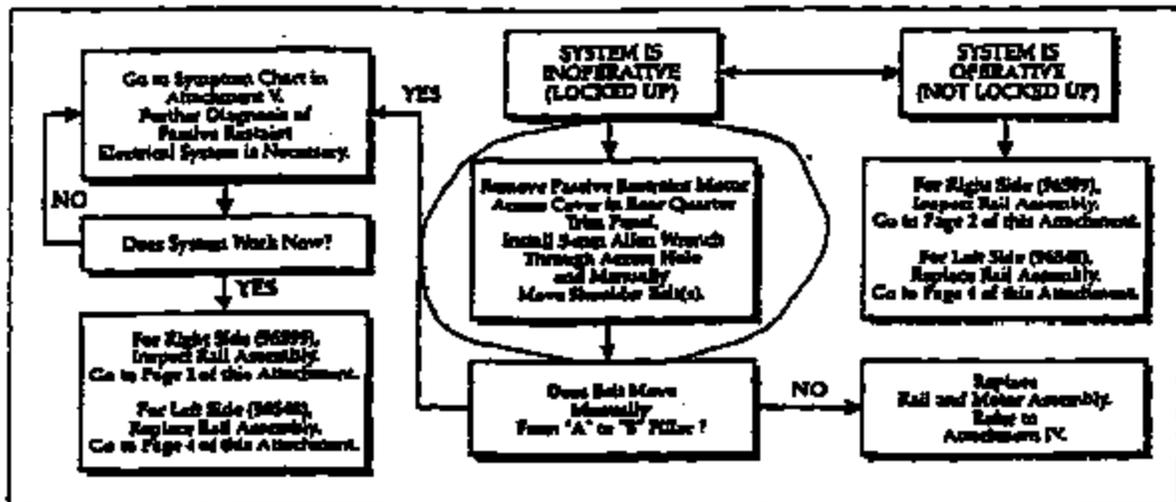
Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

1990-92 PROBE PASSIVE RESTRAINT (MOTORIZED) SEAT BELT SYSTEM
REPLACEMENT OF LEFT SIDE RAIL (96S48) –
INSPECTION/REPLACEMENT OF RIGHT SIDE (96S99)



PASSIVE SEAT BELT DIAGNOSTIC-FLOW CHART (PERFORM ON EACH SIDE)

Refer to the following flow chart to determine the necessary service action.



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TECHNICAL INSTRUCTIONS

NOTE: SPECIAL INSPECTION TOOL REQUIRED (ROTUNDA No. T97C-61610B45-A).
SEE SAFETY RECALL BULLETIN 96S99 FOR ORDERING INSTRUCTIONS.

RAIL INSPECTION – RIGHT SIDE ONLY (SAFETY RECALL 96S99)

Only the right side rail will be inspected. The left side rail must be replaced.

1. Check and record mileage of the vehicle.
 - If vehicle has less than 80,000 miles (129,000 Km), use the 3.2 mm end of the inspection tool.
 - If vehicle has more than 80,000 miles (129,000 Km), use the 3.4 mm end of the inspection tool.
2. Close right side door. Turn the ignition key to the ON position to move the shoulder belt to the B-pillar.



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3. NOTE: Dust shield wear may cause the position of the scribe line to vary.

Insert the inspection tool between dust shields of the rail assembly at point X. Tool must be installed until it bottoms out in the rail assembly. Note the distance between the dust shields and the scribed line on the tool. Insert the inspection tool every 1/2" from point X to point Y of the rail assembly. See Figure 1. **DO NOT SLIDE THE INSPECTION TOOL ALONG THE RAIL ASSEMBLY. REMOVE AND REINSERT EVERY 1/2" BETWEEN POINT X AND POINT Y.**

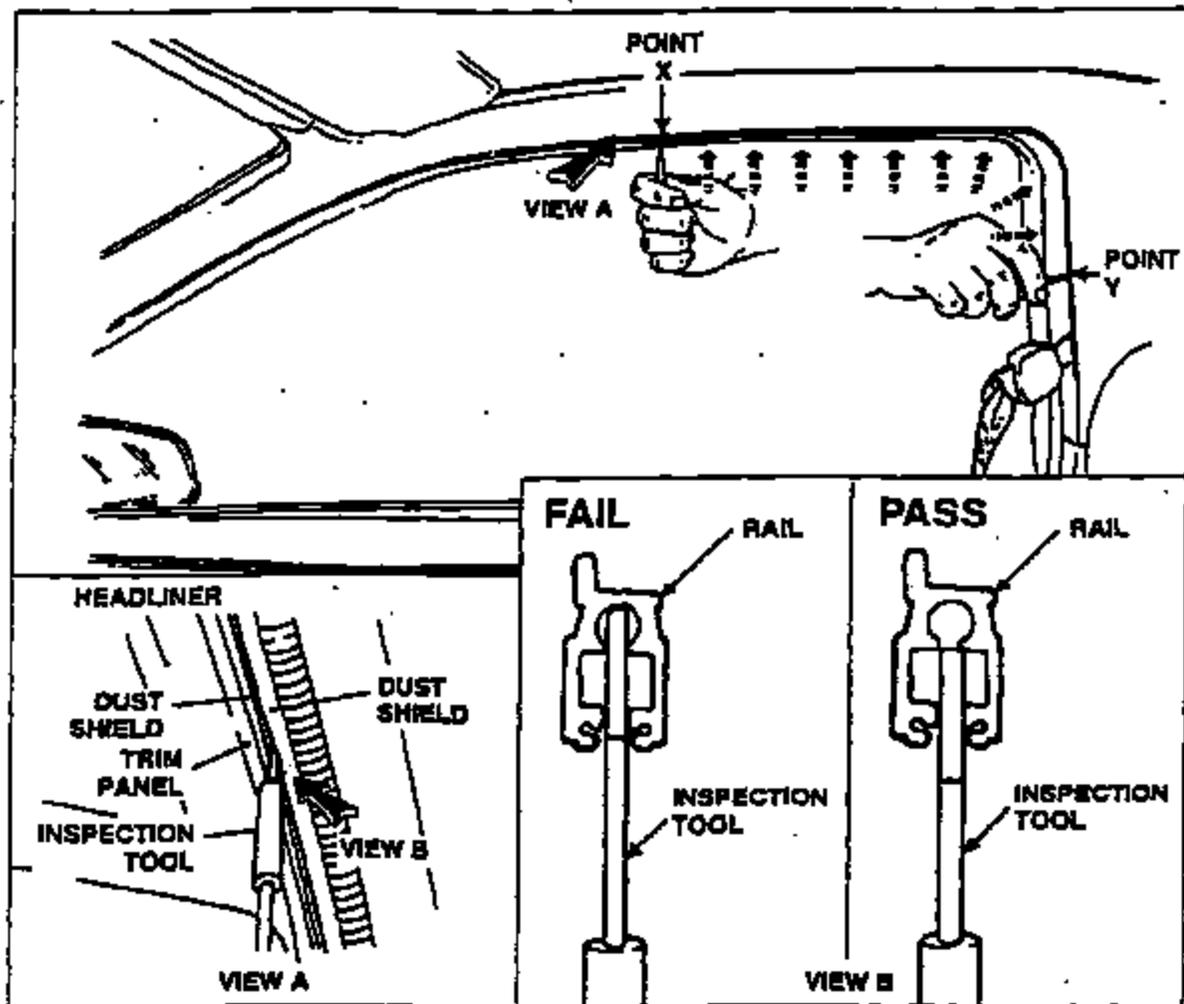


FIGURE 1

- If installed inspection tools' depth *does not increase* (scribe line *does not* move closer to the dust shield) anywhere between points X and Y, no service action is required.
- If installed inspection tools' depth *increases* (scribe line *moves* closer to the dust shield) anywhere between point X and Y, the rail assembly must be replaced. Go to Page 4 for Rail Replacement.



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