
From: Sanders, Muriel (M.S.)
Sent: Tuesday, June 25, 2002 7:49 AM
To: Suarez, Rhae (R.)
Subject: RE: TSB redraft

This list looks fine to me.

Muriel Sanders

U204 3.0L Calibration
Ford Motor Company
Phone: 313-32-27307
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E-mail: msander6@ford.com

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

From: Suarez, Rhae (R.)
Sent: Monday, June 24, 2002 10:19 AM
To: Sanders, Muriel (M.S.)
Subject: TSB redraft

Who do you think we need for the TSB re-writes?

you
Delbo
Marti price
Gilbert
me

let me know who else you can think of. I just saw in the minutes that I am suppose to set up a meeting so we can get a new tab out.

Thanks!!
Rhae

From: Sanders, Muriel (M.S.)
Sent: Friday, June 21, 2002 3:32 PM
To: Terzee, Laura (L.D.); Steokler, Mike (C.M.)
Co: Suarez, Rhae (R.)
Subject: RE: 6/20/02 Mtg. Minutes/Action Items - Field Mgmt. Discussion (Escape Stalls)

FYI...ISM 02-06-043 had been replaced by ISM 02-06-025. The wording is exactly the same; the only change was referencing the newer TSB (02-11-06).

Muriel Sanders

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

From: Terzes, Laura (L.D.)
Sent: Friday, June 21, 2002 11:46 AM
To: Suarez, Rhoe (R.); Steckler, Mike (C.M.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Hoffman, Michael (M.V.); Muter, Doreen (D.J.); Klarr, Jerry (G.T.); Ayres, Nick (B.L.); Sanders, Muriel (M.S.); Takazawa, Keith (K.D.); Conville, Andrew (A.M.); Berardi, Mike (M.A.); Dominick, Brian (B.J.); Logel, Jay (J.D.); Bandoska, Pete (P.F.); Chin, Derral (D.); Le, Daung (D.H.); Johnson, Jim (J.S.); Glass, Jim (J.B.); Price, Martin (M.); Gblin, Michael (M.); Umkico, Steven (S.); Souchock, Peter (P.D.)
Subject: FW: 6/20/02 Mtp. Minutes/Action Items - Field Mgmt. Discussion (Escape Stalls)

Meeting Date: 6/20/02
Location: Teleconference

Attendees: Suarez, Rhoe; Steckler, Mike (C.M.); Fascetti, Bob (R.J.); Corbett, Sandra (S.M.); Dalbo, Bob (R.J.); Ayres, Nick (B.L.); Takazawa, Keith (K.D.); Conville, Andrew (A.M.); Price, Martin; Terzes, Laura; Gblin, Mike; Umkico, Steve;

CC: Berardi, Mike (M.A.); Dominick, Brian (B.J.); Logel, Jay (J.D.); Bandoska, Pete (P.F.); Chin, Derral (D.); King, Hoffman, Michael (M.V.); Klarr, Jerry, Sanders, Muriel; Souchock, Peter;

Action Items:

- Investigate revision to TSB 02-11-06 and ISM 02-05-043 to direct dealers to perform the TSB and ISM on any customer vehicle with engine stall complaint. Dealer not required to duplicate concern on vehicle, concern is intermittent. (L. Terzes/R. Suarez)
Status (6/20): R. Suarez to schedule/coordinate TSB co-authoring meeting with SMEs to expedite revision process. Revisions to include text directing dealer/technicians to perform all repairs on customer complaint units, any new service info, and review of application coverage for all affected units including 2003 MY early builds if applicable. (2003MY may be addressed in a separate message.)
- Investigate with OGC concurrence, whether 35 RAV repairing dealers should receive specific instructions directing them to perform TSB 02-11-06 and ISM 02-05-043 on any RAV unit bought back for any Stalls Cuts or Engine Mechanical Failure concern. (M. Steckler)
Status (6/20): M. Steckler will contact RAV repairing dealers (all) and direct them to perform the TSB/ISM on any RAV unit re-purchased for a stalls or engine mechanical concern.
- Forward appropriate VINs, CQIS Reports, CRC and RAV data to Bob Dalbo and Muriel Sanders for consolidation and analysis purposes. (M. Steckler, R. Suarez, L. Terzes)
Status(6/20): R. Suarez will continue to filter and send field report data on customer complaint units to B. Dalbo, M. Sanders, and D. Le (DLE1). The intent is to identify concern units for further investigation.
- Contact the Quality office to obtain help with the analysis and consolidation of the stalls data to facilitate a coordinated field investigation. (J. Klarr)
Status(6/20): CLOSED (Analyst assigned to assist, D. Le.)
- Generate report of resold RAV units with Engine Stalls or Engine Mechanical Failure concern to determine, what if any further repair actions should be taken. (M. Steckler)
Status(6/20): Re-contacting 2nd owners of RAVs that did not receive all TSB and/or ISM repairs is TBD.
- Contact CRC activity (Ed Kimmerling) to discuss special handling process for customers who experience the Engine Stall concern. (Unique questions, data sort to facilitate analysis). Provide info to team and to CCRG and ECI. (L. Terzes)

